

Inspection of the Brisbane and Cleveland Youth Detention Centres

June 2019

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

Approved:



Bob Gee

Director-General

Department of Youth Justice

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"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 BYDC during on-site inspection

Dates of inspection	27 to 31 May 2019
Executive Director, BYDC at time of inspection	Michael Drane
Built capacity (i.e. usable secure fixed beds ¹)	118
Highest daily number of young people	113
Average population of young people	112
Average population of males	93
Average population of females	18
Average percentage of young people on remand	83%
Average percentage of young people sentenced	14%
Average percentage remanded and sentenced	3%
Average population of Aboriginal and/or Torres Strait Islander young people	67 (60%)
Number of young people on Child Protection Orders	20 (18%)
Youngest detainee on centre	12 years 9 months
Oldest detainee on centre	18 years 5 months

¹ The number of purpose-built beds in general accommodation units plus four bedrooms in the Oak segregation unit – excludes beds in Independent Living Units and Admissions area holding cells. The security upgrade also recommenced making some beds unavailable.

Snapshot of CYDC during on-site inspection

Dates of inspection	10 to 14 June 2019
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	95
Average population of young people	92
Average population of males	81
Average population of females	11
Average percentage of young people on remand	70%
Average percentage of young people sentenced	27%
Average percentage remanded and sentenced	3%
Average population of Aboriginal and/or Torres Strait Islander young people	87 (94%)
Number of young people on Child Protection Orders	25 (27%)
Youngest detainee on centre	12 years 1 months
Oldest detainee on centre	18 years 9 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 27 to 31 May (BYDC) and 10 to 14 June (CYDC) 2019. Statutory detention centre inspections are conducted by delegated Inspectors, located within the office of the Director-General, Department of Youth Justice. 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 programs and purposeful activity, reintegration, suicide risk and self-harm, separations and behavioural plans. In gathering evidence, Inspectors visited all units over the inspection week and spoke to staff and young people in each unit. Emerging issues and themes were corroborated through consultation with relevant managers and inspection of available data.

The key observations, findings and recommendations in relation to the focus areas are summarised below. Other issues raised and discussed with relevant centre managers and the acting Deputy Director-General, Youth Justice Services during and immediately following the site visits are tracked in the Issues Register at Appendices A and B of this report. The status of active recommendations from previous reports are detailed in the Recommendations Register at Appendices C and D.

Focus Area 1 – Programs and Purposeful Activity

The Inspectorate found that both centres offer a range of programs to young people promoting their connection to culture, improving their physical and mental health, increasing life skills and addressing their offending behaviour. Programs are delivered on-site by multiple teams within the Department of Youth Justice, the Department of Education and Queensland Health. The Inspectorate has recommended focussed inter-departmental discussions at each centre to assist in overcoming barriers to program delivery such as the limited availability of staff and other shared resources.

Focus Area 2 – Reintegration

The Inspectorate found that reintegration planning is currently occurring after sentencing as part of the ongoing case management of young people in detention, with varying levels of detail and collaboration with community-based stakeholders. The Inspectorate has recommended that a targeted multi-agency reintegration plan is developed for every eligible young person, across all areas of the young person's life including offending, education and employment, substance abuse, family circumstances, parenting, leisure and recreation, personality or behaviour, peer relations and attitude.

Very low numbers of reintegration leaves of absence are currently occurring at both BYDC and CYDC, due to operational staff being prioritised to accommodation sections and the outcome of individual risk assessments. The Inspectorate has recommended that off-site leaves of absence be considered as part of the broader reintegration planning process using a common risk assessment tool. Reintegration leaves of absence should, if approved, sit alongside a range of centre-based activities that increase the young person's independence and their connection to their support network in the community. The Inspectorate further recommended the allocation of dedicated staff for off-centre reintegration activities.

The Inspectorate also found that high percentages of young people on remand (BYDC 83% and CYDC 70% at the time of inspection in May/June 2019) are resulting in many young people being ineligible for formal reintegration planning and off-centre reintegration activities. The Inspectorate

has recommended the extension of eligibility for reintegration planning to suitable young people on long-term remand as well as those who have been sentenced.

The Inspectorate found that there are times when trusted relationships between staff and young people are developed in youth detention that would provide benefit for both young people and staff if continued after the young person is reintegrated into their community. The Inspectorate has recommended that detention centres develop a process for a detention centre staff member to apply for approval to make positive contact with a young person following release from youth detention, such as attending the young person's sporting event or place of employment.

The Inspectorate described the cultural units at each centre and the range of ways in which these units facilitate positive connections to culture for Aboriginal and Torres Strait Islander young people while they are in detention, such as supported family visits and connection to Elders. No recommendations have been made in relation to the work of cultural units at BYDC or CYDC.

The Inspectorate noted the work done for all young people in detention preparing them to transition back to their communities through the case management framework, such as supporting young people to engage in programs and education according to their individual goals and needs. BYDC's Visits Beyond Visits program is highlighted, which provides an avenue for caseworkers and youth workers from Youth Justice Service Centres to visit young people in their units and maintain or develop a relationship with the young person during their time in detention.

The Inspectorate described the work of the Department of Education's Transition Team at BYDC in building relationships with employers in the community, arranging interviews and job opportunities for young people prior to release. With the increased average age of young people in youth detention following the inclusion of 17-year-olds in the youth justice system, the Inspectorate has recommended that CYDC increase the focus on building employment resources, networking with employers and linking young people to jobs before release.

Focus Area 3 – Suicide Risk and Self Harm

The Inspectorate noted that suicide observation compliance monitoring and suicide risk assessments were occurring as per legislative, policy and practice guidelines. A review of data showed that incidents of self-harm in both centres were stable, with the majority attributable to a very small number of young people who present more complex needs. No recommendations have been made in this area.

Focus Area 4 – Separations

The Inspectorate noted previous recommendations made in recent inspection reports relating to continuous cell occupancy separations which are being progressed by Youth Justice Services. The June 2018 recommendation relates to the provision of disaggregated separations data to the Inspectorate; and the March 2019 recommendation relates to increased access to outdoor physical activity during periods of continuous cell occupancy. The Inspectorate has made no further recommendations at this time.

Focus Area 5 – Behaviour Support Plans

The Inspectorate reviewed behaviour support plans and attended multi-disciplinary team meetings at each centre, led by the Behavioural Support Team, in which key stakeholders developed a tailored strategy to support selected young people to maintain positive behaviour. A cultural perspective was included in discussions and documented plans. No recommendations are made by the Inspectorate in this focus area.

Other Issues

The Inspectorate raises issues on-site during the inspection, directly with staff throughout the inspections, with the Executive Directors at the exit interviews and with acting Deputy Director-General at the preliminary findings meeting. Issues not dealt with through findings and recommendations in this report are monitored through the Issues Registers (Appendices A and B), which outline the response action taken by Youth Justice Services or centre management.

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List of Recommendations

Focus Area 1 – Programs and Purposeful Activity

Recommendation 1

The Inspectorate recommends that Youth Justice Services 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.

Focus Area 2 – Reintegration

Recommendation 2

The Inspectorate recommends that Youth Justice Services 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.

Recommendation 3

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.

Recommendation 4

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.

Recommendation 5

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.

Recommendation 6

It is recommended that CYDC increases the focus on building employment resources, networking with employers and linking young people to jobs before release.

Focus Area 3 – Suicide Risk and Self Harm

Nil recommendations made.

Focus Area 4 – Separations

Nil recommendations made.

Focus Area 5 – Behaviour Support Plans

Nil 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 Director-General's Office, Department of Youth Justice. 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 27 to 31 May 2019 and CYDC from 10 to 14 June 2019 including attendance at all accommodation and administrative areas throughout the centres during business hours
- In-depth interviews with the Executive Directors (EDs); Deputy Directors (DDs); Operations Managers (OMs); Unit Managers; Practice Support Managers; Cultural Units; Programs

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

- Attendance and observation of behaviour support review and suicide management planning meetings
- Conversations with various staff and young people both individually and in multiple focus-groups in all accommodation units throughout the centre
- 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-inspections briefing of the Acting Deputy Director-General (A/DDG), Youth Justice Services (YJS)
- Review of young peoples' reintegration, leave of absence (LOA), suicide management and behaviour support plans where available.

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REVIEW

Focus Area 1 – Programs and Purposeful Activity

The Inspectorate's focus on programs and purposeful activity involved review of authorising Youth Justice legislation, policies and procedures, programs catalogues and timetables, review of attendance records and, viewing of CCTV footage and consultation with the detention centres' programs and activities coordinators, Behaviour Support Teams (BST), Casework Teams, Cultural units, Department of Education staff including Principals, Deputy Principals, Transition Officers and TAFE employees, Queensland Health staff including the Nurse Unit Manager and Mental Health, Alcohol, Tobacco and Other Drugs (MHATODS) staff, Operations Managers, Youth Workers and Section Supervisors, the Youth Justice Program Design, Implementation and Support Team and the Youth Justice Capability Development Team.

The Youth Detention Inspectorate expects that "whilst detained young people are guaranteed the benefit of meaningful activities and programs which serve to promote and sustain their health and self-respect, foster their sense of responsibility and encourage attitudes and skills that will assist them in developing their potential as members of society" (Expectations for Queensland Youth Detention Centres, Department of Youth Justice, 2019).

Programs and services established under the *Youth Justice Act 1992* for children should—

- (a) be culturally appropriate
- (b) promote their health and self respect
- (c) foster their sense of responsibility
- (d) encourage attitudes and the development of skills that will help the children to develop their potential as members of society.

The Brisbane Youth Detention Centre (BYDC) and the Cleveland Youth Detention Centre (CYDC) both offer a range of programs to young people that promote their connection to culture, improve their physical and mental health, increase life skills and address their offending behaviour.

Staff who deliver programs include members of the behaviour support team (BST), programs and sport and recreation teams, Queensland Health, cultural units and the Department of Education. During interviews with these staff, inspectors were advised that barriers to program delivery in youth detention can include:

- escort and unit accommodation staff availability
- young people's willingness to engage in programs for a variety of reasons including the stigma involved in certain topic areas
- available space
- caseworker and cultural liaison officer availability
- interpersonal (not-to-mix) issues between young people
- restrictions on young people's use of tools due to violent offending histories.

Strategic governance among teams within youth justice and across departments will assist in overcoming some of these barriers and lead to a more collaborative culture among work groups.

Collaboration in program delivery may be enhanced through discussions at the Interdepartmental Steering Committee (ISC), review of memoranda of understanding and through managerial oversight of multiple teams including BST, cultural units and casework teams to support the coordinated use of staff and other resources.

Programs at BYDC

BYDC Programs Team

BYDC's programs team regularly facilitates a range of programs including instrumental and electronic music, sport and recreation programs, life skills including cooking and personal grooming, programs addressing offending behaviour including Aggression Replacement Therapy (ART) and programs for young women such as Girls Moving On. ART is offered broadly across the centre and the language used in the course is used to support young people when reflecting on incidents, such as understanding their triggers and reading the physical signs on their bodies when experiencing strong emotions.

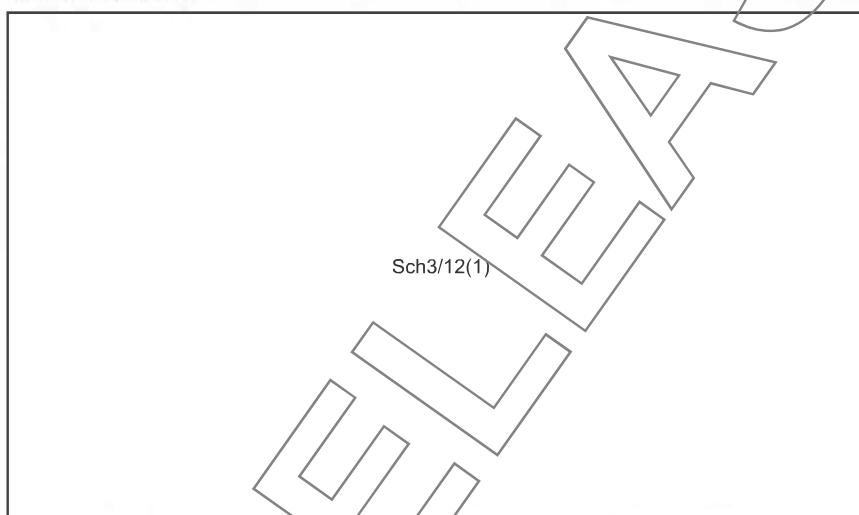


Image 1: Young people engaged in Aggression Replacement Therapy (ART) program at BYDC

In the past BYDC collaborated with Red Cross Australia to develop Streetwise First Aid, which uses storytelling, realistic role-playing and simulated injury scenarios from young people's real life experience such as drug and alcohol overdoses and placing a person in the recovery position following a car crash and contacting emergency services. The Inspectorate would be supportive of the reintroduction of this tailored course at both centres, as young people are likely to be in a position to be first responders in emergency situations due to the risk-taking nature of the youth detention cohort.

Recently BYDC has introduced the Duke of Edinburgh's Award Bridge Program, connecting with community-based Police Citizen's Youth Clubs (PCYCs). On centre, young people engage in activities such as practical skill development, volunteering and an adventure journey involving camp craft, studying the local flora and fauna, fire safety, first aid and engaging in cultural activities with a local community representative. The program was delivered in 2018 with the fire component not included due to the perceived level of risk. The BYDC programs team is working to incrementally increase young people's access to this type of activity, focussing on risk mitigation before the program and educating young people about fire safety during the program.

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Images 2 and 3: Young people engaging in the Duke of Edinburgh's Award Bridge Program Adventure Journey at BYDC, June 2019

BYDC Cultural Unit

The cultural unit delivers a range of programs including cultural dance, painting, making drums, raffia skirts and didgeridoos. Yarning circles for young men and women are in the development phase and will include a storytelling version for the younger cohort. The cultural unit consults with the BYDC Indigenous Reference Group when developing new programs.

BYDC Behaviour Support Team (BST)

BST delivers programs based on the assessed need of the cohort, identified through individual work with young people and/or best practice research. Programs are facilitated by psychologists or speech pathologists and include topics such as positive parenting and teenage sexual behaviour, co-delivered with Queensland Health's on-site Mental Health, Alcohol, Tobacco and Other Drugs (MHATODs) team where relevant.

Queensland Health at BYDC

The Youth Detention Centre Operational Policy YD-1-3 Youth detention - Structured day and program delivery requires youth detention centres, in partnership with hospital and health services, to provide young people access to a comprehensive range of health care and health promotion programs. Queensland Health at BYDC delivers programs that help young people understand and address their drug and alcohol usage, as well as 'mini groups' (art therapy, music therapy, social skills and yoga) to young people on a voluntary basis.

Department of Education at BYDC

The Department of Education at BYDC delivers a range of programs that support young people to develop skills for the workforce, such as woodworking, horticulture and metalwork. Qualified tradespeople such as bricklayers are engaged by the Department of Education, supporting young people to gain skills and work towards certification in those trades.

Programs at CYDC

CYDC Sport and Recreation Team

The CYDC sport and recreation team delivers programs to young people between 3pm and 5pm on weekdays, three or more sessions on Saturdays and school holidays, and two or more sessions on Sundays. Staffing challenges are heightened on weekends due to increased unplanned staff absences.

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Weekday programs include gym, indoor activity room (e.g. air hockey, table tennis), music, arts and craft, wood burning, leatherwork and tutored sports. Many young people told inspectors they value the time in the gym very highly. Weekend programs include all of those listed above with additional programs brought onto the centre by external facilitators, such as music therapy, yoga, meditation and dance.

The sport and recreation team also collaborates with the Department of Education to deliver basic automotive, beauty/facial therapy, visual art and music programs. The 'grounds crew' program delivered by the sport and recreation team is based on components of the Certificate 1 in Horticulture, but as the team is not a registered training organisation they have negotiated with TAFE Queensland to enable young people to receive credit for these components if they choose to continue the course in the community. CYDC has recently initiated a garden beautification program for females and younger males, in which the young people plant and care for gardens in the grounds of their accommodation sections.

CYDC Cultural Unit

The cultural unit at CYDC organises significant cultural events for the centre such as NAIDOC, National Youth Week, Sorry Day and Mabo Day. The unit delivers a range of programs such as the 'We are Warriors' program for young men; and coordinates external facilitators to deliver program [REDACTED] a self-care program for young women. It jointly delivers the 'Yarn Up' program with Queensland Health at CYDC. The cultural unit consults with the CYDC Indigenous Reference group when developing new programs.

CYDC Behaviour Support Team (BST)

BST delivers skill focussed programs to young people such as Emotional Regulation and Impulse Control (ERIC), jointly delivers ART with the programs team and caseworkers and also facilitates individual interventions on topic areas such as self-esteem and anger management. BST and Queensland Health sit together on-site at CYDC and both teams told inspectors this supports collaboration and seamless coordination in the delivery of programs.

The Youth Justice Program Design, Implementation and Support Team facilitates connections between detention centres and youth justice service centres in relation to program delivery. Recently the Youth Justice Service Centre in Cairns has re-scheduled their delivery of the ART program to align with CYDC's schedule so that young people can continue the program in the community if they are released from CYDC during the program. The Inspectorate commends CYDC and the Cairns Youth Justice Service Centre for this locally-driven strategy to overcome a barrier to program completion.

Queensland Health at CYDC

Drug and alcohol programs are facilitated by MAHTODS. The CYDC MAHTODS team is smaller than that at BYDC and split across two locations so inspectors were advised there is no capacity for other group programs. The CYDC health clinic facilitates small group programs on nutrition, vaccinations, hygiene, oral health and other topics as needs are identified.

Department of Education at CYDC

The Department of Education at CYDC uses on-site facilities to deliver skill development programs such as leatherwork, wood burning (pyrographics), metalwork and mechanical engineering. Young people who complete courses in mechanical engineering are eligible for recognition for prior learning if they continue the course at TAFE in the community.

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In 2019 more young people are enrolled in the course for fewer hours per week, which limits young people's ability to complete all course components.

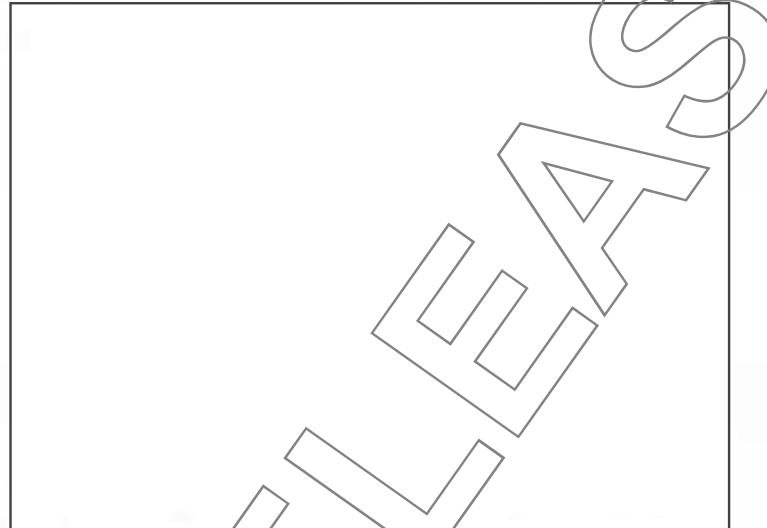
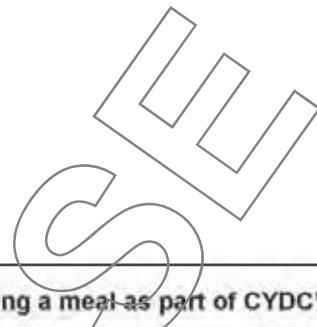


Image 4: Mechanical Engineering Workshop at CYDC

Following a major incident in 2016, all inter-school sports were cancelled at CYDC as the incident was triggered by the cancellation of an inter-school sporting match. During this inspection, the first inter-school sporting event since that time was played at CYDC. The basketball game was a positive display of good sporting behaviour and there were no security concerns. The CYDC young people involved expressed gratitude to staff and centre management for entrusting them with the responsibility and told inspectors they hoped there would be opportunities to build on this success.

In the morning, staff at CYDC use pre-purchased coffee cards and are served coffee by young people who are learning barista skills in the Department of Education's hospitality program. The hospitality program also involves young people cooking nutritionally balanced meals in the kitchen at CYDC.

Sch3/12(1)



Images 5 and 6: Young people serving coffee to staff and cooking a meal as part of CYDC's hospitality program

In the past, the Department of Education has coordinated lifesaving courses to young people at CYDC. The pool at CYDC has been empty since 2017 and needs major work so lifesaving courses are currently not being delivered. This is unfortunate given the number of volunteer employment opportunities in Far North Queensland for which a lifesaving certificate such as the Bronze Medallion would be considered valuable.

Coordination of programs

In both centres, the programs/sport and recreation teams track attendance, participation and engagement in programs, in order to identify opportunities and improve attendance through identification of barriers. In CYDC between 1 January and 30 June 2019, 97 per cent of scheduled programs were delivered as per the schedule. There were 314 instances of young people unable to attend programs provided by the sport and recreation team. Of these cancellations:

- 135 were due to accommodation staff being unavailable
- 99 were due to the young people being contained in their accommodation centres because staff had been called to respond to an incident somewhere on the centre
- 54 were due to young people refusing to participate
- 13 were due to the external facilitator being unavailable
- 11 were due to scheduling conflicts
- two were due to the young people being released from custody.

While the BYDC programs team captures program attendance data, detail about the reason for program cancellations was not readily available from the information provided. The Inspectorate would welcome the provision of information in relation to program cancellations in the future.

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Finding 1:

Barriers to program delivery at both centres include the limited availability of space, physical resources and staff, and the siloed approach to program delivery among the various teams within the centres.

Recommendation 1:

The Inspectorate recommends that Youth Justice Services 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.

Focus Area 2 – Reintegration

The Inspectorate's focus on reintegration involved review of authorising Youth Justice legislation, policies and procedures, daily monitoring of incidents in DCOIS, review of transition and reintegration plans for sentenced young people at both detention centres who were released between 1 January and 30 June 2019 and review of case plans in the Integrated Client Management System (ICMS) for a selection of these young people. In gathering information in relation to this focus area, Inspectors consulted with young people, Youth Workers, Casework Managers, Operations Managers, Unit Managers Cultural Units and Transitions staff and Section Supervisors and the Youth Justice Capability Development Team.

Young people detained in Queensland's youth detention centres have a legislated right to be reintegrated into the community and to receive appropriate help in making the transition from being in detention to independence (*Youth Justice Act 1992*, Schedule 1 – Charter of Youth Justice Principles). It is an expectation of the Youth Detention Inspectorate that "prior to their return to the community, necessary steps are taken to ensure for the young person's gradual return to the community" (Expectations for Queensland Youth Detention Centres, Department of Youth Justice, 2019). The *Youth Justice Strategy 2019-2023* also focusses on reintegration, stating, "Australian research shows detention separates children and young people from important relationships including families. We need to ensure that young people in detention are assisted to transition effectively back into their families and communities, and to adulthood"

According to the Youth Detention Operations Manual, Chapter 1 Section 1.8.3 – Transition planning and reintegration activities, transition planning occurs from intake onwards and includes providing young people with programs and services with a focus on progressively preparing the young person to be released from youth detention. Caseworkers at both centres take the lead in transition planning from intake. When a young person is sentenced and is nearing their release date, best practice and current operational guidelines suggest that multi-disciplinary teams from within and outside detention, plan for the young person's reintegration into community. Consideration is given for young people to leave the detention centre for short periods to connect with ongoing community supports and resources, related to their goals. In both centres there are gaps in the reintegration planning processes and the number and relevance of reintegration activities currently occurring.

Barriers to reintegration

During interviews with youth detention centre senior management, casework teams, child safety officers and youth justice services senior management, inspectors were told some of the barriers to effective reintegration include:

- the current low numbers of risk-assessed opportunities for young people to leave the centre
- staffing pressures, with available staff being prioritised to accommodation sections to prevent separations
- the high number of young people on remand, who are therefore ineligible for formal reintegration planning and in detention for short and/or unpredictable periods of time
- detention centre caseworkers' limited time availability
- long distances between detention centres and young people's home communities
- the timing of child safety residential placements becoming available, meaning the centres are not aware until the last minute in which part of Queensland the young person will reside
- the varied level of involvement from Youth Justice Service Centre staff in developing and implementing reintegration plans.

Reintegration planning

Youth detention case plans include activities supporting the young person to prepare to transition back into the community. Inspectors have observed evidence of this through attending case review processes and review of case plans. When a young person is being considered for an off-centre leave of absence, a 'reintegration plan' (see Attachment 2 for an example) is developed with targeted assessment of risk factors across a range of goals and the inclusion of activities across a range of areas supporting reintegration. Reintegration plans support young people's return to the community in the period immediately leading up to their release, by mobilising a network of support around the young person such as family members, cultural mentors, sporting coaches, teachers, employers, mental health and drug and alcohol clinicians, youth justice service centre staff, child safety officers and non-government service providers. While these connections form part of the ongoing transition work being done by caseworkers and young people throughout their time in youth detention, the intentional focussing of resources in preparation for a young person's release facilitates the young person's access to these supports in the community, particularly in the 72 hours after release.

Caseworkers are required to incorporate an additional focus on reintegration into young people's case plans after sentencing. The Inspectorate reviewed the content of 50 per cent of case plans for young people who had been sentenced to more than six months and were released from youth detention between 1 January and 30 June 2019. The review found an increased focus on reintegration after sentencing in most cases (almost 75 per cent of the case plans reviewed); with the process being driven by detention centre staff rather than youth justice caseworkers in the young people's communities. On-centre staff such as transition officers, Department of Education transition officers and cultural unit staff support young people's reintegration activities while they are in detention. The percentage of plans with community-based reintegration activities over more than two areas of the young person's life (e.g. offending, education and employment, substance abuse, family circumstances, parenting, leisure and recreation, personality or behaviour, peer relations and attitude) was less than 25 per cent. The benefits of formal reintegration planning include the mobilisation of youth justice service centre staff and other key stakeholders to support the young person in the first hours and days after release, the highest risk period for reoffending.

Currently a formal reintegration plan is only developed when a young person is being considered for an off-centre leave of absence, or reintegration leave of absence (LOA). Inspectors were advised that many young people did not have reintegration plans because their behaviour on centre meant they were assessed as too high risk for LOAs. In these cases reintegration plans could be developed with on-centre activities that increase opportunities for supported decision making such as their daily timetable or meals; and alternative methods of connecting with community supports such as video links. Both off-centre LOAs and/or on-centre reintegration activities could serve as incentives to young people to maintain positive behaviour while in youth detention. If reintegration plans are developed for young people whether or not they are eligible for an LOA, the number of young people with a reintegration plan before they are released will significantly increase.

Another common reason stated for not developing a reintegration plan was that there were no 'earning or learning' activities related to the young person's goals in their communities. It is important that youth detention centre staff view all areas of a young person's life equally as important when supporting the young person to develop and achieve their goals. The Youth Detention Operations Manual, Chapter 1 Section 1.8.3 – Transition planning and reintegration activities, states "If young people are from regional, rural or remote communities they should also be given opportunities to participate in meaningful reintegration activities that are relevant and transferable to their community". Connecting to key support people in their communities by video link and participating in relevant activities near the detention centres is recommended, as is the inclusion of activities in other aspects of the young person's life in their reintegration plan, as well

as earning and learning. In CYDC a new family skype area was established in early 2019 to enable this contact to occur remotely.

Eligibility

According to the Youth Detention Centre Operations Manual section 1.7.1, "caseworkers plan reintegration for young people on sentences longer than six months". There was some inconsistency interpreting the definition of the six month period, for example:

Young person is remanded in custody	January 2019
Young person goes to court and receives a six-month detention order, with 60% to be served in custody	February 2019
Young person is released on a supervised release order	April 2019

- a) The young person's **detention order** is six months or more in length = eligible for reintegration planning
- b) The young person's **total time in custody** is less than six months = ineligible for reintegration planning
- c) The young person has less than six months **remaining in custody at the time of sentencing** = ineligible for reintegration planning.

The Inspectorate recommends that option (a) is used to determine eligibility in the future as it increases the availability of reintegration activities for young people. This will support youth detention to shift towards an attitude that reintegration planning is for everyone, unless there is a good reason not to. Currently the focus is on keeping young people safe, with a few select young people being considered for reintegration activities.

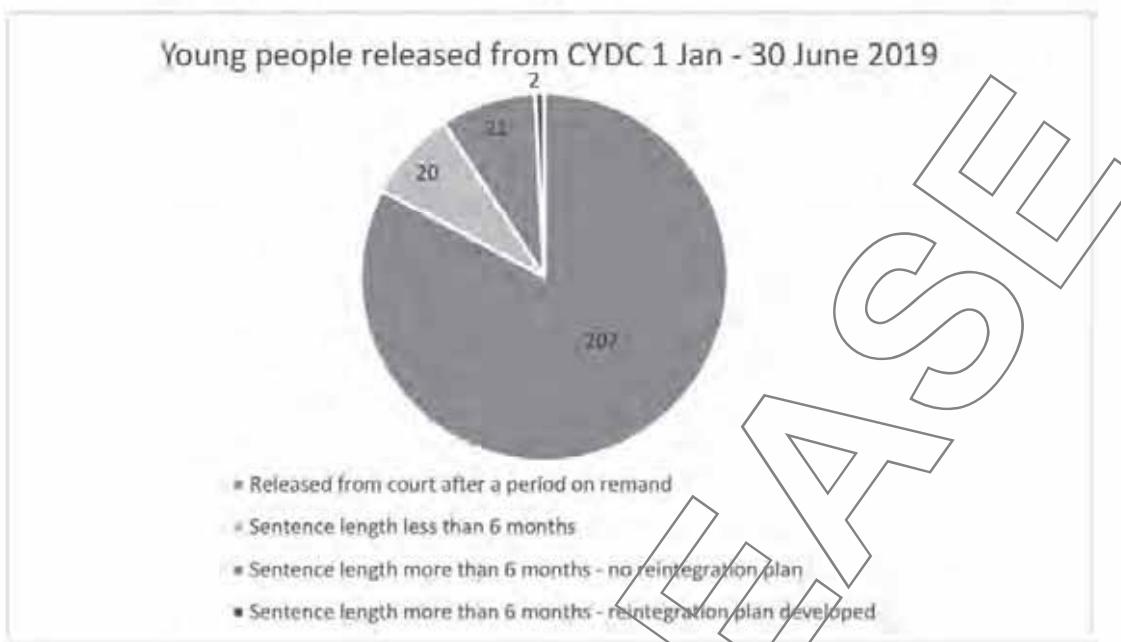
There are occasions when a young person is sentenced and very soon thereafter released from youth detention. If there are fewer than eight weeks remaining in detention following the sentence date, reasonable steps should be taken to plan for the young person's release without a formal reintegration plan being developed. Using this interpretation, 20 young people in BYDC and 20 young people in CYDC would have had reintegration plans developed between 1 January and 30 June 2019. The actual number of young people who had reintegration plans developed in this period were two in BYDC and five in CYDC. These plans were developed due to an LOA being considered. As stated earlier, in most cases an increased level of attention is given to reintegration after young people have been sentenced, as part of the case planning process. The use of a dedicated reintegration plan template would guide the relevant stakeholders outside of detention to collaboratively consider a range of focus areas and plan for the period following release.

In the future there should be consideration given to extending eligibility to young people with shorter sentences. This would open the process to more young people, in particular those who present a lower risk to the community (because longer sentences are often linked to more violent offending histories). Risk assessment forms part of all reintegration planning and will continue to be part of the process in the future.

CYDC reintegration planning

23 young people who were sentenced to periods of six or more months were released from CYDC between 1 January and 30 June 2019. While inspectors were told reintegration planning was challenging when young people were remanded in custody for long periods and then released soon after being sentenced, the data showed that only three of these 23 young people had fewer than eight weeks remaining in detention after being sentenced. Two young people had formal reintegration plans developed in this period. The plans, also called reintegration proposals, were

developed by an LOA panel with the purpose of assessing the benefits and safety risks around proposed leave of absences. The link between LOAs and reintegration plan development limited the number of young people with reintegration plans.



Connecting after release

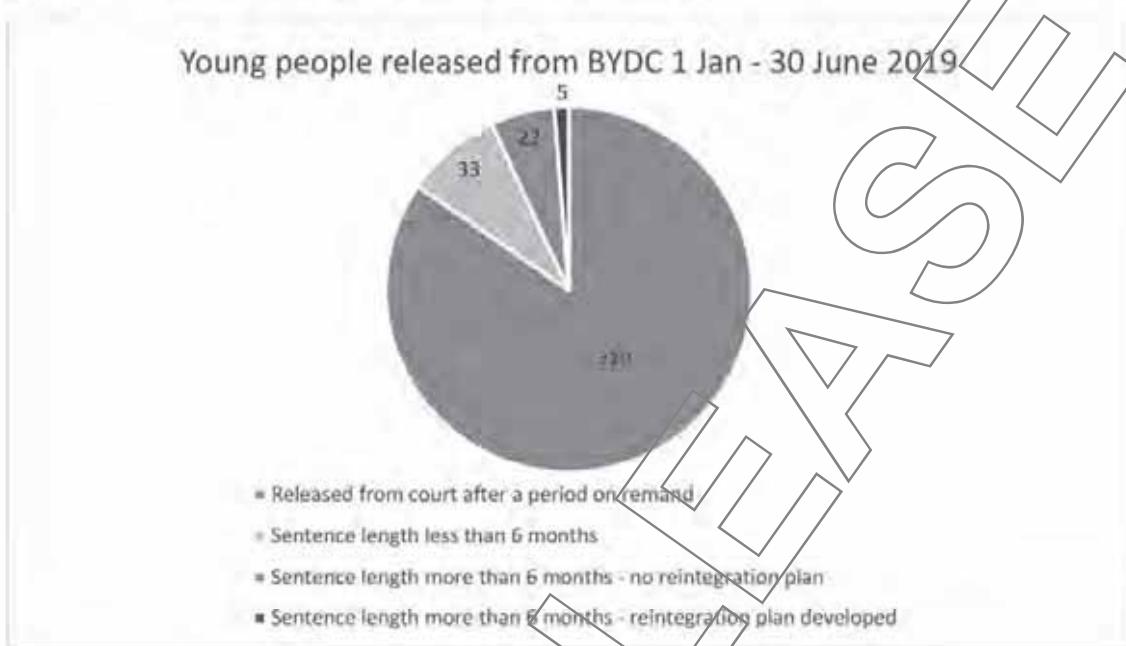
CYDC has recently commenced a process through which transition officers in the cultural unit connect with young people when they report to their Youth Justice Service Centre case managers for up to six weeks after release. The transition officer and young person connect via skype while the young person is in the service centre, discussing barriers to the young person's reintegration into the community and possible strategies to overcome these barriers. Prior to release, the CYDC cultural unit works with the young person to increase the support available to them after release. The Inspectorate commends CYDC for this innovative approach as it removes the barriers related to distance between CYDC and the young person's community, and uses the existing relationship built within youth detention to assist youth justice caseworkers with their ongoing responsibility for the young person's reintegration. The Inspectorate will monitor the implementation and outcomes of this initiative at future inspections.

Transitional Collaborative Panel

CYDC is currently working with key stakeholders to develop processes to ensure young people with confirmed release dates and those on long-term remand have robust transition plans in place, prior to their release from CYDC. The process in Townsville will be referred to as the Transitional Collaborative Panel, and will have representation across the detention centre, local youth justice service centres, child safety, adolescent forensic mental health and the Townsville Stronger Communities Action Group. It is envisaged that this process will lead to greater accountability; a multi-agency approach to supporting young people; problem solving of identified issues and barriers to reintegration; as well as the identification of systemic issues. Once this process is embedded for young people being released to the Townsville region, CYDC will consider replicating it across its catchment area. A separate process is being developed in conjunction with the Community Connect team in Mt Isa. The Inspectorate will monitor the implementation and early outcomes of these processes in future inspections.

BYDC reintegration planning

27 young people who were sentenced to periods of six or more months were released from BYDC between 1 January and 30 June 2019. While some young people were remanded in custody for long periods and then released soon after the day of sentencing, only three of these 27 young people had fewer than eight weeks remaining in detention after being sentenced. Five young people had formal reintegration plans developed in this period.



BYDC Reintegration Plan Template

The reintegration template used by BYDC incorporates reintegration activities across a range of areas, including offending, education and employment, substance abuse, family circumstances, parenting, leisure and recreation, personality or behaviour, peer relations and attitude. These areas are individually risk assessed and completed regardless of whether there is an LOA component. The Inspectorate supports the inclusion of holistic risk assessments across the full range of focus areas (see Attachment 2 for example BYDC reintegration plan template). Independent Living Units (ILUs) at BYDC are not currently being used as per Youth Detention Operational Policy YD-1-15 – Youth detention- Independent Living Units, which states that "Independent living units are designed to promote and support young people to self-manage their day to day requirements within a secure environment"; however, they are occasionally used to allow on-site reintegration activities such as meal preparation, as per the attached BYDC reintegration plan template (Attachment 2).

A review of policy and procedures related to reintegration should include consideration for:

- an increased focus on reintegration for every young person who is sentenced to more than six months with at least eight weeks remaining in custody at the date of sentencing
- targeted use of community-based resources towards the young person's reintegration, regardless of whether the young person is assessed as eligible for off-centre leaves of absence (LOAs)
- risk assessed post-release reintegration activities across a range of areas, including offending, education and employment, substance abuse, family circumstances,

- parenting, leisure and recreation, personality or behaviour, peer relations and attitude
- reintegration plans developed in collaboration with the young person's family, detention centre accommodation and professional staff, relevant youth justice service centre staff and other government and non-government partners in the community.

Finding 2:

Activities preparing young people to reintegrate into their communities are incorporated into the case planning and review process in youth detention. Reintegration activities are primarily led by youth detention staff rather than youth justice staff and other community supports. Targeted reintegration plans (such as the example at Attachment 2) are developed for young people if they are being considered for an off-site leave of absence. Due to the dependence on leave of absence eligibility, reintegration plans are being developed for a small percentage of young people.

Recommendation 2:

The Inspectorate recommends that Youth Justice Services 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.

Reintegration LOAs

The Youth Justice Act 1992 (s.269) provides authority for young people to be granted leaves of absence from detention for the following reasons—

- (a) to seek or engage in paid or unpaid employment
- (b) to attend any place for educational or training purposes
- (c) to visit the child's family, relatives or friends
- (d) to take part in sport, recreation or entertainment in the community
- (e) to attend any place for medical examination or treatment
- (f) to attend a funeral
- (g) any other purpose that the chief executive considers will assist in the child's reintegration into the community.

According to the Atkinson Report on Youth Justice (2018), "consideration could be given to greater use of leave of absence to facilitate reintegration of children back into the community during a period of detention. Leave of absence for suitable children could potentially be used more often and for longer periods than it is currently. For example, leave of absence might be suitable for undertaking work experience, community reparation activities such as meaningful community service, or for maintaining cultural connections for Aboriginal and Torres Strait Islander children, including through residential programs."

Since 2016, proposed reintegration LOAs have been risk assessed by an LOA Advisory Panel in each centre. The Panel meets to discuss and give 'in principle' approval to the overall plan which outlines the full risk assessment and the proposed activities. Each LOA is then approved, based on updated information such as recent behaviour or other issues that could present a risk not evident during initial planning.

Inspectors were advised at both centres there are times the planned reintegration LOA is cancelled at the final stage of approvals, following the bulk of the planning work being done by a multi-disciplinary team within the centre and from the community.

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The Operations Manager and Deputy Director at each centre are currently considering how to provide input into proposed LOAs in the early stages of planning; for example, attending the panel discussions or endorsing the high-level plan before detailed planning takes place, to reduce the risk of this occurring in the future.

Reintegration LOAs for young people on long-term remand

The *Youth Justice Act 1992* (section 269 – Leave of Absence), does not exclude remanded young people from participating in LOAs for the purpose of reintegration, but refers to "a child detained in a detention centre". Young people on extended remand periods who are then sentenced and released on the day of sentencing should be provided opportunities for leaves of absence to support their reintegration prior to release. Case studies BY/YP3 and CYYP3 (Attachment 1) demonstrate how young people can be disadvantaged by their remand status, spending long periods in youth detention without the opportunity for reintegration activities.

The Atkinson Report on Youth Justice 2018 recommended "that flexibility with detention and remand orders be adopted so that children can spend time outside of a detention centre during periods of custody to maintain positive connections to home and country and to support their transition and reintegration back into the community." Given the rise in the percentage of young people on remand compared with those sentenced (BYDC 83% on remand, CYDC 70% on remand as at June 2019), the Inspectorate recommends reintegration planning for young people on long-term remand.

In September 2018, the Inspectorate recommended "that reintegration and preparation for life in the community be a priority for all young people as soon as possible on entry to detention regardless of remand or sentenced status." This recommendation was accepted by Youth Justice Services. However, the term 'reintegration' may be interpreted as the ongoing transition work being done from intake with all young people in detention and/or the embedding of reintegration activities in case plans after a young person has been sentenced. The Inspectorate is therefore recommending that formal reintegration planning across all areas of a young person's life using a reintegration plan template, with consideration for reintegration LOAs, occurs for suitable young people on long-term remand.

Each week, court officers in the detention centres provide a forecast to the watch house team with an indication of which young people on remand may be released from court. The prediction is primarily based on offences and time served. The court officers reported that they can predict with approximately 70 to 80 per cent accuracy when a young person on remand will be released on the day of court. These estimates could support the centres' decision making around which young people are suitable young people for reintegration plans, with or without LOAs.

Currently risk assessment for LOAs takes into consideration a range of factors including the young person's behaviour, suicide risk, incident involvement, abscond, escape and leave of absence history and risk factors related to the proposed activity. The risk assessment process currently only applies to young people who have been sentenced.

The Youth Justice Operations and Practice team is currently developing a risk assessment and classification tool that will further support decision making in both youth detention centres. The planned tool is expected to guide a range of decisions such as young people's access to accommodation sections, programs and reintegration activities, with the aim of reducing incidents

and maximising the effectiveness of therapeutic interventions. Following the launch of the new risk assessment tool, Youth Justice Services plans to review transition and reintegration processes as a whole. The Inspectorate recommends that the new risk assessment tool, when implemented, should be instrumental in determining whether a young person should be approved for reintegration LOAs or other on-centre reintegration activities, regardless of sentenced status.

Finding 3:

Detention centres are currently only developing reintegration plans (including reintegration leaves of absence) for young people who have been sentenced. High percentages of young people on remand (BYDC 83% and CYDC 70% at the time of inspection in May/June 2019) are resulting in young people being disadvantaged due to court processes.

Recommendation 3:

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.

CYDC reintegration LOAs

A total of five reintegration LOAs occurred in the period of 1 January to 30 June 2019, for two young people. The type of leave of absences currently occurring at CYDC include driving around the community of Townsville, applying for identification such as learner's permits and meeting with caseworkers in youth justice service centres [REDACTED]

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[REDACTED] While there is merit in these activities, the Inspectorate believes there is room for more meaningful reintegration activities, aligned with young people's goals of reconnecting with family, entering employment, re-engaging with school, exploring their culture and a range of other activities on a case by case basis.

With the introduction of two, four-bed independent living units (ILUs) scheduled for July 2019, CYDC has recruited one additional staff member above the minimum accommodation ratio to each ILU for the sole purpose of supporting young people's reintegration. The Inspectorate expects this approach to reduce the risk of LOAs being cancelled on the day due to short staffing across the centre. Another benefit of this approach is the increased safety inherent in the relationship able to be developed by one reintegration worker attached to a small group of four young people, before spending time in the community.

BYDC reintegration LOAs

A total of seven reintegration LOAs occurred in the period of 1 January to 30 June 2019, for five young people. Activities included obtaining identification from the Department of Transport, visiting the youth justice service centre for case review meetings, induction at a drug and alcohol service and purchasing clothes and groceries [REDACTED]

The Inspectorate is aware of current staffing pressures at BYDC, resulting in young people regularly being restricted to their accommodation sections when the centre is short staffed. The immediate reassignment of a youth worker from the current pool of operational staff would unduly increase this pressure.

Finding 4:

Both centres are challenged by staffing numbers which can often lead to reintegration LOAs being cancelled on the planned day. This discourages young people by eroding their confidence and reducing motivation to work towards off-centre activities. CYDC has a plan to allocate specific staff, who are out of ratio, to the independent living units (ILUs) for off-centre activities.

Recommendation 4:

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.

The role of detention centre accommodation staff in reintegration

In order to change the culture of youth detention to a therapeutic environment that supports the personal development of young people and reintegration into their communities, accommodation staff need to have a stronger role in reintegration. Accommodation staff in both centres told inspectors they would like to have access to the criteria by which young people will be granted approval for reintegration LOAs, so they could encourage young people to take control of their own progression towards these opportunities. This includes engaging in criminogenic programs, maintaining positive behaviour standards and choosing not to be involved in incidents in the centre.

Accommodation staff at CYDC spoke to inspectors about coming into the job to help young people but feeling disappointed they miss out on opportunities to see young people succeed. The Inspectorate believes if staff could be involved in developing young people's reintegration plans and see them achieve goals such as meaningful LOAs, their job satisfaction may increase. Finally, while caseworkers have a relationship with young people it can be argued that there may be times when an accommodation staff member can help the young person identify goals for their reintegration plan or be best placed to support the young person on a reintegration LOA due to their close trusted relationship. The Inspectorate believes an enhanced connection between accommodation staff and young people's reintegration activities would benefit staff, young people and the overall culture of the centres.

Continuing Relationships with Centre Staff

The successful elements show in the BYDC case studies (BYYP1 and BYYP3 – Attachment 1), that for young people, particularly those without family support or a positive mentor, who develop family-like rapport with detention centre staff during their formative years, can benefit from continued support from these staff following release from detention. Continued support from staff that young people have come to look up to as mentors can encourage positive behaviour and achievement of goals as the young person feels they haven't been forgotten and want to make their mentors proud.

Further, seeing a young person achieve their goals can encourage staff and promote enthusiasm through visible results of their youth work. Supportive relationships should be encouraged and continued, in order to prevent a young persons' feeling of loss and the assumption that everyone thinks they're just criminals and expects them to reoffend, therefore, they do.

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Finding 5:

Strong enduring relationships between young people and trusted adults has been shown to build resilience and often develop between detained young people and the supervising staff, particularly

for those young people who lack support and positive role models in the community. Some staff state that they would like to occasionally make contact with young people in the community after release or allow young people to phone when they need support. This would not be part of the staff member's job description nor paid work but staff would like to be able to seek and gain approval for activities such as occasionally going to see a young person's football game.

Recommendation 5:

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.

Cultural Connections

Both of the cultural units in BYDC and CYDC are located with client service areas which include BST, caseworkers, programs and restorative justice teams. The cultural units provide services in community engagement, Elders visitation, transition, programs, family visits and cultural liaison. Cultural liaison officers regularly attend accommodation sections to provide proactive and reactive interventions to young people and staff including program delivery, cultural mentoring, support, education, conduct sorry business, culturally appropriate guidance regarding trauma and behavioural issues. Cultural practice is becoming more embedded as demonstrated, for example, through cultural involvement and influence in suicide prevention and behaviour support planning.

The CYDC cultural unit was established in 2017 and became fully staffed by 2019 (one vacancy remaining). The BYDC Cultural Unit Manager was appointed temporarily in December 2018 and five additional positions had been recruited up to June 2019. As at the time of inspection, the BYDC Indigenous Transitions Officer had taken up a position in YJS head office and this position was being recruited, therefore, transitions work was shared between the Department of Education and caseworkers. A new Indigenous Transitions Officer commenced employment in July, four vacancies remain in the BYDC cultural unit.

Cultural Unit Structures

The following table shows the current structures of the BYDC and CYDC cultural units:

BYDC Cultural Unit (10 positions, 4 vacant)	CYDC Cultural Unit (13 positions, 1 vacant)
<ul style="list-style-type: none"> • Manager (filled) • Community Engagement Officer (filled) <ul style="list-style-type: none"> - Cultural Liaison Officers x 3 (filled) • Indigenous Transitions Officer (vacant, recruiting at time of inspection) • Program Facilitator x 2 (vacant) • Visits Coordinator (vacant, recruiting at time of inspection) • Program Support Officer (filled) 	<ul style="list-style-type: none"> • Manager (filled) • Cultural Engagement Officer (filled) <ul style="list-style-type: none"> - Cultural Transition Officer (filled) - Cultural Visits Coordinator (filled) • Program Development Officer (filled) <ul style="list-style-type: none"> - Indigenous Program Facilitator x 2 (1 filled, 1 vacant) - Program Deliverer (filled) • Case Advisor (filled) <ul style="list-style-type: none"> - Cultural Liaison Officer x 4 (filled)

Cultural Liaison Officer Employment Streams

BYDC

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A difference between the cultural units exists in the employment streams of the cultural liaison officers (CLOs). At BYDC, the three CLOs who represent greater Brisbane areas and the Torres Strait, are employed in the operational stream (OO5) and can at times be redirected from their cultural liaison duties to fill shifts in section when the centre is short staffed. An advantage to this is BYDC CLOs can maintain relationships with staff and young people in section, providing cultural support and building rapport with young people and youth workers over an entire shift. Additionally, this also allows time to mentor and promote cultural understanding amongst staff and promote the support available from the CLOs and the cultural unit. Further, being in the operational stream allows BYDC CLOs to be available during night shifts and weekends. However, should BYDC CLOs be redirected to fill a youth worker shift in section, this may result in CLOs being unavailable to visit multiple sections and provide urgent cultural support to young people and staff.

CYDC

At CYDC, the four CLOs represent the Townsville, Torres Strait, Central Queensland and Cairns areas and are all employed in the administrative stream (AO4). Being under the administrative classification ensures CYDC CLOs are always available for cultural liaison duties during weekday hours when young people are unlocked. However, administrative stream staff are not required to work weekends or night shifts which may result in cultural support being unavailable during these times, although, CYDC has a greater proportion of Aboriginal and Torres Strait Islander youth workers who could champion the work of the cultural unit and provide cultural support in the absence of CLOs.

Cultural Community Engagement

The cultural community engagement officers in both cultural units aid in establishing Elders visitation programs and engaging community organisations that provide services to young people and their families. In addition Elders from various regions attending special events including Mabo Day and NAIDOC, CYDC has an established fortnightly Elders visitation program. At BYDC, the Community Engagement Officer is working with Elders to establish a visits and activities schedule including the involvement of the Department of Education and engaging Elders in programs such as cooking as a part of their visits.

CYDC has facilitated workshops with the Townsville Stronger Communities Action Group, Cairns Safer Streets and Mount Isa Community Connect groups to coordinate services and assistance for young people on release including participation in program run by these groups in the community.

The BYDC Community Engagement Officer attends community meetings and feeds back information, connects services available in the community with centres and is currently developing a community directory to map services and share with caseworkers.

Assisted Family Visits

For those young people whose family cannot travel to the detention centres due to lack of transport or location, assisted visits are provided. If transport and funding is an issue, the centres can provide cab charge vouchers, or assistance with train/bus fares and accommodation near the centre. For young people with families who live great distances from the centres including remote communities, skype calls, flights and accommodation can be arranged by the visits coordinators. CYDC has a Cultural Visits Coordinator who works with young people and their families to arrange these visits. As BYDC Cultural Visits Coordinator position is vacant, this service is coordinated by the visits staff for all young people.

Transition Planning

BYDC Transition Planning

CYDC caseworkers incorporate a focus on transition from the time each young person enters detention until they are released into the case planning process. However, due to high caseloads BYDC caseworkers are limited in their ability to develop reintegration plans and will support the transition plan developed by the Department of Education or rely on the YJSC to conduct this work. The Cultural Transitions Officer position had recently been vacated and recruitment was underway. Department of Education transition planning occurs from intake onwards and includes providing young people with programs and services with a focus on progressively preparing the young person to be released from youth detention.

Department of Education transition officers have shifted from just transitioning young people back into school, instead working with young people asking whether their goal is to return to school or gain employment and progressing those options. The Department of Education regularly collaborates with the casework team to ensure all are working to the same goal, as in the past for example, the Department of Education could be working towards employment, and casework may have planned for a return to school. regular collaboration now ensures a common goal. Additionally, Department of Education Transition officers involve the young person's parents where possible, for example, a young person had completed child care education units at BYDC, prior to release the Department of Education Transition Officer spoke with the young person and her mother to arrange attendance at a child care training facility to continue with practical elements of the course.

During 2019 Department of Education transition officers have been establishing connections across the BYDC catchment with businesses and councils (e.g. [redacted]

[redacted] who can employ young people on release. Some employers are attending the visits centre to interview young people and when a visit is not possible, phone interviews are organised. A number of young people spoke positively to Inspectors about transitioning to employment on release. [redacted] sch3/12(1) [redacted]

An issue was raised by Department of Education management to Inspectors in regards to young people who the Department of Education would assess as being suitable for reintegration activities including LOAs, however, remand status prevents these recommendations going ahead. It was mentioned that some remanded young people who are ineligible for LOAs had demonstrated better behaviour and stronger commitment to be more suitable for LOAs than some of the sentenced young people who were eligible. Further, the Department of Education transition officers are not involved in the LOA planning discussions with centre staff.

The Cultural Unit spoke of challenges with young people with child safety involvement not having accommodation placements arranged by child safety soon enough prior to release and that the locations of the accommodation that was arranged could change multiple times. Therefore, the Cultural Transitions Officer couldn't plan for a fixed location. The Inspectorate queried whether these issues had been raised at the Interdepartmental Steering Committee and if not, would recommend that these issues be discussed at this forum.

BYDC Visits Beyond Visits

Over the last two years, BYDC has been running the 'Visits Beyond Visits' program where two staff from each of the following services in the community, attend BYDC to establish and maintain connections with young people who were reporting/clients and/or will be reporting/a client to that service when released:

- Youth Workers and Caseworkers (13 x YJSCs from Brisbane and surrounding areas including Gold Coast, Toowoomba, Cherbourg and Hervey Bay)
- Supervised Community Accommodation (two sites)
- Bail and Order Support Service (Youth Advocacy Centre Inc.)
- Aboriginal and Torres Strait Islander Legal Service.

180 staff from the above services have been trained in the use of keys and radios so they can move around the centre unescorted and liaise with young people in their accommodation section. This enhances the familiarity and rapport between young people and visiting staff as well as strengthening the working relationship between BYDC and YJSC caseworkers. Another benefit is greater participation by young people in interventions and reporting requirements in the community.

Previously, when these staff visited BYDC this would be classed as a professional visit which would occur in the visits centre. Young person participation was poor as they'd rather stay in section with their friends instead of having to walk, escorted, to the visits centre located at front of the facility. Since the inception of Visits Beyond Visits, young person participation and communication between BYDC and community services have greatly improved.

CYDC Transition Planning

CYDC caseworkers incorporate a focus on transition from the time each young person enters detention until they are released into the case planning process.

CYDC Department of Education focuses mainly on reengaging with school as due to geographical placement and lack of employment opportunities in some communities, a focus on employment is not always possible. Council does advise when there are apprenticeships, although, Inspectors haven't received any advice whether young people at CYDC have been eligible for these. This is an opportunity that should be explored to ensure young people match qualifications to upcoming apprenticeship opportunities while on centre to be continued through their YJSC.

The Cultural Transitions Officer at CYDC coordinates transition and reintegration planning for young people aged between 16 and 18 years of age who are sentenced. This planning begins six weeks prior to release. This involves focusing on the connections with education, housing, health, family and culture and sharing this info to the YJSC to enhance support for the young person on release. Skype meetings are also held with the Transitions Officer, young person and their youth worker and caseworker at the YJSC supporting them on release, this ensures the young person is comfortable and familiar with these supports. The Cultural Transitions service continues six weeks post release and involves follow up via skype or in person depending on location to ensure reporting requirements are being met and if not, what can be done to assist. The family is also involved to ensure they have the resources and access to services for them to support themselves and the young person.

Finding 6:

Both centres are increasing their focus on employment readiness and job linkages. In 2019 the Department of Education transition team at BYDC is focussing their resources on employment for young people above mandatory school age.

Recommendation 6:

It is recommended that CYDC increases the focus on building employment resources, networking with employers and linking young people to jobs before release.

Focus Area 3 – Suicide Risk and Self-Harm

The Inspectorate's expectation in relation to suicide risk and self-harm is "young people at risk of self-harm or suicide are promptly identified and a support plan is created, implemented and monitored. Supervising staff that are appropriately trained are notified of vulnerable young people and encourage the young person to engage in re-directive activities, counselling and programs. Emergency equipment and support is provided and readily available to staff. Staff are trained in the use of such equipment".

The Inspectorate's focus on suicide risk and self-harm involved review of Youth Justice legislation, policies and procedures, consultation with the Practice Support and Operations Managers, Unit Managers, Training Officers, Cultural Unit Managers, Section Supervisors, Youth Workers and young people. Inspectors also observed Suicide Risk Assessment Team (SRAT) meetings at both detention centres. This section will discuss suicide incident trends, cultural influence in suicide prevention and staff currency in suicide response training.

In response to the Inspectorate's June 2018 recommendation to increase suicide observation compliance monitoring, both detention centres addressed this recommendation by December 2018. Monitoring and compliance around ensuring suicide observations are being performed, particularly during night shifts is now business as usual. Compliance is checked via a combination of electronic records, bed check records and CCTV footage. At the time of inspection, two sections of BYDC were yet to have cameras installed in common areas

[REDACTED]
[REDACTED] s49 sch4

Self-Harm Incidents

The table on page 32 shows the numbers of attempted self-harm and suicide and minor self-inflicted injuries/threats for both detention centres over the last two quarters of 2019. The types of incidents recorded in DCOIS against these self-harm incident categories include, for example:

- *Attempted self-harm and suicide* – restricting the airway with a ligature around the neck, attempted hanging, severe cutting of the skin and violently hitting head/body against a wall or hard object.
- *Minor self-inflicted injury or self-harm threat* – self-inflicted superficial scratching of the skin, verbal threats to self-harm and can also include ligature around the neck.

The fluctuation in numbers is unremarkable, apart from the spikes at BYDC in January [REDACTED]

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CYDC is particularly low compared with BYDC and this appears to be disproportionate with populations of the centres, possibly attributable to young people presenting more complex needs at BYDC, noting that multiple incidents at BYDC are attributed to a small group of young people who have high needs.

Incident Count by Code	BYDC 2019						CYDC 2019					
	Jan	Feb	Mar	Apr	May	Jun	Jan	Feb	Mar	Apr	May	Jun
Attempted self-harm and suicide	19*	4	3	5	10**	3	0	1	3	0	1	2
Minor self-inflicted injury or self-harm threat	13	6	7	3	6	10	1	3	5	1	4	3
Total	32	10	10	8	16	13	1	4	8	1	5	5

These counts were taken from BYDC and CYDC Intelligence Analysis reports and cross checked with DCOIS data.

* sch3/12(1)

attributed to two young people with high needs.
** attributed to one young person with high needs.

Suicide Risk Assessment

Suicide risk assessments for young people are conducted by the Suicide Risk Assessment Team (SRAT) which is a multidisciplinary team including: Psychologists; Caseworkers; a Queensland Health (Child and Youth Mental Health Service) clinical nurse; Senior Child Safety Officer; a member of the Cultural Unit, Unit Managers and Section Supervisors. A SRAT exists at both detention centres. SRAT meets daily to review suicide management plans, discuss suicide risk reduction strategies, observation frequency and the young person's behaviour. A suicide and self-harm risk assessment will be always undertaken for a young person:

- on admission to the detention centre
- if staff are alerted to behaviours that indicate a young person may be at risk of self-harm or suicide
- if staff are aware of particular events in a young person's life that may heighten their risk of self-harm or suicide
- in the event of a completed suicide by another young person in detention
- following transfer from another facility
- if a young person demonstrates self-harming or suicidal behaviour
- if a young person expresses intent to self-harm or suicide.

Frequency of suicide risk observations and assessments for young people conducted by SRAT are determined by risk level and include:

- Base – 15 min checks – reviewed every 3 months
- Low – 10 min checks – reviewed every 7 days
- Medium – 5 min checks – reviewed every 3 days (BYDC) and every 2 days (CYDC)
- High – 2 min checks – reviewed every week day
- High 1 on 1 – a youth worker is assigned to observe the young person at all times – reviewed every week day.

Cultural Influence in Suicide Prevention

The cultural units at both detention centres are included in the SRAT processes, with cultural representatives who have appropriate knowledge of a particular young person attending each meeting as required. The cultural teams contribute by providing an understanding of suicide risks for Aboriginal and Torres Strait Islander young people. For example, a young person may hear voices or have visions that he or she does not understand. These experiences could be misinterpreted by clinicians and frightening for young people without family and cultural guidance. The cultural team in consultation with Elders and the young person's family/community help the young people and SRAT to explore whether such occurrences could be part of normal spiritual development for people from that community.

Training Currency in Suicide Response

Suicide response is one of six mandatory competency modules staff need to remain current in every year. The June 2018 inspection reports made recommendations for both detention centres to increase staff currency in suicide response training and the recommendations remain open. Short staffing at both detention centres is the main factor affecting currency levels in mandatory training, with BYDC having significantly lower currency rates than CYDC in all modules. From the beginning of 2019, a decision was made by Youth Justice Services to suspend all mandatory competency training for all existing staff in an effort to maintain staffing levels. Mandatory competency training continues to be delivered to all newly appointed staff as part of their induction.

BYDC June 2018 to June 2019 Comparison

Training currency in all modules (except Apply First Aid) at BYDC has reduced, with Suicide Response training dropping by 9% from 55% in June 2018 to 44% in June 2019 and the most notable reduction of 37% being in Protective Actions from 80% down to 43%.

	Apply First Aid	Perform CPR	Emergency Management	Suicide Response	Fire Safety	Protective Actions
2018 Percentage Completed	47%	38%	55%	55%	49%	80%
2019 Percentage Completed	61%	38%	45%	44%	46%	43%

CYDC June 2018 to June 2019 Comparison

Training currency in all modules at CYDC has reduced, with Suicide Response training dropping by 14% from 76% in June 2018 to 62% in June 2019. It is also noted that the largest reductions with approximately 20 percent reductions are in Protective Actions and Perform CPR.

	Apply First Aid	Perform CPR	Emergency Management	Suicide Response	Fire Safety	Protective Actions
2018 Percentage Completed	89%	72%	75%	76%	79%	78%
2019 Percentage Completed	83%	51%	61%	62%	67%	58%

Focus Area 4 – Separations

Separation means to place a young person in a locked room by themselves for a purpose defined in section 21 of the *Youth Justice Regulation 2016*, including for routine security purposes such as staff breaks/meetings, overnight lockdown (sleep) and searches of the detention centre. Separations can also be incident related, for example, when there is a staff shortage or other incidents in progress, young people may be separated until incidents are safely resolved and the centre can return to normal routine.

No recommendations are made in relation to this focus area as recommendations made by the Inspectorate in the June 2018 (separations data improvement) and March 2019 (young person access to outside activity) for both detention centres are currently being progressed by Youth Justice Services. It is also noted that the outstanding separation approvals identified by the Inspectorate which lead to an internal audit and referral to the Ombudsman are also in the process of being closed by Youth Justice Services.

The Inspectorate's focus on separations involved consultation with the Practice Support Managers, Unit Managers, Operations Managers and Cultural Unit Managers. Throughout the course of the inspection weeks, Inspectors observed rotational separations in response to staff shortage incidents and spoke to young people and staff regarding in/out of room time and access to outdoor areas and physical activity. The Inspectorate has confidence in the approval processes and the reasonable use of separation as per policy and legislation. Further, the use of separation in response to staff shortages is being managed as well the circumstances allow.

As mentioned in the June 2018 and March 2019 inspection reports, staff shortage incidents continue to result in separations of young people and reduce their participation in school and programs. The table below shows a reduction of staff shortage incidents at BYDC for the second quarter of 2019 while there was a temporary increase at CYDC in the months of April and May, due to the opening of the new eight and four bed units and the requirement for additional staff to operate those units.

Staff Shortage Incidents Resulting in Separations	
BYDC - 2018	CYDC – 2018
1 st Quarter (Jan-Mar): 12	1 st Quarter (Jan-Mar): 27
2 nd Quarter (Apr-Jun): 19	2 nd Quarter (Apr-Jun): 75
3 rd Quarter (Jul-Sep): 19	3 rd Quarter (Jul-Sep): 62
4 th Quarter (Oct-Dec): 27	4 th Quarter (Oct-Dec): 53
BYDC - 2019	CYDC - 2019
1 st Quarter (Jan-Mar): 67	1 st Quarter (Jan-Mar): 32
2 nd Quarter (Apr-Jun): 56 (18 in Apr, 23 in May, 15 in Jun)	2 nd Quarter (Apr-Jun): 75 (27 in Apr, 31 in May, 17 in Jun)

Due to a lack of readily available date, the Inspectorate cannot determine the total time periods young people are spending outside of their rooms during staff shortages. In June 2018, the Inspectorate's finding was:

"Separations data and trend analysis is not being monitored with any regularity. The collection and regular monitoring of this data will inform Youth Justice Services in future policy development. Detention centres' monitoring of the frequency and duration of separations will inform operational practice improvement to enhance outcomes for young people. Further, the monitoring of this information will provide assurance that separation/isolation times are within acceptable UN/OPCAT and human rights standards"

The following recommendation (June 2018) was made by the Inspectorate and is currently being progressed by Youth Justice Services:

"It is recommended that YJS 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."

For this report, some advice was able to be provided by BYDC due to available resourcing (staff member on light duties) which showed an average of 1.5 hrs in/out on a rotational basis, however, the average total time young people spent in and out of their rooms in a 24-hour period couldn't be provided. The collection of this data requires a laborious examination of individual records, therefore, CYDC was not able to provide the same data due to resource limitations.

In order to gather information about separations at both BYDC and CYDC, inspectors:

- examined random separation records
- viewed Executive Director communication attached to DCOIS reports
- interviewed staff involved in the separations process
- talked with young people
- made personal observations while attending accommodation units that were experiencing short staffing.

Inspectors are confident that CYDC is regularly rotating young people in/out of their rooms and providing physical activity where possible, to similar levels as reported and observed at BYDC.

Considering the average 1.5-hrs of in/out of room time during rotational separations, it could reasonably be assumed that over a 12 hour period (allowing for 1 hr staff break during which young people are in their room), that young people could be out of room for approximately 5 hrs, although, this would be reduced when the centres are locked down in response to other incidents. Once the above recommendation is addressed, the department will have more certainty in reporting separation data including the total out of room time for young people.

Focus Area 5 – Behaviour Support Plans

The Inspectorate's focus on Behavioural Support Plans (BSPs) involved review of Youth Justice legislation, policies and procedures, consultation with the Operations Managers, Unit Managers, Section Supervisors, Youth Workers and observation of Behaviour Support Planning meetings attended by a multidisciplinary team including:

- Behaviour Support Team (psychologists)
- caseworkers
- a speech pathologist
- a Queensland Health (Child and Youth Mental Health Service) clinical nurse
- Department of Education teacher
- Senior Child Safety Officer
- a member of the cultural team
- Intelligence Officer (at BYDC)
- section supervisors.

The Behaviour Support Team (BST) leads the development of BSPs for identified young people. Attendees discuss how each is supporting the young person, current behavioural and response patterns and strategies to manage behaviour going forward. BSPs are communicated through line management, emailed to all staff and saved in central electronic folder and also attached to young person records in DCOIS. Although communication processes are sound and BSPs are accessible to all staff through a variety of sources, management acknowledge that improvements could be made to communicate with staff coming on shift who have been off roster for up to one week (for example), to familiarise these staff with strategies in the BSP.

As part of incident review following an incident debrief, staff are referred the BSPs of the young people involved to ensure they are reminded about the strategies and triggers. Concerns are also fed back to the BST and Caseworkers to request clarification or develop additional strategies. Staff are also encouraged to consult directly with the BST, caseworkers, cultural unit, restorative practice staff and other internal services for assistance in understanding and managing behaviour more effectively.

Cultural Influence in Behavioural Planning

The cultural unit is a permanent inclusion in the multidisciplinary behaviour support planning processes. The team contribute by providing cultural assessment, cultural safety responsivity and the means to engage young people and reconnect them to family, community and culture.

Sch3/12(1)

Other 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. Issues not dealt with through findings and recommendations in this report are monitored through the Issues Registers (Appendices A and B), which outline the response action taken by YJS or centre management.

BYDC Issues

No issues were identified in the June 2019 inspection at BYDC and the following issue previously raised in September 2018 is now closed:

- BY-9/18-7 (Sep 2018) - Delayed Operation of the Milliwave Scanner – This issue has been resolved as the Milliwave Scanner was operationalised on 28 May 2019.

CYDC Issues

There was one issue identified in the June 2019 inspection at CYDC (refer Appendix B, CY-6/19-1) around the cancellation of a cultural girls' program twice due to short staffing and the potential:

- consequences this has on program provider willingness to continue delivering programs at CYDC
- repercussions for cultural staff who may have to answer to criticism from Elders in their communities.

This issue has since been closed following agreed processes to adapt and facilitate externally provided programs while considering alternate locations and staffing within CYDC.

The following five CYDC issues raised in previous inspections have been actioned and are now closed:

- CY-6/18-3 (Jun 2018) - Spitting by young people and lack of immunisations – This issue has been closed following confirmation regarding the provision of immunisations to staff and young people.

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- CY-3/19-2 (Mar 2019) - Concerns around the mix of experienced and new staff with high risk young people – This issue has been closed following management actions to review and risk assess rostering and staff allocation.



- CY-3/19-3 (Mar 2019) - Medical LOAs, concern around young people sitting in waiting rooms with cuffs with public – This issue has been closed following revised processes agreed between CYDC, Qld Health and Townsville Hospital Security.

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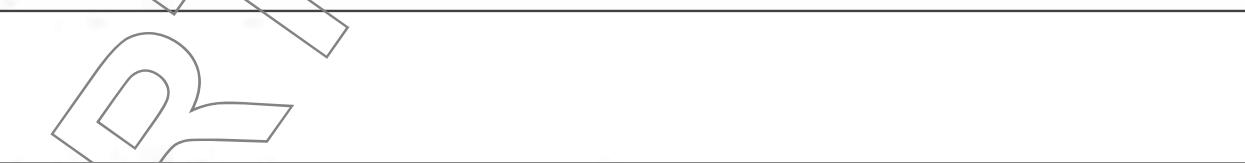
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RELEASE

Relevant recommendations to this case study

Recommendation 4

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.



Recommendation 5

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.

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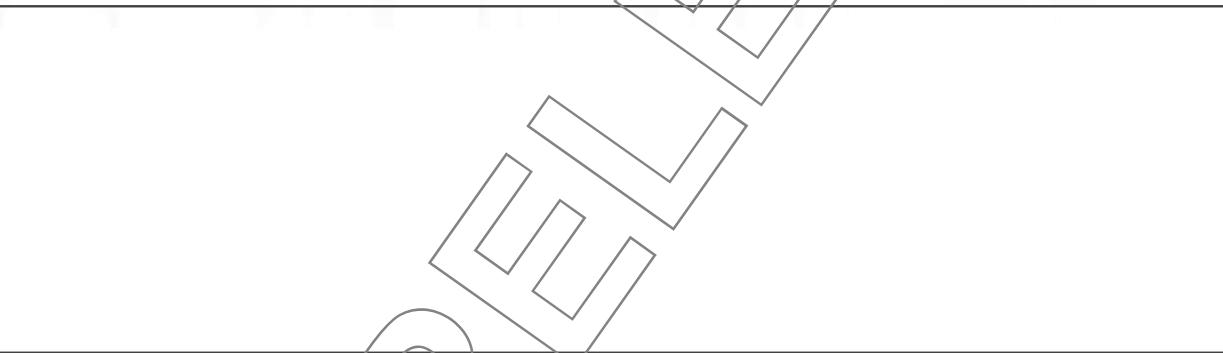
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Relevant recommendations to this case study

Recommendation 4

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.



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Relevant recommendations to this case study

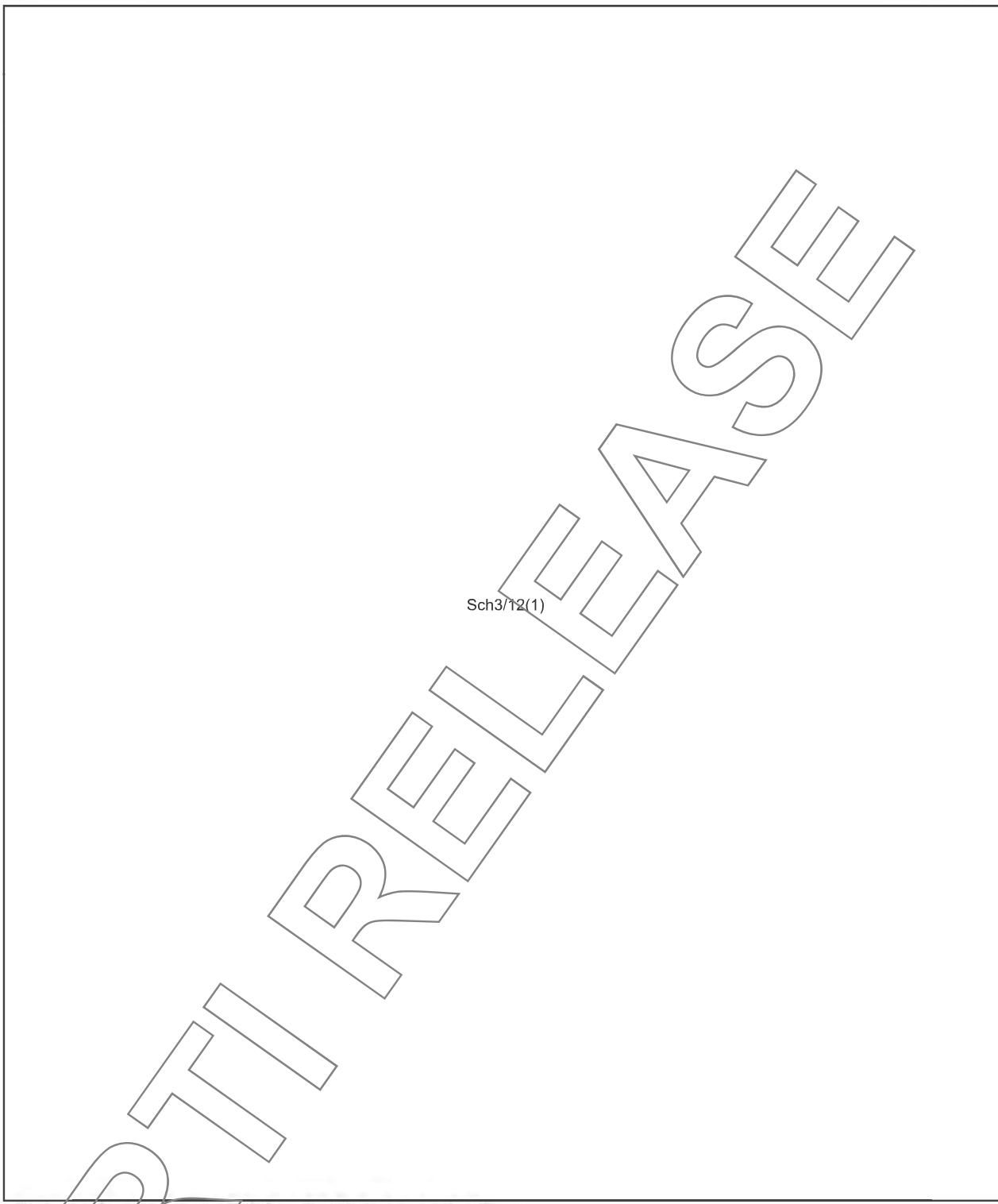
Recommendation 3

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.

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Relevant recommendations to this case study

Recommendation 5:

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.

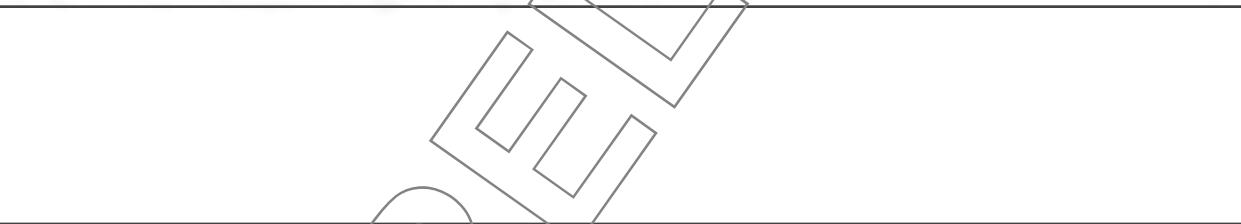
Sch3/12(1)

Recommendation 4

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.

Recommendation 2

The Inspectorate recommends that Youth Justice Services 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.



Sch3/12(1)

Relevant recommendations to this case study

Recommendation 3

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.

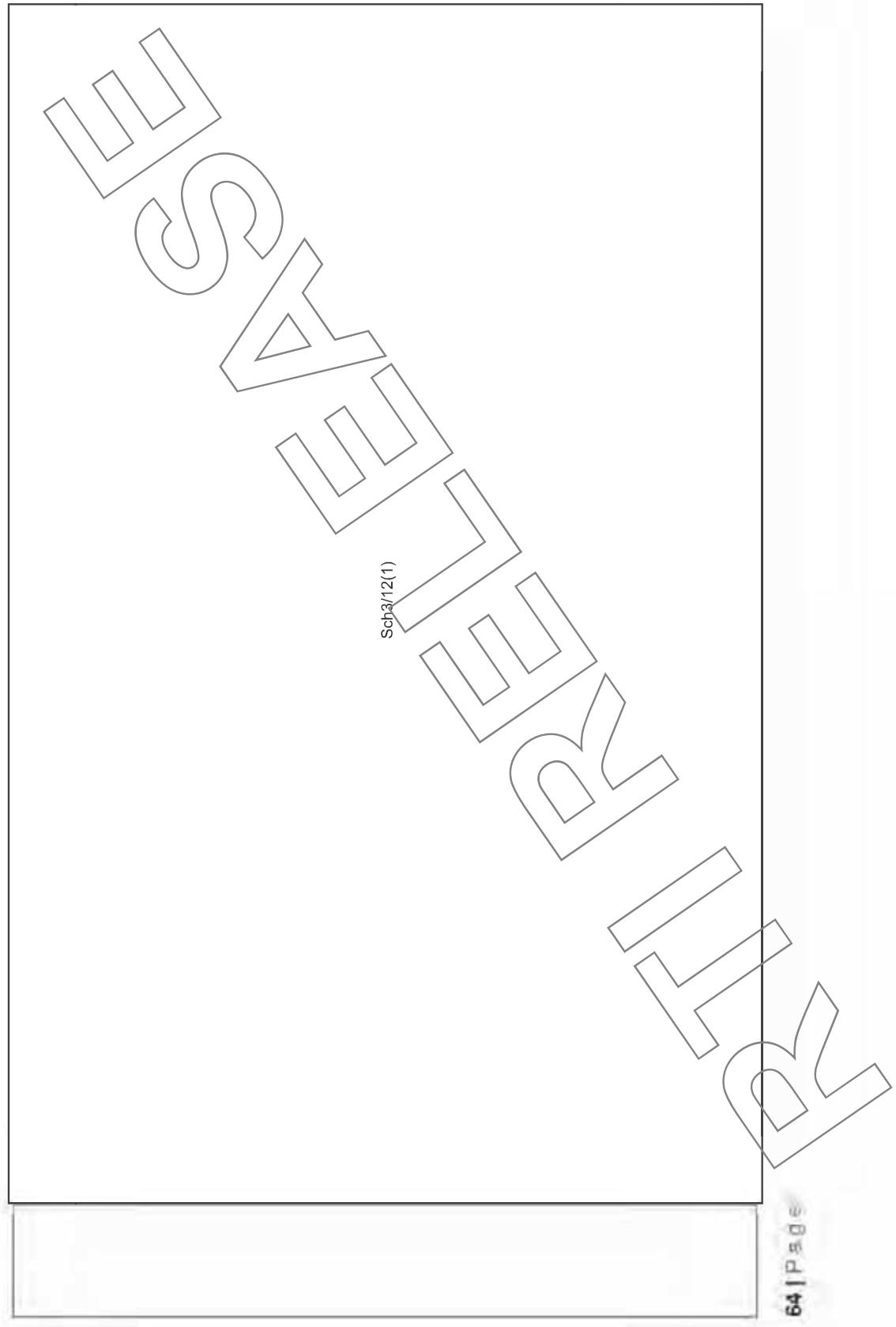
Recommendation 6:

It is recommended that CYDC increases the focus on building employment resources, networking with employers and linking young people to jobs before release.

Appendix A – BYDC Issues Register

As at June 2019

Issue ID	Issue	How identified/why raised	Raised with	Action Taken by YDC/YJ	YD review comments
June 2018 Issues (BYDC)					
BY-6/18-3	59 Separations were outstanding as requiring SED, YI approval.	Identified during data preparation in the week prior to June 2018 inspection – raised with former A/ED immediately; issue remains unresolved, to the understanding of YDI. An issue due to legislative requirements requiring the centre to attach proof of authorisation/information at the time of the separation.	Raised with Fran Biddulph-Amaral, A/SED YI on 14.6.2016 (preliminary findings/meeting)	<p>Update as at June 2019</p> <ul style="list-style-type: none"> The recommendations of the separations audit have been implemented. BYDC demonstrate ongoing compliance with all separation occurrences and records. The Ombudsman was to be advised by the SED of the intent to close all outstanding separation records. BYDC is awaiting advice that this has taken place, at which point this issue will be considered resolved. 	Issue not resolved. Awaiting advice that all separation records have been closed.



			Issue not resolved.
BY-6/18-5	Excessive Overtime in breach of WH&S – 81 shifts counted in 17/18 from between 16.75-23.75 hours duration. (Note EmpLive Audit Report)	A chronic long-running issue inevitably arising during each on-site inspection. Inspectors sought administrative data from the HR officer by way of normal triangulation of evidence in gauging current levels of overtime/staff fatigue through this administrative data. An issue related to the focus areas of Security and Management and entailing a plethora of downstream effects on young people's care and management. A high-risk issue due to executive liability in the WH&S Act.	Update as at June 2019 Raised with Fran Biddulph-Amaral, A/SED YJ on 14.6.2016 (preliminary findings meeting) • This issue remains active, subject to the ongoing recruitment and commencement of detention youth workers at BYDC. • BYDC continues to maximise its permanent operational workforce and ongoing recruitment activity continues to position the centre to meet its demand requirements commensurate with total built capacity.
			September 2018 Issues (BYDC)
BY-9/18-7	Delayed Operation of the Milliwave Scanner	A/SED, YJ on 11.9.2018 (preliminary)	Update as at June 2019 The Milliwave Scanner (detects contraband concealed on a person) was purchased at a cost of • The Milliwave Body Scanner at BYDC has been recalibrated and

Milliwave Scanner	<p>approximately \$300k in August 2016.</p> <p>Training for some key staff occurred during week 7-11 May 2018 and there was an intention that these trained staff would then provide further training to others, however, the Inspectorate is advised that this hasn't commenced.</p> <p>To date, the scanner remains un-operational.</p>	<p>findings</p> <p>meeting).</p> <ul style="list-style-type: none"> • staff trained in the operation of the device. • The Milliwave Scanner is in operation and staff were provided with a Directive from the Executive Director on 28 May 2019 outlining amendments to search practices. • A gown is provided to young people prior to entering the Milliwave Scanner to ensure modesty is maintained. In the event of a positive detection by the Body Scanner and the young person refuses to surrender the suspected contraband, a partially clothed search can then be authorised. • Procedural information have been provided to all staff authorised to operate the scanner. Privacy notices have been revised and practices put in place to ensure all young people are aware of the process prior to the commencement of the scan.
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BY-9/18-8	<p>Delayed Deployment of AXON Body-worn Cameras (BWC)</p> <p>Raised in the June 2018 Inspection Report having relevance to the positive effect BWC had on young person and staff behaviour during the trial period from November 2015 to April 2016.</p> <p>On 29.10.2018, Inspectors attended a presentation by the BWC project team and AXON at BYDC where it was noted that although the six month trial (2015/16), and the delivery of 70 BWC's to BYDC in July 2018, the deployment of the BWC's is now expected in April 2019. The delay appears to be at the project level coordinated by Youth Justice ICT Program, Program & Project</p>	<p>A/SED, YJ and ED, BYDC during the consultation period (September-November 2018) Quarter Inspection Report.</p> <p>Added to the BYDC Issues Register in November 2018.</p>	<ul style="list-style-type: none"> • Based on the above actions, it is recommended that this issue is satisfactorily resolved. <p>Update as at June 2019</p> <ul style="list-style-type: none"> • As at the end of June 2019, the scope of the project was transferred from the BWC project team to the Practice (Intensive Support) team. • Recently an exercise was conducted to assess the use of body worn cameras in conjunction with the use of PAC. The findings will form part of the ongoing PAC review. Procurement of an appropriate mounting option for the solution is underway. • Policy and procedure review is ongoing to facilitate the introduction and use of body worn cameras and will include exhaustive consultation. • To ensure the department has appropriate legislative authority to utilise body worn cameras in a youth detention setting, urgent legislative amendments were <p>To be monitored in future inspections in December 2019 and March 2020.</p>
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	<p>requested. These amendments are currently progressing, and are likely to be in force by the end of 2019.</p>
Delivery, Information, Innovation and Recovery. Mounting options, footage retention times and other protocols are yet to be determined. It is a reasonable expectation that this detail would have been determined either during or immediately following the trial period given that AXON has vast experience with an international base of clientele including QPS and QCS (previously in the same department as YJS) that could instantly recommend the protocols to be determined. Further, staff at BYDC advised these issues could be resolved in a half-day workshop.	

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Appendix B – CYDC Issues Register

As at June 2019

Issue ID	Issue	How identified/why raised	Raised with	Action Taken by YDC/VJ	YDI review comments
June 2018 Issues (CYDC)					

CY-6/18-2	<p>Recruitment and retention of staff continue to be an issue</p> <p>YDI was advised there has been less interest in wanting to work at CYDC among the Townsville public. Relevant staff acknowledged that job advertising and information nights had been somewhat suboptimal in execution, and that few people were attending.</p> <p>Concerning figures were also provided to Inspectors in relation to staff retention.</p>	<p>Update as at June 2019</p> <p>Raised with A/ED at exit interview and A/SED at preliminary findings meeting</p> <ul style="list-style-type: none"> CYDC has also openly shared the need to build a more permanent workforce by attempting to offer permanency to Casual Staff. In light of the introduction of new 12hr Shift roster in October 2017 together with the industrial advice at the time - which included that; approval be provided for all casual staff to be paid consolidated allowance (rather than to work weekends and or night shift to be paid penalty rates) - a one payment approach for casual staff and permanent staff was then applied. The Centre understands that the previous department (DJAG at the time) logic was to ensure that both centres had the same 12hr rostering models. As a result the centre can draw a direct correlation of the increase of absenteeism by Casual staff on weekends / night shifts because of this decision. CYDC has worked with CSYW and will continue to address this issue as
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Issue ID	Issue	How identified/why raised	Raised with	Action Taken by YDC/YJ	YDI review comments
				<p>part of the new Department of Youth Justice</p> <ul style="list-style-type: none"> As part of this the focus will also be to adopt a stronger focus on permanent employment. 	

REVIEW REPORT

CY-6/18-3	Spitting by young people and lack of immunisations	Raised with A/ED at exit interview and A/SED at preliminary findings meeting	Update as at June 2019	Closed - Issue resolved noting – CYDC also has a process for reimbursing costs to staff who wish to receive vaccinations for e.g. Hep A/B from their local doctor. Further, onsite vaccinations are being provided to staff who register in late 2019.
			s49 sch4	<ul style="list-style-type: none"> • Perpetrators of spitting incidents are identified as perpetrators of assaults. • CYDC staff have been provided with strategies including approved PAC techniques, protective clothing/face masks for staff, health and welfare support and approval to leave work to attend to Medical Services, QPS complaints and/or leave. • In relation to immunisation – Queensland Health has remained committed to upholding and delivering immunisation programs for young people within the centre. <ul style="list-style-type: none"> • Authorisation and consent is explored in relation to those young people who may not understand the

Issue ID	Issue	How identified/why raised	Raised with	Action Taken by YDC/YJ	YDI review comments
				<ul style="list-style-type: none"> CYDC has involved caseworkers, cultural staff and families / community elders to promote the interests of immunisation within CYDC. However as it is in the community immunisation is a choice and is not mandated. Universal Precautions training is provided to all operational staff at CYDC. This is in line with upholding the "privacy and rights of the individual" in relation to not having their health published or shared with unauthorised persons. 	

Issue ID	Issue	How identified/why raised	Raised with	Action Taken by YCDC/YJ	YDI review comments
CY-6/18-5	Major incident response recommendation not implemented	The marshalling area – a key recommendation of the report of the November 2016 Code 649 sch [REDACTED] Review to improve major incident response has still not been built.	Raised with A/ED at exit interview	<p><u>Update as at June 2019</u></p> <ul style="list-style-type: none"> • The tender process in regarding the marshalling fence has gone to market on three occasions. The final process produced a significantly inflated cost, at approximately three times the approved budget. • The reason for increase is directly attributed to the community recovery issues associated with the Townsville floods in early 2019 – and also in line with other major project developments including the Townsville Stadium. <p>Advice received from the department notes the project has been placed on hold until the cost associated with the project can be renegotiated to an amount more consistent with the allocated budget, in line with responsible spending of public resources.</p>	<p>Issue to be monitored nothing increases influenced by community recovery issues associated with the Townsville floods in early 2019.</p>

September 2018 Issues (CYDC)

Issue ID	Issue	How identified/why raised	Raised with	Action Taken by YDC/YJ	YDI review comments
			Sch3/12(1)		

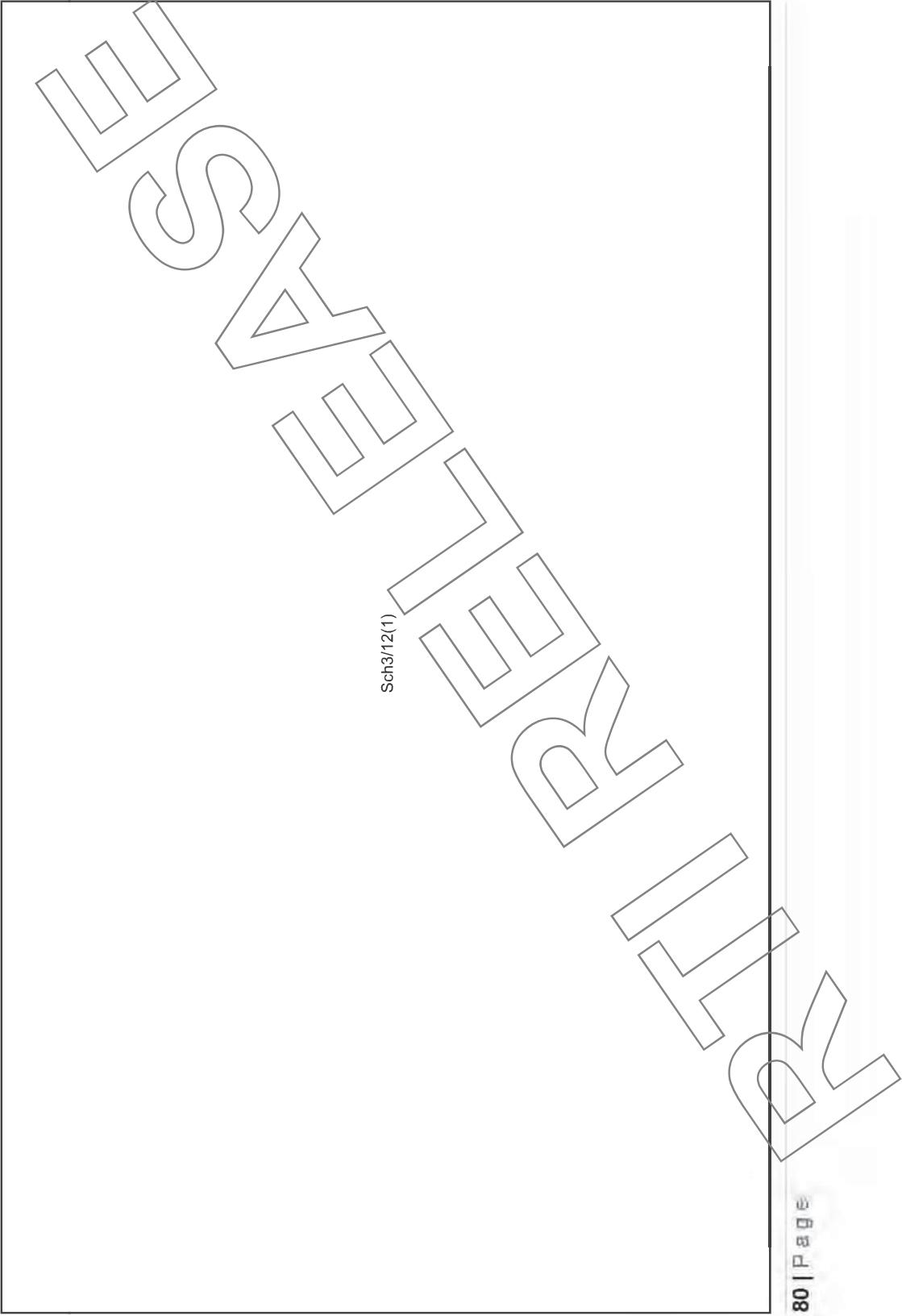
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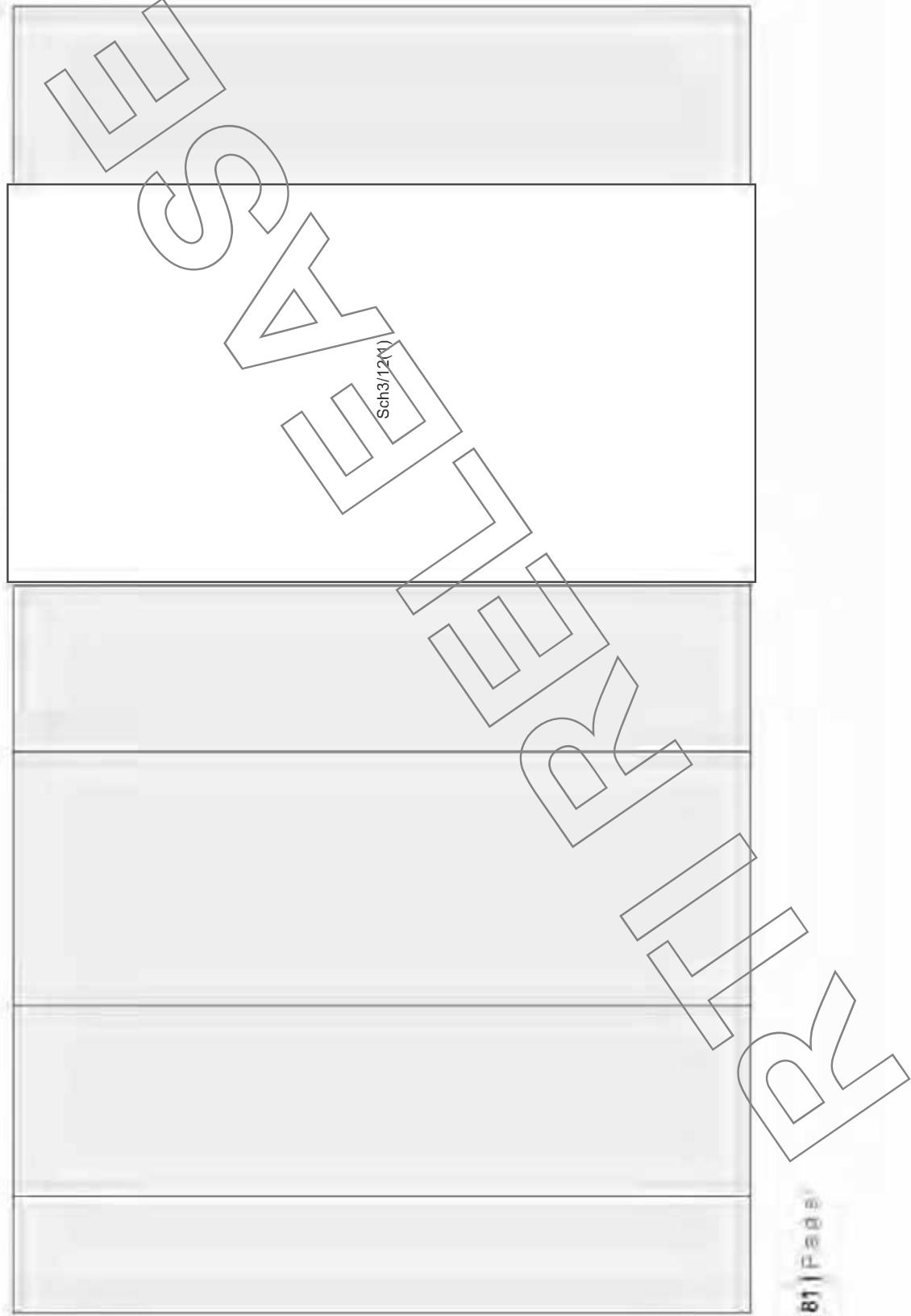
Issue ID	Issue	How identified/why raised	Raised with	Action Taken by YDC/YJ	YDI review comments
	Sch3/12(1)				

<p>Manager PSU via email</p> <p>Sch3(12)(1)</p>	<p>Update as at June 2019</p> <ul style="list-style-type: none"> The Ombudsman's recently release a report, entitled <i>The Brisbane Youth Detention Centre Report: An Investigation into the management of young people at Brisbane Youth Detention Centre between November 2016 and February 2017</i>. This report outlines the findings of the investigation into the treatment and management of young people at the Brisbane Youth Detention Centre (BYDC) in the lead up to an incident which occurred at the centre on 30 January 2017. The report made 17 recommendations all of which were accepted or accepted in principle by the department. One component of the report assessed the allegations of favouritism. Policies and procedures were reviewed and enhanced following the incident, including the development of the inaugural room entitlements appendix to the Youth Detention <p>YDI notes this was subject to [REDACTED] investigation of [REDACTED] which a report was released in [REDACTED] March 2019 and DSSYW has accepted and is actioning all recommendations from that report.</p> <p>Issue to be closed pending confirmation by YJS and PSU</p>
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Issue ID	Issue	How identified/why raised	Raised with	Action Taken by YDC/YJ	YDI review comments
				<p>Centre Operations Manual (YDCOM).</p> <ul style="list-style-type: none"> The department continues to implement the recommendations of the Ombudsman's report and all alleged misconduct is appropriately referred to the Professional Standards Unit. This matter remains the subject of external investigation by the Professional Standards Unit. An update will be provided to the YDI at the earliest possible time once all investigations having been completed and the relevant information provided to the department. 	

March 2019 Issues (CYDC)





CY-3/19-2	Concerns around the mix of experienced and new staff with high risk young people	Raised with ED at exit interview on 25.3.2019	Update as at June 2019	Closed – Issue resolved noting the outcome of the formal debrief directed by ED, CYDC and Inspectors' follow-up with staff during June and September 2019 inspections with advice that this issue has been addressed.
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Issue ID	Issue	How identified/why raised	Raised with	Action Taken by YDC/YJ	YDI review comments
		sch3/12(1)		<ul style="list-style-type: none">Please note a formal debrief was conducted following this incident. Supervisors have again been briefed on risk assessment and staffing allocation requirements.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

CY-3/19-3	<p>Medical LOAs, concern around young people sitting in waiting rooms with cuffs with public</p> <p>s49 sch4</p>	<p>Raised with ED at exit interview on 29.3.2019</p> <p>Youth Justice Services is of the position that this issue has been resolved. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <p>Executive Director and Deputy Director confirmed at the time of the inspector's visit that CYDC is in consultation with Queensland Health, Queensland Health, Townsville Hospital Security and CNDC confirmed the following arrangements have been agreed to:</p> <ul style="list-style-type: none"> • Qld Health and Hospital Security to be advised by phone of pending escort team arrival. (Advanced planning and intervention where required on notice) • CYDC escort van is approved to be parked in police bay (alongside emergency department entrance to provide close discrete positioning) <ul style="list-style-type: none"> ▪ CYDC escort team will be prioritised on arrival for relocation to private 	<p>Closed – Issue resolved</p>
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Issue ID	Issue	How identified/why raised	Raised with	Action Taken by YDC/YJ	YDI review comments
				<ul style="list-style-type: none"> • suite or single ward within the hospital, away from public view. • CYDC health team to ensure timely management of appointments. • Schedule times of to be targeted depending on location, with consideration given to ensuring minimal waiting times. • CYDC escort team will continue to ensure that young people (when handcuffed) in public are provided with discretionary clothing (or a clothing item e.g. towel) to prevent handcuffs being viewed by members of the public. 	

June 2019 Issues (CYDC)

CY-6/19-1	Cultural Program cancellation – 	R	
	<p>Update as at June 2019</p> <p>Raised with ED and DD at exit interview on 14.5.2019</p> <p>Youth Justice Services is of the position that this issue has been resolved. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <p>In relation to staff shortages, this should not have been an excuse to send a program facilitator away from CYDC. Non-operational staff such as editorial unit members could have invited the stakeholders into the CYDC client services complex, in an effort to explore other options and alternatives to facilitate program delivery.</p>	<p>Closed – Issue resolved</p> <p>CS</p>	<p>EU</p>

- CYDC confirmed that moving forward, all approved external program staff, stakeholders or visitors are to be invited into the centre, to attend to client services areas while awaiting further instruction from managers with regards to how best to reinvest their services within the centre on that day.
- Managers are to explore options to reschedule program staff to different locations across the centre in accordance with 1:4 ratios.
- CYDC confirmed that processes such as rescheduling and reviewing program agreements should be facilitated collaboratively by CYDC and stakeholder service. Executive Director can confirm CYDC's commitment to continuing to

s49 sch4

Issue ID	Issue	How identified/why raised	Raised with	Action Taken by YDC/YJ	YDI review comments
		s49 sch4		nurture and build positive relationships with all stakeholders.	<input type="checkbox"/> <input type="checkbox"/>

Appendix C – BYDC Recommendations Register

as at October 2018

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
March 18 - Rec 3 (Recruitment) It is recommended that Youth Justice investigate strategies that improve recruitment, retention and work attendance at BYDC; reduce the reliance on overtime; and remove some of the current risks to young people's service delivery and safe custody. The resulting workforce model should be developed on the	Mar-18	Youth Justice Services People & Culture	55 casual staff have recently been given permanent status with all 55 available on roster beginning Monday 26.11.18. This is expected to reduce absenteeism and increase staffing on weekends.	<p>Youth Justice Services is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <ul style="list-style-type: none"> • Youth Justice Work Taskforce priorities include building more workforce capacity and capability across Youth Justice, especially in our Youth Detention Centres. • Ongoing enhancement to the attraction, recruitment and selection of detention youth workers is occurring through CSYW Business Partnerships and is expected to <p>This recommendation will remain open until verification of recruitment</p>

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
<p>same footing as the response to Recommendation 2 of this report (i.e. accounting for demand on the detention system), and the Inspectorate's previous recommendation referred to above (i.e. regarding the suitability and cultural appropriateness/capability of future applicants).</p>	<p>Initiatives in December 2019.</p>			<p>transition through MoG changes under the Department of Youth Justice.</p> <ul style="list-style-type: none"> • BYDC continue to actively monitor and performance manage the attendance of individual employees. • Enhancements to rostering practices, team development, training, and wellness initiatives are being progressed. • Ongoing recruitment continues to occur and will also be required for the operationalising of an additional 16 bed accommodation unit scheduled for completion in April 2020. <p>In relation to panel interview processes for positions at BYDC, a cultural unit staff member is required to be part of all panels. This measure was employed to ensure that cultural capability is embedded in all components of youth detention centre operations.</p>

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
June 2018 Recommendations (BYDC)				
June 18 - Rec 2 (Suicide Risk Training)	Jun-18	Youth Justice Services Detention Centre Training	The Inspectorate queried how the rostering staff ensure that staff available on roster are current in suicide risk training. The Operations Manager advised that if not trained, staff are removed from the roster list. The Inspectorate will follow up with Training Unit to obtain evidence of training assurance. The FED advised that there should be a way to flag those trained/not trained on roster to ensure at least one staff member per accommodation unit is	<ul style="list-style-type: none"> • Staff shortages have presented operational obstacles and impacted upon the ability to deliver training. Mandatory Competency Training remains an ongoing priority for existing staff. • To address this, existing controls in place include enhanced CCTV coverage, bed check functionality and auditing, regular counter signing of suicide risk observations by supervisors and ongoing mentoring.

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
			trained as per the recommendation.	<p>This recommendation will remain open until verification of recruitment initiatives in December 2019.</p> <ul style="list-style-type: none"> As noted in a previous update, a Quality and Performance Framework is to be developed. This will create consistency and allow for greater oversight and monitoring of the separation process. The YJ Performance and Reporting team have been required to prioritise and deliver on key strategic business requirements such as the Youth Justice Strategy, the Youth Justice Action Plan, reporting for Enterprise Bargaining Agreement discussions, and Strategic Business Cases to name a few.
June 18 - Rec 4 (Separations Data)	Jun-18	Youth Justice Services	<p>Inspectors received advise from the separations audit that there are an additional 43 outstanding from September 2018. Inspectors advised the ED who will look into this.</p> <p>Based on recent requests for separation information by the Director-General and the Ombudsman in response to a Public Interest Disclosure and the potential for more public scrutiny around</p>	<p>It is recommended that YJS 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.</p>

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
reporting in an effort to reduce separations.			separations, the actioning of this recommendation should be considered a priority.	<ul style="list-style-type: none"> An additional consideration is the priority given to the establishment of the standalone Department of Youth Justice Once capacity is restored, practice will link in with this team ensure this is delivered in due course.

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
June 18 - Rec 5 (Behaviour Model)	Jun-18	Youth Justice Services Detention Centre Behavioural and Education staff	<p>It is recommended that Youth Justice Services develop and implement a behavioural model as a matter of urgency and immediately increase the content and availability of training (internal and external) for new and existing staff in the area of behaviour development to ensure staff are educated and able to recognise triggers and positively manage young people who display challenging behaviours.</p> <p>Inspectors spoke with the staff in Waratah who are the first to implement the new behaviour rewards model. Inspectors queried the timeframes to expand the model across the centre. Implementation is happening gradually with Grevillea next. The ED will request the Deputy Director of the plant to Inspectors.</p>	<ul style="list-style-type: none"> As mentioned above, in response to the YD Review and YDI recommendations relevant to improving behaviour management, a behaviour development model is being implemented to ensure that a therapeutic approach to all aspects of behaviour management in the centres. The revised model reflects a strengths based approach that is individualised and targets the identified needs of the young person. This approach aims to mitigate risk and through the application of proactive methods of intervention, reduce anti-social behaviour and risk related responses. The implementation of the revised behaviour development model will continue to be reviewed by the Deputy Director and improved within a fluid, adaptive and continuous improvement model. BYDC acknowledge that finalising this work is a priority as it will embed the use of trauma-informed practices into behaviour management, support the ongoing <p>Inspectors queried who is taking responsibility for increased training in behavioural development, s49 sch4</p>

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
			<p>as per the example of a Unit Manager and three supervisors who attended free Fetal Alcohol Spectrum Disorder training at Lady Cilento hospital. Were advised that managers have met to discuss not waiting for training packages to be developed but were taking the initiative to increase attendance at alternate training courses and giving staff licence to do different training on the condition that they then impart that knowledge to colleagues.</p> <p>Based on the inspection and Youth Justice Services response and additional information, this recommendation remains open.</p>	<p>implementation of restorative practices, and provide clear behaviour expectations to young people that are reiterated through staff role modelling and positive reminders.</p>

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December monitoring inspection)	YJS Implementation Actions
September 2018 Recommendations (BYDC)				
September 18 - Rec 1 (School Attendance Recording)	Sep-18	Youth Justice Services	N/A September 2018 recommendations not approved prior to December 2018 - to be monitored in the December 2019 verification inspection.	<p>Youth Justice Services is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <ul style="list-style-type: none"> As reported in previous updates, the Inter-Departmental Steering Committee (IDSC) has collaborated to develop a more detailed spreadsheet outlining the reason for the absence (eg court, video link, LOA (medical / funeral / reintegration) as well as related behavioural issues / risk assessment outcomes). The spreadsheet was trialled in terms 1 and 2 of the 2019 school year, providing an indication of why young people may not be in school attendance.

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
September 18 - Rec 2 (VET and Job Readiness)	Sep-18	Youth Justice Services Department of Education	N/A September 2018 recommendations not approved prior to December 2018 - to be monitored in the December 2019 verification inspection.	<ul style="list-style-type: none"> As part of the broader-structured day review, the attendance spreadsheet will be reviewed and embedded into the enhanced policy. As part of the ongoing work to implement the recommendations of the Independent Review of Youth Detention, consultation will occur with the Department of Education (DoE). <ul style="list-style-type: none"> As part of the consultation, Youth Justice and the DoE will work together to review the VET funding model to be more responsive to the specific youth detention cohort. In April 2019, DoE have completed a draft consultation paper regarding the feasibility to expand existing education services in Queensland youth detention centres. <ul style="list-style-type: none"> This recommendation is subject to senior officer discussions and funding models as well as the ability within other

Original Recommendation	Original Inspection Period	Responsible Area	VDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
people to attend TAFE on campus.				departments to provide funding and services.

Original Recommendation	Original Inspection Period	Responsible Area	VDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
September 18 - Rec 3 (Youth Justice Detention Centre and Service Centre Communication)	Sep-18	Youth Justice Services Caserwork teams	N/A September 2018 recommendations not approved prior to December 2018 - to be monitored in the December 2019 verification inspection.	<p>Youth Justice Services is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <ul style="list-style-type: none"> The Youth Justice Case Management Framework sets out the expected practice standards and communication between detention centre staff and youth justice staff. <p>This framework has been listed by BYDC as a priority agenda item at the next Policy and Practice Consistency Meeting given the highly administrative focus of the framework, the increasing complexity of the environment and the ongoing demand pressures, all of which impact the capacity to deliver quality services, and strengthen communication channels.</p> <ul style="list-style-type: none"> This issue has not yet come before the PPC forum. The Youth Justice Practice (Intensive



Original Recommendation	Original Inspection Period	Responsible Area	YJS comment (from December 2018 monitoring inspection)	YJS Implementation Actions
				Support) team have been required to prioritise and deliver on key strategic business requirements. Once capacity is restored, the team will deliver in due course.

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
September 18 - Rec 4 (Reintegration)	Sep-18	Youth Justice Services	N/A September 2018 recommendations not approved prior to December 2018 - to be monitored in the December 2019 verification inspection.	<p>Youth Justice Services is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <ul style="list-style-type: none"> ▪ Reintegration planning was discussed at the November PPC meeting. BYDC has adopted the CYDC reintegration planning template and further strengthened the template with links back to the YLS risk assessment. This new template is currently being trialled with the view to full implementation in 2019. ▪ In addition, BYDC plans to trial a young person / staff friendly version of the plan that is developed based on the assessment captured in the template and participation of the child and stakeholders in the process. ▪ A Queensland specific classification and responsivity tool, RADAR is currently in the

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
				process of being externally validated for Queensland Youth Detention Centres. The tool will further enhance capacity for young people to engage in rehabilitative activities.

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
September 18 - Rec 5 (Life-skills) It is recommended that Youth Justice Services and the detention centres make available a suite of life-skills programs to enable young people to be independent. Programs may include:	Sep-18	Youth Justice Services	N/A September 2018 recommendations not approved prior to December 2018 - to be monitored in the December 2019 verification inspection.	<p>Youth Justice Services is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <ul style="list-style-type: none"> The program catalogue was drafted in May 2019 and will be the reference point for all programs delivered on-centre. As provided previously, the draft program catalogue provides descriptions and details of programs that have been / are being developed and delivered at BYDC. These include programs on parenting, self-care and communication.

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
September 18 - Rec 6 (Links to Community)	Sep-18	Youth Justice Services Casename teams	N/A September 2018 recommendations not approved prior to December 2018 - to be monitored in the December 2019 verification inspection.	<p>Youth Justice Services is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <ul style="list-style-type: none"> This linkage between the BYDC caseworker and the YJSC caseworker is already a critical component of the YJ case management framework. The relationship between the youth detention centre caseworker and YJSC caseworker will continue to be strengthened in future works.
September 18 - Rec 7 (Criminogenic Programs)	Sep-18	Youth Justice Services	N/A September 2018 recommendations not approved prior to December 2018 - to be monitored in the December 2019 verification inspection.	<p>Youth Justice Services is of the position that this recommendation can be closed. Youth Justice is committed to ensuring that all criminogenic programs offered to young people in youth detention have a robust evidence base. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p>

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
<p>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. 				<ul style="list-style-type: none"> • As part of the drafted program catalogue, the centre has introduced a number of healthy relationship-based programs and continues to run VOICES, a victim empathy program based on RJ principles. • In addition to the individual one on one sessions between caseworkers, psychologists and speech therapists with young people: <ul style="list-style-type: none"> • BYDC has commenced discussions with the CSYW central office DFV unit to explore opportunities for program / service collaboration. • The UJMV program from CYDC has now been assessed for delivery at BYDC. • Consideration given to obtaining and assessing on offending patterns and from the YJ risk assessment to inform / target programs and services, in



Original Recommendation	Original Inspection Period	Responsible Area	YJS comment (from December 2018 monitoring inspection)	YJS Implementation Actions
				<p>conjunction with the central data team</p> <ul style="list-style-type: none"> A BST work plan is in development for 2019 to confirm program expectations beyond individual clinics The BYDC Centre profile makes recommendations and notes programs that will be commenced to further enhance the work that is already occurring.

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
September 18 - Rec 8 (Cause and Frequency of Use of Force)	Sep-18	Youth Justice Services	<p>N/A September 2018 recommendations not approved prior to December 2018 - to be monitored in the December 2019 verification inspection.</p> <p>It is recommended that Youth Justice Service Review Team work with BYDC to determine the cause and reduce the number of incidents involving the use of force and the frequency of use of force.</p>	<ul style="list-style-type: none"> BYDC would welcome the opportunity to work with the SRT to examine these focus areas further. The team is currently assisting BYDC in the review of several recent serious incidents. SRT will continue to work with BYDC to assess further factors contributing to the increase in use of force. Primarily this will be through work already conducted and scheduled service reviews. It should be noted that BYDC facilitate monthly incident review meetings via the Incident Review Group (IRG), at which time the use of force, data, trends, patterns regarding incidents are assessed and reviewed.



Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
September 18 - Rec 9 (Incident Reports) It is recommended that Youth Justice Services develop a standardised incident report template to prompt more detailed information, for example:	Sep-18	Youth Justice Services	N/A September 2018 recommendations not approved prior to December 2018 - to be monitored in the December 2019 verification inspection.	<p>Youth Justice Services is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <p>As previously reported, any DCOIS changes would require consultation with CYDC.</p> <ul style="list-style-type: none"> • Discussion at the PPC forum to date has not occurred, and any such changes may face delayed implementation depending on upcoming DCOIS releases. • Following the approval of business changes, Information Systems will be engaged to reflect approved policy/practice changes in a future DCOIS release.



Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
September 18 - Rec 10 (Incident Review)	Sep-18	Youth Justice Services	N/A September 2018 recommendations not approved prior to December 2018 - to be monitored in the December 2019 verification inspection.	<ul style="list-style-type: none"> Shift Supervisors currently quality assure incidents prior to progressing them to Unit Manager status. However, this process relies heavily on the information provided to them by Section staff, primarily the Section Supervisor, and there continues to be gaps and inaccuracies in this communication. While Shift Supervisors will benefit significantly from up-skilling, the primary focus should be with the Section Supervisors. This is in progress and workshops have occurred. This work is continuing and will capture new staff going through the application process.

March 2019 Recommendations (BYDC)

Original Recommendation	Original Inspection Period	Responsible Area	VDI comment (from December monitoring inspection)	YJS Implementation Actions
March 19 - Rec 1 (PPE Use) It is recommended that Youth Justice Services 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.	Mar-19	Youth Justice Services	N/A March 2019 recommendations are to be monitored in the December 2019 verification inspection.	<ul style="list-style-type: none"> Legal advice requested 29 March 2019 and received 11 April 2019. Policy consultation, amendment and endorsement. Prior to January 2020. <p>Full and comprehensive YJS implementation actions are included in the YJS response to the March 2019 inspection report previously provided to the Director-General.</p>

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
March 19 - Rec 2 (PPE Training)	Mar-19	Youth Justice Services	<p>N/A March 2019 recommendations are to be monitored in the December 2019 verification inspection.</p> <p>It is recommended that following the reviews of PPE policy and procedures Youth Justice Services 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>	<ul style="list-style-type: none"> Training considerations contingent on outcomes from the PAC review, which commenced on 25 July 2018. July 2018 specialised incident controller training delivered at CYDC prior to July 2020. Anticipated timeline prior to July 2020. <p>Full and comprehensive YJS implementation actions are included in the YJS response to the March 2019 inspection report previously provided to the Director-General.</p>

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
March 19 - Rec 3 (PAC Training Frequency) It is recommended that Youth Justice Services 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:	Mar-19	Youth Justice Services	N/A March 2019 recommendations are to be monitored in the December 2019 verification inspection.	<ul style="list-style-type: none"> • In progress, PAC review commenced on 25 July 2018 and curriculum enhancement expected completion prior to July 2020 • A review of PAC is currently underway, led by the Youth Justice Capability and Learning business units • The review is driven by enhanced trauma informed practice, more detailed behaviour support plans and the introduction of revised rewards and incentives schemes. These are important considerations when examining the verbal skills required to implement de-escalation techniques. • Training requirements will be extensively explored as part of this review, including curriculum content, frequency and modality of delivery. All amendments will be made in close consultation with YDCs, Youth Justice Services and Union Representatives.

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
<ul style="list-style-type: none"> • 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. 				<ul style="list-style-type: none"> • The provision of training in Youth Detention Centres may be impacted by the MoG transition to the Department of Youth Justice. The resulting organisational structure and associated impacts will be monitored accordingly.

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
March 19 - Rec 4 (Increased Outside Physical Activity) The Inspectorate recommends that Youth Justice Services consider alternatives to lockdowns and restrictions on outside physical activity in response to incidents, for example, regularly rotating staff across sections every two hours to ensure each section is fully staffed on a regular rotational basis every day, i.e. two hours inside followed by two hours of outside activity for two to three rotations or more if possible	Mar-19	Youth Justice Services	N/A March 2019 recommendations are to be monitored in the December 2019 verification inspection.	<ul style="list-style-type: none"> An equitable distribution of staffing occurs across the detention centre when circumstances necessitate the lockdown of young people, including staffing shortages or in response to major incidents. Staffing is allocated to-accommodation units based upon the skill and experience match of staff for the particular cohort of young people being managed. Programming and recreational activity is always prioritised in circumstances where young people have been risk assessed as suitable to attend, and sufficient staffing is available to facilitate the safe operation of the detention centre. The concerns raised by the Inspectorate relate to the limitations upon finite staffing resources during a period of unprecedented surges in capacity. As a result, existing resources were unable to meet demands.

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
				<ul style="list-style-type: none"> BYDC continues to maximise its permanent operational workforce and ongoing recruitment activity continues to position the centre to meet its demand requirements commensurate with total built capacity. BYDC and CYDC recruitment and HR activity is underway and expected to continue until December 2019. Efforts to reduce absenteeism will be an ongoing deliverable to ensure results are maintained.

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
March 19 - Rec 5 (Security Alerts)	Mar-19	Youth Justice Services	<p>N/A March 2019 recommendations are to be monitored in the December 2019 verification inspection.</p> <p>It is recommended that Youth Justice Services 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. Methods of communication could include, for example, text messaging.</p>	<ul style="list-style-type: none"> BYDC and CYDC agree that the timely and formalised sharing of security breach concerns will proactively contribute to risk prevention. Senior Intelligence Officers at each detention centre will assume responsibility for sharing security alerts between centres and determine applicability for dissemination as appropriate. Methods of communication will be established via approved departmental channels in alignment with record keeping requirements. Initial consultation to establish formalised intelligence sharing mechanisms to commence July 2019. It is expected that this will be embedded in practice by 31 December 2019.

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
March 19 - Rec 6 (Compliance with Operational Security Processes) It is recommended that detention centre management implement increased compliance monitoring to enhance discipline and adherence to operational security processes.	Mar-19	Youth Justice Services	N/A March 2019 recommendations are to be monitored in the December 2019 verification inspection.	<ul style="list-style-type: none"> • Shift Supervisors and senior management at each youth detention centre continue to conduct regular section inspections and review CCTV to ensure compliance with operational expectations. • Routine profiling of security practices at all operational briefings has commenced at BYDC. • The date of commencement for regular section inspections/review of CCTV is unable to be obtained, this is embedded practice. Monitoring will continue to ensure compliance. • This recommendation should be considered closed.

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
March 19 - Rec 7 (Management of High Risk Behaviour) It is recommended that Youth Justice Services 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:	Mar-19	Youth Justice Services	N/A March 2019 recommendations are to be monitored in the December 2019 verification inspection.	<ul style="list-style-type: none"> • A number of key deliverables have commenced and are ongoing. • Behaviour Support Plans were introduced in November 2018. • Speech and language Pathologists commenced as part of the Behaviour Support Team in April 2018. • Additional specialist training requirements will be considered amongst the Youth Detention Review Implementation, Youth Justice Strategy and associated Action Plan. • It is expected that this recommendation will be complete by July 2020. <p>Full and comprehensive YJS implementation actions are included in the YJS response to the March 2019 inspection report previously provided to the Director-General.</p>

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
people with extreme psychological/behavioural needs;	<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. 			



Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December monitoring inspection)	YJS Implementation Actions
March 19 - Rec 8 (Partially-clothed Search Methods)	Mar-19	Youth Justice Services	N/A March 2019 recommendations are to be monitored in the December 2019 verification inspection.	<ul style="list-style-type: none"> • The Milliwave Body Scanner at BYPC has been recalibrated and staff trained in the operation of the device. • The Milliwave Scanner is in operation and staff were provided with a Directive from the Executive Director on 28 May 2019 outlining amendments to search practices. • A gown is provided to young people prior to entering the Milliwave Scanner to ensure modesty is maintained. In the event of a positive detection by the Body Scanner and the young person refuses to surrender the suspected contraband, a partially clothed search can then be authorised. • A local procedure (Attachment 3) and young person privacy statement (Attachment 4) have been distributed to staff accordingly. • It is important to note that the Milliwave Scanner technological capabilities do not enable the detection of contraband secreted in cavities. Contraband detection is limited

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
exposed anatomy of young people.				<p>to identification of items between the skin and clothes.</p> <ul style="list-style-type: none"> • Ongoing monitoring and evaluation of the operation of the Milliwave Scanner and associated contraband data will be undertaken to establish effectiveness. • This recommendation should be considered closed.

June 2019 Recommendations (BYDC) and YJS implementation actions are included in the full YJS response to this report and will be added to this register once approved by the Director-General

Appendix D – CYDC Recommendations Register

as at October 2019

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
June 2018 Recommendations (CYDC)				
June 18 - Rec 2 (Suicide Risk Training)	Jun-18	Youth Justice Services Detention Centre Training	Given the ongoing relationship-building nature of this recently-approved recommendation, progress will be examined during inspections in 2019.	<p>The management of suicide and self-harm risk in the centre remains a focal project for the Practice (Intensive Support) team as per the recommendations from the YD Review. This work includes:</p> <ul style="list-style-type: none"> • consultation with a working group, involving BYDC and CYDC BST teams, YJ Practice and the Cultural Units • review and update of the suicide and self-harm risk management policies and procedures. This will be done in conjunction with the working group and

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YIS Implementation Actions
cover every accommodation unit, particularly during night shift.			<p>recruitment, as new starters complete SR modules during induction training.</p> <p>This recommendation will remain open until verification of recruitment initiatives in December 2019.</p> <ul style="list-style-type: none"> ● specialist training for BST staff in partnership with the Queensland Centre for Mental Health Learning (QCMHL). This training aims to improve staff skills and capabilities when managing and supporting young people with mental health issues. The QCMHL also provides training to QH mental health practitioners (and QCMHL has been identified as the leading provider in this practice area). ● BST staff have also attended the Dr Tracy Westerman 'Aboriginal and Mental Health Assessment and Suicide Prevention in Aboriginal Communities' 3 day training. <p>Training for operational staff will be updated once this work has been completed.</p>	

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
June 18 - Rec 3 (Separations Data)	Jun-18	Youth Justice Services	<p>N/A – YI to provide update during consultation.</p> <p>Based on recent requests for separation information by the Director-General and the Ombudsman in response to a Public Interest Disclosure and the potential for more public scrutiny around separations, the actioning of this recommendation should be considered a priority.</p>	<p>The Youth Justice Practice (Intensive Support) team have been required to prioritise and deliver on key strategic business requirements. Once capacity is restored, the team will deliver on this recommendation in due course.</p> <ul style="list-style-type: none"> As noted in a previous update, a Quality and Performance Framework is to be developed. This will create consistency and allow for greater oversight and monitoring of the separation process. The YJ Performance and Reporting team have been required to prioritise and deliver on key strategic business requirements such as the Youth Justice Strategy, the Youth Justice Action Plan, reporting for Enterprise Bargaining Agreement discussions, and Strategic Business Cases to name a few. An additional consideration is the priority given to the establishment of the standalone Department of Youth Justice. Once capacity is restored YJ Practice will link in with this team ensure this is delivered in due course.

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
September 2018 Recommendations (CYDC)				
September 18 - Rec 1 (School Attendance) The Inspectorate recommends that CYDC investigate ways to ensure that all eligible young people are able to attend school every day.	Sep-18	Youth Justice Services	N/A September 2018 recommendations not approved prior to December 2018- to be monitored in the December 2019 verification inspection.	<p>Youth Justice Services is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <ul style="list-style-type: none"> Youth detention management and on-centre School Principals have worked together to implement most aspects of this recommendation. Complete implementation will be dependent on amendments to One School to allow detention centre based schools to record attendance as per the recommendation. Both agencies are continuing to work together to progress. As per the YD Review recommendations YJS and the Inter-Departmental Steering Committee



Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YIS Implementation Actions
				<p>(IDSC) have worked together to ensure there is a process in place for recording school absences and attendances, which caters to the specific needs of a youth detention school. In essence, a process has been agreed for communicating absences and ensuring education packs are issued, completed and returned.</p> <ul style="list-style-type: none"> The work undertaken will essentially fulfil most of the requirements of the recommendation of the YD Review.

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
September 18 - Rec 2 (School Attendance Records) The Inspectorate recommends that YJS and CYDC together with Department of Education devise a clear and transparent way to record school attendance and ensure CYETC is notified of reasons for absences.	Sep-18	Youth Justice Services	N/A September 2018 recommendations not approved prior to December 2018 - to be monitored in the December 2019 verification inspection.	<p>Youth Justice Services is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <ul style="list-style-type: none"> As reported during the September update, the Inter-Departmental Steering Committee (IDSC) has collaborated to develop a more detailed spreadsheet outlining the reason for the absence (eg court video link, LOA (medical / funeral / reintegration) as well as related behavioural issues / risk assessment outcomes). The spreadsheet was trialled in terms 1 and 2 of the 2019 school year, providing an indication of why young people may not be in school attendance. As part of the broader structured day review, the attendance spreadsheet will be reviewed and embedded into the enhanced policy.

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
September 18 - Rec 3 (VET and Job Readiness) The Inspectorate recommends that YJS 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.	Sep-18	Youth Justice Services Department of Education	N/A September 2018 recommendations not approved prior to December 2018 to be monitored in the December 2019 verification inspection.	<p>Youth Justice Services is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <ul style="list-style-type: none"> As part of the ongoing work to implement the recommendations of the Independent Review of Youth Detention, consultation will occur with the Department of Education. As part of the consultation, Youth Justice and the Department of Education (DoE) will work together to review the VET funding model to be more responsive to the specific youth detention cohort. In April 2019, DoE have completed a draft consultation paper regarding the Feasibility to expand existing education services in Queensland youth detention centres. This recommendation is subject to senior officer discussions and funding models as well as the ability within other

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
September 18 - Rec 4 (Criminogenic Programs)	Sep-18	Youth Justice Services	<p>N/A September 2018 recommendations not approved prior to December 2018 - to be monitored in the December 2019 verification inspection.</p> <p>It is recommended that Youth Justice Services 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 	<p>Youth Justice Services is of the position that this recommendation can be closed. Youth Justice is committed to ensuring that all criminogenic programs offered to young people in youth detention have a robust evidence base. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <p>A CYDC draft centre profile has been developed to enhance the provision of programs for young people at the centre.</p> <p>CYDC has introduced a number of healthy relationship-based programs and continues to run VOYCES, a victim empathy program based on Restorative Justice Principles.</p>

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YIS Implementation Actions
<ul style="list-style-type: none"> Talks by Adult Offenders both reformed and currently in custody or on parole. 				<p>In addition to the individual one on one sessions between caseworkers, psychologists and speech pathologists with young people:</p> <ul style="list-style-type: none"> CYDC has commenced discussions with the CSYW central office DFV unit to explore opportunities for program / service collaboration. The UUWV program from CYDC has now been assessed and was due for delivery in 2019 The intention has been raised with the central office data area regarding access to data on offending patterns and from the YJ risk assessment to inform / target programs and services A BST work plan is in development for 2019 to confirm program expectations beyond individual clinics. <p>The program priorities may or may not align with those mentioned in this report. The recommendations made as part of the profile</p>

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
September 18 - Rec 5 (Program and Education Attendance) The Inspectorate recommends that YJS 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.	Sep-18	Youth Justice Services	N/A September 2018 recommendations not approved prior to December 2018 - to be monitored in the December 2019 verification inspection.	<p>will enhance the work that is already occurring in this space.</p> <p>Youth Justice Services is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <ul style="list-style-type: none"> • Reintegration related activities are conducted from the moment an intake commences. • Conversations are held with the young person's personal network and stakeholders to discuss the factors/triggers leading up to their admission to detention and what steps could be put in place to transition them out into the community. • A program wide system for recording programs and services, including attendance and outcomes will be created through the ICMS Replacement Project. It is on track to be the first YJ product to be

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
				<p>delivered in Stage 1, Tranche 1 over the financial year of 2019/2020.</p> <ul style="list-style-type: none"> Youth Justice Services will deliver revised program content to youth justice across community and detention. As per the Acts requirements, these programs will align with the risk, needs and responsibility principle. <p>Sch3(21)</p>

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
September 18 - Rec 6 (Reintegration)	Sep-18	Youth Justice Services	N/A September 2018 recommendations not approved prior to December 2018 - to be monitored in the December 2019 verification inspection.	<p>Youth Justice Services is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <ul style="list-style-type: none"> • Reintegration planning was discussed at the November PPC meeting. • The changing cohort is a key consideration in work in this space moving forward. • To inform reintegration processes, a Queensland specific classification and responsibility tool, RADAR is currently in the process of being externally validated for Queensland Youth Detention Centres. The tool will further enhance capacity for young people to engage in reintegrative activities.

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
September 18 - Rec 7 (Life-skills) It is recommended that Youth Justice Services and the detention centres make available a suite of life-skills programs to enable young people to be independent. Programs may include:	Sep-18	Youth Justice Services	N/A September 2018 recommendations not approved prior to December 2018 - to be monitored in the December 2019 verification inspection.	<p>Youth Justice Services is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <ul style="list-style-type: none"> Draft program catalogue details programs that have been / are being developed and delivered at YDC. These include programs are designed to assist young people to connect with the community, and develop enhanced communication skills.



Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
September 18 - Rec 8 (Links to Community) It is recommended that caseworkers at the detention centres link short-term admissions (young people who stay for up to one week) with the relevant YJSC casework team to engage the young person in strategies to prevent a return to detention.	Sep-18	Youth Justice Services Casework teams	N/A September 2018 recommendations not approved prior to December 2018 to be monitored in the December 2019 verification inspection.	<p>Youth Justice Services is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <ul style="list-style-type: none"> This linkage between the CYDC caseworker and the YJS caseworker is already a critical component of the YJ case management framework. The relationship between the youth detention centre caseworker and YJSC caseworker will continue to be strengthened in future works.

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
CLOSED - September 18 - Rec 9 (Section Supervisor Ratio)	Sep-18	TBA	N/A September 2018 recommendations not approved prior to December 2018.	<p>Youth Justice Services is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <ul style="list-style-type: none"> As of 29 April 2019 CYDC implemented revised rosters that incorporate one section supervisor per accommodation unit. <p>Additional comment as at October 2019 – This recommendation is now closed following Inspectors observations and advice of the additional Section Supervisors for each accommodation unit. This recommendation will be removed from the register and noted in the December 2019 Quarter Inspection Report.</p> <p style="text-align: center;">P</p>



Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YIS Implementation Actions
alternative is to be put in place instead.				

March 2019 Recommendations (CYDC)



Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
March 19 - Rec 1 (PPE Use)	Mar-19	Youth Justice Services	N/A March 2019 recommendations are to be monitored in the December 2019 verification inspection.	<ul style="list-style-type: none"> • Legal advice requested 29 March 2019 and received 11 April 2019. • Policy consultation, amendment and endorsement. Prior to January 2020. <p>Full and comprehensive YJS implementation actions are included in the YJS response to the March 2019 inspection report previously provided to the Director-General.</p>

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
March 19 - Rec 2 (PPE Training)	Mar-19	Youth Justice Services	<p>N/A March 2019 recommendations are to be monitored in the December 2019 verification inspection.</p> <p>It is recommended that following the reviews of PPE policy and procedures Youth Justice Services 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>	<ul style="list-style-type: none"> Training considerations contingent on outcomes from the PAC review, which commenced on 25 July 2018. July 2018 specialised incident controller training delivered at CYDC. Training to be delivered at BYDC prior to July 2020. Anticipated timeline prior to July 2020. <p>Full and comprehensive YJS implementation actions are included in the YJS response to the March 2019 inspection report previously provided to the Director-General.</p>



Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
March 19 - Rec 3 (PAC Training Frequency) It is recommended that Youth Justice Services 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:	Mar-19	Youth Justice Services	N/A March 2019 recommendations are to be monitored in the December 2019 verification inspection.	<ul style="list-style-type: none"> In progress, PAC review-commenced on 25 July 2018 and curriculum enhancement expected completion prior to July 2020. A review of PAC is currently underway, led by the Youth Justice Capability and Learning business units. The review is driven by enhanced trauma informed practice, more detailed behaviour support plans and the introduction of revised rewards and incentives schemes. These are important considerations when examining the verbal skills required to implement de-escalation techniques. Training requirements will be extensively explored as part of this review, including curriculum content, frequency and modality of delivery. All amendments will be made in close consultation with YDCs, Youth Justice Services and Union Representatives. The provision of training in Youth Detention Centres may be impacted by the MoG transition to the Department of Youth

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YIS Implementation Actions
<ul style="list-style-type: none"> • 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>Justice. The resulting organisational structure and associated impacts will be monitored accordingly.</p>

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YIS Implementation Actions
March 19 - Rec 4 (Increased Outside Physical Activity) The Inspectorate recommends that Youth Justice Services consider alternatives to lockdowns and restrictions on outside physical activity in response to incidents, for example, regularly rotating staff across sections every two hours to ensure each section is fully staffed on a regular rotational basis every day, i.e. two hours inside followed by two hours of outside activity for two to three rotations or more if possible	Mar-19	Youth Justice Services	N/A March 2019 recommendations are to be monitored in the December 2019 verification inspection.	<ul style="list-style-type: none"> CYDC continues to rotate staff across accommodation units during authorised 2-12hr separation periods due to staff shortages. This practice enables the accommodation units to share the impact of separation of young people across various units throughout the day. This practice is complimentary in CYDC in accordance with the provision of Structured Day time tabling (e.g. unit by unit). This allows young people access to programs, activities and time out of cells to support daily activities. CYDC is supportive of rotational intervals, however, two hour separations will be dependent on the scheduled Structured Day activities as programs can vary from 45 minutes to 1hr 30minutes in duration. Future staff shortages will be further augmented by continued efforts to achieve a whole of centre permanent workforce

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
				<p>through ongoing recruitment and addressing absenteeism.</p> <ul style="list-style-type: none"> • BYDC and CYDC recruitment and HR activity is underway and expected to continue until December 2019. • Efforts to reduce absenteeism will be an ongoing deliverable to ensure results are maintained.

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Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YIS Implementation Actions
March 19 - Rec 5 (Security Alerts) It is recommended that Youth Justice Services 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. Methods of communication could include, for example, text messaging.	Mar-19	Youth Justice Services	N/A March 2019 recommendations are to be monitored in the December 2019 verification inspection.	<ul style="list-style-type: none"> • BYDC and CYDC agree that the timely and formalised sharing of security breach concerns will proactively contribute to risk prevention. • Senior Intelligence Officers at each detention centre will assume responsibility for sharing security alerts between centres and determine applicability for dissemination as appropriate. • Methods of communication will be established via approved departmental channels in alignment with record keeping requirements. • Initial consultation to establish formalised intelligence sharing mechanisms to commence July 2019. • It is expected that this will be embedded in practice by 31 December 2019.

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Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
March 19 - Rec 6 (Compliance with Operational Security Processes) It is recommended that detention centre management implement increased compliance monitoring to enhance discipline and adherence to operational security processes.	Mar-19	Youth Justice Services	N/A March 2019 recommendations are to be monitored in the December 2019 verification inspection.	<ul style="list-style-type: none"> Shift Supervisors and senior management at each youth detention centre continue to conduct regular section inspections and review CCTV to ensure compliance with operational expectations. CYDC have reflected practice expectations in a Centre Operating Procedure. This document stipulates that staff are not to enter the accommodation area via the office door unless all young people are secured in their cells or responding to an incident in accordance with the Youth Detention Centre Operations Manual. The date of commencement for regular section inspections/review of CCTV is unable to be obtained, this is embedded practice. Monitoring will continue to ensure compliance. This recommendation should be considered closed.

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
March 19 - Rec 7 (Management of High Risk Behaviour) It is recommended that Youth Justice Services 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:	Mar-19	Youth Justice Services	N/A March 2019 recommendations are to be monitored in the December 2019 verification inspection.	<ul style="list-style-type: none"> • A number of key deliverables have commenced and are ongoing. • Behaviour Support Plans were introduced in November 2018. • Speech and Language Pathologists recommended as part of the Behaviour Support Team in April 2018. • Additional specialist training requirements will be considered amongst the Youth Detention Review Implementation, Youth Justice Strategy and associated Action Plan. • It is expected that this recommendation will be complete by July 2020. <p>Full and comprehensive YJS implementation actions are included in the YJS response to the March 2019 inspection report previously provided to the Director-General.</p>

Original Recommendation	Original Inspection Period	Responsible Area	YIS comment (from December 2018 monitoring inspection)	YIS Implementation Actions
<p>with young people with extreme 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. 				



Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
March 19 - Rec 8 (Partially-clothed Search Methods) It is recommended that Youth Justice Services investigates the potential difference in the application of policy between both detention centres in relation to partially-clothed searching of young people and implement less invasive search methods including:	Mar-19	Youth Justice Services	N/A March 2019 recommendations are to be monitored in the December 2019 verification inspection.	<ul style="list-style-type: none"> • Partially clothed searches are conducted based on risk assessment (often in the following circumstances) <ul style="list-style-type: none"> - Where current suicide risk concerns are present and the young person is assessed as a high risk to harm themselves - Identified contraband risk - If the QPS determine no search has occurred - the CYDC admitting officer will conduct a risk assessment during the admission process to determine whether a partially clothed search is required • Young people are subject to a metal detection wand and ION scan upon admission. Where a positive detection of metal or drugs threat is identified a partially clothed search may occur. • All CYDC contraband data indicates that search practices are effective and sufficient- this data will be reviewed on an ongoing basis to ensure effectiveness.

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YIS Implementation Actions
having to view the exposed anatomy of young people.				<ul style="list-style-type: none"> This recommendation should be considered closed.

June 2019 Recommendations (CYDC) and YIS implementation actions are included in the full YIS response to this report and will be added to this register once approved by the Director-General

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Inspection of the Brisbane and Cleveland Youth Detention Centres

September 2019

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

Approved:

Bob Gee

Director-General

Department of Youth Justice

22 JAN 2020

"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 BYDC during on-site inspection

Dates of inspection	26 to 30 August 2019
Executive Director, BYDC at time of inspection	Michael Drane
Built capacity (i.e. usable secure fixed beds ¹)	138
Highest daily number of young people	129
Average population of young people	127
Average population of males	113
Average population of females	13
Average percentage of young people on remand	90%
Average percentage of young people sentenced	8%
Average percentage remanded and sentenced	2%
Average population of Aboriginal and/or Torres Strait Islander young people	68 (54%)
Number of young people on Child Protection Orders	25 (20%)
Youngest detainee on centre	12 years 3 months
Oldest detainee on centre	18 years 8 months

¹ The number of purpose-built beds in general accommodation units plus four bedrooms in the Oak behaviour support unit – excludes beds in Independent Living Units.

Snapshot of CYDC during on-site inspection

Dates of inspection	9 to 13 September 2019
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	97
Average population of young people	95
Average population of males	83
Average population of females	11
Average percentage of young people on remand	75%
Average percentage of young people sentenced	20%
Average percentage remanded and sentenced	5%
Average population of Aboriginal and/or Torres Strait Islander young people	88 (93%)
Number of young people on Child Protection Orders	22 (23%)
Youngest detainee on centre	10 years 8 months
Oldest detainee on centre	19 years 0 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 26 to 30 August (BYDC) and 9 to 13 September (CYDC) 2019. Statutory detention centre inspections are conducted by delegated inspectors, located within the office of the Director-General, Department of Youth Justice. 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 admissions, searching and management of prohibited items, physical environment, case planning, positive behaviour support model and body worn cameras. In gathering evidence, inspectors visited all units over the inspection week and spoke to staff and young people in each unit. Emerging issues and themes were corroborated through consultation with relevant managers and inspection of available data.

The key observations, findings and recommendations in relation to the focus areas are summarised below. Other issues raised and discussed with relevant centre managers and the Senior Executive Director, Youth Justice Services during and immediately following the site visits are tracked in the Issues Register at Appendices A and B of this report. The status of active recommendations from previous reports are detailed in the Recommendations Register at Appendices C and D.

Focus Area 1 – Admissions, Searching and Management of Prohibited Items

The Inspectorate found that the admissions and induction processes at both centres were well organised, thorough and compliant with legislation, policy and practice guidelines. Admissions holding rooms are being used as a last resort to accommodate young people in BYDC when alternative rooms are temporarily unavailable in the accommodation sections. The Inspectorate has made a recommendation that the centres record the approving officer and rationale for the use of admissions holding rooms for one or more nights in the detention centre operational information system (DCOIS) to enable accurate and efficient reporting of this information, as current data extraction methods are resource intensive. The Inspectorate also found that the intake process undertaken by caseworkers at both centres is comprehensive and has recommended a reduced intake process for young people who have been released and re-admitted to the same centre within a two-week period.

The Inspectorate found that the centres' most effective search practices in detecting restricted, prohibited and illegal items are scheduled searches of young people's rooms and observations made by detention centre staff. Each centre uses a combination of searching techniques, including location searches (with or without QCS Passive Alert Detection Dogs), pat searches, metal detector wand, ION scanner, Milliwave scanner and partially-clothed searches. The Inspectorate has recommended a review of search practices based on data showing the relative effectiveness of each method. The Inspectorate also found discrepancies in the recording of restricted, prohibited and illegal items in DCOIS and in off-line registers and has recommended consistent recording of contraband to enable reliable reporting of this information.

Focus Area 2 – Physical Environment

The Inspectorate's focus on the physical environment concentrated around the general condition and standards of existing facilities including maintenance programs and the construction of a new accommodation unit at BYDC. The Inspectorate noted that both detention centres were well maintained overall with less graffiti present than noted in previous inspection reports (June 2013, September 2015 and June 2016). At the time of this inspection, the construction of a new 16 bed accommodation unit had

commenced with security arrangements around the worksite improved through learnings gained during the 2017 construction of the Paperbark unit.

The Inspectorate has made no recommendations in this area. However, the Inspectorate raised some general maintenance issues directly with management to be addressed at the local level, including minor repairs, keeping young people informed of their maintenance requests and communication between detention centre staff and Q-Build regarding scheduling of work. The advantage of zone fencing at CYDC is also noted as being more conducive in allowing regular, outside physical activity for young people. Renovations of the two Independent Living Units were also underway at CYDC, with operating procedures undergoing staff consultation with a view to accommodating suitable young people in early 2020.

Focus Area 3 – Case Planning

The Inspectorate's focus on case planning concentrated on the level of involvement young people, their families and communities have in determining and working towards goals within the detention centre and successful reintegration back into the community. Inspectors observed two case planning meetings at BYDC and consulted with caseworkers, young people and a sample of parents/guardians who had been involved in case planning for young people at both detention centres.

Young people and parents/guardians consistently advised inspectors that they felt supported by the caseworkers at both detention centres and parents/guardians in particular, spoke highly of this service. Both detention centres are focussing on increasing proactive community and cultural involvement in case planning and would encourage the Youth Justice Service Centre caseworkers to invite community stakeholders to attend case review meetings more often. No recommendations are made by the Inspectorate in relation to this focus area.

Focus Area 4 – Positive Behaviour Support Model

The Inspectorate found the recently revised rewards and incentive models at both centres were viewed positively by staff and young people, following extensive consultation within the centres prior to implementation. Each centre provides options for the use of points earned by young people who demonstrate positive behaviours, including short-term rewards to be used in detention and longer term rewards that can be used after release and support young people's transition to their communities. Accommodation progression and group-based rewards were particularly evident at CYDC. No recommendations are made by the Inspectorate in relation to this focus area.

Focus Area 5 – Body Worn Cameras and CCTV

At the time of inspection, both centres had installed the infrastructure including charging stations in preparation for the implementation of the body worn cameras in December 2019. Legislative amendments to the *Youth Justice Act 1992* support operational guidelines which were drafted in line with privacy obligations and are undergoing consultation across the department. Vests to be worn by staff that allow mounting of the body worn cameras are currently being produced and training in use of the cameras has commenced.

The CCTV upgrade project at BYDC was completed in August 2019 and all accommodation section common areas can be monitored. The completion of the BYDC CCTV upgrade project and the use of body worn cameras will satisfy recommendations made by the Independent Review of Youth Detention (2016) and the Queensland Ombudsman (2019). No recommendations are made by the Inspectorate in relation to this focus area.

Other Issues

The Inspectorate raises issues on-site during the inspection, directly with staff throughout the inspections, with the Executive Directors at the exit interviews and with acting Deputy Director-General at the preliminary findings meeting. One other issue was raised by inspectors regarding communication with young people about staff recruitment at BYDC. Issues not dealt with through findings and recommendations in this report are monitored through the Issues Registers (Appendices A and B), which outline the response action taken by Youth Justice Services or centre management.

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List of Recommendations

Focus Area 1 – Admissions, Searching and Management of Prohibited Items

Recommendation 1

The Inspectorate recommends that the centres record more consistently the approving officer and rationale for use of admissions holding rooms for one or more nights in the detention centre operational information system (DCOIS), to enable reporting of this information.

Recommendation 2

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.

Recommendation 3

The Inspectorate recommends that the centres review searching practices based on the effectiveness of current search methods as shown in the data.

Recommendation 4

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.

Focus Area 2 – Physical environment

Nil recommendations made.

Focus Area 3 – Case Planning

Nil recommendations made.

Focus Area 4 – Positive Behaviour Support Model

Nil recommendations made.

Focus Area 5 – Body Worn Cameras

Nil 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 Director-General's Office, Department of Youth Justice. 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 26 to 30 August 2019 and CYDC from 9 to 13 September 2019 including attendance at all accommodation and administrative areas throughout the centres during business hours
- In-depth interviews with the Executive Directors (EDs); Deputy Directors (DDs); Operations Managers (OMs); Unit Managers; Practice Support Managers; Cultural Units; Programs Coordinators; Casework

Managers; Behaviour Support Team Leaders; Training Coordinators; Queensland Health staff and Department of Education staff including Principals, Deputy Principals and Transitions Officers

- Attendance and observation of case planning meetings
- Observation of the admissions processes when young people were admitted into BYDC and CYDC
- Conversations with various staff and young people both individually and in multiple focus groups in all accommodation units throughout the centre
- 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-inspections briefing of the Senior Executive Director, Youth Justice Services (YJS)
- Review of young peoples' reintegration, leave of absence (LOA), suicide management and behaviour support plans where available.

Focus Area 1 – Admissions, Searching and Management of Prohibited Items

The Inspectorate's focus on admissions, searching and management of prohibited items involved review of authorising Youth Justice legislation, policies and procedures, review of data in the Youth Detention Operational Information System (DCOIS), consultation with the detention centres' Behaviour Support Teams (BST), Casework Teams, Cultural units, Department of Education staff including Principals, Deputy Principals, Queensland Health staff including the Nurse Unit Manager and Mental Health, Alcohol, Tobacco and Other Drugs (MHATODS) staff, Operations Managers, Youth Workers and Section Supervisors and observation of young people being admitted to both detention centres.

Admissions

Legislation, policy and practice context

Legislation, policy or practice guideline	Inspectorate observations
The <i>Youth Justice Act 1992</i> (s.266) and <i>Youth Justice Regulation 2016</i> (Division 2 – Admissions Procedures) set out a range of requirements relating to the treatment of young people at admissions and the processes youth detention staff must follow.	Compliant – inspectors observed adherence to all aspects of these sections of the legislation, as detailed in the body of this report.
The <i>Youth Justice Act 1992</i> (s.266) describes the documentation that must be provided by police upon admission. This includes Queensland Police Service (QPS) or court documentation about the authority to detain the young person. Medical clearance must also be given for a young person to be detained.	Compliant – inspectors observed admissions staff at both centres checking this documentation when accepting a young person and recording the relevant information both on paper and in the Detention Centre Operational Information System (DCOIS).
The <i>Youth Justice Act 1992</i> (s.267) describes the information that must be provided to a young person on entry to a detention centre.	Inspectors observed inconsistent application of this section of the legislation. The section of this report titled 'Information provided at admission' provides further detail about planned improvements to the delivery of this information.
Policy YD-2-1 – Admission of a young person includes principles for legally admitting a young person to detention, risk assessment, induction and record keeping.	Compliant – the Inspectorate is confident that the policy is being adhered to in all areas, as detailed in this report. A recommendation has been made to improve consistency of recordkeeping in relation to the use of admissions holding rooms (Recommendation 1).

Chapter 2 of the Youth Detention Centre Operations Manual (sections 1.1 to 1.6) describes the admissions and induction processes for youth detention.	Compliant - admissions staff at both centres were aware of, and able to demonstrate compliance against the requirements of the operations manual.
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Admissions environment

An expectation of the Youth Detention Inspectorate is that "the centre offers a safe, clean and non-threatening reception environment minimising anxiety or concerns of the young person," as per the United Nations Rules for the Protection of Juveniles Deprived of their Liberty (31).

Inspectors observed admissions processes in both BYDC and CYDC and noted a high level of professionalism by staff. This included organised and thorough record keeping, a calm and friendly demeanour with young people and clear communication about young people's rights and the admissions process.

BYDC admissions

Inspectors observed admissions processes for young people who were newly admitted to the centre for the first time, young people who were being readmitted to the centre after a time in the community and young people being readmitted to the centre after going to court that day. Inspectors spoke to admissions staff and young people during these processes.

BYDC staff conduct during admissions were courteous, friendly and calm. The language used by staff was simple, clear and direct.

Following the admission processes, young people being admitted to BYDC were taken to the adjoining medical room and introduced to a Queensland Health nurse. BYDC staff ensured young people understood information privacy provisions and encouraged the young people to speak openly to medical staff.

Following the medical induction, young people were escorted to their accommodation section by admissions staff. Information handed over at this point included the assessed suicide risk level and any relevant medical or other issues.

The BYDC admissions area is clean and well organised. The walls of the admissions area are white and may benefit from cultural murals in the future. The manager of the cultural unit also suggested that admissions staff could wear multicultural shirts to create a more welcoming visual environment.

BYDC Admissions Holding Rooms

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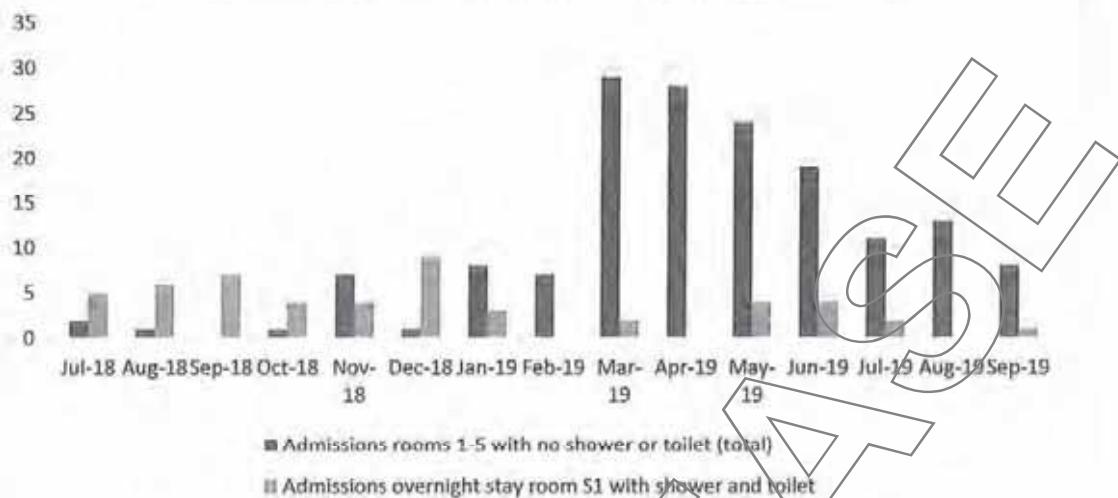
Police enter the admissions area with the young person before removing handcuffs and are visible to young people in some holding rooms

young people in admissions holding rooms would often call out profanities to police. Inspectors observed young people in admissions holding rooms calling out

sch3/12(1) For some young people who had not been in youth detention before, this may raise their anxiety levels.

Five holding rooms in the admissions section of BYDC do not contain a bathroom or running water. Of the 398 instances young people were held in these rooms between 1 July 2018 and 25 September 2019, in 159 instances (representing 40%), the young people stayed at least one night in the accommodation holding room. The average number of nights a young person was accommodated in these rooms was 1.8 nights.

Instances of young people accommodated in BYDC admissions rooms July 2018 - September 2019



As per the Queensland Ombudsman's Brisbane Youth Detention Centre Report 2019, the centre is aware that young people are not to be accommodated in rooms that do not have access to a bathroom, clean drinking water and adequate temperature control and ventilation unless in exceptional and limited circumstances.

According to the Deputy Director, BYDC, accommodating young people in holding rooms is always a last resort, however there are some factors that contribute to the use of holding rooms/separation rooms on centre. These include but are not limited to the following:

- Young people who are self-isolating and refusing to vacate.
- Where extensive damage has resulted in accommodation rooms being rendered uninhabitable.
- Where the behaviours displayed by a young person pose an unacceptable risk to themselves, the safety and security of the centre, staff and other young people, and there are no other accommodation options available.
- Young people who are displaying extremely heightened and challenging behaviours where the risk of transferring the young person is high.
- Overflow accommodation where there are no other rooms available on centre.
- Young people who are refusing to comply with a partially clothed search.
- Where a young person is admitted after hours and it is deemed an unacceptable risk to the safety and security of the centre, staff and other young people for the young person to be moved to an accommodation unit without further risk assessment.

In the above circumstances and as per the Ombudsman recommendation, the shift supervisor contacts the Executive Director or On Call Manager (after hours) for approval. This approval is granted verbally and followed up by email. The approval email is usually attached to the relevant incident in DCOIS.

During the period of March to June 2019, the centre had commenced a major security upgrade that resulted in various sections being decanted combined with the additional pressure of having high numbers of young people in South East Queensland watch houses. Additionally, BYDC had several incidents that resulted in significant security breaches with 11 code ^{s49 sch4} young people climbing onto roofs and other structures) occurring during this timeframe. Following these incidents, young people were moved

temporarily into the admissions holding rooms while repairs were undertaken to the impacted accommodation sections.

Recording use of admissions holding rooms in DCOIS

When extracting data from DCOIS about the reasons young people were accommodated in admissions holding rooms, the Inspectorate noticed inconsistencies in providing a rationale and approving officer.

When young people are moved into admissions holding rooms, DCOIS requires the staff member, generally a shift supervisor, to fill in a pop-up window titled 'Accommodation Bypassing Warning Reason' (APA200).

A variety of comments are being entered in DCOIS in this field when a young person is moved into admissions holding rooms, including:

- Approved
- N/A
- section staff assessed and approved
- Approved accommodation [REDACTED] sch3/12(1)
- Approved by ED M Drane
- Approved. [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- ROOM HAS A CAMERA

The Inspectorate has discussed this issue with the Practice Support Managers at both BYDC and CYDC, who agreed the following process would support the availability of accurate and consistent data in the future:

1. Centre management communicates a directive that the following information is entered into this field each time a young person is moved into an accommodation holding room:
 - a. Who approved the move
 - b. Why it was approved
2. Generally this is a shift supervisor task but communication should be extended to unit managers, shift supervisors and section supervisors about the requirement to include the above information for each accommodation movement.
3. Ongoing monitoring is undertaken by the Practice Support Manager to ensure this is occurring.

Finding 1:

Admissions holding rooms are being used as a last resort to hold young people when alternate rooms are temporarily unavailable in the accommodation sections. The reasons for using the admissions holding rooms (for reasons other than admissions) is currently not being recorded consistently in DCOIS and therefore cannot be reported on.

Recommendation 1:

The Inspectorate recommends that the centres record more consistently the approving officer and rationale for use of admissions holding rooms for one or more nights in the detention centre operational information system (DCOIS), to enable reporting of this information.

CYDC admissions

Inspectors observed

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The CYDC admissions staff were caring in their approach and the admissions area was well-organised and secure. Glass walls in the admissions holding rooms allow admissions staff to constantly monitor the young people while they are waiting. Admissions staff stated they adapt the process to the young person's needs, for example, providing information slowly and ensuring understanding about each point if the young person was new to the centre.

In CYDC young people are asked if they would like to make a complaint about how they were treated by police while QPS is still on site. Young people are given the opportunity to make a five minute phone call to a family member while in admissions if they choose to.

The young person's property is documented and stored after the young person has confirmed each item.

Risk assessment

Risk assessments form part of the admissions process, with operations, health and unit staff all assessing the young person's suicide and self-harm risk through observations and questions.

Young people with a history of suicide risk or self-harm are automatically categorised as high suicide risk and are under constant supervision until the shift supervisor or nurse has made an assessment. Young people with no history of suicide risk, who do not show any signs or disclose a risk of harm to themselves may be categorised as medium risk (no lower at this stage) and are observed every ten minutes following the admissions process until the behavioural support team does a more thorough assessment on the following business day.

Before being admitted into youth detention, QPS must provide medical clearance that the young person has been assessed as suitable to be in custody. If the young person is under the influence of drugs or alcohol, observations will be increased. The young person may stay in or near the medical centre if affected by drugs or alcohol at admission. Medical staff may provide feedback to section staff that the young person should stay in section rather than attending school or programs the following day, on a case by case basis.

Information about risks gathered during the admission process is passed on verbally to the section supervisor when the young person is escorted to their accommodation section.

Information provided at admission

Section 267 of the *Youth Justice Act 1992* states that children must be given information on entry to detention centre. Brief information is provided to young people verbally at admissions with a full induction to the centre provided when the young person is transferred to their accommodation section. Inspectors observed an induction process

Induction booklets

The induction booklet provided to young people at both centres is currently out of date and some young people told inspectors they had not received an induction booklet at admissions. The induction booklet has recently been revised to increase young people's ability to understand the content, particularly those with low literacy levels.

The rationale for revising the booklet was provided by youth justice services' senior speech pathologist. Research in Australia and from around the world indicates that young people in custody have significantly-impaired literacy skills (Anderson, Hawes & Snow, 2016). Speech, language and literacy impairments are a risk factor for reoffending (Snow & Powell, 2004). 51% of young people in youth detention are not able to read single words compared to others their age; and 77% of young people in youth detention cannot fully understand what they are reading (NSW Young People in Custody Health Survey, 2017).

The induction booklet is being revised so that that young people will be able to better understand the written material and expectations, and will be able to give more reliable informed consent. Some examples of outcomes may include increased engagement in therapeutic programs and counselling, and reduced incidents in youth detention due to being able to better understand the boundaries expectations.

The revised booklet is expected to be ready for distribution in January 2020.

Induction videos

Another strategy for ensuring young people are aware of their rights in youth detention and the rules and expectations of the centres is through the development of an induction video, which will be available in Standard Australian English and Creole in early 2020. Young people will have access to the video in their rooms and accommodation sections. The Inspectorate commends youth justice services for this initiative, reducing literacy barriers from young people's induction to the centres.

Induction and intake processes

In the first few days at each centre, young people engage with a range of supports from educators, mental health professionals, case workers, cultural liaison officers, transition officers and section staff.

Topics discussed include but are not limited to:

- Department of Education - school induction including goals, interests and academic assessment
- Behaviour Support Team / MHATODS - suicide risk and initial therapeutic needs
- Case Worker - court documentation, mental health, substance use, program needs, family and other contacts
- Cultural Liaison Officer - cultural supports in detention and community, assessment of five social determinants
- Transition Officer – the young person's goals for reintegrating into their community
- Section staff – rules, routines, expectations, meals, communication.

Caseworker intake

The intake process involves a number of tasks including contacting the young person's youth justice service centre, child safety, family and legal representatives, checking all court documentation, meeting with the young person, activating the young person's phone and mail contacts, sending information to parents, documenting everything and attending the suicide risk assessment team meeting (SRAT) for the young person. This is estimated by the casework team leader at BYDC to take approximately half a day for each young person as they are admitted to the centre, regardless of whether it is the young person's first time in detention or they are being re-admitted.

The Inspectorate reviewed admissions data from DCOIS in the period 1 July to 30 September 2019. A number of young people are re-admitted to detention soon after their release from custody. In the July to September 2019 quarter:

- 12 young people out of the 223 admitted to CYDC (approximately 5.4%) were re-admitted within 14 days of being released from CYDC.

- 14 young people out of the 327 admitted to BYDC (approximately 4.3%) were re-admitted within 14 days of being released from BYDC.

According to the casework team leader at BYDC, the intake process is a comprehensive process which is very useful for gaining information for new admissions and young people who have spent periods of time in the community. However, when a young person has had a recent intake, has been released and is then arrested again, there is rarely a significant change in the young person's circumstances.

The Inspectorate has discussed the concept of a brief intake with caseworkers and their team leaders at both BYDC and CYDC and proposes the centres develop a briefer process for:

- Young people who were released from custody and re-admitted within a two-week time frame or
- Young people who were released from custody and re-admitted within a month AND who had an intake (initial interview) completed by their youth justice service centre within the month as part of a community-based order.

The brief intake (or 'wellbeing intake') would be recorded on ICMS under an intake event but recorded in a case note. Once the case note is completed and all information entered a closure form would be completed.

The brief intake would capture the following information:

1. How is the young person feeling about returning to detention?
2. What was happening in the community? For example, where they were residing, what led to them returning to detention.
3. Legal situation- i.e. outcome of previous court appearances, upcoming court dates
4. Substance abuse/therapeutic needs
5. Suicide risk

The caseworker would still initiate contact for the young person with family/friends/professionals and their phone list would be reactivated. The caseworker would contact the young person's youth justice service centre, child safety, family and legal representative as per the full intake process.

During the following interactions/engagement with the young person after the brief intake, the caseworker would explore goals/strengths/intervention.

Finding 2:

Intake/induction processes are occurring in the days after admission by caseworkers, behavioural support teams, section staff, education, programs, transition officers and/or cultural liaison officers. Caseworkers have reported that even if a young person has been re-admitted to detention within a few days, the complete induction process and accompanying paperwork must be completed which takes time away from proactive casework including reintegration planning.

Recommendation 2:

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.

Searching and management of prohibited items

Legislation, policy and practice context

The *Youth Justice Regulation 2016* (s.23) provides authority for a detention centre employee to search a child detained in a detention centre when there is reasonable belief the search is warranted.

The Youth Detention Operations Manual Chapter 4 (security management) provides further guidance for detention staff on conducting searches.

The Youth Justice Operational Policy YD-4-2 – Search of a young person sets out a number of requirements in relation to searching young people in youth detention:

Policy statement	Observations by Inspectorate
Search procedures and requirements are explained to young people during the induction process on admission	Compliant - inspectors observed admissions staff explain search processes clearly to young people during the induction process.
Searches of young people are undertaken only when reasonable grounds exist for the search	<ul style="list-style-type: none"> Inconsistent application of the term 'reasonable grounds' results in a higher number of searches at admissions at BYDC than at CYDC. BYDC searches the majority of young people as they are admitted to the centre, recording the reason as 'young person has been in the community'. CYDC's criteria for 'reasonable grounds' results in fewer young people being searched at admissions. Recommendations are provided by CYDC's Intelligence Team about high-risk admissions including search requirements.
The safety and wellbeing of young people is paramount and security considerations cannot override or expose the young person to a search type that may be detrimental to their safety or wellbeing	Compliant - when suspicion of concealed contraband is high, young people are provided the opportunity to be separated under constant observation rather than be subjected to distressing search practices or searched with force.
The reasonable grounds for conducting a search are explained to the young person	Compliant - inspectors observed admissions staff explaining reasonable grounds prior to searching young people at both centres
The appropriate search is conducted commensurate to the level of risk assessed	Inconsistent risk assessments at admissions result in a higher number of clothed (wand and pat searches) at CYDC vs partially clothed/Milliwave searches at BYDC.
All searches are approved by a delegated officer authorised to approve that particular search type, prior to the search being conducted	Compliant - records containing approving officer reviewed by inspectors.
Any search of a young person is conducted as quickly as reasonably possibly, with regard to their dignity, privacy and trauma history	Compliant - admissions and section staff treat young people with respect and maintain dignity during searches and use partially clothed searches as a last resort. While authorised by policy and legislation, no cavity searches are being done at either centre.
Records are created of the search that are compliant with the	Inconsistent application of <i>Youth Justice Regulation 2016</i> , 28(1)(b), "property that threatens the security or good order

requirements of the <i>Youth Justice Regulation 2016</i> .	of the detention centre or endangers, or may be used to endanger the child or someone else must be recorded", results in more detailed records being maintained by CYDC (e.g. small rocks, screws found in rooms during location searches).
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Types of search and relative effectiveness

The table below shows the total number of instances of each search type or incident reports where prohibited and restricted items, and the number of occasions in which items were found during searches.

Centre	Search type	Jan-Mar 2019	Apr-Jun 2019	Jul-Sep 2019
CYDC	Partially clothed (PC) searches recorded in DCOIS activity log	8	17	22
	<i>Items found during PC search</i>	1	3	4
	Clothed searches recorded in DCOIS activity log	0	1	3
	<i>Items found during clothed search</i>	0	0	0
	Location searches recorded in DCOIS activity log	915	1128	1223
	<i>Items found during location search</i>	30	39	48
	DCOIS incident reports recorded using the codes 'prohibited and illegal items' and/or 'restricted items'	3	4	5
	<i>Items found during incident</i>	3	3	5
BYDC	Partially clothed (PC) searches recorded in DCOIS activity log	336	313	251
	<i>Items found during PC search</i>	1	9	2
	Clothed searches recorded in DCOIS activity log	3	33	82
	<i>Items found during clothed search</i>	0	1	0
	Milliwave searches recorded in off-line log	n/a	n/a	323
	<i>Items found during Milliwave search</i>	n/a	n/a	1
	Location searches recorded in DCOIS activity log	2678	2631	2705
	<i>Items found during location search</i>	5	3	3
DCOIS Incident reports recorded using the codes 'prohibited and illegal items' and/or 'restricted items'		18	22	37
	<i>Items found during incident</i>	18	16	24

According to the data, the centres' best tools for locating contraband are routine room searches and staff observations leading to a search and/or a young person voluntarily handing over an item. The majority of contraband is located as a result of either:

- For CYDC, a restricted or prohibited item is located in a young person's room during a routine search while the young person is at school or programs (this is recorded as a search and is shown under 'Location searches' in the table above); or
- For BYDC, a staff member notices a smell, overhears a conversation or sees something occur on a CCTV camera that raises suspicion. An ad-hoc search (pat, wand or room search) following the observation locates a restricted or prohibited item or the young person voluntarily hands over the item (this is recorded as an incident and is shown under 'DCOIS incident reports' in the table above).

Partially clothed and Milliwave searches at admissions have statistically lower return rates, however, incident reports identify young people voluntarily handing contraband to staff following advice a search is going to occur. In these instances a search does not proceed and the contraband is not recorded in search data.

Searching of young people

Clothed searches

According to the Operations Manager, CYDC and section supervisors at BYDC, regular clothed searches (pat and metal detector wand searches) occur:

- In the education and programs area of the centre when young people leave school or a program involving tools
- Before every entry into accommodation buildings (for example, upon returning from school)
- Only if a security precaution as part of a plan that an individual may be identified to be searched prior to exiting accommodation (high risk only).

Recording clothed searches

Items recorded as found during clothed searches at CYDC Jan-Sep 2019: nil

Items recorded as found during clothed searches at BYDC Jan-Sep 2019: 1 screw

It appears from the above data the centres do not regularly record contraband found during clothed searches. It is reasonable to assume items are found when staff pat search young people or use the metal detector wand each time young people leave school or attended programs and when they return to their accommodation sections. Inspectors have at times observed staff performing these searches and locating a small rock or other item, asking the young person to throw it away and then moving into their section.

Should a recommendation be made that the centres record in DCOIS every instance in which a small item being carried by a young person, the Inspectorate is of the belief this would add an undue administrative burden on staff, taking time away from work with young people. However, a consistent approach to assessing which items should be recorded and in which field of DCOIS would support reliable data provision in the future. For example, any item that could be used to harm another person or any item is owned by a workgroup on centre (e.g. a pen that is property of the Department of Education) should be recorded in the activity log.

Unclothed / partially clothed searches

An expectation of the Youth Detention Inspectorate is "unclothed searches are not a standard procedure.

Unclothed searches are used as a last resort and only on reasonable suspicion that the young person has

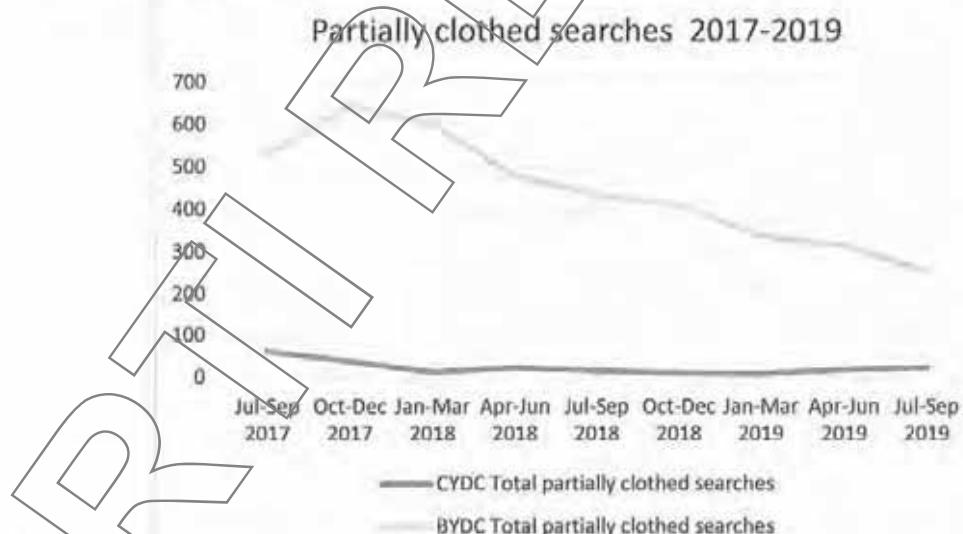
contraband. Alternatives to unclothed searches are utilised prior such as pat searching, metal detectors, privacy screens and increased supervision of visits". This expectation is informed by:

- Youth Justice Regulation 2016 s.24-29
- Forde Inquiry Recommendations 7
- Convention on the Rights of the Child 3.1, 37 (a)&(c)
- UN Standard Minimum Rules for the Administration of Juvenile Justice (The Beijing Rules) 5.1
- UN Rules for the Protection of Juveniles Deprived of their Liberty 1

The Youth Justice Regulation 2016 (s.24) states that "*unless authorised by the chief executive under section 25, a search of a child detained in a detention centre must not involve the removal of any of the child's clothes*", that is, "*if the chief executive reasonably believes it is necessary for the security of detention centre employees or children in the detention centre (s.25).*"

In September 2007, June 2008, June 2010 and March 2014, the Youth Detention Inspectorate made findings around the use of partially clothed searches at BYDC as routine rather than as a last resort, particularly as part of the admissions process. The Inspectorate noted that the use of partially clothed searches is now occurring on both centres as a last resort, when other search options such as pat and wand searches have been exhausted. In the past two years there has been a substantial reduction in partially clothed searches, particularly at BYDC.

The increases at CYDC during the second and third quarters of 2019 are attributed to potentially dangerous items going missing, for example, from a program and following security incidents (e.g. roof incident) where young people had access to and the ability to secrete dangerous items. In these instances at CYDC, all young people who attended a particular program (up to four young people searched separately) or in an accommodation unit (up to eight young people searched separately) were subject to a partially clothed search. There were three incidents of this nature between April and September 2019 with a total of 18 young people being searched.



Note: The Inspectorate has found numerous instances of Milliwave searches being recorded in DCOIS as partially clothed searches which will make the number of searches at BYDC appear higher. The true number of partially clothed searches at BYDC will therefore be lower than what is shown in the graph.

CYDC identifies suitable young people for partially clothed searches using a list of young people who have previously brought contraband into the centre. CYDC also considers time spent in the watch house before admission, with longer stays indicating lower risk. Partially clothed searches are considered for young people with significant drug offences who are being admitted directly to CYDC from the community. BYDC uses the Milliwave scanner first and only approves a partially clothed scan when suspicion is raised during the Milliwave scan (see the 'Milliwave searching – BYDC' section of this report for further information).

Recording partially clothed searches

Partially clothed searches are recorded in the activity log attached to each accommodation section in DCOIS.

Items recorded as found during partially clothed searches at CYDC Jan-Sep 2019:

- broken pieces of fire detector
- pen
- piece of metal wire
- pencils
- ankle socks
- marker pen

Items recorded as found during partially clothed searches at BYDC Jan-Sep 2019:

- 40cm length of silicone beading
- bundle of large click seal bags
- 1 x screw, 1 x metal edging
- cigarette
- screw
- piece of wire, pen frame without ink
- screws and small pieces of metal
- single playing card
- bracelet
- compacted small amount of prohibited article
- screw

Milliwave searching – BYDC

In June 2016, the Youth Detention Inspectorate recommended the consideration of electronic contraband detection equipment with the aim of:

- Ensuring that unclothed searches are not conducted as standard practice when children and young people are admitted to detention;
- Improving the reliability of the current system, which does not have the ability for staff to identify internal secretions;
- Ensuring that all unclothed searches are conducted on reasonable grounds necessary for the security of detention centre employees and young people.

As a result of analysis done by Youth Justice Services into the available technology, a Millimetre Wave Scanner ('Milliwave scanner') was purchased in August 2016.



The Milliwave scanner was trialled in 2017 and while training in the use of the Milliwave Scanner occurred in the first half of 2018, further issues (e.g. manufacturer support) prevented the utilisation of this equipment until June 2019.

Milliwave scan procedures

Young people are asked to remove their clothing in a private room and put on a gown. The Milliwave scanner is operated by two staff members. One staff member who is the same gender as the young person views the image of the young person on a screen. The other staff member gives direction to the young person to raise their arms and turn slowly in a circle.

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While being scanned, the young person's clothing is searched and if there is suspicion of an illegal substance both centres have Smiths model 6600 ION Scanners for drug detection. The intelligence teams at both BYDC and CYDC stated the ION scanners are extremely sensitive and a false positive reading may occur.

Milliwave effectiveness

Of the 323 Milliwave scans recorded in the offline register between June and September 2019, only one scan has resulted in an item being found.

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The Practice Support Manager informed inspectors he is awaiting advice from the Youth Justice Practice team about whether the policy will be amended to allow staff to direct young people to squat while covered by the gown.

Recording Milliwave searches

Milliwave searches are currently being recorded inconsistently. BYDC has an offline register for all Milliwave searches. In addition, the department accepted a recommendation from the Queensland Ombudsman review that Milliwave scans were to be entered into DCOIS. This recommendation prompted BYDC to direct staff to enter Milliwave searches as 'clothed' searches - as the only viable option currently in DCOIS to be utilised as interim practice. The Manager of Youth Justice Information Systems has confirmed an update to DCOIS scheduled for the first half of 2020 will include an option to select 'Milliwave search' from a drop-down list alongside partially clothed, clothed, location and cavity searches.

Having reviewed the comments in the activity logs, the Inspectorate has found numerous instances of Milliwave searches being recorded in DCOIS as partially clothed searches and others being recorded as clothed searches, resulting in low confidence in the available data.

Searching of rooms and other locations

Regular room searches occur according to a schedule, generally posted in the office attached to accommodation sections. Inspectors observed the schedules and staff carrying out room searches, as evidence a March 2015 recommendation has been implemented: "It is recommended that a Centre search matrix is developed by the Centre to ensure all areas of the facility are searched on a regular basis" (Youth Detention Inspectorate Report, March 2015). The schedule nominates one or more rooms that will be searched each day, depending on risk, while young people are out of the section. Searches are recorded in the activity log in DCOIS.

Inspectors observed room searches in each centre and spoke with young people about room searches. All young people stated they felt their belongings were treated with respect during room searches and that they understood the reason for the rooms being searched. Observations made by inspectors were that staff searched rooms thoroughly and left items generally where they were prior to searching.

Complacency in searching practices can lead to contraband being amassed and increases the risk of more dangerous items such as [REDACTED] and shivs being stored in young people's rooms.

Searches of BYDC's [REDACTED]

[REDACTED]
sch3/12(1) [REDACTED] S [REDACTED]

The review comments in DCOIS focus around the movement of the young people [REDACTED] with a recommendation to dedicate a section supervisor [REDACTED]

[REDACTED] Inspectors requested minutes from the Incident Review Group (IRG) following this incident and it appears the incident was not discussed at IRG as it did not meet the threshold level for incidents discussed by this group. The review of this incident in DCOIS does not include any comments around increasing compliance with regular unit searches and the associated policy.

[REDACTED]

R [REDACTED]

Advice from the intelligence officers from BYDC and CYDC, as well as historical records from the Youth Detention Inspectorate dating back to 2002 indicate that no shiv has been used resulting in injury to a young person, staff member or other person. Advice from the intelligence officers and section staff is that generally these implements are used to scratch graffiti or to elicit a positive response from other young people. However, the risk of injury to a person resulting from a shiv is extremely high so it is important that the centres do not become complacent in search practices and responses.

According to the Practice Support Manager, BYDC, processes on room searches have been improved since contraband was found in [REDACTED]. Compliance with scheduled room searching is monitored by unit managers. The Executive Director, BYDC, stated that a decision was made not to utilise [REDACTED]

[REDACTED] sch3/12(1) until the required number of staff dedicated [REDACTED] was available.

Recording location searches in DCOIS Activity Log

The activity log in DCOIS is attached to each accommodation section and provides the following fields to capture data in relation to scheduled and ad-hoc searches of young people in that section

On 117 occasions, items were recorded in CYDC activity logs following room searches Jan-Sep 2019:

- Roll of silver tape
- Pencil case
- Excessive buy up products
- Metal wire
- Milk container, rocks
- Scourer, rock
- EQ pencil
- Paint bottle, rag, rock
- Pen, TV remote
- Rocks
- Black metal rod
- Bottle of RID, 2 CDs
- Metal shelf support, broken pencil, smoke packet, rocks, metal stick
- Water bottle
- Key, stickers
- 2 small yellow balls
- Piece of wire, piece of metal attached to wood
- Black ink cartridge
- Pen, pencil
- Metal screw
- Biro casing and springs
- Glue stick, coloured paper, ink
- CD, broken pencil
- Rock and wire sharpened to a point
- Drain casing
- Metal screw, 4 rocks, matches and striker, checker pieces
- 4 vegemite spreads, wrist band leathers
- Broken nail, rock, pens
- Soft drink bottle
- Powder coated hard wire
- Ball point pen, extra remote, screw
- Powder coated metal wire
- Hard dried paint pieces
- Excess products, lego
- Ball of black window sealant
- 2 paint pens
- Roll of sticky tape, remote control
- Rock, steel wire, drill bit
- EQ marker pen
- Rock tied in sock
- Gun made out of paper and cardboard
- Plug with two metal bits
- Nail clippers, rocks, damaged smoke alarm
- Extra buy up items, extra bath mats
- Sharpened afro comb
- 2 large rocks
- Ball of stikaflex from window, small rock
- Suspected marijuana, rocks
- Fencing wire
- 3 rocks, 2 pieces of ripped clothing
- Screw, drawn dirty picture, braided ripped clothing
- Screw
- Blue pen
- Self made slingshot

- DVD, rocks, pencil, weetbix packets
- Extra bath mats
- Metal wire
- Stone, piece of hard plastic
- Rock
- Pen inner tube, small rocks
- 2 small rocks, extra doona
- 1 sheet and 8 socks tied together
- Paddle pop stick and 4 rocks
- Spray bottle
- Rock, bread clip
- 2 metal screws and 2 small rocks
- Stainless steel door stopper
- 2 screws, 1 rock
- Extra shampoo and conditioner
- Tube of paint
- Pen, hair brush
- Rock, screws
- Pencil
- Rock, bolt, washer, screws
- Marker, rock, metal screw, lead pencil
- Loose screw
- Cigarette, rock, screws
- Brown powder substance wrapped in tissue
- Hex head bolt
- Pencils, letters, pen, lighter, rock, tea bag
- Rocks, screws
- Marker pens, pencil case, sharpened paddle pop stick (shiv)
- Rock, metal braid from phone, pen inner
- Rock
- Magazine
- Rock
- Sharpened plastic spoon
- Weight bag, rubber band, TV remote
- Pencil and rock
- Empty pen cartridge
- Ceramic bowl, thread wrapped around comb handle
- Hand drawn erotic images
- Hair ties and pencils wrapped in tape
- Sharpened plastic fork
- Pornography
- Biro
- Steel bolt
- Rock, pen, screw and washer
- Plastic knife made into a shiv, screw, comb, sandpaper
- Pens, plastic cutlery
- Love letter, rock
- Broken plastic, rock
- Rock
- Plastic knife, rock, non-centre playing cards
- 1 large rock, 2 small rocks
- Piece of leather
- Pornographic image
- Cigarette
- Bolt from wall unit, sock full of rocks
- 9 rocks, 6 tubs of peanut paste, piece of metal
- Metal pieces inside sock
- Rocks, smoking products
- Blue pen
- Pornographic material
- 7 rocks, metal nut, blue pen

On 11 occasions items were recorded in BYDC activity logs following room searches Jan-Sep 2019:

- Wall paint in water bottle
- Steel right angle
- Broken iPad cover
- Piece of perspex
- 30cm plastic pipe
- Wires
- Metal frame
- Aluminium foil
- Tattoo implement
- Shiv made from a nail file 10cm
- Shiv

From the above data, CYDC appears to use the activity log to record most or all instances of items found during location searches, including small rocks, pens, excess buy-ups and other items. The data appears to indicate this is not common practice at BYDC as these items are not generally recorded in incidents or activity logs. CYDC records approximately ten times as many items as BYDC in the DCOIS activity log.

Passive Alert Detection Dog (PADD) Searches - BYDC

June 2019

On 13 June 2019 QCS Dog Handlers attended BYDC and conducted a targeted search of Ironbark, Acacia and Cedar Accommodation Units while the young people were attending school. PADDs were assessed as required [REDACTED]

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[REDACTED] No contraband was found during the search. Imitative samples of Cannabis (GLM or THC) were placed in Cedar A and B sections with the PADDs making positive detections on both implanted samples.

Concerns were raised by the QCS Dog Handlers with the amount of air fresheners young people are able to have in their own room. The scent of multiple air fresheners in a room can throw the PADDs off detecting any illegal substance. As a result, air fresheners have been removed from rooms and are no longer available for purchase on the BYDC buy-up list.

July 2019

On 29 July 2019 QCS Dog Handlers attended BYDC with a PADD to conduct searches in Acacia and Bunya B sections. Searches by QCS PADDs were assessed as required [REDACTED]

[REDACTED] No further contraband was located; however, the PADD detected [REDACTED]

The QCS Dog Handler highlighted again that the volume of the air-fresheners in young people's rooms can confuse the dogs sense of smell when searching. Since this event all air-fresheners were removed from young people's rooms and at the time of inspection, the Inspectorate can confirm no more room fresheners were observed. When inspectors spoke to young people about the removal of air fresheners they expressed disappointment but had been advised the reason for the decision.

August 2019

On Monday 19 August 2019, QCS Dog Handler attended BYDC and conducted a search with a PADD in Grevillea A section. The assessed reason for the search was [REDACTED]

QCS advised that there were no markers or indications of drugs present in the section. There was an amount of water present on the floor in the section however QCS advised that it would still be possible to detect markers.

PADDs and person searches

Searches of accommodation units using PADDs are only conducted when young people are outside of the unit, for example, when young people are attending school or programs. When inspectors spoke to young people about the PADDs being on centre, most young people said they didn't mind, didn't feel anxious and sometimes didn't know they had been until after they returned to the unit.

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A memorandum of understanding is in place with Queensland Corrective Services permitting CYDC to request the use of PADD Dogs; however, the Operations Manager at CYDC has not used PADD Dogs since he commenced the role seven months ago.

Finding 3:

Search practices differ between the centres. Each centre is using a combination of searching techniques, including location searches (with or without PADD dogs), pat searches, metal detector wand, ION scanner, Milliwave scanner and partially-clothed searches.

Recommendation 3:

The Inspectorate recommends that the centres review searching practices based on the effectiveness of current search methods as shown in the data.

Recording contraband as incidents in DCOIS

An expectation of the Youth Detention Inspectorate is that "a register of all searches is kept up to date, accurate and contains adequate detail regarding the young person, the reason for the search, the staff conducting the search and any contraband detected during the search," as per the *Youth Justice Regulation 2016* (s.27-28).

As well as recording searches and items found in the activity logs, staff are required to create an incident in DCOIS if there is suspicion or the discovery of restricted, prohibited and/or illegal items in the centres.

The location of contraband on Centre may be recorded in DCOIS under two incident codes:

- Prohibited and Illegal Articles or
- Restricted Items.

Within the Prohibited and Illegal Articles code there are four sub-codes:

- 601 – YP Prohibited &/or Illegal Article
- 602 – Other Person – Prohibited &/or Illegal Article
- 603 – YP under the influence (Level 1 & Level 2)
- 604 – Person Type Unknown – discovery of a prohibited or illegal article.

Items recorded in DCOIS incident reports in 2019

On 11 occasions, items were recorded in CYDC incidents using the using the codes 'prohibited and illegal articles' and/or 'restricted items' Jan-Sep 2019:

- matches, metal bolt, blade

- metal
- hat
- Cigarette
- Suspected marijuana
- Cigarette
- Pornographic pictures
- pornographic picture
- shiv
- 4 x shivs
- pencil case, broken wood

On 58 occasions items were recorded in BYDC incidents using the codes 'prohibited and illegal articles' and/or 'restricted items' Jan-Sep 2019:

- marijuana
- tobacco
- cigarette, metal wire, battery
- shiv
- marijuana
- suspected illegal substance
- suspected illegal substance
- tally-hos
- shiv
- capsule
- shiv
- screw
- 2 shivs
- tattoo implement
- shiv
- prohibited item
- metal screw, glass
- smoking implements
- 2 needles
- marijuana
- syringe
- shiv
- padlock
- 10c
- tobacco
- screwdriver
- screws
- needle
- marijuana
- marijuana
- contraband
- unknown substance
- tattoo implement

- broken parts of CD player, marijuana
- home brew, shivs, tap handle
- suspected illegal substance
- rolled up substance
- handcuffs (not BYDC)
- contraband
- marijuana
- cigarette and lighter
- bong
- rolled up substance
- suspected illegal substance
- panadol
- smashed stereo, wires in a cup, suspected illegal substance
- smoking implement and two matches
- plastic bag with white powder
- prohibited article (white substance)
- CD
- contraband (white substance) hidden in conditioner bottle
- marijuana and implements
- marijuana, matches, home-made bong
- tobacco
- marijuana
- shiv, tourniquet, broken stereo
- razor blade
- cigarette

CYDC Lorikeet shelving: DCOIS incident [redacted] Sch3/12(1)

In the week prior to the September inspection, a number of large pieces of shelving, which had been sharpened, were located [redacted]

[redacted]
[redacted] All four young people were partially clothed searched and their rooms searched and sterilised.

~~RELEASE~~

BYDC pornographic material: DCOIS incident [redacted]

[redacted] 2019 there was a significant event involving pornographic videos [redacted] BYDC managed this by notifying all staff and requesting increased vigilance during searches, reviewing CCTV to identify the source and young people involved, addressing the issue with the young people and immediately erasing all copies detected.

R [redacted]

sch3/12(1)

REASONABLE
SEARCH

In response to this incident:

- the contraband was secured, tested and provided to QPS as per policy and procedures
- the section and all other young people were searched, with appropriate approvals recorded

After the incident, the relevant unit manager sent an email to key staff reiterating the importance of robust searching routines and ensuring young people have their bedding folded at the end of the bed each morning, not least to allow the mattress and pillow to be inspected for tampering / damage.

Recording contraband in off-line registers

BYDC maintains two off-line registers. One register is for contraband and the other is for contraband that may be used as evidence and is therefore provided to QPS. Inspectors were told by the intelligence team at BYDC that QPS does not generally provide feedback to BYDC about the outcome of substance testing and that it can take considerable time for QPS to receive lab testing results. The Inspectorate suggests that

BYDC initiate conversations with QPS to request information about tested substances is provided to the centre as soon as possible after testing.

CYDC does not maintain any offline registers for contraband at this stage.

Extracting data on contraband from DCOIS

There are currently five locations in which information about contraband can be found:

- DCOIS Activity Log (or Section Log) – ‘Results of Search’ or ‘Items Found Detail’ fields
- DCOIS Incident Reports – when the codes ‘Prohibited and Illegal Articles’ or ‘Restricted Items’ are used – free text in the description of the incident
- Offline contraband and evidence registers maintained by BYDC
- CYDC Restricted/Prohibited Item Analysis Reports, created by the CYDC Senior Intelligence Officer
- BYDC Incident Analysis Reports – Contraband and Restricted Items, created by the BYDC Senior Intelligence Officer

Information about contraband in incident reports is entered as free text in the summary and detailed in occurrence reports/intelligence reports. However, a list of contraband is not easily extracted as a report.

The Inspectorate would welcome increased consistency in the use of the DCOIS Activity Log, in which both centres agree to record all contraband found on centre in a single field. This will enable reliable reporting of contraband in the future.

Finding 4:

Methods of recording contraband differ between the centres. DCOIS allows for searches and resulting contraband to be recorded in the activity log (or section log) and as an incident. Off-line contraband and evidence registers are also being maintained by BYDC.

Recommendation 4:

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.

Focus Area 2 – Physical Environment

The Inspectorate's focus on the physical environment involved observations of all areas throughout the detention centres including young person's accommodation units and rooms, education, programs and recreational areas, availability of out-door open spaces, scheduled maintenance and new construction projects. In addition to observations, Inspectors consulted with detention centre managers, young people, Youth Workers, and Cultural Units.

Generally, all facilities used by young people and staff, including accommodation units and bedrooms were well maintained. Graffiti and minor damage is a common occurrence and was present, but not to the levels previously reported by the Inspectorate (June 2013, September 2015 and June 2016) and previous damage (scratching and tagging) was regularly repainted. There were some mirrors in young peoples' rooms that were severely scratched at both detention centres and some dining tables in the accommodation units had surface, paint damage.

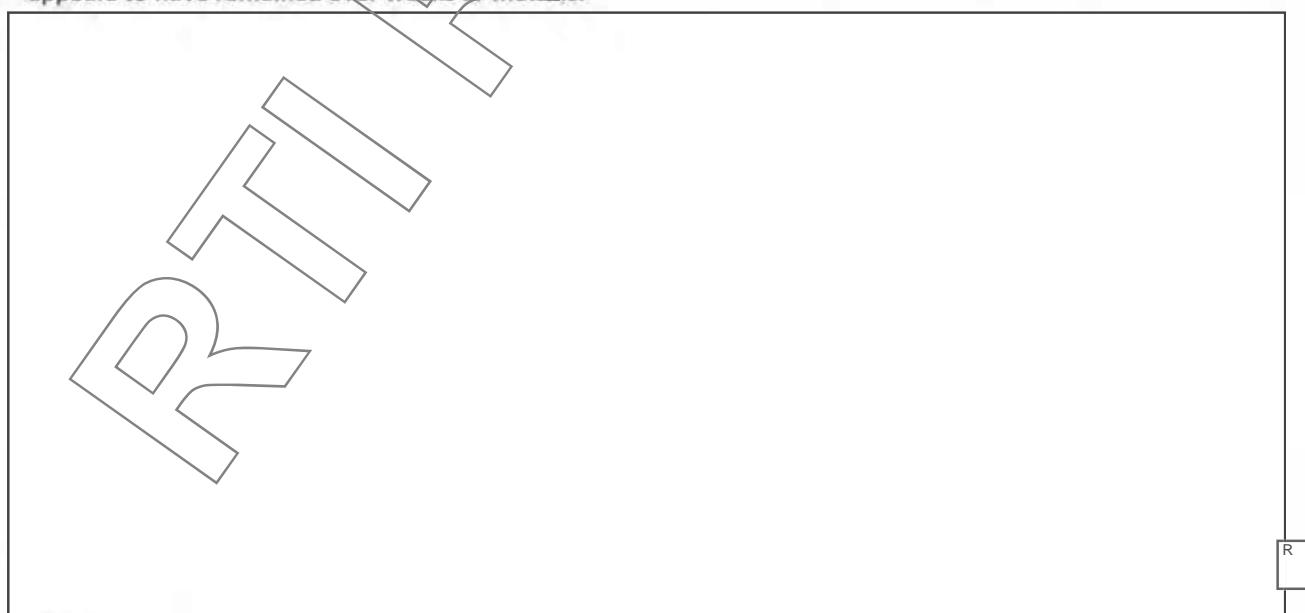
Young people are able to request replacement and repair of bedding and room fixtures through a number of sources including the Residents Consultative Committee (CYDC) and the Young Persons' Liaison Committee (BYDC) where young people meet and discuss issues with management. Young people can also raise these issues with Youth Workers, Manager Client Relations and Community Visitors (Office of the Public Guardian).

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Young people at BYDC have the opportunity to paint their rooms to cover previous and fresh graffiti as part of the behaviour rewards program.

This was an

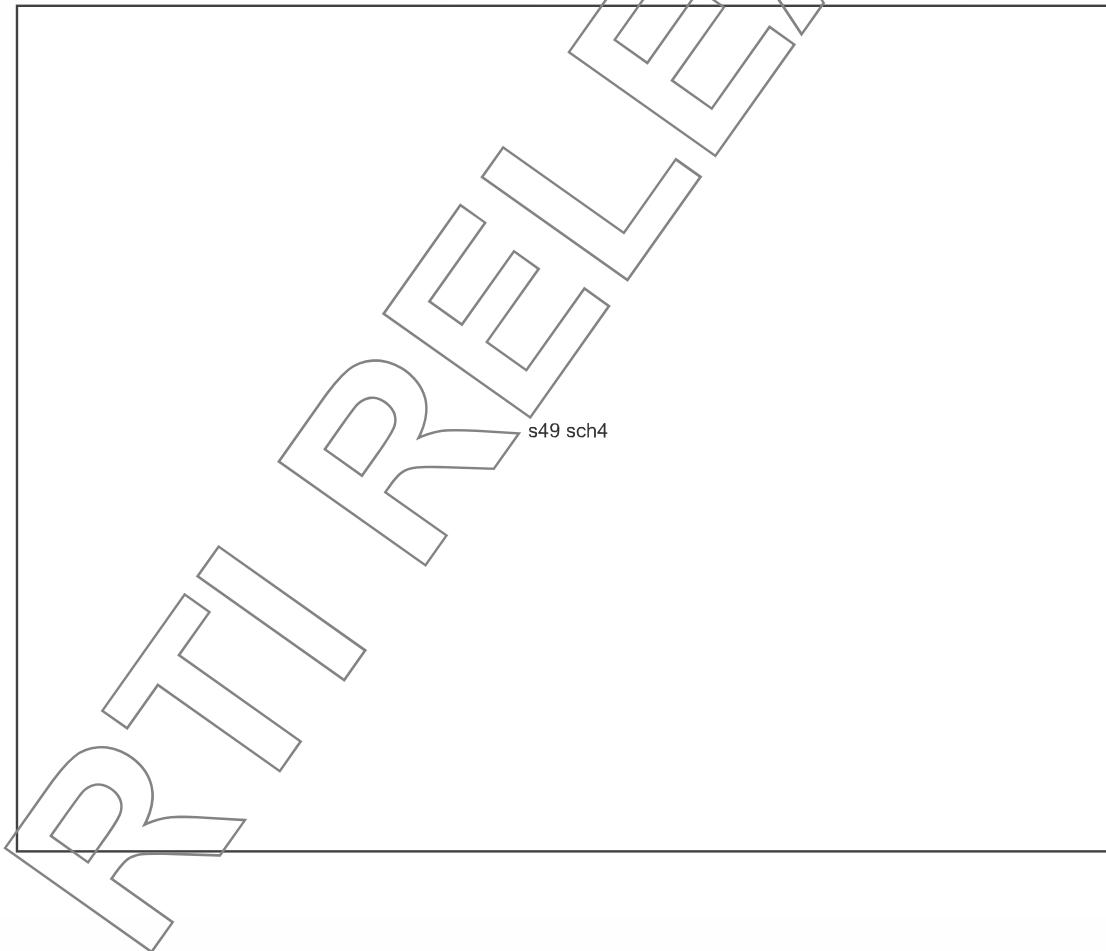
unforeseeable consequence that had not been observed in previous inspections, however, this can be prevented by closer supervision of the young people when painting their rooms. Management were aware of this issue and were planning to address this. The following pictures are isolated examples of damage that appears to have remained over weeks or months:

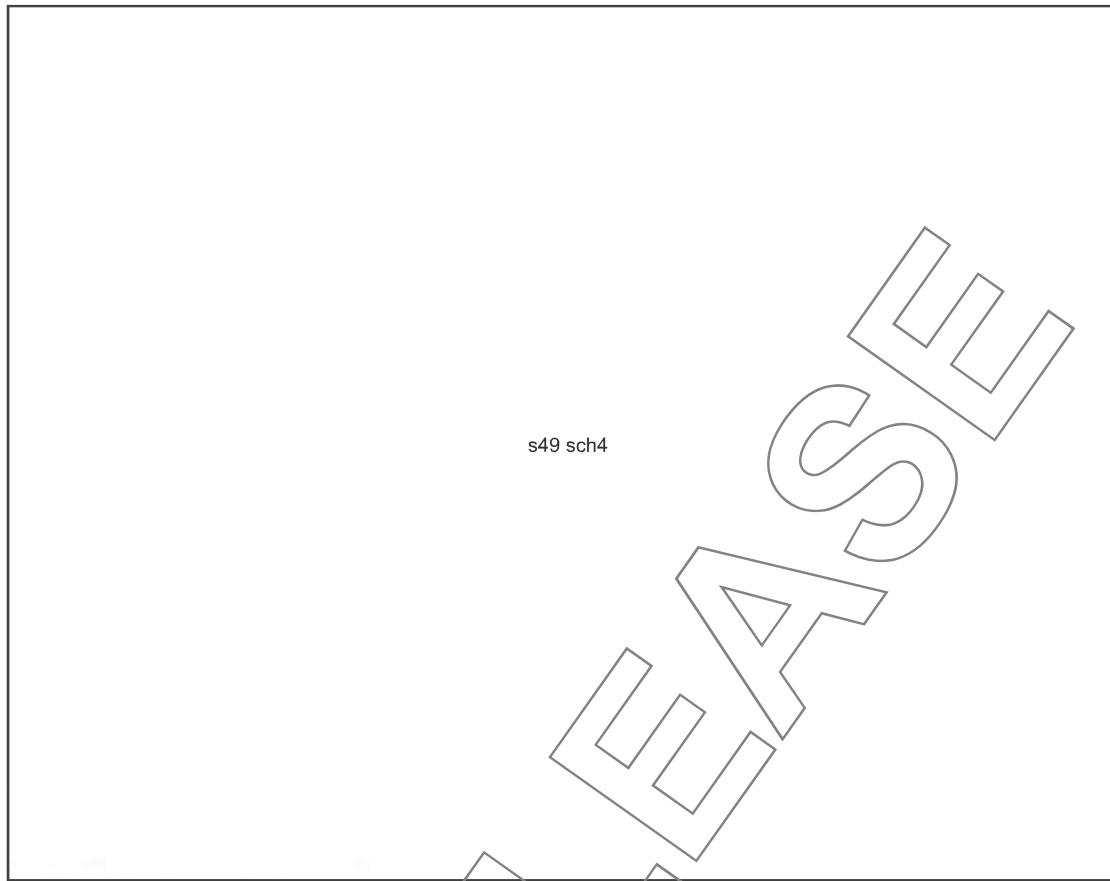


Building and maintenance requests are discussed at staff team meetings, accommodation unit staff can raise requests through DCOIS and contact Q-Build directly, however, some delays were noted at both detention centres, in this regard, local negotiation and resolution is encouraged. The CYDC pool remains unused due to structural issues, repair work is costly and available funding has been directed to other priorities including staffing and upgrades to the Independent Living Units (ILU's) which will improve reintegration for young people.

BYDC - New Accommodation Unit Construction

During the inspection, construction of a new 16 bed accommodation unit had commenced with expected completion in April 2020. Review of past incidents experienced during the 2017 construction of the Paperbark unit have influenced improved security procedures to maintain safety of young people and staff during construction. A four metre high anti-climb perimeter fence was being erected to surround the construction zone to shield young peoples' visibility of machinery and construction equipment to prevent planning of incidents within the worksite. Vehicular access is enabled to perform earth works and deliver construction materials with movements of young people carefully coordinated to maintain safe passage to attend school, programs and visits. At the time of writing this report, no breaches of the construction site have occurred.



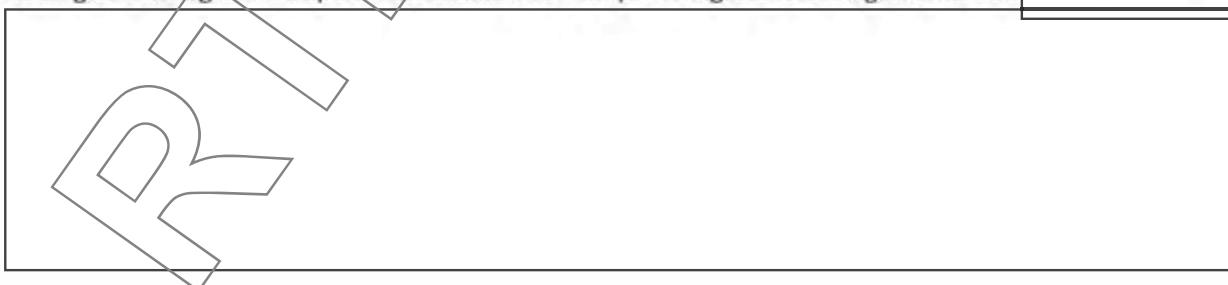


CYDC - Independent Living Units

At the time of inspection, physical upgrades (detailed in the June inspection report) to the Osprey and Sandpiper Independent Living Units (ILU's) were nearing completion. An operating procedure and young person assessment processes were undergoing consultation across the centre and staff had been invited to express their interest to work with young people in these units. Following the completion of staff recruitment and finalisation of the operating procedures, it is expected that suitably assessed young people will be accommodated in the ILU's by December 2019.

Roof Incidents - BYDC

Roof incidents (Code [REDACTED] involving young people gaining access from inside buildings and causing significant damage has increased in recent years following the installation of barriers that prevent external scaling of buildings. The Inspectorate thanks BYDC for providing the following information [REDACTED]



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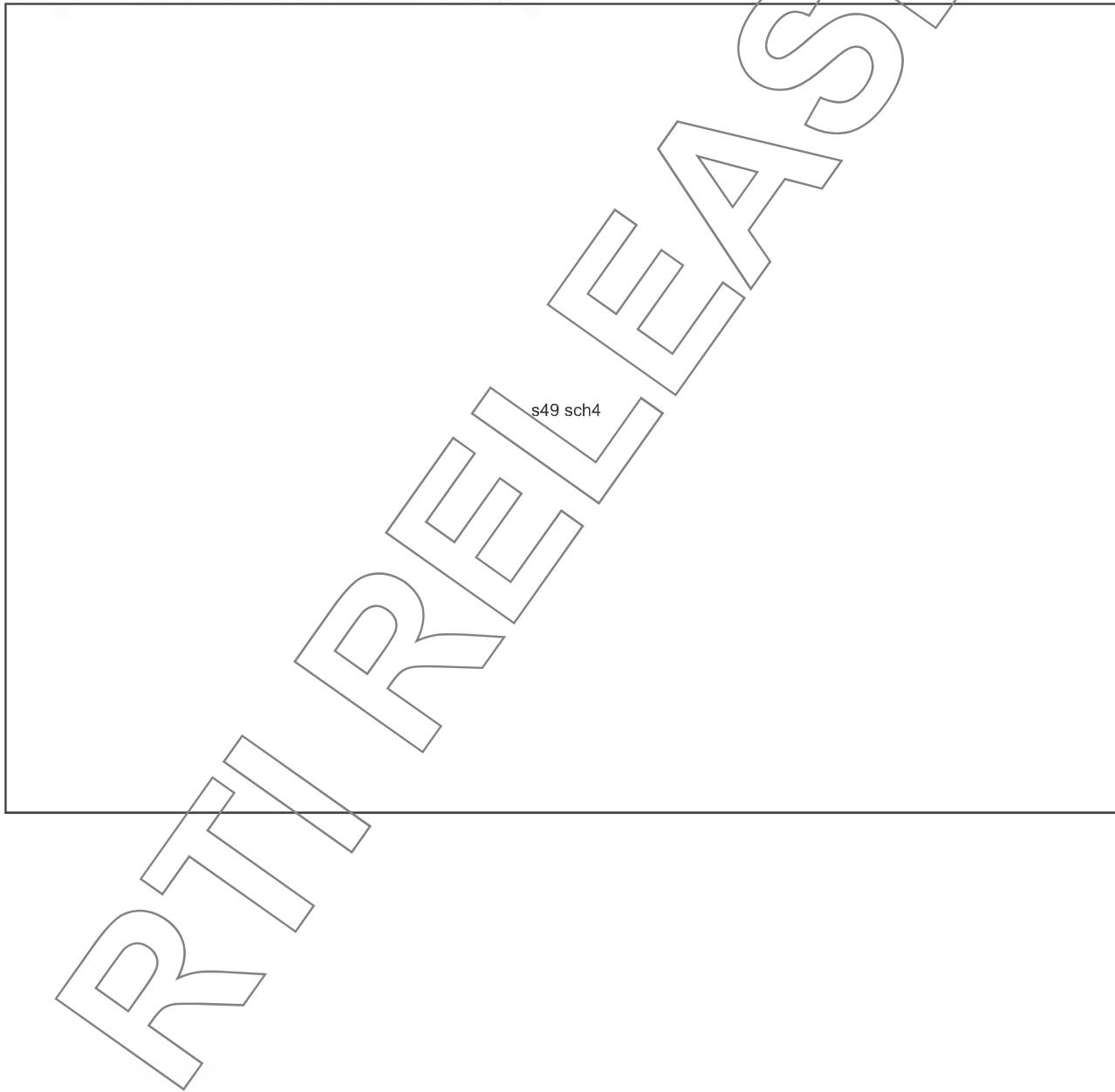
BYDC has been commissioned for 18 years and is an aging centre. As climbing points are identified on centre, and action is taken to rectify those points, it highlights and identifies new areas that have previously never been an issue.

REVIEW

Room/Cell Labels - BYDC Paperbark Unit

The pictures below show the different 'Cell' and 'Room' labels affixed to the doors in the accommodation units at BYDC. In all accommodation units throughout the centre, each room is labelled as such, however, in the Paperbark unit, rooms are labelled 'Cell'. Inspectors and management of BYDC agreed that to label the rooms as 'Cells' is counterproductive to young peoples' rehabilitation and development.

In the interest of promoting reintegration and reducing institutionalisation of young people, the Inspectorate encourages BYDC to replace the 'Cell' door labels to be consistent with the 'Room' labels in place in all other accommodation areas of the centre.



R

Focus Area 3 – Case Planning

The Inspectorate's focus on case planning involved review of Youth Justice legislation, policies and procedures, consultation with Cultural Unit Managers, Caseworkers, young people and their parents/guardians. Inspectors also observed case planning meetings at BYDC but, due to scheduling conflicts, Inspectors were unable to attend case planning meetings at CYDC. However, review of case plans on ICMS and phone contact with parents confirmed that family members and representatives from services in the community are involved in case planning meetings with young people.

The Inspectorate is satisfied that both BYDC and CYDC are meeting the following legislative requirements and expectations in relations to including young people, their families and community in the case planning process. Case plans begin within the first week of detention and reviews occur within the following five weeks and depending on sentence length and release dates, case plans are regularly reviewed to gauge progress and tailor goals with case reviews becoming more focused on reintegration in preparation for release.

Legislation, policy and practice context

The *Youth Justice Act 1992 Charter of Youth Justice Principles* in relation to case planning state:

20 A child who is detained in a detention centre under this Act—

- (c) should be consulted about, and allowed to take part in making, decisions affecting the child's life (having regard to the child's age or ability to understand), particularly decisions about—*
 - (i) the child's participation in programs at the detention centre; and*
 - (ii) contact with the child's family; and*
 - (iii) the child's health; and*
 - (iv) the child's schooling.*

Expectations

Youth Detention Inspectorate Expectations around young person, family and community involvement in case planning are:

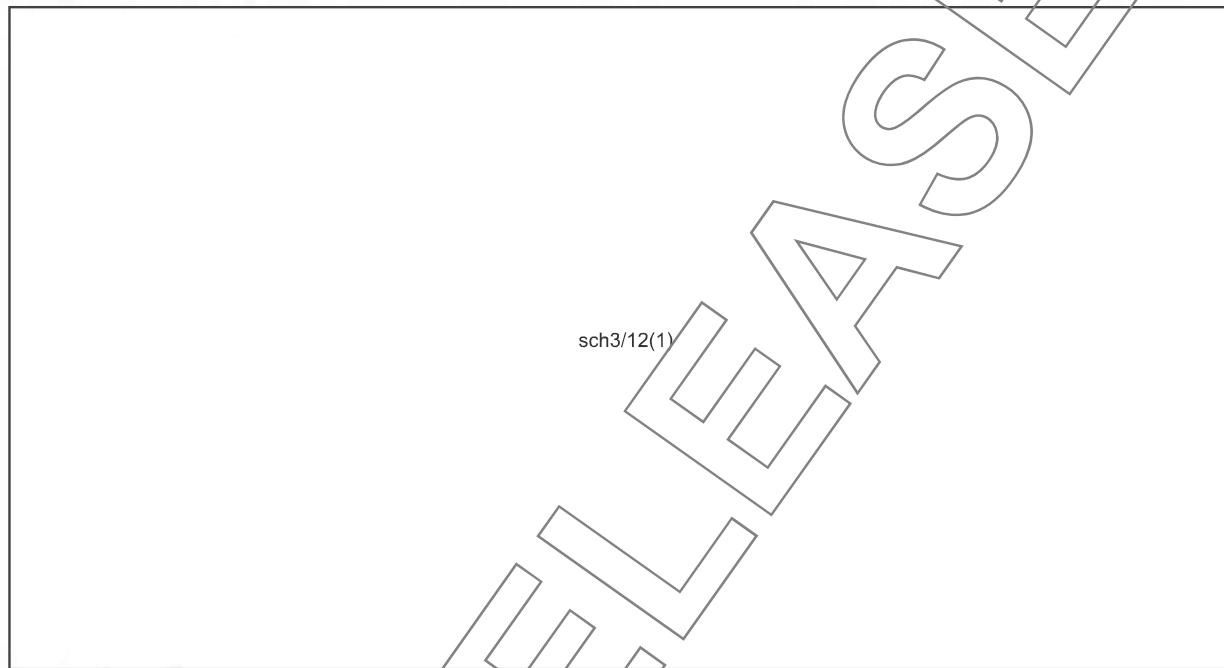
- young people are involved in setting goals as part of the case planning process*
- it is acknowledged that the families and community groups of young people, especially Indigenous young people, are the primary sources of advice regarding the best interests and welfare of the young people.*
- video conferencing is made available to those families who live in remote areas or cannot make it to the centre for an unavoidable reason.*

Young person involvement

Caseworkers advised that generally, young people take the opportunity to be involved in case planning. Preparation for case review meeting is done via the regular visits (usually one to three times per week depending on need) by Caseworkers to young people in their accommodation unit. Inspectors confirmed this advice when speaking with young people at both detention centres who advised that they felt in

control and supported in their goals. The young people spoken with were able to advise Inspectors of their accommodation, education/program, sporting and employment arrangements and often spoke highly of their caseworkers.

Caseworkers advised Inspectors that when engaging with young people in case planning, this involves asking the young person what they are interested in and what they want to ensure ownership of their goals. At times, young people may need to be challenged on past performance to establish if certain strategies are still appropriate and if not, revising those goals to align with the young persons' interests and supporting them in that.



Family involvement

Family involvement in case planning can vary depending on the young person's preference to include them. If the family is disengaged or the young person doesn't want them there, these wishes are respected. If family members are engaged but are unable to attend a case review meeting, a caseworker will phone the family to advise outcomes and confirm details discussed at the meeting.

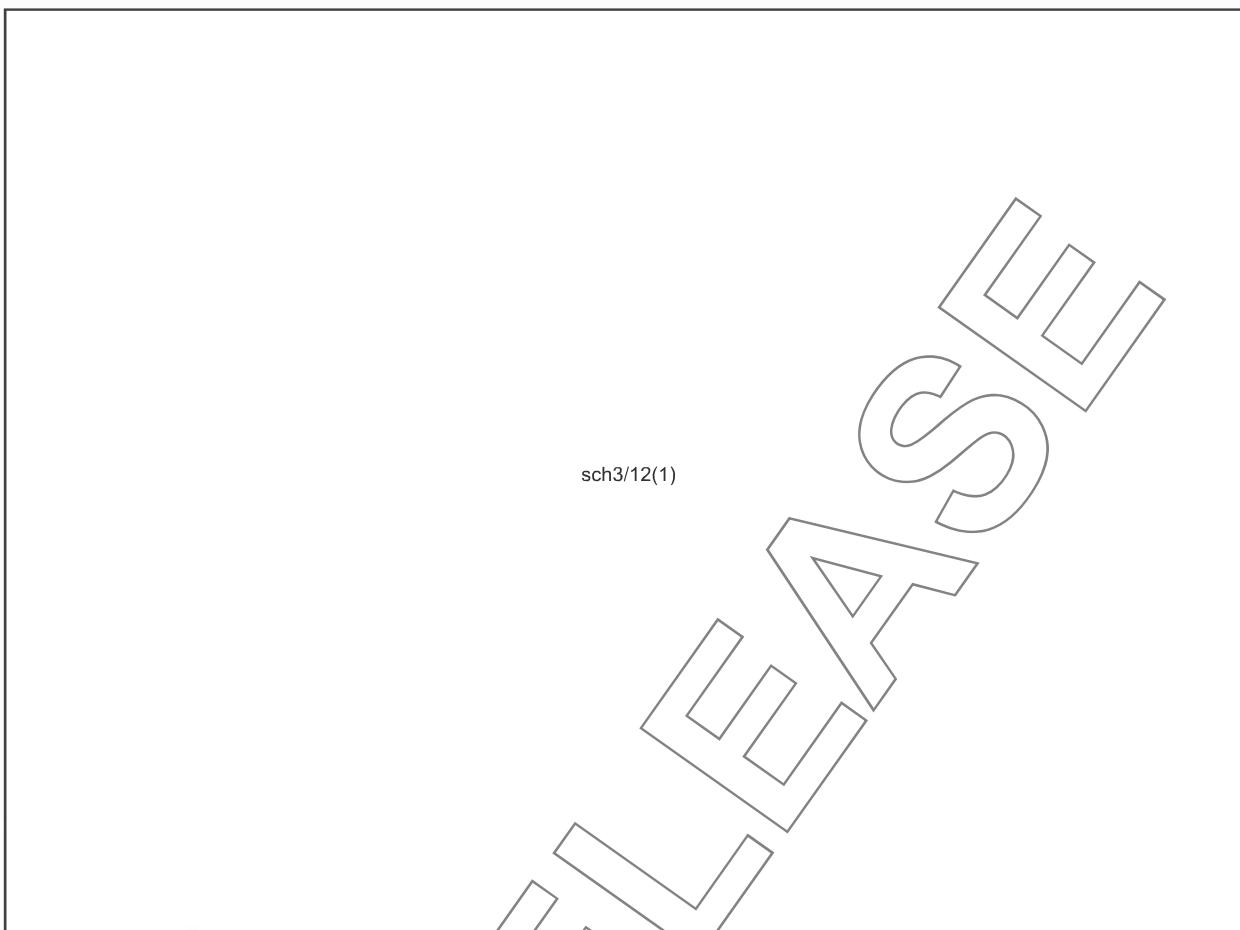
Both detention centres provide assistance to enable family involvement in case planning which can be by phone, skype (coordinated through the local YJSC) or in person including through assisted family visits.

Interpretation services can also be arranged

The CYDC Cultural Transitions Officer also engages with families to assess if they're ready for the return of the young person and if they require the assistance of services that may be required.

At CYDC, Inspectors were provided with behaviour feedback forms that are completed by Youth Workers and provided to Caseworkers for individual young people. This information can then be communicated to the young person's family to share strategies for encouraging positive behaviour and managing triggers. BST often calls the family for strategies on young people's behaviour and can feed those strategies back out to the community to residential care for example.

The Casework teams from BYDC and CYDC provided Inspectors with contact details for parents/guardians who had been involved in case planning for young people.



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Cultural and community involvement

With established Cultural Units at both detention centres, Cultural Liaison Officers (CLO's) or Cultural Transitions Officers attend case review meetings when possible, alternate cultural support can also be provided by a youth worker or community member depending on their relationship with the young person. The Cultural Unit Manager at CYDC advised another option could be to have an Elder involved and the community of the young person involved in the case planning and support families, for example with a young persons' compliance with a curfew or reporting conditions. The Cultural Engagement Officers at both detention centres are working to establish connections with Aboriginal and Torres Strait Islander organisations and Elders with a view to increasing their participation in case planning.

At CYDC the CLO's meet with young people within the first week of admission to do a cultural mapping assessment to determine family/kinship connections, lore/law, health, education, employment requirements for young people. CLO's at CYDC have begun to pair up with the Caseworkers who also work closely with the Department of Education Transition Officers. This ensures the teams are working towards consistent goals.

A number of community organisations (e.g. ATSILS Throughcare and Sisters Inside) are engaged to provide assistance with services including accommodation, drug and alcohol treatment, driver education and health care. Representatives from these organisations attend case review meetings at times but, Caseworkers at the detention centres are encouraging the YJSC's to invite community stakeholders to attend case review meetings more regularly.

Focus Area 4 – Positive Behaviour Support Model

The Inspectorate's focus on the positive behaviour support model involved consultation with the Practice Support Managers, Unit Managers, Operations Managers, Behaviour Support Team Leaders, Client Services Manager at CYDC, Deputy Director of Client Services at CYDC, the Youth Detention Practice Team, Cultural Unit Managers, staff and young people.

Legislation, policy and practice context

The *Youth Justice Act 1992* includes three key Youth Justice Principles relating to the area of positive behaviour support:

- 1 *The community should be protected from offences.*
- 3(b) *A child being dealt with under this Act should be encouraged to treat others with respect and dignity, including courts, persons administering this Act and other children being dealt with under this Act.*
- 8(b) *A child who commits an offence should be dealt with in a way that will give the child the opportunity to develop in responsible, beneficial and socially acceptable ways.*

The *Youth Justice Regulation 2016* (s.16) provides guidance on the legislative management of young people's behaviour, requiring the centres to consider the child's age, maturity, cultural background, trauma history and vulnerability when considering appropriate discipline to the nature of the offence. Legislation prohibits the use of corporal punishment, physical contact, an act that involves humiliation, physical abuse, emotional abuse or sustained verbal abuse, deprivation of sleep, food or visitors, withholding letters or other mail sent to or from the child, withholding access to a telephone or other means of communication, exclusion from cultural, educational or vocational programs and deprivation of medication as forms of punishment.

Expectations

The Youth Detention Inspectorate has the following expectations in relation to rewards and incentives in youth detention centres:

- When developing and implementing procedures, rules and programs, the centre management has regard to the individual nature and needs of each child in custody. Centre management try to avoid a 'blanket approach' where reasonably practicable (*Charter of Youth Justice Principles 12, 14; UN Standard Minimum Rules for the Administration of Juvenile Justice (The Beijing Rules) 26.2*).
- A rewards program has been established in the detention centre. The scheme is explained to young people and young people understand how it works (*Charter of Youth Justice Principles 6, 12*).
- Where considered necessary the rewards program is individualised to meet the needs of a young person. (*Charter of Youth Justice Principles 12*).

Previous recommendations

Recommendation	Inspectorate Observations
In June 2015 the Youth Detention Inspectorate recommended that the rewards provided to young people have a transition focus, with the aim of reducing the likelihood of re-offending upon release from detention. The Inspectorate recommended the use of the independent	Closed - the current models at BYDC and CYDC include rewards for young people to use in the community and provides opportunities for young people to receive group-based rewards such as budgeting, grocery shopping and

living units to facilitate transition-related rewards.	cooking meals in their accommodation sections.
In June 2018 the Inspectorate found that a behavioural model incorporating rewards for positive behaviour was not in place in either centre. The Inspectorate recommended that Youth Justice Services develop and implement a behavioural model as a matter urgency.	Closed - in December 2018 the Inspectorate found that the new points-based rewards model was being progressively rolled out across BYDC and CYDC. This model has been revised and updated, with the current version being implemented during the September inspection.
In response to recommendation 34 of the Independent Review of Youth Detention in 2016, Youth Justice Services committed to the introduction of a strengthened rewards and incentives program by 30 June 2019.	Closed - there is general agreement among management, staff and young people that the current rewards and incentives program is an improvement on all previous versions. The centres have both committed to ongoing review and adaptation of the model.

Common features of rewards programs at both BYDC and CYDC

Both programs have recently been revised. At the time of inspection in early September 2019, CYDC's revised model had recently been implemented in all units. BYDC's revised model was progressively rolling out during the inspection, with Acacia and Waratah Units being the first to trial the new program.

Young people and staff at both centres spoke positively about the revised programs and felt they had been given the opportunity to provide input during consultation. The Client Services Manager at CYDC and the Deputy Director of Client Services at BYDC both confirmed the revised programs had been through significant consultation processes with staff and young people and had the following features:

- Clear guidelines about what behaviours would earn points, with the aim of increasing consistent application across accommodation sections
- Restrictions on the amount of food allowed to be purchased through buy-ups using reward points
- A focus on the future as well as the present, with a range of rewards available to young people both in the centre and after release (e.g. vouchers to use at shops in the community)
- Clear, image-based posters to display in units, supporting young people to understand the program.

Inspectors observed some variety in application related to the age and development of young people in the sections. For example, younger units were updated throughout the day on their points while older units were given information about the whole day's points in the evening.

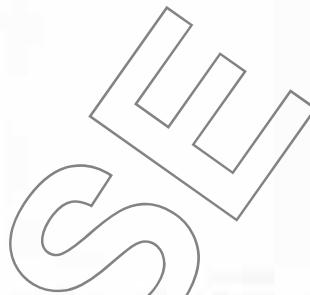
BYDC Deadly Points Program

A random sample of 40 youth detention staff and young people at Brisbane Youth Detention Centre between June and July 2019 participated in a verbal survey to provide some insight into the incentives model. The program is based on the theoretical frameworks of Positive Behaviour Support, Trauma Informed Practice and Restorative Practice guiding principles.

Behavioural expectations

Be respectful	I use good manners I use kind and respectful words I listen to others I treat others how I like them to treat me
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Be safe	I follow instructions I stay calm I keep my hands and my feet to myself I settle problems without anger
Be responsible	I keep my room and section clean I look after my belongings I take care of centre property I help out with section and program chores
Be active	I try my best at everything I do I join in and help out as much as I can I follow the program routine I keep trying, even when it is hard



Daily points

Young people earn individual points for meeting behaviour expectations throughout three identified times of the day: morning, afternoon and night. Scoring considerations are to be taken into account for young people under fifteen years or young people with differing developmental needs e.g. only three points are required to attain the daily reward.

Buzz points

Young people who are observed doing something *Respectful, Responsible, Safe or Active* can be "buzzed" and given a bonus point by any staff member on centre (including Casework, Behaviour Support, Programs, Education, Health and MHATODs). For example, undertaking additional chores without request, encouraging their peers in a pro-social manner or walking away from a possible conflict with a peer. Only one buzz point can be earned per day.

Incentive options

Young people at BYDC can spend their points on food rewards, additional phone calls, buy ups vouchers, movie nights or gift cards.

Young people who spoke to inspectors were particularly focussed on the new reward of extra phone time, with many stating they would work towards this reward above all others.

Young people at BYDC are encouraged to advocate on their own behalf if they feel their behaviour has warranted additional points that have not been awarded.

CYDC Young Person Behaviour Incentives Program

Daily incentives

Young people receive points if they:

In the morning	<ul style="list-style-type: none"> ▪ Have a shower and get dressed ▪ Eat breakfast at the table ▪ Complete unit chores and tidy their room ▪ Get washing ready for laundry ▪ Cooperate with staff directions and are respectful
During movements and activities	<ul style="list-style-type: none"> ▪ Line up on time, walk with the staff members and avoid yelling out to others ▪ Engage appropriately in activities (programs / classes) ▪ Pack up at the end of the program ▪ Walk back quietly and line up for searches / pat down ▪ Cooperate with staff directions and are respectful

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| In the afternoon | <ul style="list-style-type: none"> • Have a shower • Demonstrate appropriate behaviour at the dinner table • Complete unit chores • Display positive interactions with peers • Cooperate with staff directions and are respectful |
|------------------|--|

Additional points

Staff are able to allocate two additional points for each young person per shift. The points are to be awarded if the young person has gone beyond the basic requirements of the centre. Times when staff may award additional points may include:

- Additional chores of value
- Good leadership within the unit
- Providing support for another young person
- Good role modelling of behaviour.

Daily incentives

Young people can spend their daily points on art supplies or puzzles, which can be 'rented' for the night.

Weekly incentives

Young people can spend points accrued weekly on buy-ups and access to the rented items during the day.

Transition items for 'gold' status

Young people at CYDC who accrue 95 points or more in a week while not being involved in serious incidents can achieve 'gold' status, which includes additional structured entertainment sessions. Young people who maintain gold status for one, three, six, nine or 12 months can access gift cards or e-vouchers to be used in the community after release from CYDC or on reintegration leaves of absence.

Group-based rewards

If all young people in a section of CYDC achieve weekly positive behaviour, the whole section can access group-based rewards such as movies and popcorn in the units, section vs section sporting matches and access to the recreation room on a Sunday.

CYDC's [REDACTED] have recently acquired scooters to use on the paths outside the section but within the boundary of the fence separating the section from others. While the use of this equipment is not rewards based, inspectors observed staff verbally encouraging good behaviour during the afternoon, stating that 'if everyone gets their chores done quickly we'll have time to go outside'. [REDACTED]

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[REDACTED] Inspectors observed the young boys taking turns on the scooters, being physically active and obviously enjoying the opportunity to use the scooters in the afternoon during inspection week.

Collaboration with the Department of Education

BYDC's Waratah section has initiated a connection with the junior secondary school teachers on-site, inviting the teachers to spend time in the accommodation section to understand the young people's expectations for their behaviour outside of school. Positive feedback has been received from the Department of Education and Training, stating the young people have responded positively to this wraparound approach.

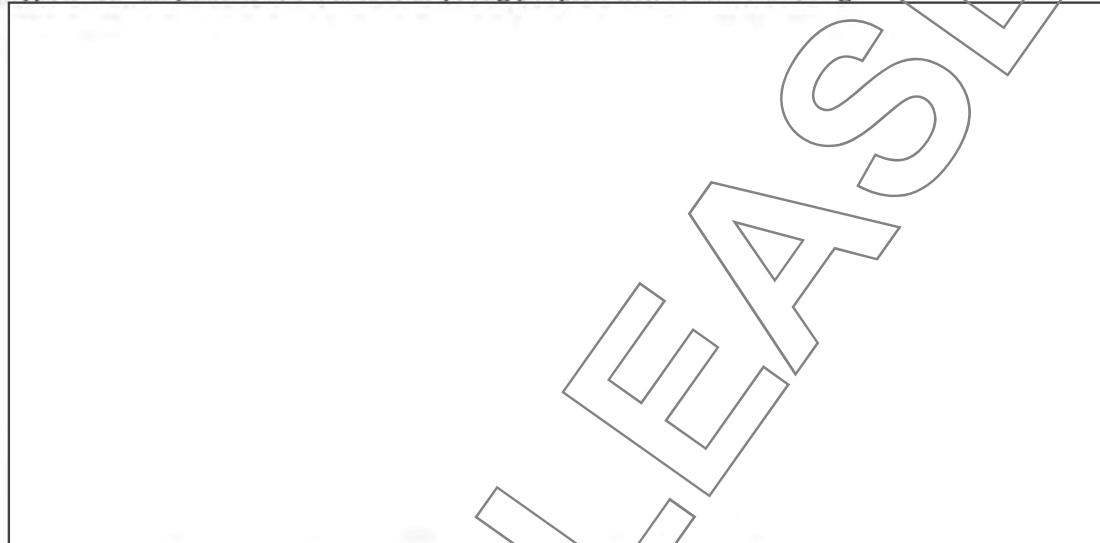
The Department of Education maintains its own points system, in which young people can earn and use points related to their engagement and behaviour in class. Inspectors spoke to the principals of Brisbane Youth Education & Training Centre (BYETC) and Cleveland Youth Education & Training Centre (CYETC), who

both said the centres had agreed to maintain separate but complementary rewards systems. The Principal of CYETC told inspectors the behaviour team from the Department of Education worked closely with the detention centre's Behaviour Support Team to develop the points systems so that they align. The school collates points each afternoon and puts them onto their internal system then emails them to detention centre staff. Accommodation units take into account what happens during school in allocating points and has a discussion with young people around what happened at school that day.

At BYDC, inspectors observed

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The Inspectorate commends the Department of Education for arranging this type of reward, due to the benefits to young people's health and wellbeing.



Focus Area 5 – Body Worn Cameras and CCTV

The Inspectorate's focus on body worn cameras involved review of Youth Justice Legislation, policies and procedures, consultation with the detention centre management, Section Supervisors, Youth Workers and staff from the Body Worn Camera Implementation Project.

At the time of inspection, both centres had installed the infrastructure including charging stations in preparation for the arrival of the body worn cameras in December 2019. Legislative amendments to the *Youth Justice Act* support operational guidelines which were drafted in close consultation with departmental legal, privacy, professional standards, cultural and operational areas. These operational guidelines are currently undergoing consultation across the department. Vests to be worn by staff that allow mounting of the body worn cameras are currently being produced locally to each detention centre and training in use of the cameras at the time of inspection was yet to commence but, it is understood to be in progress as at early November 2019.

The CCTV upgrade project at BYDC was completed in August 2019 and all accommodation section common areas can be monitored. The completion of the BYDC CCTV upgrade project and the use of body worn cameras at both detention centres will satisfy recommendations made by the Independent Review of Youth Detention (2016) and the Queensland Ombudsman (2019).

Other 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. One other issue was raised at BYDC during this inspection and is detailed below. Issues not dealt with through findings and recommendations in this report are monitored through the Issues Registers (Appendices A and B), which outline the response action taken by YJS or centre management.

BYDC Issues

Separations due to staff shortages

At the time of inspection, the majority of young people who spoke to inspectors at BYDC mentioned frustration, anger, sadness or confusion about the frequency of separations due to staff shortages.

Comments from young people included:

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According to the incidents recorded in DCOIS, the highest instances of separations due to staff shortages in the past two years were occurring during the inspection (late August/early September 2019).



Data showing the average length of continuous cell occupancy and the average length of time young people are in their rooms vs out of their rooms during periods of separation due to staff shortages are currently unavailable. Therefore it is difficult to ascertain whether the young people were alone in their rooms for two hours during each of these occasions, or 12 hours, or something in between. The following recommendation (June 2018) was made by the Youth Detention Inspectorate:

"It is recommended that YJS 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."

Youth Justice Services' response to the timeframe for completion of the above recommendation was:

"The YJ Performance and Reporting team have been required to prioritise and deliver on key strategic business requirements such as the Youth Justice Strategy, the Youth Justice Action Plan, reporting for Enterprise Bargaining Agreement discussions, and Strategic Business Cases to name a few. Once capacity is restored YJ Practice will link in with this team ensure this is delivered in due course."

The Youth Justice Learning and Development team provided the following update on the recruitment and induction of staff at BYDC in 2019, to increase staffing capacity above required levels and reduce the instances of staff shortages in the centre.

- 20 youth workers commenced at BYDC in August (based on recruitment processes that commenced in 2018/19)
- 26 youth workers commenced at BYDC on 9 September 2019
- 38 youth workers commenced at BYDC on 14 October 2019 – currently in training
- Estimated 35 youth workers to commence at BYDC on 18 November 2019 (waiting confirmation of numbers).

The Inspectorate believes that if BYDC intentionally communicates the recruitment strategy with young people and the aim to bring staffing levels above the minimum requirement BYDC, frustration levels will reduce. Young people should be reassured the department is making efforts to resolve the situation and does not believe separations are in their best interest.

The following issue previously raised in September 2018 is now closed:

- BY-9/18-7 (Sep 2018) - Delayed Operation of the Milliwave Scanner – This issue has been resolved as the Milliwave Scanner was operationalised on 28 May 2019.

CYDC Issues

No new issues were raised by inspectors during this inspection.

There was one issue identified in the June 2019 inspection at CYDC (refer Appendix B, CY-6/19-1) around the cancellation of a cultural girls' program twice due to short staffing and the potential:

- consequences this has on program provider willingness to continue delivering programs at CYDC
- [redacted]

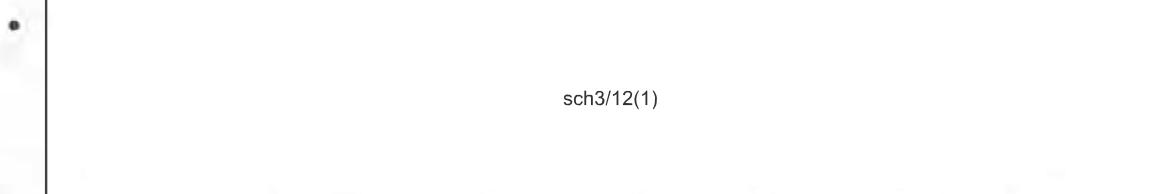
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This issue has since been closed following agreed processes to adapt and facilitate externally provided programs while considering alternate locations and staffing within CYDC.

The following five CYDC issues raised in previous inspections have been actioned and are now closed:

- CY-6/18-3 (Jun 2018) - Spitting by young people and lack of immunisations – This issue has been closed following confirmation regarding the provision of immunisations to staff and young people.
- [redacted]
- [redacted]

sch3/12(1)



- sch3/12(1)
- CY-3/19-1 (Mar 2019) - Staff responsibilities in regards to directing young people to take medication – This issue has been closed following confirmation that CYDC management clarified
- CY-3/19-2 (Mar 2019) - Concerns around the mix of experienced and new staff with high risk young people – This issue has been closed following management actions to review and risk assess rostering and staff allocation.
- CY-3/19-3 (Mar 2019) - Medical LOAs, concern around young people sitting in waiting rooms with cuffs with public – This issue has been closed following revised processes agreed between CYDC, Qld Health and Townsville Hospital Security.

RTI RELEASED UNDER THE GOVERNMENT INFORMATION (RETRIEVAL) ACT 2009

Appendix A – BYDC Issues Register

As at September 2019

Issue ID	Issue	How identified/why raised	Raised with	Action Taken by BYDC	YDI review comments
June 2018 Issues (BYDC)					
BY-6/18-3	59 Separations were outstanding as requiring SED, YJ approval.	Identified during data preparation in the week prior to June 2018 inspection – raised with former A/ED immediately; issue remains unresolved, to the understanding of YDI. An issue due to legislative requirements requiring the centre to attach proof of authorisation/information at the time of the separation.	Raised with Fran Biddulph-Amaral, A/SED YJ on 14.6.2016 (preliminary findings meeting)	<p>Update as at June 2019</p> <ul style="list-style-type: none"> The recommendations of the separations audit have been implemented. BYDC demonstrate ongoing compliance with all separation occurrences and records. The Ombudsman was to be advised by the SED of the intent to close all outstanding separation records. BYDC is awaiting advice that this has taken place, at which point this issue will be considered resolved. 	Issue to be closed in December 2019. Awaiting advice that all separation records have been resolved.

Sch3(12)(1)

		Sch3/12(1)	
BY-6/18-5	<p>Excessive Overtime in breach of WH&S – 81 shifts counted in 17/18 from between 16.75-23.75 hours duration.</p> <p>(Note Emplive Audit Report)</p>	<p>A chronic long-running issue inevitably arising during each on-site inspection. Inspectors sought administrative data from the HR officer by way of normal triangulation of evidence in gauging current levels of overtime/staff fatigue through this administrative data. An issue related to the focus areas of Security and Management and entailing a plethora of downstream effects on young people's care and management. A high-risk</p> <p>R</p> <p>Update as at June 2019</p> <p>Raised with Fran Bidwell, Amaral, A/SEB YJ on 14.6.2016 (preliminary findings meeting)</p> <ul style="list-style-type: none"> • This issue remains active, subject to the ongoing recruitment and commencement of detention youth workers at BYDC. • BYDC continues to maximise its permanent operational workforce and ongoing recruitment activity continues to position the centre to meet its demand requirements commensurate with total built capacity 	<p>Issue to be closed in December 2019 due to increase in staff and scheduled recruitment.</p>

	issue due to executive liability in the WHS Act.	
September 2018 Issues (BYDC)		
BY-9/18-8	<p>Delayed Deployment of AXON Body-worn Cameras (BWC)</p> <p>Raised in the June 2018 Inspection Report having relevance to the positive effect BWC had on young person and staff behaviour during the trial period from November 2015 to April 2016.</p> <p>On 29.10.2018, Inspectors attended a presentation by the BWC project team and AXON at BYDC where it was noted that although the six month trial (2015/16) and the delivery of 70 BWC's to BYDC in July 2018, the deployment of the BWC's is now expected in April 2019 (the delay appears to be at the project level coordinated by Youth Justice ICT Program, Program & Project Delivery, Information, Innovation and Recovery). Mounting options, footage retention times and other protocols are yet to be</p>	<p>A/SED, YJ and ED, BYDC during the consultation period (September-November 2018) of the June Quarter Inspection Report.</p> <p>Added to the BYDC Issues Register in November 2018</p> <p>Update as at June 2019</p> <ul style="list-style-type: none"> As at the end of June 2019, the scope of the project was transferred from the BWC project team to the Practice (Intensive Support) team. Recently an exercise was conducted to assess the use of body worn cameras in conjunction with the use of PAC. The findings will form part of the ongoing PAC review. Procurement of an appropriate mounting option for the solution is underway. Policy and procedure review is ongoing to facilitate the introduction and use of body worn cameras and will include exhaustive consultation. To ensure the department has appropriate legislative authority to utilise body worn cameras in a youth detention setting, urgent legislative amendments were requested. These amendments are currently progressing, and are likely to be in force by the end of 2019. <p>Issue to be closed in December 2019 when the BWC's are deployed.</p> <p>Ongoing be monitored in future inspections in March 2020.</p>

determined. It is a reasonable expectation that this detail would have been determined either during or immediately following the trial period given that AXON has vast experience with an international base of clientele including QPS and QCS (previously in the same department as YJS) that could instantly recommend the protocols to be determined. Further, staff at BYDC advised these issues could be resolved in a half-day work shop.

~~March 2019 Issues (BYDC) – No issues recorded~~

(Any issues raised were addressed through clarification during discussions with the Executive Director)

June 2019 Issues (BYDC) – No issues recorded

(Any issues raised were addressed through clarification during discussions with the Executive Director)

September 2019 Issues (BYDC) - No issues recorded

Note: the staffing and separation issue detailed on pages 47 and 48 of this report are being addressed through recommendations and therefore do not appear on this register.

Appendix B – CYDC Issues Register

As at September 2019

Issue ID	Issue	How identified/why raised	Raised with	Action Taken by CYDC Review comments
June 2018 Issues (CYDC)				

CY-6/18-2	<p>Recruitment and retention of staff continue to be an issue</p> <p>YDI was advised there has been less interest in wanting to work at CYDC among the Townsville public. Relevant staff acknowledged that job advertising and information nights had been somewhat suboptimal in execution, and that few people were attending.</p> <p>Concerning figures were also provided to Inspectors in relation to staff retention.</p>	<p>Raised with A/ED at exit interview and A/SED at preliminary findings meeting</p>	<p>Update as at June 2019</p> <ul style="list-style-type: none"> CYDC has also openly shared the need to build a more permanent workforce by attempting to offer permanency to Casual Staff. In light of the introduction of new 12hr Shift roster in October 2017 together with the industrial advice at the time, which included that; approval be provided for all casual staff to be paid consolidated allowance (rather than to work weekends and or night shift to be paid penalty rates) – a one payment approach for casual staff and permanent staff was then applied). The Centre understands that the previous department (DJAG at the time) logic was to ensure that both centres had the same 12hr rostering models. As a result the centre can draw a direct correlation of the increase of absenteeism by Casual staff on weekends / night shifts because of this decision. CYDC has worked with CSYW and will continue to address this issue as part of the new Department of Youth Justice As part of this the focus will also be to adopt a stronger focus on permanent employment.
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Issue ID	Issue	How identified/why raised	Raised with	Action Taken by YDC/YJ	YDI review comments
CY-6/18-5	Major incident response recommendation not implemented	The marshalling area – a key recommendation of the report of the November 2016 Codes49 sch4 Review to improve major incident response has still not been built.	Raised with A/ED at exit interview	<u>Update as at June 2019</u> <ul style="list-style-type: none"> The tender process in regarding the marshallng fence has gone to market on three occasions. The final process produced a significantly inflated cost, at approximately three times the approved budget. The reason for increase is directly attributed to the community recovery issues associated with the Townsville floods in early 2019 – and also in line with other major project developments including the Townsville Stadium. Advice received from the department notes the project has been place on hold until the cost associated with the project can be renegotiated to an amount more consistent with the allocated budget, in line with responsible spending of public resources. 	Issue to be monitored noting delays and cost increases influenced by community recovery issues associated with the Townsville floods in early 2019.
				September 2018 Issues (CYDC)	
				March 2019 Issues (CYDC) All closed	
				June 2019 Issues (CYDC) All closed	
				September 2019 Issues (CYDC) – No issues recorded	(Any issues raised were addressed through clarification during discussions with the Executive Director)

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Appendix C – BYDC Recommendations Register

as at November 2019

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
March 18 - Rec 3 (Recruitment)	Mar-18	Youth Justice Services People & Culture	<p>55 casual staff have recently been given permanent status with all 55 available on roster beginning Monday 26.11.18. This is expected to reduce absenteeism and increase staffing on weekends.</p> <p>Following verification of recruitment initiatives in December 2019, this recommendation is likely to close.</p> <p>The resulting workforce model should be developed on the same footing as the response to Recommendation 2 of this report (i.e. accounting for demand on the detention system), and the Inspectorate's previous recommendation referred to above (i.e. regarding the suitability and cultural appropriateness/capability of future applicants).</p>	<p>Youth Justice Services is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <ul style="list-style-type: none"> Youth Justice Work Taskforce priorities include building more workforce capacity and capability across Youth Justice, especially in our Youth Detention Centres. Ongoing enhancement to the attraction, recruitment and selection of detention youth workers is occurring through CSYW Business Partnerships and is expected to transition through MoG changes under the Department of Youth Justice. BYDC continue to actively monitor and performance manage the attendance of individual employees. Enhancements to rostering practices, team development, training, and wellness initiatives are being progressed. Ongoing recruitment continues to occur and will also be required for the operationalising of an additional 16 bed accommodation unit scheduled for completion in April 2020. <p>In relation to panel interview processes for positions at BYDC, a cultural unit staff member is required to be part of all panels. This measure was employed to ensure that cultural capability is embedded in all components of youth detention centre operations.</p>

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YIS Implementation Actions
June 2018 Recommendations (BYDC)				
June 18 - Rec 2 (Suicide Risk Training)	Jun-18	Youth Justice Services Detention Centre Training	<p>The Inspectorate queried how the rostering staff ensure that staff available on roster are current in suicide risk training. The Operations Manager advised that if not trained, staff are removed from the roster list. The Inspectorate will follow up with Training Unit to obtain evidence of training assurance. The ED advised that there should be a way to flag those trained/not trained on roster to ensure at least one staff member per accommodation unit is trained as per the recommendation.</p> <p>The Inspectorate recommends that BYDC:</p> <ul style="list-style-type: none"> immediately direct staff to complete Suicide Response training as a priority, and provide assurances that there are sufficient staff currently trained in suicide response to adequately cover every accommodation unit, particularly during night shift. 	<ul style="list-style-type: none"> Staff shortages have presented operational obstacles and impacted upon the ability to deliver training. Mandatory Competency Training remains an ongoing priority for existing staff. To address this, existing controls in place include enhanced CCTV coverage, bed check functionality and auditing, regular counter signing of suicide risk observations by supervisors and ongoing mentoring. <p>This recommendation will remain open until verification of recruitment initiatives in December 2019.</p>

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
June 18 - Rec 4 (Separations Data)	Jun-18	Youth Justice Services	<p>Inspectors received advice from the separations audit that there are an additional 43 outstanding from September 2018. Inspectors advised the ED who will look into this.</p> <p>Based on recent requests for separation information by the Director-General and the Ombudsman in response to a Public Interest Disclosure and the potential for more public scrutiny around separations, the actioning of this recommendation should be considered a priority.</p> <p>Actioning on this recommendation is likely to go into 2020.</p>	<ul style="list-style-type: none"> As noted in a previous update, a Quality and Performance Framework is to be developed. This will create consistency and allow for greater oversight and monitoring of the separation process. The YJ Performance and Reporting team have been required to prioritise and deliver on key strategic business requirements such as the Youth Justice Strategy, the Youth Justice Action Plan, reporting for Enterprise Bargaining Agreement discussions, and Strategic Business Cases to name a few. An additional consideration is the priority given to the establishment of the standalone Department of Youth Justice. Once capacity is restored YJ Practice will link in with this team ensure this is delivered in due course.

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
June 18 - Rec 5 (Behaviour Model) It is recommended that Youth Justice Services develop and implement a behavioural model as a matter of urgency and immediately increase the content and availability of training (internal and external) for new and existing staff in the area of behaviour development to ensure staff are educated and able to recognise triggers and positively manage young people who display challenging behaviours.	Jun-18	Youth Justice Services Detention Centre Behavioural and Education staff	Inspectors spoke with the staff in Waratah who are the first to implement the new behaviour rewards model. Inspectors queried the timeframes to expand the model across the centre. Implementation is happening gradually with Grevillea next. The ED will request the Deputy Director the plan to Inspectors. Inspectors observed the early stages of the Paperbark unit, working as the good behaviour/privileged unit (similar to Jabirru model at CYDC).	<ul style="list-style-type: none"> As mentioned above, in response to the YD Review and YDI recommendations relevant to improving behaviour management, a behaviour development model is being implemented to ensure that a therapeutic approach to all aspects of behaviour management in the centres. The revised model reflects a strengths based approach that is individualised and targets the identified needs of the young person. This approach aims to mitigate risk and through the application of proactive methods of intervention, reduce anti-social behaviour and risk related responses. The implementation of the revised behaviour development model will continue to be reviewed by the Deputy Director and improved within a fluid, adaptive and continuous improvement model. <p>BYDC acknowledge that finalising this work is a priority as it will embed the use of trauma-informed practices into behaviour management, support the ongoing implementation of restorative practices, and provide clear behaviour expectations to young people that are reiterated through staff role modelling and positive reminders.</p>

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
			<p>alternate training courses and giving staff licence to do different training on the condition that they then impart that knowledge to colleagues.</p> <p>Based on the inspection and Youth Justice Services response and additional information, this recommendation remains open.</p>	
			<h3>September 2018 Recommendations (BYDC)</h3> <p>September 18 - Rec 1 (School Attendance Recording)</p> <p>The Inspectorate recommends that YJS and BYDC together with Department of Education devise a clear and transparent way to record school attendance and ensure BYETC is notified of reasons for absences.</p> <p>N/A September 2018 recommendations not approved prior to December 2018 - to be monitored in the December 2019 verification inspection.</p> <p>Youth Justice Services is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <ul style="list-style-type: none"> As reported in previous updates, the Inter-Departmental Steering Committee (IDS) has collaborated to develop a more detailed spreadsheet outlining the reason for the absence (eg court, video link, LOA (medical / funeral / reintegration) as well as related behavioural issues / risk assessment outcomes). The spreadsheet was trialled in terms 1 and 2 of the 2019 school year, providing an indication of why young people may not be in school attendance. 	

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YIS Implementation Actions
September 18 - Rec 2 (VET and Job Readiness)	Sep-18	Youth Justice Services Department of Education	N/A September 2018 recommendations not approved prior to December 2018 - to be monitored in the December 2019 verification inspection.	<ul style="list-style-type: none"> As part of the broader structured day review, the attendance spreadsheet will be reviewed and embedded into the enhanced policy. As part of the ongoing work to implement the recommendations of the Independent Review of Youth Detention, consultation will occur with the Department of Education (DoE). As part of the consultation, Youth Justice and the DoE will work together to review the VET funding model to be more responsive to the specific youth detention cohort. In April 2019, DoE have completed a draft consultation paper regarding the feasibility to expand existing education services in Queensland youth detention centres. This recommendation is subject to senior officer discussions and funding models as well as the ability within other departments to provide funding and services.

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
September 18 - Rec 3 (Youth Justice Detention Centre and Service Centre Communication)	Sep-18	Youth Justice Services Casework teams	N/A September 2018 recommendations not approved prior to December 2018 - to be monitored in the December 2019 verification inspection.	<p>Youth Justice Services is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <ul style="list-style-type: none"> The Youth Justice Case Management Framework sets out the expected practice standards and communication between detention centre staff and youth justice staff. This framework has been listed by BYDC as a priority agenda item at the next Policy and Practice Consistency Meeting given the highly administrative focus of the framework, the increasing complexity of the environment and the ongoing demand pressures, all of which impact the capacity to deliver quality services, and strengthen communication channels. <p>This issue has not yet come before the PPC forum. The Youth Justice Practice (Intensive Support) team have been required to prioritise and deliver on key strategic business requirements. Once capacity is restored, the team will deliver in due course.</p>

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment /from December 2018 monitoring inspection)	YIS Implementation Actions
September 18 - Rec 4 (Reintegration) It is recommended that reintegration and preparation for life in the community be a priority for all young people as soon as possible on entry to detention regardless of remand or sentenced status.	Sep-18	Youth Justice Services	N/A September 2018 recommendations not approved prior to December 2018 - to be monitored in the December 2019 verification inspection.	<p>Youth Justice Services is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <ul style="list-style-type: none"> • Reintegration planning was discussed at the November PPC meeting. ByDC has adopted the CYDC reintegration planning template and further strengthened the template with links back to the YIS risk assessment. This new template is currently being trialled with the view to full implementation in 2019. • In addition, ByDC plans to trial a young person / staff friendly version of the plan that is developed based on the assessment captured in the template and participation of the child and stakeholders in the process. • A Queensland specific classification and responsibility tool, RADAR is currently in the process of being externally validated for Queensland Youth Detention Centres. The tool will further enhance capacity for young people to engage in reintegrative activities.

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
September 18 - Rec 5 (Life-skills)	Sep-18	Youth Justice Services	<p>N/A September 2018 recommendations not approved prior to December 2018 - to be monitored in the December 2019 verification inspection.</p> <p>It is recommended that Youth Justice Services and the detention centres make available a suite of life-skills programs to enable young people to be independent. Programs may include:</p> <ul style="list-style-type: none"> • Obtaining identification • Job interview techniques • Effective communication and negotiation • How to vote and simple politics • Budgeting and financial awareness • Parenting • Applying for accommodation • Driver safety. 	<p>Youth Justice Services is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <ul style="list-style-type: none"> • The program catalogue was drafted in May 2019 and will be the reference point for all programs delivered on-centre. • As provided previously, the draft program catalogue provides descriptions and details of programs that have been / are being developed and delivered at BYDC. These include programs on parenting, self-care and communication.

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
September 18 - Rec 6 (Links to Community) It is recommended that caseworkers at the detention centres link short-term admissions (young people who stay for up to one week) with the relevant YJSC casework team to engage the young person in strategies to prevent a return to detention.	Sep-18	Youth Justice Services Casework teams	N/A September 2018 recommendations not approved prior to December 2018 - to be monitored in the December 2019 verification inspection.	<p>Youth Justice Services is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <ul style="list-style-type: none"> • This linkage between the BYDC caseworker and the YJSC caseworker is already a critical component of the YJ case management framework. • The relationship between the youth detention centre caseworker and YJSC caseworker will continue to be strengthened in future works.
September 18 - Rec 7 (Criminogenic Programs) It is recommended that Youth Justice Services 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:	Sep-18	Youth Justice Services	N/A September 2018 recommendations not approved prior to December 2018 - to be monitored in the December 2019 verification inspection.	<p>Youth Justice Services is of the position that this recommendation can be closed. Youth Justice is committed to ensuring that all criminogenic programs offered to young people in youth detention have a robust evidence base. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <ul style="list-style-type: none"> • As part of the drafted program catalogue, the centre has introduced a number of healthy relationship-based programs and continues to run VOYES, a victim empathy program based on RJ principles. • In addition to the individual one on one sessions between caseworkers, psychologists and speech therapists with young people: <ul style="list-style-type: none"> • Domestic and Family Violence Awareness and Prevention • Unlawful Use of Motor Vehicle • Drug Addiction

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
• Talks by Adult Offenders both reformed and currently in custody or on parole.				<ul style="list-style-type: none"> BYDC has commenced discussions with the CSYW central office DFV unit to explore opportunities for program / service collaboration. The UUMV program from CYDQ has now been assessed for delivery at BYDC. Consideration given to obtaining and assessing on offending patterns and from the YJ risk assessment to inform / target programs and services, in conjunction with the central data team A BST work plan is in development for 2019 to confirm program expectations beyond individual clinics <p>The BYDC Centre profile makes recommendations and notes programs that will be commenced to further enhance the work that is already occurring.</p>
September 18 - Rec 8 (Cause and Frequency of Use of Force)	Sep-18	Youth Justice Services	N/A September 2018 recommendations not approved prior to December 2018 - to be monitored in the December 2019 verification inspection.	<ul style="list-style-type: none"> BYDC would welcome the opportunity to work with the SRT to examine these focus areas further. The team is currently assisting BYDC in the review of several recent serious incidents. SRT will continue to work with BYDC to assess further factors contributing to the increase in use of force. Primarily this will be through work already conducted and scheduled service reviews. It should be noted that BYDC facilitate monthly incident review meetings via the Incident Review Group (IRG), at which time the use of force, data, trends, patterns regarding incidents are assessed and reviewed.

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YIS Implementation Actions
September 18 - Rec 9 (Incident Reports) It is recommended that Youth Justice Services develop a standardised incident report template to prompt more detailed information, for example: <ul style="list-style-type: none">• Was force used and which type of force was used• How was the young person presenting prior to and during the incident• Why was the use of force required?	Sep-18	Youth Justice Services	N/A September 2018 recommendations not approved prior to December 2018 - to be monitored in the December 2019 verification inspection.	<p>Youth Justice Services is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <ul style="list-style-type: none"> • As previously reported, any DCOIS changes would require consideration with CYDC. • Discussion at the PPC forum to date has not occurred, and any such changes may raise delayed implementation depending on upcoming DCOIS releases. • Following the approval of business changes, Information Systems will be engaged to reflect approved policy/practice changes in a future DCOIS release.
September 18 - Rec 10 (Incident Review) It is recommended that YIS and BYDC find efficiencies in the current workflow process for Incidents and ensure that Shift Supervisors are up-skilled to ensure they can review incidents prior to progressing to the Unit Manager for review.	Sep-18	Youth Justice Services	N/A September 2018 recommendations not approved prior to December 2018 - to be monitored in the December 2019 verification inspection.	<ul style="list-style-type: none"> • Shift Supervisors currently quality assure incidents prior to progressing them to Unit Manager status. • However, this process relies heavily on the information provided to them by Section staff, primarily the Section Supervisor, and there continues to be gaps and inaccuracies in this communication. • While Shift Supervisors will benefit significantly from up-skilling, the primary focus should be with the Section Supervisors. • This is in progress and workshops have occurred. • This work is continuing and will capture new staff going through the application process.

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
March 2019 Recommendations (BYDC)				
March 19 - Rec 1 (PPE Use)	Mar-19	Youth Justice Services	N/A March 2019 recommendations are to be monitored in the December 2019 verification inspection.	<ul style="list-style-type: none"> Legal advice requested 29 March 2019 and received 11 April 2019. Policy consultation, amendment and endorsement. Prior to January 2020. <p>Full and comprehensive YJS implementation actions are included in the YJS response to the March 2019 inspection report previously provided to the Director-General.</p>

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
March 19 - Rec 2 (PPE Training) It is recommended that following the reviews of PPE policy and procedures Youth Justice Services 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.	Mar-19	Youth Justice Services	N/A March 2019 recommendations are to be monitored in the December 2019 verification inspection.	<ul style="list-style-type: none"> Training considerations contingent on outcomes from the PAC review, which commenced on 25 July 2018. July 2018 specialised incident controller training delivered at CYDC. Training to be delivered at YDSC prior to July 2020. Anticipated timeline prior to July 2020. <p>Full and comprehensive YJS implementation actions are included in the YJS response to the March 2019 inspection report previously provided to the Director-General.</p>
March 19 - Rec 3 (PAC Training Frequency) It is recommended that Youth Justice Services 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:	Mar-19	Youth Justice Services	N/A March 2019 recommendations are to be monitored in the December 2019 verification inspection.	<ul style="list-style-type: none"> In progress, PAC review commenced on 25 July 2018 and curriculum enhancement expected completion prior to July 2020. A review of PAC is currently underway, led by the Youth Justice Capability and Learning business unit. The review is driven by enhanced trauma informed practice, more detailed behaviour support plans and the introduction of revised rewards and incentives schemes. These are important considerations when examining the verbal skills required to implement de-escalation techniques. Training requirements will be extensively explored as part of this review, including curriculum content, frequency and modality of delivery. All amendments will be made in close consultation with YDCS, Youth Justice Services and Union Representatives. The provision of training in Youth Detention Centres may be impacted by the MoG transition to the Department of Youth

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
using CCTV showing the staff member using PAC);				Justice. The resulting organisational structure and associated impacts will be monitored accordingly.
<ul style="list-style-type: none"> • 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 19 - Rec 4 (Increased Outside Physical Activity)</p> <p>The Inspectorate recommends that Youth Justice Services consider alternatives to lockdowns and restrictions on outside physical activity in response to incidents, for example, regularly rotating staff across sections every two hours to ensure each section is fully staffed on a regular rotational basis every day, i.e. two hours inside followed by two hours of outside activity for two to three rotations or more if possible</p>	Mar-19	Youth Justice Services	<p>N/A March 2019 recommendations to be monitored in the December 2019 verification inspection.</p> <ul style="list-style-type: none"> • An equitable distribution of staffing occurs across the detention centre when circumstances necessitate the lockdown of young people, including staffing shortages or in response to major incidents. • Staffing is allocated to accommodation units based upon the skill and experience match of staff for the particular cohort of young people being managed. • Programming and recreational activity is always prioritised in circumstances where young people have been risk assessed as suitable to attend, and sufficient staffing is available to facilitate the safe operation of the detention centre. • The concerns raised by the Inspectorate relate to the limitations upon finite staffing resources during a period of unprecedented surges in capacity. As a result, existing resources were unable to meet demands. 	

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
				<ul style="list-style-type: none"> BYDC continues to maximise its permanent operational workforce and ongoing recruitment activity commences to position the centre to meet its demand requirements commensurate with rated built capacity. BYDC and CYDC recruitment and HR activity is underway and expected to continue until December 2019. Efforts to reduce absenceism will be an ongoing deliverable to ensure results are maintained.
March 19 - Rec 5 (Security Alerts)	Mar-19	Youth Justice Services	Y/A March 2019 recommendations are to be monitored in the December 2019 verification inspection.	<ul style="list-style-type: none"> BYDC and CYDC agree that the timely and formalised sharing of security breach concerns will proactively contribute to risk prevention. Senior Intelligence Officers at each detention centre will assume responsibility for sharing security alerts between centres and determine applicability for dissemination as appropriate. Methods of communication will be established via approved departmental channels in alignment with record keeping requirements. Initial consultation to establish formalised intelligence sharing mechanisms to commence July 2019. It is expected that this will be embedded in practice by 31 December 2019.

Original Recommendation	Original Inspection Period	Responsible Area	YDI commitment (from December 2018 monitoring inspection)	YJS Implementation Actions
March 19 - Rec 6 [Compliance with Operational Security Processes]	Mar-19	Youth Justice Services	N/A March 2019 recommendations are to be monitored in the December 2019 verification inspection.	<ul style="list-style-type: none"> Shift Supervisors and senior management at each youth detention centre continue to conduct regular section inspections and review CCTV to ensure compliance with operational expectations. Roofline profiling of security practices at all operational briefings has commenced at BYDC. The date of commencement for regular section inspections/review of CCTV is unable to be obtained, this is embedded practice. Monitoring will continue to ensure compliance. This recommendation should be considered closed.
March 19 - Rec 7 (Management of High Risk Behaviour)	Mar-19	Youth Justice Services	N/A March 2019 recommendations are to be monitored in the December 2019 verification inspection.	<ul style="list-style-type: none"> A number of key deliverables have commenced and are ongoing. Behaviour Support Plans were introduced in November 2018. Speech and Language Pathologists commenced as part of the Behaviour Support Team in April 2018. Additional specialist training requirements will be considered amongst the Youth Detention Review Implementation, Youth Justice Strategy and associated Action Plan. It is expected that this recommendation will be complete by July 2020. <p>Full and comprehensive YJS Implementation actions are included in the YJS response to the March 2019 inspection report previously provided to the Director-General.</p>

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YIS Implementation Actions
<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. 				

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
March 19 - Rec 8 (Partially-clothed Search Methods)	Mar-19	Youth Justice Services	N/A March 2019 recommendations are to be monitored in the December 2019 verification inspection.	<ul style="list-style-type: none"> • The Milliwave Body Scanner at BYDC has been recalibrated and staff trained in the operation of the device. • The Milliwave Scanner is in operation and staff were provided with a Directive from the Executive Director on 28 May 2019 outlining amendments to search practices. • A gown is provided to young people prior to entering the Milliwave Scanner to ensure modesty is maintained. In the event of a positive detection by the Body Scanner and the young person refuses to surrender the suspected contraband, a partially clothed search can then be authorised. • A local procedure (Attachment 3) and young person privacy statement (Attachment 4) have been distributed to staff accordingly. • It is important to note that the Milliwave Scanner technological capabilities do not enable the detection of contraband secreted in cavities. Contraband detection is limited to identification of items between the skin and clothes. • Ongoing monitoring and evaluation of the operation of the Milliwave Scanner and associated contraband data will be undertaken to establish effectiveness. • This recommendation should be considered closed.

June and September 2019 Recommendations (BYDC) and YJS implementation actions will be added to this register once approved by the Director-General

Appendix D – CYDC Recommendations Register

as at November 2019

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
June 2018 Recommendations (CYDC)				
June 18 - Rec 2 (Suicide Risk Training)	Jun-18	Youth Justice Services Detention Centre Training	<p>Given the ongoing relationship-building nature of this recently-approved recommendation, progress will be examined during inspections in 2019. Training data for June 2018 indicated that 76% of operational staff were deemed competent in SR. It is expected that the rates will improve in line with ongoing staff recruitment, as new starters complete SR modules during induction training.</p> <p>This recommendation will remain open until verification of recruitment initiatives in December 2019.</p>	<ul style="list-style-type: none"> The management of suicide and self-harm risk in the centre remains a focal project for the Practice (Intensive Support) team as per the recommendations from the YD Review. This work includes: <ul style="list-style-type: none"> consultation with a working group, involving BYDC and CYDC BST teams, YJ Practice and the Cultural Units review and update of the suicide and self-harm risk management policies and procedures. This will be done in conjunction with the working group and Queensland Health's central Mental Health, Alcohol and Other Drugs Branch. Advice from the Chief Psychiatrist will be sought as necessary. specialist training for BST staff in partnership with the Queensland Centre for Mental Health Learning (QCMHL). This training aims to improve staff skills and capabilities when managing and supporting young people with mental health issues. The QCMHL also provides training to QH mental health practitioners (and QCMHL has been identified as the leading provider in this practice area). BST staff have also attended the Dr Tracy Westerman 'Aboriginal and Mental Health Assessment and Suicide Prevention in Aboriginal Communities' 3 day training.

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
				<p>Training for operational staff will be updated once this work has been completed.</p> <p>The Youth Justice Practice (Intensive Support) team have been required to prioritise and deliver on key strategic business requirements. Once capacity is restored, the team will deliver on this recommendation in due course.</p>
June 18 - Rec 3 (Separations Data)	Jun-18	Youth Justice Services	N/A – YJ to provide update during consultation.	<ul style="list-style-type: none"> ▪ As noted in a previous update, a Quality and Performance Framework is to be developed. ▪ This will create consistency and allow for greater oversight and monitoring of the separation process. ▪ The YJ Performance and Reporting team have been required to prioritise and deliver on key strategic business requirements such as the Youth Justice Strategy, the Youth Justice Action Plan, reporting for Enterprise Bargaining Agreement discussions, and Strategic Business Cases to name a few. ▪ An additional consideration is the priority given to the establishment of the standalone Department of Youth Justice. ▪ Once capacity is restored YJ Practice will link in with this team ensure this is delivered in due course.

September 2018 Recommendations (CYDC)

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
September 18 - Rec 1 (School Attendance)	Sep-18	Youth Justice Services	N/A September 2018 recommendations not approved prior to December 2018/2019 - to be monitored in the December 2019 verification inspection.	<p>Youth Justice Services is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <ul style="list-style-type: none"> • Youth detention management and op-centre School Principals have worked together to implement most aspects of this recommendation. • Complete implementation will be dependent on amendments to One School to allow detention centre based schools to record attendance as per the recommendation. • Both agencies are continuing to work together to progress. • As per the YD Review recommendations YJS and the Inter-Departmental Steering Committee (IDSC) have worked together to ensure there is a process in place for recording school absences and attendances, which caters to the specific needs of a youth detention school. In essence, a process has been agreed for communicating absences and ensuring education packs are issued, completed and returned. • The work undertaken will essentially fulfil most of the requirements of the recommendation of the YD Review.

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
September 18 - Rec 2 (School Attendance Records)	Sep-18	Youth Justice Services	N/A September 2018 recommendations not approved prior to December 2018 - to be monitored in the December 2019 verification inspection.	<p>Youth Justice Services is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <ul style="list-style-type: none"> As reported during the September update, the Inter-Departmental Steering Committee (IDSC) has collaborated to develop a more detailed spreadsheet outlining the reason for the absence (eg court, video link, LOA (medical / funeral / reintegration) as well as related behavioural issues / risk assessment outcomes). The spreadsheet was trialled in terms 1 and 2 of the 2019 school year, providing an indication of why young people may not be in school attendance. As part of the broader structured day review, the attendance spreadsheet will be reviewed and embedded into the enhanced policy.
September 18 - Rec 3 (VET and Job Readiness)	Sep-18	Youth Justice Services Department of Education	N/A September 2018 recommendations not approved prior to December 2018 - to be monitored in the December 2019 verification inspection.	<p>Youth Justice Services is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <ul style="list-style-type: none"> As part of the ongoing work to implement the recommendations of the Independent Review of Youth Detention, consultation will occur with the Department of Education. As part of the consultation, Youth Justice and the Department of Education (DoE) will work together to review the VET funding model to be more responsive to the specific youth detention cohort. In April 2019, DoE have completed a draft consultation paper regarding the Feasibility to expand existing education services in Queensland youth detention centres. This recommendation is subject to senior officer discussions and funding models as well as the ability within other departments to provide funding and services.

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment [from December 2018 monitoring inspection]	YJS Implementation Actions
people to attend TAFE on campus.	Sep-18	Youth Justice Services	N/A September 2018 recommendations not approved prior to December 2018 - to be monitored in the December 2019 verification inspection.	<p>Youth Justice Services is of the position that this recommendation can be closed. Youth Justice is committed to ensuring that all criminogenic programs offered to young people in youth detention have a robust evidence base. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <p>A CYDC draft centre profile has been developed to enhance the provision of programs for young people at the centre.</p> <p>CYDC has introduced a number of healthy relationship-based programs and continues to run VOICES, a victim empathy program based on Restorative Justice Principles.</p> <p>In addition to the individual one on one sessions between caseworkers, psychologists and speech pathologists with young people:</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.

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment [from December 2018 monitoring inspection)	YJS Implementation Actions
September 18 - Rec 5 (Program and Education Attendance)	Sep-18	Youth Justice Services	N/A September 2018 recommendations not approved prior to December 2018 - to be monitored in the December 2019 verification inspection.	<p>The program priorities may or may not align with those mentioned in this report. The recommendations made as part of the profile will enhance the work that is already occurring in this space.</p> <p>Youth Justice Services is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <ul style="list-style-type: none"> • Reintegration related activities are conducted from the moment an intake commences. • Conversations are held with the young person's personal network and stakeholders to discuss the factors/triggers leading up to their admission to detention and what steps could be put in place to transition them out into the community. <p>A program wide system for recording programs and services, including attendance and outcomes will be created through the ICMS Replacement Project. It is on track to be the first YJ product to be delivered in Stage 1, Tranche 1 over the financial year of 2019/2020.</p> <ul style="list-style-type: none"> • Youth Justice Services will deliver revised program content to youth justice across community and detention. As per the Acts requirements, these programs will align with the risk, needs and responsivity principle.

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YIS Implementation Actions
September 18 - Rec 6 (Reintegration)	Sep-18	Youth Justice Services	N/A September 2018 recommendations not approved prior to December 2018 - to be monitored in the December 2019 verification inspection.	<p>Youth Justice Services is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <ul style="list-style-type: none"> ▪ Reintegration planning was discussed at the November PPC meeting. ▪ The changing cohort is a key consideration in work in this space moving forward. ▪ To inform reintegration processes, a Queensland specific classification and responsibility tool, RADAR is currently in the process of being externally validated for Queensland Youth Detention Centres. The tool will further enhance capacity for young people to engage in reintergrative activities.
September 18 - Rec 7 (Life-skills)	Sep-18	Youth Justice Services	N/A September 2018 recommendations not approved prior to December 2018 - to be monitored in the December 2019 verification inspection.	<p>Youth Justice Services is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <ul style="list-style-type: none"> ▪ Draft program catalogue details programs that have been / are being developed and delivered at CYDC. ▪ These include programs are designed to assist young people to connect with the community, and develop enhanced communication skills.

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
<ul style="list-style-type: none"> • Parenting • Applying for accommodation • Driver safety. 				
September 18 - Rec 8 (Links to Community) <p>It is recommended that caseworkers at the detention centres link short-term admissions (young people who stay for up to one week) with the relevant YJSC casework team to engage the young person in strategies to prevent a return to detention.</p>	Sep-18	Youth Justice Services Casework teams	<p>NYA September 2018 recommendations not approved prior to December 2018 - to be monitored in the December 2019 verification inspection.</p>	<p>Youth Justice Services is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <ul style="list-style-type: none"> • This linkage between the CYDC caseworker and the YJSC caseworker is already a critical component of the YJ case management framework. • The relationship between the youth detention centre caseworker and YJSC caseworker will continue to be strengthened in future works.

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YIS Implementation Actions
March 2019 Recommendations (CYDC)				
March 19 - Rec 1 (PPE Use)	Mar-19	Youth Justice Services	N/A March 2019 recommendations are to be monitored in the December 2019 verification inspection.	<ul style="list-style-type: none"> Legal advice requested 29 March 2019 and received 11 April 2019. Policy consultation, amendment and endorsement. Prior to January 2020. <p>Full and comprehensive YJS implementation actions are included in the YJS response to the March 2019 inspection report previously provided to the Director-General.</p>

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
March 19 - Rec 2 (PPE Training) It is recommended that following the reviews of PPE policy and procedures Youth Justice Services 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.	Mar-19	Youth Justice Services	N/A March 2019 recommendations are to be monitored in the December 2019 verification inspection.	<ul style="list-style-type: none"> Training considerations contingent on outcomes from the PAC review, which commenced on 25 July 2018. July 2018 specialised incident controller training delivered at CYDC. Training to be delivered at BYDC prior to July 2020. Anticipated timeline prior to July 2020. <p>Full and comprehensive YJS implementation actions are included in the YJS response to the March 2019 inspection report previously provided to the Director-General.</p>
March 19 - Rec 3 (PAC Training Frequency) It is recommended that Youth Justice Services 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:	Mar-19	Youth Justice Services	N/A March 2019 recommendations are to be monitored in the December 2019 verification inspection.	<ul style="list-style-type: none"> In progress, PAC review commenced on 25 July 2018 and curriculum enhancement expected completion prior to July 2020. A review of PAC is currently underway, led by the Youth Justice Capability and Learning business unit. The review is driven by enhanced trauma informed practice, more detailed behaviour support plans and the introduction of revised rewards and incentives schemes. These are important considerations when examining the verbal skills required to implement de-escalation techniques. Training requirements will be extensively explored as part of this review, including curriculum content, frequency and modality of delivery. All amendments will be made in close consultation with YDCs, Youth Justice Services and Union Representatives. The provision of training in Youth Detention Centres may be impacted by the MoG transition to the Department of Youth

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YIS Implementation Actions
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.				Justice. The resulting organisational structure and associated impacts will be monitored accordingly.
March 19 - Rec 4 (Increased Outside Physical Activity) The Inspectorate recommends that Youth Justice Services consider alternatives to lockdowns and restrictions on outside physical activity in response to incidents, for example, regularly rotating staff across sections every two hours to ensure each section is fully staffed on a regular rotational basis every day, i.e. two hours inside followed by two hours of outside activity for two to three rotations or more if possible	Mar-19	Youth Justice Services	Y/A March 2019 recommendations are to be monitored in the December 2019 verification inspection.	<ul style="list-style-type: none"> CYDC continues to rotate staff across accommodation units during authorised 2-12hr separation periods due to staff shortages. This practice enables the accommodation units to share the impact of separation of young people across various units throughout the day. This practice is complimentary in CYDC in accordance with the provision of Structured Day time tabling (e.g. unit by unit). This allows young people access to programs, activities and time out of cells to support daily activities. CYDC is supportive of rotational intervals, however, two hour separations will be dependent on the scheduled Structured Day activities as programs can vary from 45minutes to 1hr 30minutes in duration. Future staff shortages will be further augmented by continued efforts to achieve a whole of centre permanent workforce through ongoing recruitment and addressing absenteeism.

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
				<ul style="list-style-type: none"> • BYDC and CYDC recruitment and HR activity is underway and expected to continue until December 2019. • Efforts to reduce absenteesism will be an ongoing deliverable to ensure results are maintained.
March 19 - Rec 5 (Security Alerts)	Mar-19	Youth Justice Services	NYA March 2019 recommendations are to be monitored in the December 2019 verification inspection.	<ul style="list-style-type: none"> • BYDC and CYDC agree that the timely and formalised sharing of security breach concerns will proactively contribute to risk prevention. • Senior Intelligence Officers at each detention centre will assume responsibility for sharing security alerts between centres and determine applicability for dissemination as appropriate. • Methods of communication will be established via approved departmental channels in alignment with record keeping requirements. • Initial consultation to establish formalised intelligence sharing mechanisms to commence July 2019. • It is expected that this will be embedded in practice by 31 December 2019.

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
March 19 - Rec 6 (Compliance with Operational Security Processes) It is recommended that detention centre management implement increased compliance monitoring to enhance discipline and adherence to operational security processes.	Mar-19	Youth Justice Services	N/A March 2019 recommendations are to be monitored in the December 2019 verification inspection.	<ul style="list-style-type: none"> • Shift Supervisors and senior management at each youth detention centre continue to conduct regular section inspections and review CCTV to ensure compliance with operational expectations. • CYDC have reflected practice expectations in a Centre Operating Procedure. This document stipulates that staff are not to enter the accommodation area via the office door unless all young people are sequestered in their cells or responding to an incident in accordance with the Youth Detention Centre Operations Manual. • The date of commencement for regular section inspections/review of CCTV is unable to be obtained, this is embedded practice. Monitoring will continue to ensure compliance. • This recommendation should be considered closed.
March 19 - Rec 7 (Management of High Risk Behaviour) It is recommended that Youth Justice Services 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:	Mar-19	Youth Justice Services	N/A March 2019 recommendations are to be monitored in the December 2019 verification inspection.	<ul style="list-style-type: none"> • A number of key deliverables have commenced and are ongoing. • Behaviour Support Plans were introduced in November 2018. • Speech and Language Pathologists commenced as part of the Behaviour Support Team in April 2018. • Additional specialist training requirements will be considered amongst the Youth Detention Review Implementation, Youth Justice Strategy and associated Action Plan. • It is expected that this recommendation will be complete by July 2020. <p>Full and comprehensive YJS implementation actions are included in the YJS response to the March 2019 inspection report previously provided to the Director-General.</p>

Original Recommendation	Original Inspection Period	Responsible Area	YDI comment (from December 2018 monitoring inspection)	YJS Implementation Actions
<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. 				<ul style="list-style-type: none"> ▪ Partially clothed searches are conducted based on risk assessment (often in the following circumstances): <ul style="list-style-type: none"> - Where current suicide risk concerns are present and the young person is assessed as a high risk to harm themselves - previous admission data confirms an identified contraband risk • If the QPS declare no search has occurred - the CYDC admitting officer will conduct a risk assessment during the admission process to determine whether a partially clothed search is required
March 19 - Rec 8 (Partially-clothed Search Methods) <p>It is recommended that Youth Justice Services investigates the potential difference in the application of policy between both detention centres in relation to partially-clothed</p>	Mar-19	Youth Justice Services	N/A March 2019 recommendations are to be monitored in the December 2019 verification inspection.	

Original Recommendation	Original Inspection Period	Responsible Area	YJS comment (from December 2018 monitoring inspection)	YJS Implementation Actions
<p>searching of young people and implement less invasive search methods including:</p> <ul style="list-style-type: none"> • utilising the Milliwave Scanner or similar technology; and • allowing young people to wear a gown when required to remove clothing for a search to ensure effective techniques can be performed without staff having to view the exposed anatomy of young people. 				<ul style="list-style-type: none"> • Young people are subject to a metal detection wand and ION scan upon admission. Where a positive detection of metal or drugs threat is identified a partially clothed search may occur. • All CYDC contractor data indicates that search practices are effective and sufficient. This data will be reviewed on an ongoing basis to ensure effectiveness. • This recommendation should be considered closed.

June and September 2019 Recommendations (CYDC) and YJS implementation actions will be added to this register once approved by the Director-General

YJS Response to BYDC & CYDC Inspection Report – September 2019

APP2021-2980 Internal Review File01

YJS Response (for publication on Government Portal)

Youth Justice welcomes the September 2019 quarterly Youth Detention Inspectorate report for the Brisbane Youth Detention Centre (BYDC) and Cleveland Youth Detention Centre (CYDC).

Rigorous and transparent oversight is essential to ensuring young people in detention are managed appropriately, safely and securely in accordance with the *Youth Justice Act 1992* and the *Youth Justice Regulation 2016*. Youth Detention Inspectorate recommendations provide critical insights and evidence-based advice to ensure youth detention services evolve with contemporary best practice.

The focus areas under inspection in this quarter were admission, searching and management of prohibited items, physical environment, case planning, the positive behaviour support model, and surveillance technology. Youth Justice accepts all 4 recommendations which have been made in the report. Some recommendations are already underway with existing work and immediate steps taken to implement all recommendations.

These actions include:

- Strengthening of policies and procedures as they relate to the use of admissions holding rooms as an absolute last resort where extenuating circumstances are present
- Both centres are collaborating to develop a more efficient intake process where a young person has been admitted to the same centre within a two week period
- Review of the existing young person induction booklet, incorporating a young person friendly design
- A comprehensive analysis of contraband detected in youth detention centres is underway intended to identify contemporary issues such as the types of contraband entering youth detention centres, any trends, and inform what search practices are most appropriate moving into the future.

Youth Justice Services is also actively working on the implementation of the recommendations arising from the Independent Review of Youth Detention Centres in Queensland. These reforms support and complement the practice improvements recommended by the Youth Detention Inspectorate.

Sincere appreciation is extended to the Youth Detention Inspectorate for their important work to improve the youth justice system. Also acknowledged are the youth detention staff who work in these challenging environments on a daily basis and their tireless commitment to improving the lives of young people and ensuring the safety of youth detention centres.

YJS Response to BYDC & CYDC Inspection Report – September 2019

APP2021-2980 Internal Review File01

YJS Response to Recommendations including Actions and Timeframes	
Focus Area 1 – Admissions, Searching and Management of Prohibited Items	
<p>Finding 1 Admissions holding rooms are being used as a last resort to hold young people when alternate rooms are temporarily unavailable in the accommodation sections. The reasons for using the admissions holding rooms (for reasons other than admissions) is currently not being recorded consistently in DCOIS, and therefore cannot be reported on.</p>	<p>YJS Implementation Actions: (Please provide detail of a verifiable actions in dot point format)</p> <p>CYDC actions:</p> <ul style="list-style-type: none"> • BYDC developed and issued an Executive Director Directive on 6 December 2019 (Refer to appendix 1) relating to the use of admissions holding rooms for one or more nights. The directive confirms that utilisation of admissions holding rooms are only considered as an absolute last resort, and that appropriate approval and documentation must occur. Recording is supported by technological enhancements to DCOIS. <p>CYDC actions:</p> <ul style="list-style-type: none"> • CYDC supports and endorses the recommendation that the centres record more consistently the approving officer and rationale for use of admissions holding rooms for one or more nights in a single field in the detention centre operational information system (DCOIS), to enable reporting of this information.
<p>Recommendation 1</p> <p>The Inspectorate recommends that the centres record more consistently the approving officer and rationale for use of admissions holding rooms for one or more nights in a single field in the detention centre operational information system (DCOIS), to enable reporting of this information.</p>	<p>Date for Completion (please list 'month/year' for each dat point action that will be/was completed)</p> <p>Accepted</p>

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YJS Response to BYDC & CYDC Inspection Report – September 2019

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	<ul style="list-style-type: none"> Relevant policy has been updated to reflect the recording requirements. Upcoming technological enhancements will complement this work. 	
Finding 2 Intake/induction processes are occurring in the days after admission by caseworkers, behavioural support teams, section staff, education programs, transition officers and/or cultural liaison officers. Caseworkers have reported that even if a young person has been re-admitted to detention within a few days, the complete induction process and accompanying paperwork must be completed which takes time away from proactive casework including reintegration planning.		
Recommendation 2	<p>YJS Implementation Actions (Please provide detail of a verifiable actions in dot point format)</p> <ul style="list-style-type: none"> Both centres are collaborating to develop a shortened intake process 	Date for Completion (please list 'month/year' for each dot point action that will be/was completed) Accepted 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. June 2020
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YJS Response to BYDC & CYDC Inspection Report – September 2019

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Finding 3

Search practices differ between the centres. Each centre is using a combination of searching techniques, including location searches (with or without PADD dogs), pat searches, metal detector wand, ION scanner, Milliwave scanner and partially-clothed searches.

Recommendation 3	YJS Implementation Actions (Please provide detail of a verifiable actions in dot point format)	Date for Completion (please list 'month/year' for each dot point action that will be/was completed)
It is recommended that the centres review searching practices based on the effectiveness of current search methods as shown in the data.	<p>BYDC actions:</p> <ul style="list-style-type: none"> ▪ BYDC has provided recommendations regarding the suitability and effectiveness of the existing Milliwave scanner and understands the department's Property Services division is undertaking a market scan of products with better capabilities. ▪ BYDC will maintain a number of searching methods for the detection of contraband. <p>CYDC actions:</p> <ul style="list-style-type: none"> ▪ CYDC supports and endorses the recommendation, noting that search data, reviews and evaluation indicates that CYDC is consistent and effective in search practice, noting that: <ul style="list-style-type: none"> ▲ search practices are consistent with search results ▲ search activities are facilitated in-line with legislation and governance ▲ evidence (contraband) discovered during the various search methods indicates that CYDC is effectively and efficiently upholding safe practice and, ▲ a Milliwave scanner is not required as this time as a precursor for, or in-place of a partially-clothed search where appropriately risk assessed. 	March 2020 Embedded within current practice. Ongoing assessment and enhancement of searching practices is captured as part of the Youth Detention Operations (YDO) business as usual scope of works.

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YJS Response to BYDC & CYDC Inspection Report – September 2019

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	<p>State-wide actions:</p> <ul style="list-style-type: none"> • A comprehensive analysis of contraband detected in youth detention centres is underway. • The analysis is intended to identify contemporary issues such as the types of contraband entering youth detention centres, any trends, and inform what search practices are most appropriate moving into the future. • The findings of the analysis will provide evidence for any new or reviewed search practices in youth detention 	
Finding 4 Methods of recording contraband differ between the centres. DCOIS allows for searches and resulting contraband to be recorded in the activity log (or section log) and as an incident. Off-line contraband and evidence registers are also being maintained by BYDC	YJS Implementation Actions <i>(Please provide detail of a verifiable actions in dot point format)</i>	Date for Completion (please list 'month/year' for each dot point action that will be/was completed)
Recommendation 4 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.	Accepted	March 2020

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YJS Response to BYDC & CYDC Inspection Report – September 2019

APP2021-2980 Internal Review File01

Focus Area 2 – Physical Environment (No findings or recommendations)

Focus Area 3 – Case Planning (No findings or recommendations)

Focus Area 4 – Positive Behaviour Support Model (No findings or recommendations)

Focus Area 5 – Body Worn Cameras and CCTV (No findings or recommendations)

Other Issues – (No findings or recommendations)

REVIEW REPORT

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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 26 to 30 August (BYDC) and 9 to 13 September (CYDC) 2019. Statutory detention centre inspections are conducted by delegated Inspectors, located within the office of the Director-General, Department of Youth Justice. 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 admissions, searching and management of prohibited items, physical environment, case planning, positive behaviour support model and body worn cameras. In gathering evidence, Inspectors visited all units over the inspection week and spoke to staff and young people in each unit. Emerging issues and themes were corroborated through consultation with relevant managers and inspection of available data.

Focus Area 1 – Admissions, Searching and Management of Prohibited Items

The Inspectorate found that the admissions and induction processes at both centres were well organised, thorough and compliant with legislation, policy and practice guidelines. Admissions holding rooms are being used as a last resort to accommodate young people in BYDC when alternative rooms are temporarily unavailable in the accommodation sections. The Inspectorate has made a recommendation that the centres record the approving officer and rationale for the use of admissions holding rooms for one or more nights in the detention centre operational information system (DCOIS) to enable accurate and efficient reporting of this information, as current data extraction methods are resource intensive. The Inspectorate also found that the intake process undertaken by caseworkers at both centres is comprehensive and has recommended a reduced intake process for young people who have been released and re-admitted to the same centre within a two week period.

The Inspectorate found that search practices are generally performed as per policy and with respect for young people. The centres' most effective search practices in detecting restricted, prohibited and illegal items are scheduled searches of young people's rooms and observations made by detention centre staff. Each centre uses a combination of searching techniques to detect contraband including technology to detect metal and illicit substances. The Inspectorate has recommended a review of search practices based on data showing the relative effectiveness of each method. The Inspectorate also found discrepancies in the recording of restricted, prohibited and illegal items in DCOIS and in off-line registers and has recommended consistent recording of contraband to enable reliable reporting of this information.

Focus Area 2 – Physical environment

The Inspectorate's focus on the physical environment concentrated around the general condition and standards of existing facilities including maintenance programs and the construction of a new accommodation unit at BYDC. The Inspectorate noted that both detention centres were well maintained overall with less graffiti present than noted in previous inspection reports (June 2013, September 2015 and June 2016). At the time of this inspection, the construction of a new 16 bed accommodation unit had commenced with security arrangements around the worksite improved through learnings gained during the 2017 construction of the Paperbark unit.

The Inspectorate has made no recommendations in this area. However, the Inspectorate raised some general maintenance issues directly with management to be addressed at the local level, including minor repairs, keeping young people informed of their maintenance requests and communication between detention centre staff and Q-Build regarding scheduling of work. The advantage of zone fencing at CYDC is also noted as being more conducive in allowing regular, outside physical activity for young people. Renovations of the two Independent Living Units were also underway at CYDC, with operating procedures undergoing staff consultation with a view to accommodating suitable young people in early 2020.

Focus Area 3 – Case Planning

The Inspectorate's focus on case planning concentrated on the level of involvement young people, their families and community have in determining and working towards goals within the detention centre and successful reintegration back into the community. Inspectors observed two case planning meetings at BYDC and consulted with Caseworkers, young people and a sample of parents/guardians who had been involved in case planning for young people at both detention centres.

Young people and parents/guardians consistently advised Inspectors that they felt supported by the Caseworkers at both detention centres and parents/guardians in particular, spoke highly of this service. Both detention centres are focussing on increasing proactive community and cultural involvement in case planning and would encourage the Youth Justice Service Centre Caseworkers to invite community stakeholders to attend case review meetings more often. No recommendations are made by the Inspectorate in relation to this focus area.

Focus Area 4 – Positive Behaviour Support Model

The Inspectorate found the recently revised rewards and incentive models at both centres were viewed positively by staff and young people, following extensive consultation within the centres prior to implementation. Each centre provides options for the use of points earned by young people who demonstrate positive behaviours, including short-term rewards to be used in detention and longer term rewards that can be used after release and support young people's transition to their communities. Accommodation progression and group-based rewards were particularly evident at CYDC. No recommendations are made by the Inspectorate in relation to this focus area.

Focus Area 5 – Body Worn Cameras

At the time of inspection, both centres had installed the infrastructure including charging stations in preparation for the implementation of the body worn cameras in December 2019. Legislative amendments to the Youth Justice Act 1992 support operational guidelines which were drafted in line with privacy obligations and are undergoing consultation across the department. Vests to be worn by staff that allow mounting of the body worn cameras are currently being produced and training in use of the cameras has commenced.

The CCTV upgrade project at BYDC was completed in August 2019 and all accommodation section common areas can be monitored. The completion of the BYDC CCTV upgrade project and the use of body worn cameras will satisfy recommendations made by the Independent Review of Youth Detention (2016) and the Queensland Ombudsman (2019). No recommendations are made by the Inspectorate in relation to this focus area.

List of Recommendations

Focus Area 1 – Admissions, Searching and Management of Prohibited Items

Recommendation 1

The Inspectorate recommends that the centres record more consistently the approving officer and rationale for use of admissions holding rooms for one or more nights in a single field in the detention centre operational information system (DCOIS), to enable reporting of this information.

Recommendation 2

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.

Recommendation 3

It is recommended that the centres review searching practices based on the effectiveness of current search methods as shown in the data.

Recommendation 4

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.

Focus Area 2 – Physical environment

Nil recommendations made.

Focus Area 3 – Case Planning

Nil recommendations made.

Focus Area 4 – Positive Behaviour Support Model

Nil recommendations made.

Focus Area 5 – Body Worn Cameras

Nil recommendations made.

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Recommendation 1	Accepted/Not Accepted Accepted
The Inspectorate recommends that the centres record more consistently the approving officer and rationale for use of admissions holding rooms for one or more nights in a single field in the detention centre operational information system (DCOIS), to enable reporting of this information.	
Recommendation 2	Accepted/Not Accepted Accepted
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.	
Recommendation 3	Accepted/Not Accepted Accepted
It is recommended that the centres review searching practices based on the effectiveness of current search methods as shown in the data.	
Recommendation 4	Accepted/Not Accepted Accepted
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.	

Response by Youth Justice to the BYDC & CYDC Inspection Report, September 2019

Youth Justice welcomes the September 2019 quarterly Youth Detention Inspectorate report for the Brisbane Youth Detention Centre (BYDC) and Cleveland Youth Detention Centre (CYDC).

Rigorous and transparent oversight is essential to ensuring young people in detention are managed appropriately, safely and securely in accordance with the *Youth Justice Act 1992* and the *Youth Justice Regulation 2016*. Youth Detention Inspectorate recommendations provide critical insights and evidence-based advice to ensure youth detention services evolve with contemporary best practice.

The focus areas under inspection in this quarter were admission, searching and management of prohibited items, physical environment, case planning, the positive behaviour support model, and surveillance technology. Youth Justice accepts all 4 recommendations which have been made in the report. Some recommendations are already underway with existing work and immediate steps taken to implement all recommendations.

These actions include:

- Strengthening of policies and procedures as they relate to the use of admissions holding rooms as an absolute last resort where extenuating circumstances are present
- Both centres are collaborating to develop a more efficient intake process where a young person has been admitted to the same centre within a two week period
- Review of the existing young person induction booklet, incorporating a young person friendly design
- A comprehensive analysis of contraband detected in youth detention centres is underway intended to identify contemporary issues such as the types of contraband entering youth detention centres, any trends, and inform what search practices are most appropriate moving into the future.

Youth Justice Services is also actively working on the implementation of the recommendations arising from the Independent Review of Youth Detention Centres in Queensland. These reforms support and complement the practice improvements recommended by the Youth Detention Inspectorate.

Sincere appreciation is extended to the Youth Detention Inspectorate for their important work to improve the youth justice system. Also acknowledged are the youth detention staff who work in these challenging environments on a daily basis and their tireless commitment to improving the lives of young people and ensuring the safety of youth detention centres.

Darren Hegarty
Senior Executive Director, Youth Justice Services
Department of Youth Justice

Inspection of the Brisbane and Cleveland Youth Detention Centres

December 2019

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

Approved:

Bob Gee
Director-General
Department of Youth Justice

Date: 16/3/2020

"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 BYDC during on-site inspection

Dates of inspection	29 November to 4 December 2019
Executive Director, BYDC at time of inspection	Michael Drane
Built capacity (i.e. usable secure fixed beds ¹)	138
Highest daily number of young people	110
Average population of young people	107
Average population of males	96
Average population of females	10
Average percentage of young people on remand	86%
Average percentage of young people sentenced	10%
Average percentage remanded and sentenced	1%
Average population of Aboriginal and/or Torres Strait Islander young people	56 (52%)
Number of young people on Child Protection Orders	22 (21%)
Youngest detainee on centre	12 years 7 months
Oldest detainee on centre	18 years 11 months

¹ The number of purpose-built beds in general accommodation units plus four bedrooms in the Oak behaviour support unit – excludes beds in Independent Living Units.

Snapshot of CYDC during on-site inspection

Dates of inspection	21 to 26 November 2019
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	86
Average population of young people	84
Average population of males	71
Average population of females	12
Average percentage of young people on remand	83%
Average percentage of young people sentenced	10%
Average percentage remanded and sentenced	6%
Average population of Aboriginal and/or Torres Strait Islander young people	73 (87%)
Number of young people on Child Protection Orders	20 (24%)
Youngest detainee on centre	12 years 0 months
Oldest detainee on centre	19 years 3 months

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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 21 to 26 November (CYDC) and 29 November to 4 December (BYDC) 2019. Statutory detention centre inspections are conducted by delegated inspectors, located within the office of the Director-General, Department of Youth Justice. 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 Justice Services in previous inspection reports. The verification process involved inspectors interviewing managers and their teams, reviewing procedures and data, and visiting all 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 June 2019 inspection report and recommendations had not yet been approved due to the delayed drafting process caused by organisational changes associated with the formation of the new Department of Youth Justice. The Inspectorate's September 2019 quarter recommendations were also undergoing consultation at the time of this inspection. Therefore, the June and September 2019 quarter recommendations were not subject to verification and are not included in this report.

BYDC Recommendations

There were 22 open recommendations dating back to March 2018. Following verification of BYDC and Youth Justice Services implementation actions, 10 of these recommendations are now closed and are listed in the table following this summary. The Inspectorate's detailed observations, including the progress noted against the remaining 12 open recommendations are noted in the BYDC Recommendations Register at Appendix A.

CYDC Recommendations

There were 18 recommendations in progress dating back to June 2018. Following verification of CYDC and Youth Justice Services implementation actions, nine 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 nine open recommendations are noted in the CYDC Recommendations Register at Appendix B.

Other Issues

The Inspectorate raises 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 Justice Services at the preliminary findings meetings. Issues are monitored through the Issues Registers (Appendices C and D), which outline the response action taken by centre management and/or Youth Justice Services.

At BYDC, there were four issues in progress (three from June 2018 and one from September 2018), all previous issues have been actioned and closed as detailed in Appendix C of this report. One new issue was raised by inspectors regarding the consideration of offence history and decisions around placement of young people.

At CYDC, there were two issues (see Appendix D) in progress from June 2018, one of these has been actioned and closed, one remains open and relates to the delayed construction of the maralling fence.

which is currently progressing through the approval process with the Chief Finance Officer and Director-General.

Inspectors received positive feedback from staff and young people at both centres regarding the increase in staffing and the reduction in staff shortage incidents. Young people spoke of their appreciation in being able to enjoy more out of room time and their ability to attend school and programs. Some staff raised concerns around the influx of inexperienced new staff, however, management at both centres have personal oversight of thorough processes to ensure new staff are adequately coached and to maintain the safety of all staff and young people. The majority of staff were positive and welcoming of the new recruits and understood the need to provide support and guidance. Further, the majority of staff felt supported by management and the strategies to develop new staff.

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List of Closed Recommendations (BYDC)

March 18 - Rec 3 (Recruitment)	It is recommended that Youth Justice investigate strategies that improve recruitment, retention and work attendance at BYDC; reduce the reliance on overtime; and remove some of the current risks to young people's service delivery and safe custody.	Closed
June 18 - Rec 5 (Behaviour Model)	It is recommended that Youth Justice Services develop and implement a behavioural model as a matter of urgency and immediately increase the content and availability of training (internal and external) for new and existing staff in the area of behaviour development to ensure staff are educated and able to recognise triggers and positively manage young people who display challenging behaviours.	Closed
September 18 - Rec 1 (School Attendance Recording)	The Inspectorate recommends that YJS and BYDC together with Department of Education devise a clear and transparent way to record school attendance and ensure BYETC is notified of reasons for absences.	Closed
September 18 - Rec 3 (Youth Justice Detention Centre and Service Centre Communication)	The Inspectorate recommends that Youth Justice Services establish a communication strategy between the detention centres and Youth Justice Services Centre caseworkers and relevant staff to ensure continuity of care and education for young people.	Closed
September 18 - Rec 4 (Reintegration)	It is recommended that reintegration and preparation for life in the community be a priority for all young people as soon as possible on entry to detention regardless of remand or sentenced status.	Closed
September 18 - Rec 5 (Life-skills)	It is recommended that Youth Justice Services and the detention centres make available a suite of life-skills programs to enable young people to be independent.	Closed
September 18 - Rec 6 (Links to Community)	It is recommended that caseworkers at the detention centres link short-term admissions (young people who stay for up to one week) with the relevant YJSC casework team to engage the young person in strategies to prevent a return to detention.	Closed
September 18 - Rec 8 (Cause of Frequency of Use of Force)	It is recommended that Youth Justice Service Review Team work with BYDC to determine the cause and reduce the number of incidents involving the use of force and the frequency of use of force.	Closed
March 19 - Rec 4 (Increased Outside Physical Activity)	The Inspectorate recommends that Youth Justice Services consider alternatives to lockdowns and restrictions on outside physical activity in response to incidents.	Closed
March 19 - Rec 8 (Partially-clothed Search Methods)	It is recommended that Youth Justice Services investigates the potential difference in the application of policy between both detention centres in relation to partially-clothed searching of young people and implement less invasive search methods	Closed

List of Closed Recommendations (CYDC)

June 18 - Rec 2 (Suicide Risk Training)	The Inspectorate recommends that CYDC:	Closed
	<ul style="list-style-type: none"> increase and maintain suicide response training currency to the 85% target, and provide assurances that there are sufficient staff currently trained in suicide response to adequately cover every accommodation unit, particularly during night shift. 	
September 18 - Rec 1 (School Attendance)	The Inspectorate recommends that CYDC investigate ways to ensure that all eligible young people are able to attend school every day.	Closed
September 18 - Rec 2 (School Attendance Records)	The Inspectorate recommends that YJS and CYDC together with Department of Education devise a clear and transparent way to record school attendance and ensure CYETC is notified of reasons for absences.	Closed
September 18 - Rec 6 (Reintegration)	It is recommended that reintegration and preparation for life in the community be a priority for all young people as soon as possible on entry to detention regardless of remand or sentenced status.	Closed
September 18 - Rec 7 (Life-skills)	It is recommended that Youth Justice Services and the detention centres make available a suite of life-skills programs to enable young people to be independent.	Closed
September 18 - Rec 8 (Links to Community)	It is recommended that caseworkers at the detention centres link short-term admissions (young people who stay for up to one week) with the relevant YJSC casework team to engage the young person in strategies to prevent a return to detention.	Closed
March 19 - Rec 4 (Increased Outside Physical Activity)	The Inspectorate recommends that Youth Justice Services consider alternatives to lockdowns and restrictions on outside physical activity in response to incidents.	Closed
March 19 - Rec 6 (Compliance with Operational Security Processes)	It is recommended that detention centre management implement increased compliance monitoring to enhance discipline and adherence to operational security processes.	Closed
March 19 - Rec 8 (Partially-clothed Search Methods)	It is recommended that Youth Justice Services investigates the potential difference in the application of policy between both detention centres in relation to partially-clothed searching of young people and implement less invasive search methods.	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 Director-General's Office, Department of Youth Justice. 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 21 to 26 November 2019 and CYDC from 29 November to 4 December 2019 including attendance at all accommodation and administrative areas throughout the centres during business hours
- In-depth interviews with the Executive Directors (EDs); Deputy Directors (DDs); Operations Managers (OMs); Unit Managers; Practice Support Managers; Cultural Units; Programs Coordinators; Casework

Managers; Behaviour Support Team Leaders; Training Coordinators; Queensland Health staff and Department of Education staff including Principals, Deputy Principals and Transitions Officers

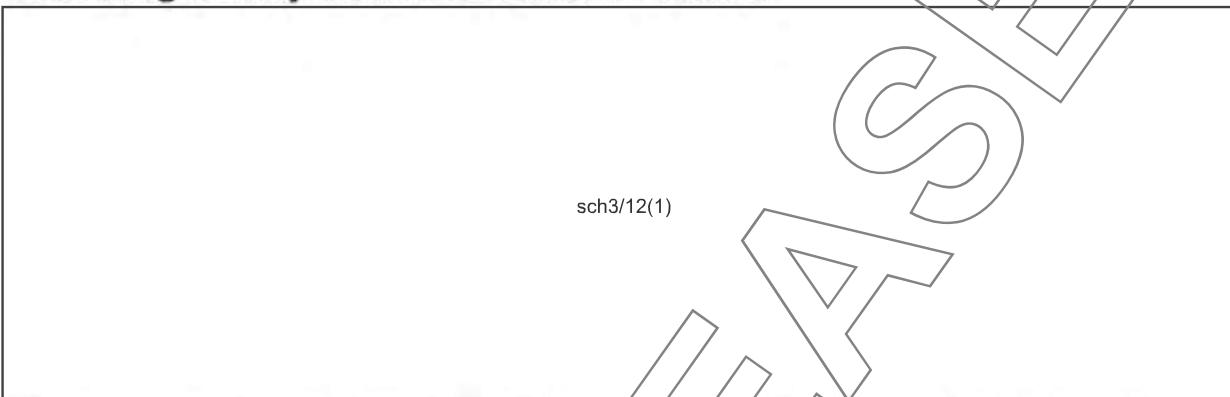
- Conversations with various staff and young people both individually and in multiple focus-groups in all accommodation units throughout the centres
- An examination of relevant Detention Centre Operational Information System (DCOIS), Integrated Client Management System (ICMS) and other centre records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

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Other 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. One other issue was raised at BYDC during this inspection and is detailed below and recorded in Appendix C. This section will also detail observations and process around the increase in staff numbers at both centres.

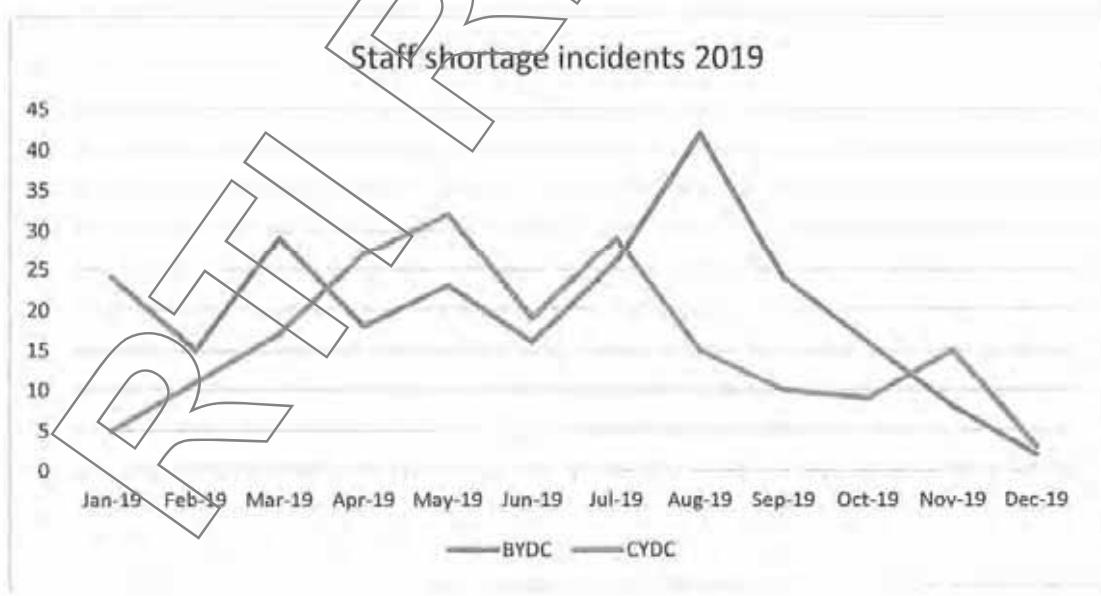
Offending History and BYDC Accommodation



This raises questions around whether offending history, accommodation placement and criminogenic needs are being considered consistently. In responding to this issue, the Inspectorate recommends that BYDC reviews this occurrence to ensure consistency in decision making, including whether a young person's offending history is taken into consideration when determining where they are to be accommodated on centre.

Recruitment and Staffing

In September, October and November, back-to-back recruitment and training of new staff occurred at both CYDC and BYDC. The positive outcome of this recruitment was the reduction in separations due to staff shortages.



Recruitment and staffing at BYDC

Staff at BYDC spoke to Inspectors about the high percentage of new staff joining the workgroup. According to the Executive Director, BYDC now employs 46 full-time equivalent positions above the establishment to cover leave, suspensions, inability to work due to workplace injury and other unplanned absences. During the inspection, Waratah A unit was closed due to the low numbers of boys aged 10-13 and a number of other units had bed vacancies, which further reduced the pressure on staffing numbers.

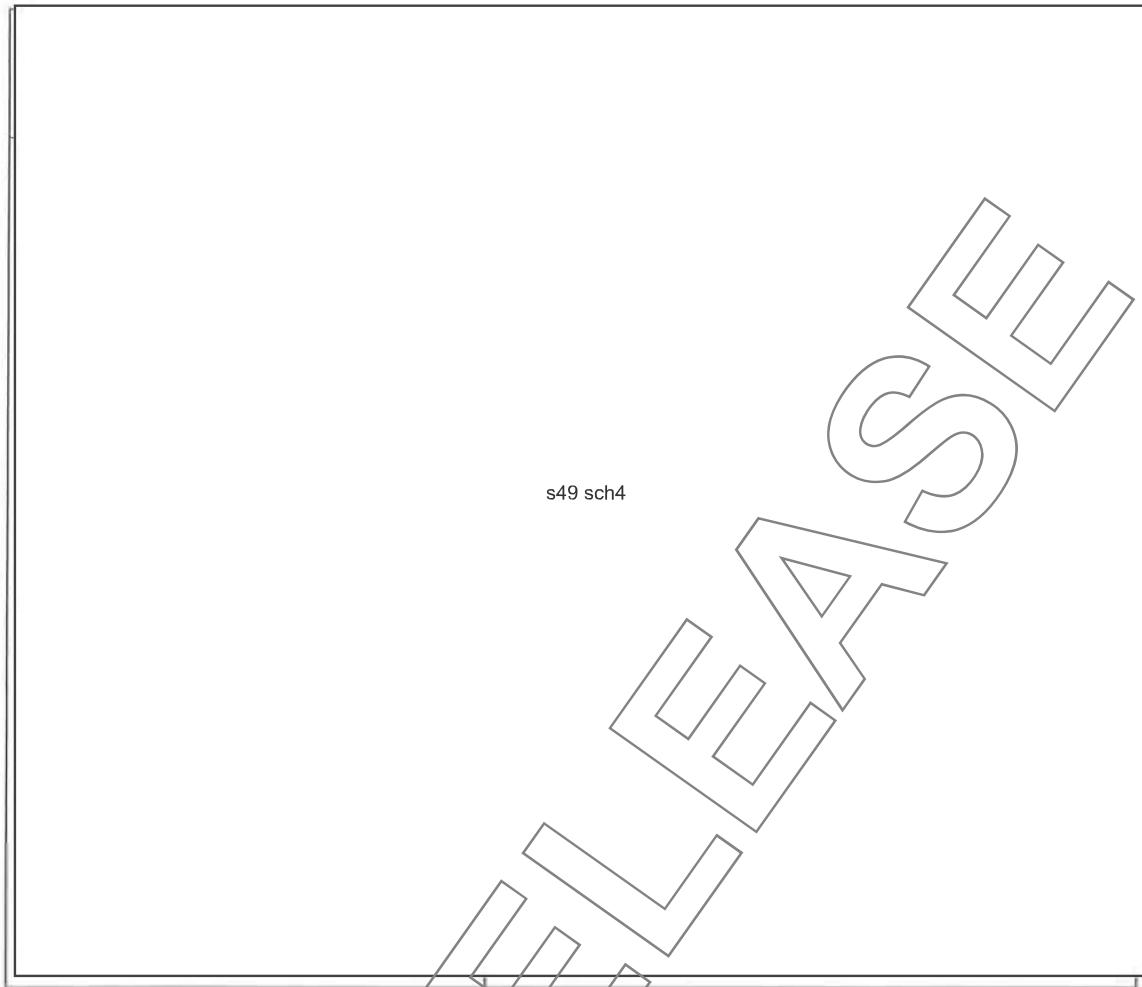
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Recruitment and staffing at CYDC

Staff at CYDC spoke to Inspectors about their concerns in relation to the high percentage of new staff currently working in the centre. During the six days on-site, Inspectors sought feedback from the Executive Director, Deputy Director, Senior Intelligence Officer, Unit Managers, Human Resources Manager and Practice Support Manager in relation to the above concerns. The Inspectorate is confident that the management team at CYDC is aware of these concerns and is taking steps to address and reduce the risks around the current high percentage of new staff compared to previous years.

The concerns and the responses are detailed in the table below.

Concern	Response
High percentage of new staff	Management team is aware and taking steps to address
Low numbers of boys aged 10-13	Waratah A unit was closed
Bed vacancies	Other units had bed vacancies
Leave, suspensions, injury	Covered by 46 FTE positions above establishment



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Appendix A – BYDC Recommendations Register

as at December 2019

Original Recommendation	VIS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
March 2018 Recommendations (BYDC)		
March 2018 - Rec 3 (Recruitment) It is recommended that Youth Justice investigate strategies that improve recruitment, retention and work attendance at BYDC; reduce the reliance on overtime; and remove some of the current risks to young people's service delivery and safe custody.	<p>Youth Justice Services is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <ul style="list-style-type: none"> • Youth Justice Work Taskforce priorities include building more workforce capacity and capability across Youth Justice, especially in our Youth Detention Centres • Ongoing enhancement to the attraction, recruitment and selection of detention youth workers is occurring through CSYW Business Partnerships and is expected to transition through MoG changes under the Department of Youth Justice. • BYDC continue to actively monitor and performance manage the attendance of individual employees. • Enhancements to rostering practices, team development, training, and wellness initiatives are being progressed. • Ongoing recruitment continues to occur and will also be required for the operationalising of an additional 16 bed accommodation unit scheduled for completion in April 2020. 	<p>Closed</p> <p>The Inspectorate notes the strong focus on recruitment and retention at both detention centres in 2019, as evidenced by increased staffing numbers and the reduction of separations due to staff shortages including on weekends. Further, the increase in staff is allowing young people to regularly attend school, programs and recreational activities.</p> <p>In relation to panel interview processes for positions at BYDC, a cultural unit staff member is required to be part of all panels. This measure was employed to ensure that</p>

Original Recommendation	YJS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
	cultural capability is embedded in all components of youth detention centre operations.	
June 2018 Recommendations (BYDC)		
June 2018 - Rec 2 (Suicide Risk Training) – Cross reference CYDC June 2018 – Rec 2	<p>Staff shortages have presented operational obstacles and impacted upon the ability to deliver training. Mandatory Competency Training remains an ongoing priority for existing staff.</p> <p>The Inspectorate recommends that BYDC:</p> <ul style="list-style-type: none"> immediately direct staff to complete Suicide Response training as a priority, and provide assurances that there are sufficient staff currently trained in suicide response to adequately cover every accommodation unit, particularly during night shift. 	<p>Recommendation remains Open</p> <p>The Inspectorate notes the impact of staff shortages throughout 2019 and the freeze on MC training for existing staff resulting in a high % who are not current in all MC including SR (total staff current in SR is 23.8% - 70 of 294). However, with the influx of new staff who are all trained in MC being present in almost every accommodation section (as observed during inspections), it is likely and reasonable to assume that at least 1 Youth Worker will be current in each section but, this can't be guaranteed as currency in SR is not considered when rostering staff by HR during business hours, or Shift Supervisors after hours.</p> <p>It is also acknowledged that training has commenced with up to 10 staff per week, completing MC training and the % of currently trained staff will rapidly increase in the first half of 2020.</p>
June 2018 - Rec 4 (Separations Data) – Cross reference CYDC June 2018 – Rec 3	<p>As noted in a previous update, a Quality and Performance Framework is to be developed.</p> <ul style="list-style-type: none"> This will create consistency and allow for greater oversight and monitoring of the separation process. The YJ Performance and Reporting team have been required to prioritise and deliver on key strategic business requirements such as the Youth Justice Strategy, the Youth Justice Action Plan, reporting for Enterprise Bargaining Agreement discussions, and Strategic Business Cases to name a few. An additional consideration is the priority given to the establishment of the standalone Department of Youth Justice. 	<p>Recommendation remains Open</p> <p>This dataset has not yet been delivered by Youth Justice Services. Based on recent requests for separation information by the Director-General, the Ombudsman (Public Interest Disclosure received August 2019) and the potential for more public scrutiny around separations, the actioning of this recommendation should be considered a priority.</p>

Original Recommendation	YJS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)	
performance reporting in an effort to reduce separations.	<ul style="list-style-type: none"> Once capacity is restored YJ Practice will link in with this team ensure this is delivered in due course. 	<p>Closed</p> <p>Following the initial implementation in December 2018, the behaviour and rewards models was revised in mid-2019, undergoing extensive consultation with staff, young people and the Department of Education. Behavioural rewards information available to young people was also revised in consultation with the YJS and BST speech pathologists to improve readability and interpretation. The revised behaviour and rewards models were implemented in both centres in September/October 2019 and the Inspectorate has observed a high level of confidence in the model by management, staff and young people.</p>	
June 2018 - Rec 5 (Behaviour Model)	<p>It is recommended that Youth Justice Services develop and implement a behavioural model as a matter urgency and immediately increase the content and availability of training (internal and external) for new and existing staff in the area of behaviour development to ensure staff are educated and able to recognise triggers and positively manage young people who display challenging behaviours.</p>	<ul style="list-style-type: none"> As mentioned above, in response to the YD Review and YDI recommendation, a behaviour development model is being implemented to ensure that a therapeutic approach to all aspects of behaviour management in the centres. The revised model reflects a strengths based approach that is individualised and targets the identified needs of the young person. This approach aims to mitigate risk and through the application of proactive methods of intervention, reduce anti-social behaviour and risk related responses. The implementation of the revised behaviour development model will continue to be reviewed by the Deputy Director and improved within a fluid, adaptive and continuous improvement model. BYDC acknowledge that finalising this work is a priority as it will embed the use of trauma-informed practices into behaviour management, support the ongoing implementation of restorative practices, and provide clear behaviour expectations to young people that are reiterated through staff role-modelling and positive reminders. 	<p>Closed</p> <p>The Inspectorate also notes increased communication of young peoples' behavioural plans and two-way consultation between BST and operational staff on strategies to positively manage young people who display challenging behaviours. BYDC management acknowledge that staff would further benefit from enhanced training to gain skills mentioned in this recommendation.</p>
		<h2>September 2018 Recommendations (BYDC)</h2>	<p>Closed</p> <p>Youth Justice Services is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <p>The Inspectorate recommends that YJS and BYDC together with Department of Education devise a clear and transparent way to</p> <p>Representatives from the Department of Education and Department of Youth Justice at both centres now report they have a system to record attendance and non-attendance at schools on centre and that reasons for non-attendance is provided to Department of Education.</p>

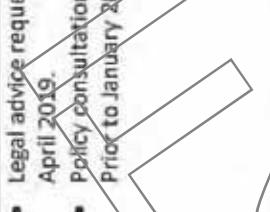
Original Recommendation	YJS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
record school attendance and endure BYETC is notified of reasons for absences.	<ul style="list-style-type: none"> link, LOA (medical / funeral / reintegration) as well as related behavioural issues / risk assessment outcomes]. The spreadsheet was trialled in terms 1 and 2 of the 2019 school year, providing an indication of why young people may not be in school attendance. As part of the broader structured day review, the attendance spreadsheet will be reviewed and embedded into the enhanced policy. 	<p>Recommendation remains Open</p> <p>The Inspectorate acknowledges that DoE and YJS 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>DoE BYTEC currently offers ongoing VET (Cert 1 & 2) courses including but, not limited to; construction, horticulture, woodwork, metalwork, ceramics and bricklaying. Challenges arise when the facilities used to deliver the courses are 'out of bounds' due to damage or potential access points within the buildings. External providers such as hairdressers and bricklayers are engaged to deliver programs, but this can be difficult at times, to attract people with industry skills who are able to work with young people. Accommodation movements of young people can also result in difficulties in course participation due to each section having to attending classes together as young people from different accommodation sections do not mix in classes.</p>
September 2018 - Rec 2 (VET and Job Readiness) – Cross reference CrcC September 2018 – Rec 3	<p>The Inspectorate recommends that YJS 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.</p>	<p>This recommendation is subject to senior officer discussions and funding models as well as the ability within other departments to provide funding and services.</p> <p>D</p>

Original Recommendation	YIS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)	
September 2018 - Rec 3 (Youth Justice Detention Centre and Service Centre Communication)	<p>Youth Justice Services is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <p>The Inspectorate recommends that Youth Justice Services establish a communication strategy between the detention centres and Youth Justice Services Centre caseworkers and relevant staff to ensure continuity of care and education for young people.</p> <ul style="list-style-type: none"> The Youth Justice Case Management Framework sets out the expected practice standards and communication between detention centre staff and youth justice staff. This framework has been listed by BYDC as a priority agenda item at the next Policy and Practice Consistency Meeting given the highly administrative focus of the framework, the increasing complexity of the environment and the ongoing demand pressures, all of which impact the capacity to deliver quality services, and strengthen communication channels. This issue has not yet come before the PPC forum. The Youth Justice Practice (Intensive Support) team have been required to prioritise and deliver on key strategic business requirements. Once capacity is restored, the team will deliver in due course. 	<p>Increased and regular communication between the BYDC and YJSC Case workers was highlighted in June and September 2019 inspection reports.</p> <p>The June 2019 report noted the BYDC 'Visits Beyond Visits' program where two staff from each of the YJSCs (from Brisbane and surrounding areas including Gold Coast, Toowoomba, Chinchilla and Hervey Bay) attend BYDC to establish and maintain connections with BYDC Case Workers and young people who were a client and/or will be client of that service when released.</p> <p>The September 2019 report detailed family and YJSC involvement in case planning and case reviews.</p> <p>In December 2019, it was noted that BYDC Case Workers are also sharing young peoples' behavioural plans and strategies to manage behaviour with YJSC's prior to release.</p>	<p>Closed</p>
September 2018 - Rec 4 (Reintegration) – Cross reference CYDC <small>September 2018 - Rec 5</small>	<p>It is recommended that reintegration and preparation for life in the community be a priority for all young people as soon as possible on entry to detention regardless of remand or sentenced status.</p>	<p>Youth Justice Services is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <ul style="list-style-type: none"> Reintegration planning was discussed at the November PPC meeting. BYDC has adopted the CYDC reintegration planning template and further strengthened the template with links back to the YLS risk assessment. This new template is currently being trialled with the view to full implementation in 2019. 	<p>The Inspectorate acknowledges that reintegration and transition is a priority for all young people who enter BYDC. Case Workers, Restorative Practice, DoE and the Cultural Transitions and Cultural Liaison Officers all share involvement in reintegration and transition planning for sentenced and long-term remand young people.</p> <p>For young people detained at BYDC short-term, Case Workers ensure this is communicated to relevant YJSC's to enable coordination of reintegration activities in the community.</p>

Original Recommendation	YJS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
	<ul style="list-style-type: none"> In addition, BYDC plans to trial a young person / staff friendly version of the plan that is developed based on the assessment captured in the template and participation of the child and stakeholders in the process. A Queensland specific classification and responsibility tool, RADAR is currently in the process of being externally validated for Queensland Youth Detention Centres. The tool will further enhance capacity for young people to engage in reintergrative activities. 	<p>Closed</p> <p>The Inspectorate notes the availability of a suite of life skills programs at each centre, delivered by a combination of the programs/sport and recreation teams, Cultural Units, DoE, Queensland Health and BST. Examples of programs on offer include:</p> <ul style="list-style-type: none"> BYDC Programs Team – cooking, personal grooming, barbering, domestic violence, health and fitness, also looking at bringing in a driver simulator for driver training Cultural Unit – bush tucker with Elders, 'Deadly Choices' during school holidays DoE – Positive Based Learning focus on being respectful, responsible and safe, conflict resolution, psychological and physical wellbeing, budgeting, finance, job applications and resume writing. While there is some sex education available, DoE is collaborating with Qld Health to provide improved content in 2020 MAHTODS – drug and alcohol education <p>While the content and availability of life-skills for young people can always be improved, the Inspectorate acknowledges the efforts made by the centres to deliver these programs within scheduling, staffing and budget constraints.</p>
September 2018 - Rec 5 (Life-skills) - Cross reference CYPC September 2018 - Rec 7	<p>It is recommended that Youth Justice Services and the detention centres make available a suite of life-skills programs to enable young people to be independent. Programs may include:</p> <ul style="list-style-type: none"> Obtaining identification Job interview techniques Effective communication and negotiation How to vote and simple politics Budgeting and financial awareness Parenting Applying for accommodation Driver safety. 	

Original Recommendation	YJS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
September 2018 - Rec 6 [Links to Community] – Cross reference CYDC September 2018 – Rec 8	<p>It is recommended that caseworkers at the detention centres link short-term admissions (young people who stay for up to one week) with the relevant YJSC casework team to engage the young person in strategies to prevent a return to detention.</p> <ul style="list-style-type: none"> This linkage between the BYDC caseworker and the YJSC caseworker is already a critical component of the YJ case management framework. The relationship between the youth detention centre caseworker and YJSC caseworker will continue to be strengthened in future works. 	<p>Closed</p> <p>For young people detained at BYDC short-term, Case Workers ensure this is communicated to relevant YJSC Case Workers in the community and flag issues including accommodation needs, ND/Serc. This is also supported through the Watchhouse Team who advise BYDC and the YJSCs of which young people are in the watch house and 'Visits Beyond Visits'.</p> <p>Recommendation remains Open</p> <p>During inspection, the availability of criminogenic programs was limited. ART/CHART and ERIC programs which address underlying issues leading to offending behaviour were unavailable due to a lack of staff who were trained to deliver these programs. The UUMV program developed at CYDC is in the preparation stage for delivery at BYDC. The Inspectorate also notes the planned programs for delivery, commencing in 2020 at BYDC including (but, not limited to) the QFES 'Road Attitude, Action and Planning' (RAAP) program and programs to address domestic and family violence and victim empathy. The YJS implementation actions are scheduled for completion during 2020, therefore, this recommendation will remain open for verification in December 2020.</p>
September 2018 - Rec 7 [Criminogenic Programs] – Cross reference CYDC September 2018 – Rec 4	<p>It is recommended that Youth Justice Services 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>Youth Justice Services is of the position that this recommendation can be closed. Youth Justice is committed to ensuring that all criminogenic programs offered to young people in youth detention have a robust evidence base. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <ul style="list-style-type: none"> As part of the drafted program catalogue, the centre has introduced a number of healthy relationship-based programs and continues to run VOICES, a victim empathy program based on RJ principles. In addition to the individual one on one sessions between caseworkers, psychologists and speech therapists with young people. BYDC has commenced discussions with the CSYW central office DV unit to explore opportunities for program / service collaboration. The UUMV program from CYDC has now been assessed for delivery at BYDC. Consideration given to obtaining and assessing on offending patterns and from the YJ risk

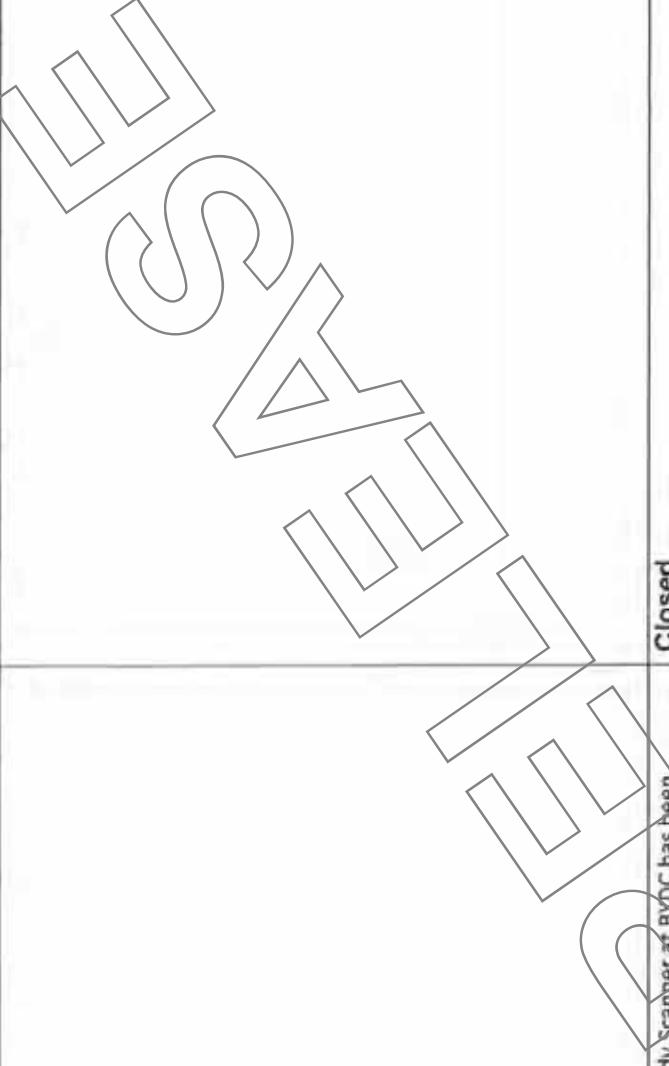
Original Recommendation	YJS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
		<p>assessment to inform / target programs and services, in conjunction with the central data team</p> <ul style="list-style-type: none"> • A BST work plan is in development for 2019 to confirm program expectations beyond individual clinics <p>The BYDC Centre profile makes recommendations and notes programs that will be commenced to further enhance the work that is already occurring.</p> <p>September 2018 - Rec 8 (Cause and Frequency of Use of Force) It is recommended that Youth Justice Service Review Team work with BYDC to determine the cause and reduce the number of incidents involving the use of force and the frequency of use of force.</p> <p>BYDC would welcome the opportunity to work with the SRT to examine these focus areas further. The team is currently assisting BYDC in the review of several recent serious incidents.</p> <p>SRT will continue to work with BYDC to assess further factors contributing to the increase in use of force. Primarily this will be through work already conducted and scheduled service reviews.</p> <p>It should be noted that BYDC facilitate monthly incident review meetings via the Incident Review Group (IRG), at which time the use of force, data, trends, patterns regarding incidents are assessed and reviewed.</p>
		<p>September 2018 - Rec 9 (Incident Reports) It is recommended that Youth Justice Services develop a standardised incident report template to prompt more detailed information, for example:</p> <p>Youth Justice Services is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <ul style="list-style-type: none"> • As previously reported, any DCOIS changes would require consultation with CYDC. • Discussion at the PPC forum to date has not occurred, and any such changes may face delayed
		<p>Recommendation remains Open</p> <p>The Inspectorate's review of incident reports has noted the quality of reports in increasing with detail of force used being included in the reports, however, advice received from BYDC staff responsible for incident review is that similar issues that were detailed when this recommendation was made in September 2018 are still being experienced. The inspectorate notes that some staff are using a shared template that is copied and pasted from MS Word. Recently recruited staff have found this template useful but, the majority of staff reported that an official template in DCOIS would be beneficial.</p>

Original Recommendation	YJS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
<ul style="list-style-type: none"> Was force used and which type of force was used How was the young person presenting prior to and during the incident Why was the use of force required? 	<p>Implementation depending on upcoming DCOIS releases.</p> <ul style="list-style-type: none"> Following the approval of business changes, Information Systems will be engaged to reflect approved policy/practice changes in a future DCOIS release. 	 <p>Recommendation remains Open</p> <p>As detailed in the YJS implementation actions, this recommendation should be addressed when Section Supervisor training is established at BYDC.</p>
September 2018 - Rec 10 (Incident Review)	<ul style="list-style-type: none"> Shift Supervisors currently quality assure Incidents prior to progressing them to Unit Manager status. However, this process relies heavily on the information provided to them by Section staff, primarily the Section Supervisor, and there continues to be gaps and inaccuracies in this communication. While Shift Supervisors will benefit significantly from up-skilling, the primary focus should be with the Section Supervisors. This is in progress and workshops have occurred. This work is continuing and will capture new staff going through the application process. 	 <p>March 2019 Recommendations (BYDC)</p>
March 2019 - Rec 1 (PPE Use) - Cross reference CYPC March 2019 – Rec 1	<ul style="list-style-type: none"> Legal advice requested 29 March 2019 and received 11 April 2019. Policy consultation, amendment and endorsement. Prior to January 2020. 	 <p>Recommendation remains Open</p> <p>As at the December inspection, BYDC has requested clear advice from YJS about the appropriate use of PPE. During incident review, the use of PPE has in all cases been deemed as reasonable following referral e.g. to PSU. BYDC is awaiting advice around use of PPE to prevent significant property damage and the use of PPE with soft shields.</p>
March 2019 - Rec 2 (PPE Training) - Cross reference CYPC March 2019 – Rec 2	<ul style="list-style-type: none"> Training considerations contingent on outcomes from the PAC review, which commenced on 25 July 2018. 	 <p>Recommendation remains Open</p>

Original Recommendation	YJS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
<p>It is recommended that following the reviews of PPE policy and procedures Youth Justice Services 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>	<ul style="list-style-type: none"> • July 2018 specialised incident controller training delivered at CYDC. Training to be delivered at BYDC prior to July 2020. • Anticipated timeline prior to July 2020. 	<p>As per anticipated completion date of July 2020, YJS implementation is in progress. 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>March 19 - Rec 3 (PAC Training Frequency) - Cross reference CYDC March 2019 – Rec 3</p> <p>It is recommended that Youth Justice Services 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 	<ul style="list-style-type: none"> • In progress, PAC review commenced on 25 July 2018 and curriculum enhancement expected completion prior to July 2020. • A review of PAC is currently underway, led by the Youth Justice Capability and Learning business unit. • The review is driven by enhanced trauma informed practice, more detailed behaviour support plans and the introduction of revised rewards and incentives schemes. These are important considerations when examining the verbal skills required to implement de-escalation techniques. • Training requirements will be extensively explored as part of this review, including curriculum content, frequency and modality of delivery. All amendments will be made in close consultation with YDCs, Youth Justice Services and Union Representatives. • The provision of training in Youth Detention Centres may be impacted by the MoG transition to the Department of Youth Justice. The resulting organisational structure and associated impacts will be monitored accordingly. 	<p>Recommendation remains Open</p> <p>As per YJS implementation actions, the PAC review is in progress with an expected completion in July 2020 with revised training to follow.</p>

Original Recommendation	YJS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
<ul style="list-style-type: none"> Data analysis: time employed, number of incidents using PAC and without using PAC, appropriate use of PAC, training undertaken. 		
March 2019 - Rec 4 (Increased Outside Physical Activity) – Cross reference CYDC March 2019 – Rec 4	<ul style="list-style-type: none"> An equitable distribution of staffing occurs across the detention centre when circumstances necessitate the lockdown of young people, including staffing shortages or in response to major incidents. 	<p>The Inspectorate notes the strong focus on recruitment and retention in 2019, as evidenced by increased staffing numbers and the reduction of separation due to staff shortages. Inspectors observed young people regularly accessing outside play areas in free periods during structured day and after school with staff supervision and participation.</p> 
March 2019 - Rec 5 (Security Alerts) – Cross reference CYDC March 2019 – Rec 5	<ul style="list-style-type: none"> An equitable distribution of staffing occurs across the detention centre when circumstances necessitate the lockdown of young people, including staffing shortages or in response to major incidents. Staffing is allocated to accommodation units based upon the skill and experience match of staff for the particular cohort of young people being managed. Programming and recreational activity is always prioritised in circumstances where young people have been risk assessed as suitable to attend, and sufficient staffing is available to facilitate the safe operation of the detention centre. The concerns raised by the inspectorate relate to the limitations upon finite staffing resources during a period of unprecedented surges in capacity. As a result, existing resources were unable to meet demands. 	<p>The Inspectorate recommends that Youth Justice Services consider alternatives to lockdowns and restrictions on outside physical activity in response to incidents, for example, regularly rotating staff across sections every two hours to ensure each section is fully staffed on a regular rotational basis every day, i.e. two hours inside followed by two hours of outside activity for two to three rotations or more if possible</p> 
		<p>Recommendation remains Open</p> <p>There is currently no formalised process for sharing of information about security breaches/issues. The Senior Intelligence Officer does forward intelligence bulletins that are created for BYDC to the intelligence team at CYDC (CYDC shares information also).</p> <p>but, this is ad-hoc and not yet embedded practice at the time of inspection.</p>
		<p>BYDC and CYDC agree that the timely and formalised sharing of security breach concerns will proactively contribute to risk prevention.</p> <p>Senior Intelligence Officers at each detention centre will assume responsibility for sharing security alerts between centres and determine applicability for dissemination as appropriate.</p> <p>Methods of communication will be established via approved departmental channels in alignment with record keeping requirements.</p> <p>Initial consultation to establish formalised intelligence sharing mechanisms to commence July 2019.</p>

Original Recommendation	YJS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
Implementation of consistent security improvements across both centres. Methods of communication could include, for example, text messaging.	<ul style="list-style-type: none"> It is expected that this will be embedded in practice by 31 December 2019. 	<p>Recommendation remains Open</p> <p>The Inspectorate acknowledges the current controls in place as listed in the YJS implementation actions, however:</p> <ul style="list-style-type: none"> Shift Supervisors and senior management at each youth detention centre continue to conduct regular section inspections and review CCTV to ensure compliance with operational expectations. Routine profiling of security practices at all operational briefings has commenced at BYDC. The date of commencement for regular section inspections/review of CCTV is unable to be obtained, this is embedded practice. Monitoring will continue to ensure compliance. This recommendation should be considered closed.
March 2019 - Rec 6 (Compliance with Operational Security Processes) - Cross reference CYOC March 2019 – Ref 6	<ul style="list-style-type: none"> It is recommended that detention centre management implement increased compliance monitoring to enhance discipline and adherence to operational security processes. 	<p>Recommendation remains Open</p> <p>BYDC is reviewing practice which will result in possible recommendations for changes to policy</p> <ul style="list-style-type: none"> A number of key deliverables have commenced and are ongoing. Behaviour Support Plans were introduced in November 2018. Speech and Language Pathologists commenced as part of the Behaviour Support Team in April 2018. Additional specialist training requirements will be considered amongst the Youth Detention Review Implementation, Youth Justice Strategy and associated Action Plan. It is expected that this recommendation will be complete by July 2020.
March 2019 - Rec 7 (Management of High Risk Behaviour) - Cross reference CYOC March 2019 – Ref 7	<p>It is recommended that Youth Justice Services 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>	<p>Recommendation remains Open</p> <p>The Inspectorate notes YJS consideration of additional specialist training and encourages multi-agency collaboration to ensure the detention centres can provide adequate support to young people with complex needs and prevent trauma to staff.</p>

Original Recommendation	YJS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
<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>March 2019 - Rec 8 (Partially-clothed Search Methods)</p>	 <p>Closed</p> <p>The Milliwave scanner is operational at BYDC, however, contraband including syringes and suspected illicit substances have entered BYDC and have not been detected through any available search methods. These items have only been found when presented or used by a young person. The September 2019 Inspectorate report recommends that BYDC considers the effectiveness of the scanner and partially clothed searches (noting that contraband is rarely found during Milliwave or partially clothed searches), in comparison to other available search methods.</p> <p>The Milliwave Body Scanner at BYDC has been recalibrated and staff trained in the operation of the device.</p> <ul style="list-style-type: none"> • The Milliwave Scanner is in operation and staff were provided with a Directive from the Executive Director on 28 May 2019 outlining amendments to search practices. • A gown is provided to young people prior to entering the Milliwave Scanner to ensure modesty is maintained. In the event of a positive detection by the Body Scanner and the young person refuses to surrender the suspected contraband, a partially clothed search can then be authorised. 	

Original Recommendation	YJS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
a gown when required to remove clothing for a search to ensure effective techniques can be performed without staff having to view the exposed anatomy of young people.	<ul style="list-style-type: none"> • A local procedure (Attachment 3) and young person privacy statement (Attachment 4) have been distributed to staff accordingly. • It is important to note that the Milliwave Scanner technological capabilities do not enable the detection of contraband secreted in cavities. Contraband detection is limited to identification of items between the skin and clothes. • Ongoing monitoring and evaluation of the operation of the Milliwave Scanner and associated contraband data will be undertaken to establish effectiveness. <p>This recommendation should be considered closed.</p>	<p>June and September 2019 recommendations and YJS implementation actions were undergoing the approval process and are not included in this report. June and September 2019 recommendations and will be subject to verification in December 2020.</p>

Appendix B – CYDC Recommendations Register

as at December 2019

Original Recommendation	YIS Implementation Actions	YIS Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
June 2018 Recommendations (CYDC)		
June 2018 - Rec 2 (Suicide Risk Training) – Cross reference BYDC June 2018 – Rec 2	<p>The management of suicide and self-harm risk in the centre remains a focal project for the Practice (Intensive Support) team as per the recommendations from the YD Review. This work includes:</p> <ul style="list-style-type: none"> • consultation with a working group, involving BYDC and CYDC BST teams, YJ Practice and the Cultural Units • review and update of the suicide and self harm risk management policies and procedures. This will be done in conjunction with the working group and Queensland Health's central Mental Health, Alcohol and Other Drugs Branch. Advice from the Chief Psychiatrist will be sought as necessary. • specialist training for BST staff in partnership with the Queensland Centre for Mental Health Learning (QCMHL). This training aims to improve staff skills and capabilities when managing and supporting young people with mental health issues. The QCMHL also provides training to QH mental health practitioners (and QCMHL has been identified as the leading provider in this practice area). • BST staff have also attended the Dr- Tracy Westerman 'Aboriginal and Mental Health Assessments and Suicide Prevention in Aboriginal Communities' 3 day training. 	<p>Closed</p> <p>Up until October 2019, CYDC was able to continue to deliver fire, first aid and suicide risk training while PaC has been on hold. CYDC was able to continue some refresher training for existing staff due to less pressure on staffing than BYDC and the available training room on centre. The CYDC philosophy is that the five days of annual training, as per the Enterprise Bargaining Agreement is a staff right and the risk involved if an incident occurs and staff training is not up date is too high to pause training.</p> <p>In 2020, CYDC has re-commenced delivery of mandatory training resulting in the total number of staff current in SR being 89.4% (220 of 246 staff currently on roster – Note total number of operational staff is 271, however, 25 are currently off-roster and unable to be deployed for reasons including e.g. work-cover).</p> <p>CYDC is aiming for 90-100 per cent completion by mid-2020 using a new training schedule, currently in draft.</p>

Original Recommendation	YJS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
June 2018 - Rec 3 (Separations Data) – Cross reference BYDC June 2018 – Rec 4	<ul style="list-style-type: none"> As noted in a previous update, a Quality and Performance Framework is to be developed. This will create consistency and allow for greater oversight and monitoring of the separation process. The YJ Performance and Reporting team have been required to prioritise and deliver on key strategic business requirements such as the Youth Justice Strategy, the Youth Justice Action Plan, reporting for Enterprise Bargaining Agreement discussions, and Strategic Business Cases to name a few. An additional consideration is the priority given to the establishment of the standalone Department of Youth Justice. Once capacity is restored YJ Practice will link in with this team ensure this is delivered in due course. 	<p>Recommendation remains Open</p> <p>This dataset has not yet been delivered by Youth Justice Services. Based on recent requests for separation information by the Director General, the Ombudsman (Public Interest Disclosure received August 2019) and the potential for more public scrutiny around separations, the actioning of this recommendation should be considered a priority.</p>
September 2018 - Rec 1 (School Attendance)	<p>It is recommended that YJS 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>Closed</p> <p>Youth Justice Services is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <ul style="list-style-type: none"> Youth detention management and on-centre School Principals have worked together to implement most aspects of this recommendation. Complete implementation will be dependent on amendments to One School to allow detention centre based schools to record attendance as per the recommendation. Both agencies are continuing to work together to progress. As per the YD Review recommendations YJS and the Inter-Departmental Steering Committee (IDSC) have worked together to ensure there is a process in place for recording school absences and attendances, which caters to the specific needs of a youth detention school.

Original Recommendation	YJS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
	<p>In essence, a process has been agreed for communicating absences and ensuring education packs are issued, completed and returned.</p> <ul style="list-style-type: none"> The work undertaken will essentially fulfil most of the requirements of the recommendation of the YD Review. 	<p>Closed</p> <p>Representatives from the Department of Education and Department of Youth Justice at both centres now report they have a system to record attendance and non-attendance at schools on centre and that reasons for non-attendance is provided to Department of Education.</p>
September 2018 - Rec 2 (School Attendance Recording) – Cross reference BYDC September 2018 – Rec 1	<p>The Inspectorate recommends that YJS and CYTC together with Department of Education devise a clear and transparent way to record school attendance and ensure CYETC is notified of reasons for absences.</p> <ul style="list-style-type: none"> As reported in previous updates, the Inter-Departmental Steering Committee (IDSC) has collaborated to develop a more detailed spreadsheet outlining the reason for the absence (eg court, video link, LOA (medical / funeral / reintegration) as well as related behavioural issues / risk assessment outcomes). The spreadsheet was trialled in terms 1 and 2 of the 2019 school year, providing an indication of why young people may not be in school attendance. As part of the broader structured day review, the attendance spreadsheet will be reviewed and embedded into the enhanced policy. 	<p>Youth Justice Services is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p>
September 2018 - Rec 3 (VET and Job Readiness) – Cross reference BYDC September 2018 – Rec 2	<p>The Inspectorate recommends that YJS 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</p>	<p>Recommendation remains Open</p> <p>The Inspectorate acknowledges that DoE and YJS are currently offering VET and job readiness content possible within the capabilities of both departments considering 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 <p>Risk appetite to allow young people attend TAFE campus via LOA.</p> <p>DoE CYTEC currently offers ongoing VET (Cert 1 & 2) courses including but, not limited to; hospitality, trade level literacy and numeracy, construction, horticulture, woodwork, metalwork and automotive. The Principal advised that</p>

Original Recommendation	YJS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
<p>completion. Other options to investigate include providing adequate supervision arrangements to allow young people to attend TAFE on campus.</p>	<ul style="list-style-type: none"> In April 2019, DoE have completed a draft consultation paper regarding the feasibility to expand existing education services in Queensland youth detention centres. This recommendation is subject to senior officer discussions and funding models as well as the ability within other departments to provide funding and services. 	<p>young people doing VET courses have access to all elective components of all courses. For example, a young person may have completed core components of an automotive course and is interested in electives from another course, in these cases, CYTEC will enable this. This has had a positive impact on motivation and attendance through increased flexibility considering young people's changing interests.</p> <p>CYTEC would like to make more courses available on centre to match employment demand trends (e.g. nurses for aged care) but, budgetary constraints and DoE approval requirements can make this difficult.</p>
<p>September 2018 - Rec 4 (Criminogenic Programs) - Cross reference YJOC September 2018 – Rec 7</p>	<p>It is recommended that Youth Justice Services 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>Recommendation remains Open</p> <p>During inspection, the availability of criminogenic programs was limited. Aggression Replacement Training (ART) and Emotional Regulation and Impulse Control (ERIC) programs which address underlying behaviours that lead to offending, are delivered through the Sport and Rec Team (ART) and BST (ERIC).</p> <p>ART is an intensive 3 sessions/week - 10 week course (4-8 young people depending on group dynamics, staff ratio and suitable room availability) and has been run twice this year due to CYDC only having one accredited facilitator.</p> <p>At the time of inspection, the UUMV program couldn't be delivered as there are no staff currently trained to deliver this program. A QFES initiative, 'Road Attitude, Action and Planning' (RAAP) is approved for delivery through CYTEC, commencing at the end of 2019 and when school returns in 2020.</p> <p>Two motivational speakers with criminal backgrounds have attended CYDC this year (Tony Hoang and Luke Kennedy) following a recommendation from QPS. Often CYDC is approached directly by speakers and CYDC assesses their</p> <ul style="list-style-type: none"> CYDC has commenced discussions with the CSYW central office DFV unit to explore opportunities for program / service collaboration.

Original Recommendation	YJS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
	<ul style="list-style-type: none"> • The UUMV program from CYDC has now been assessed and was due for delivery in 2019. • The intention has been raised with the central office data area regarding access to data on offending patterns and from the YJ risk assessment to inform / target programs and services • A BST work plan is in development for 2019 to confirm program expectations beyond individual clinics. <p>The program priorities may or may not align with those mentioned in this report. The recommendations made as part of the profile will enhance the work that is already occurring in this space.</p>	<p>Programs facilitated by the Cultural Unit often incorporate education around domestic and family violence, drug and alcohol/unhealthy relationships and UUMV.</p> <p>Due to the implementation actions in progress, this recommendation will remain open for verification in December 2020.</p>
September 2018 - Rec 5 (Program and Education Attendance)	<p>The Inspectorate recommends that YJS 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>Recommendation remains Open</p> <p>The Inspectorate notes the intention to deliver the program attendance tracking function in Tranche 1 of Unity and will continue to monitor this recommendation until this feature is available.</p> <ul style="list-style-type: none"> • Reintegration related activities are conducted from the moment an intake commences. • Conversations are held with the young person's personal network and stakeholders to discuss the factors/triggers leading up to their admission to detention and what steps could be put in place to transition them out into the community. • A program wide system for recording programs and services, including attendance and outcomes will be created through the ICMS Replacement Project. It is on track to be the first YJ product to be delivered in Stage 1/Tranche 1 over the financial year of 2019/2020. • Youth Justice Services will deliver revised program content to youth justice across community and detention. As per the Acts requirements, these

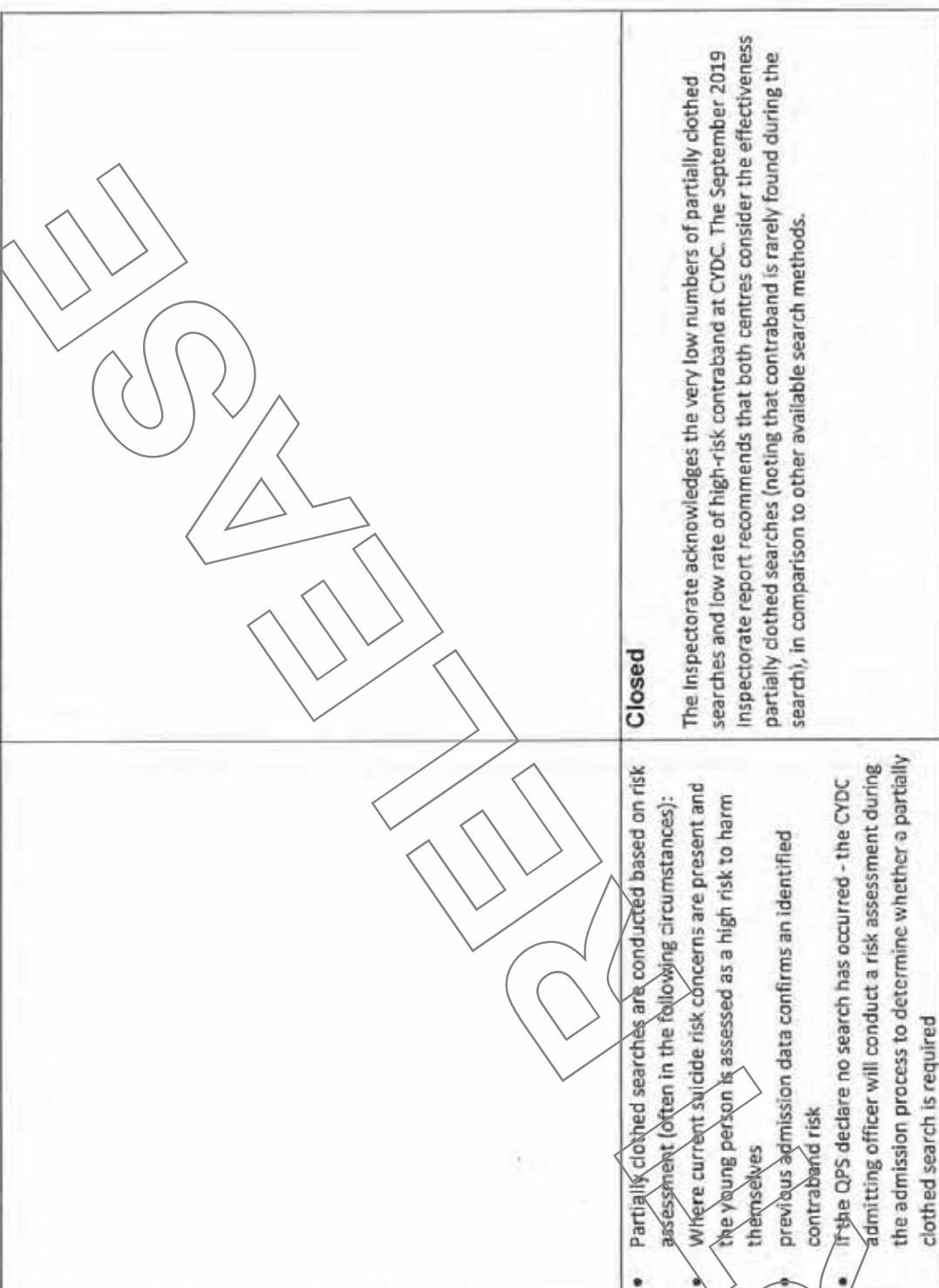
Original Recommendation	YJS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
<p>September 2018 - Rec 6 (Reintegration) - Cross reference BYDC September 2018 - Rec 4</p> <p>It is recommended that reintegration and preparation for life in the community be a priority for all young people as soon as possible on entry to detention regardless of remand or sentenced status.</p>	<p>programs will align with the risk, needs and responsibility principle [REDACTED] s3(2)(1)</p> <p>Youth Justice Services is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <ul style="list-style-type: none"> • Reintegration planning was discussed at the November PPC meeting. • The changing cohort is a key consideration in work in this space moving forward. • To inform reintegration processes, a Queensland specific classification and responsivity tool, RADAR is currently in the process of being externally validated for Queensland Youth Detention Centres. The tool will further enhance capacity for young people to engage in reintegrative activities. 	<p>Closed</p> <p>The Inspectorate acknowledges that reintegration and transition is a priority for all young people who enter CYDC. Case Workers, BST, DoE and the Cultural Transitions and Cultural Liaison Officers all share involvement in reintegration and transition planning for Sentenced and remanded young people. Communication with relevant YJS/C sensible coordination of reintegration activities in the community.</p>
<p>September 2018 - Rec 7 (Life-skills) - Cross reference BYDC September 2018 - Rec 5</p> <p>It is recommended that Youth Justice Services and the detention centres make available a suite of life-skills programs to enable young people to be independent. Programs may include:</p> <ul style="list-style-type: none"> • Obtaining identification • Job interview techniques • Effective communication and negotiation • How to vote and simple politics 	<p>Youth Justice Services is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <ul style="list-style-type: none"> • Draft program catalogue details programs that have been /are being developed and delivered at CYDC. • These include programs are designed to assist young people to connect with the community, and develop enhanced communication skills. 	<p>Closed</p> <p>The Inspectorate notes the availability of a suite of life skills programs available at CYDC, delivered by a combination of the Programs/Sport and Recreation Team, Cultural Units, DoH, Queensland Health, BST and in some cases external providers. Life skills programs at CYDC include for example:</p> <ul style="list-style-type: none"> • Resume writing and interview skills (DoE) • Budgeting (DoE) • Cooking (DoE, Cultural Unit) • Parenting (through 'Churches of Christ' who attend CYDC once per term, two sessions/week for total of three weeks) • Resilience and persistence • Sexual health (limited availability and for males only as Qld Health is unable to recruit a female sexual health worker)

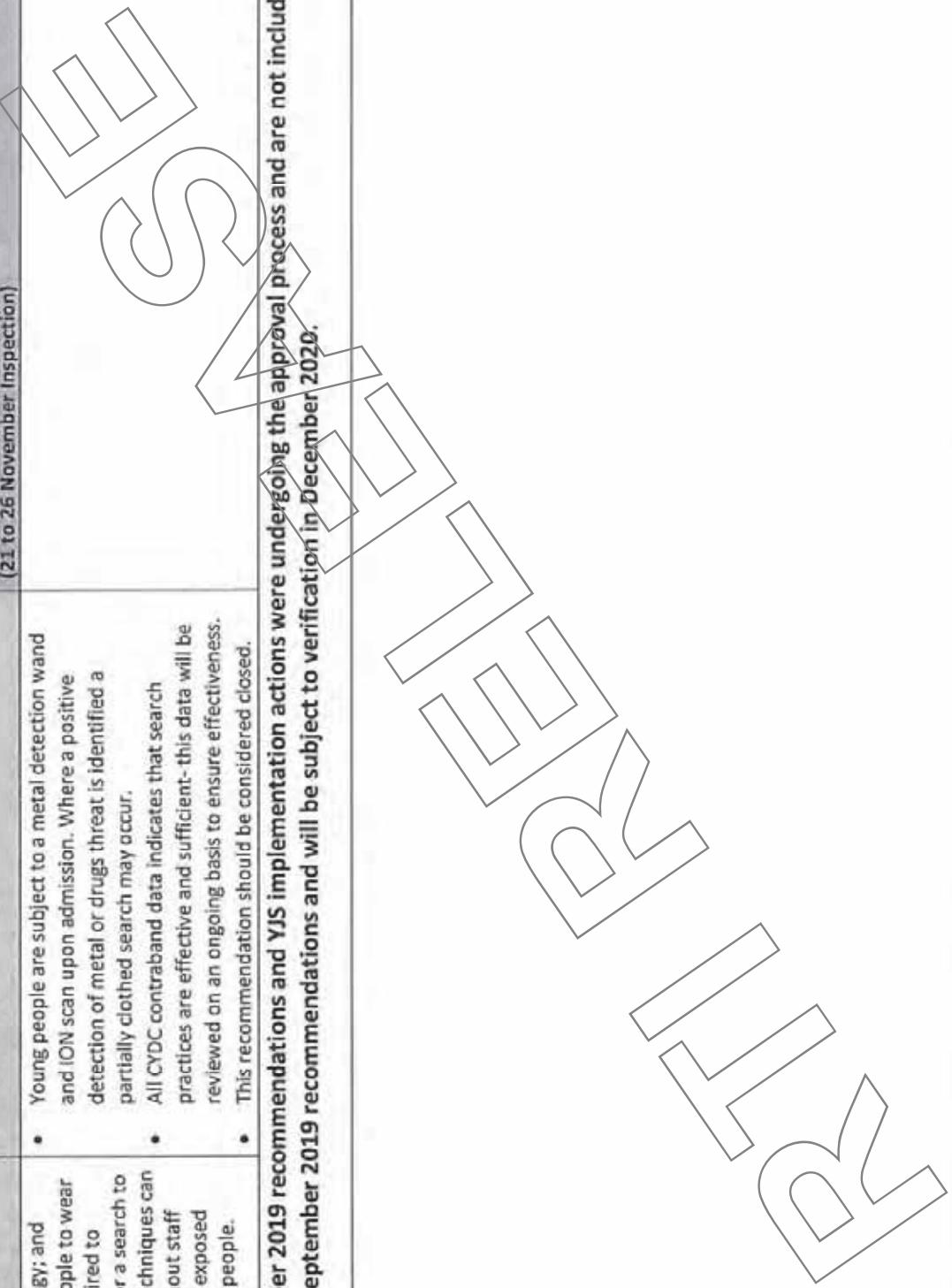
Original Recommendation	YJS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
<ul style="list-style-type: none"> • Budgeting and financial awareness • Parenting • Applying for accommodation • Driver safety. 	<p>September 2018 - Rec 8 [Links to Community] – Cross reference BYOC September 2018 – Rec 5</p> <p>It is recommended that caseworkers at the detention centres link short-term admissions (young people who stay for up to one week) with the relevant YJS casework team to engage the young person in strategies to prevent a return to detention.</p>	<p>Youth Justice Services is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <ul style="list-style-type: none"> • This linkage between the CYDC caseworker and the YJS caseworker is already a critical component of the YJ case management framework. • The relationship between the youth detention centre caseworker and YJS caseworker will continue to be strengthened in future works. <p>March 2019 Recommendations (CYDC)</p> <p>March 2019 - Rec 1 (PPE Use) – Cross reference BYOC March 2019 – Rec 1</p> <p>It is recommended that Youth Justice Services 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>March 2019 - Rec 2 (PPE Training) – Cross reference BYOC March 2019 – Rec 1</p>
		<p>Closed</p> <p>Young people, families, case workers and management report that the connection between young people on remand and community services has been strengthened in 2019 and will continue to be a focus in 2020. The Inspectorate has confirmed this throughout inspections in 2019 through review of case review meeting records and consultation with a sample of young people and their parents.</p> <p>March 2019 Recommendations (CYDC)</p> <p>March 2019 - Rec 1 (PPE Use) – Cross reference BYOC March 2019 – Rec 1</p> <p>It is recommended that Youth Justice Services 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>March 2019 - Rec 2 (PPE Training) – Cross reference BYOC March 2019 – Rec 1</p>
		<p>Recommendation remains Open</p> <p>As at the December inspection, CYDC has awaiting clear advice from YJS about the appropriate use of PPE, particularly in the use of PPE to with soft shields. Recent examples were communicated to Inspectors where the use of helmets would have prevented injuries (e.g. form projectiles) to staff during response incidents where soft shields were used.</p> <p>Recommendation remains Open</p>

Original Recommendation	YJS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
<p>It is recommended that following the reviews of PPE policy and procedures Youth Justice Services 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>March 19 - Rec 3 (PAC Training Frequency) – Cross reference BYDC March 2019 – Rec 3</p> <p>It is recommended that Youth Justice Services 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 	<ul style="list-style-type: none"> • July 2018 specialised incident controller training delivered at CYDC. Training to be delivered at BYDC prior to July 2020. • Anticipated timeline prior to July 2020. 	<p>As per anticipated completion date of July 2020 YJS implementation is in progress. Although, Incident Controller training was delivered at CYDC in 2018, this was some time ago and with a high ratio of new staff, regular training would be beneficial. 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>Staff responsible for oversight of the PPE report that PPE is still not being used consistently and staff are unsure how to use it effectively. Training in PPE is only how to fit the equipment but, lacking in how to actually use it and training in responsible use would be beneficial.</p> <p>Recommendation remains Open</p> <p>As per YJS implementation actions, the PAC review is in progress with an expected completion in July 2020 with revised training to follow.</p> <ul style="list-style-type: none"> • A review of PAC is currently underway led by the Youth Justice Capability and Learning business unit. • The review is driven by enhanced trauma informed practice, more detailed behaviour support plans and the introduction of revised rewards and incentives schemes. These are important considerations when examining the verbal skills required to implement de-escalation techniques. • Training requirements will be extensively explored as part of this review, including curriculum content, frequency and modality of delivery. All amendments will be made in close consultation with YDCs, Youth Justice Services and Union Representatives. • The provision of training in Youth Detention Centres may be impacted by the MoG transition to the Department of Youth Justice. The resulting organisational structure and associated impacts will be monitored accordingly.

Original Recommendation	YJS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
<ul style="list-style-type: none"> Data analysis time employed, number of incidents using PAC and without using PAC, appropriate use of PAC, training undertaken. 	<p>March 2019 - Rec 4 (Increased Outside Physical Activity) – Cross reference YJOC March 2019 – Rec 4</p> <p>The Inspectorate recommends that Youth Justice Services consider alternatives to lockdowns and restrictions on outside physical activity in response to incidents, for example, regularly rotating staff across sections every two hours to ensure each section is fully staffed on a regular rotational basis every day, i.e. two hours inside followed by two hours of outside activity for two to three rotations or more if possible</p>	<p>Closed</p> <p>The Inspectorate notes the strong focus on recruitment and retention in 2019, as evidenced by increased staffing numbers and the reduction of separation due to staff shortages. Inspectors observed young people regularly accessing outside play areas in free periods during structured day and after school with staff supervision and participation.</p> <p>An equitable distribution of staffing occurs across the detention centre when circumstances necessitate the lockdown of young people, including staffing shortages or in response to major incidents.</p> <ul style="list-style-type: none"> Staffing is allocated to accommodation units based upon the skill and experience match of staff for the particular cohort of young people being managed. Programming and recreational activity is always prioritised in circumstances where young people have been risk assessed as suitable to attend, and sufficient staffing is available to facilitate the safe operation of the detention centre. The concerns raised by the Inspectorate relate to the limitations upon finite staffing resources during a period of unprecedented surges in capacity. As a result, existing resources were unable to meet demands. <p>Recommendation remains Open</p> <p>There is currently no formalised sharing of information about security breaches/issues. Currently information is shared informally about contraband trends, but not significant incidents on centre (e.g. [redacted])</p> <p>[redacted] The Senior Intelligence Officer would consider this a positive move towards improved safety. Senior Intelligence Officers at each centre now have access to the other centre's DCOIS information – this change has occurred in the last year, influenced by the Senior Intelligence Officer at CYDC.</p>
	<p>March 2019 - Rec 5 (Security Alerts) – Cross reference YJOC March 2019 – Rec 5</p> <p>It is recommended that Youth Justice Services 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</p>	<ul style="list-style-type: none"> BYDC and CYDC agree that the timely and formalised sharing of security breach concerns will proactively contribute to risk prevention. Senior Intelligence Officers at each detention centre will assume responsibility for sharing security alerts between centres and determine applicability for dissemination as appropriate. Methods of communication will be established via approved departmental channels in alignment with record keeping requirements. Initial consultation to establish formalised intelligence sharing mechanisms to commence July 2019. <p>R [redacted]</p>

Original Recommendation	YJS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
Implementation of consistent security improvements across both centres. Methods of communication could include, for example, text messaging.	<ul style="list-style-type: none"> It is expected that this will be embedded in practice by 31 December 2019. 	<p>Closed</p> <p>The Inspectorate notes a range of controls and monitoring in place at CYDC to ensure compliance with operational security processes including; observations by centre staff, incident review meetings and CCTV monitoring (both live streaming and during incident review).</p> <p>Staff involved in compliance monitoring include but, are not limited to:</p> <ul style="list-style-type: none"> Operations Manager and Operations Team Intelligence Officer Practice Support Manager Unit Managers Training Officer <p>This recommendation should be considered closed.</p>
March 2019 - Rec 6 (Compliance with Operational Security Processes) – Cross reference BYOC March 2019 – Rec 6	<p>It is recommended that detention centre management implement increased compliance monitoring to enhance discipline and adherence to operational security processes.</p> <ul style="list-style-type: none"> Shift Supervisors and senior management at each youth detention centre continue to conduct regular section inspections and review CCTV to ensure compliance with operational expectations. CYDC have reflected practice expectations in a Centre Operating Procedure. This document stipulates that staff are not to enter the accommodation area via the office door unless all young people are secured in their cells or responding to an incident in accordance with the Youth Detention Centre Operations Manual. The date of commencement for regular section inspections/review of CCTV is unable to be obtained, this is embedded practice. Monitoring will continue to ensure compliance. This recommendation should be considered closed. 	<p>Recommendation remains Open</p> <p>As per the Youth Justice Services response, this recommendation is expected to be completed by July 2020 and will be subject to verification in December 2020.</p>
March 2019 - Rec 7 (Management of High Risk Behaviour) – Cross reference BYOC March 2019 – Rec 7	<p>It is recommended that Youth Justice Services 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</p>	<ul style="list-style-type: none"> A number of key deliverables have commenced and are ongoing. Behaviour Support Plans were introduced in November 2018. Speech and Language Pathologists commenced as part of the Behaviour Support Team in April 2018. Additional specialist training requirements will be considered amongst the Youth Detention Review Implementation, Youth Justice Strategy and associated Action Plan. It is expected that this recommendation will be complete by July 2020.

Original Recommendation	YJS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
<p>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>March 2019 - Rec 8 (Partially-clothed Search Methods)</p> <p>It is recommended that Youth Justice Services investigate the potential difference in the application of policy between both detention centres in relation to partially-clothed searching of young people and implement less invasive search methods including:</p> <ul style="list-style-type: none"> • utilising the Milliwave Scanner 		<p>Closed</p> <p>The Inspectorate acknowledges the very low numbers of partially clothed searches and low rate of high-risk contraband at CyDC. The September 2019 Inspectorate report recommends that both centres consider the effectiveness of partially clothed searches (noting that contraband is rarely found during the search), in comparison to other available search methods.</p>

Original Recommendation	YJS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
<p>or similar technology; and</p> <ul style="list-style-type: none"> • allowing young people to wear a gown when required to remove clothing for a search to ensure effective techniques can be performed without staff having to view the exposed anatomy of young people. 	<ul style="list-style-type: none"> • Young people are subject to a metal detection wand and iONscan upon admission. Where a positive detection of metal or drugs threat is identified a partially clothed search may occur. • All CYDC contraband data indicates that search practices are effective and sufficient- this data will be reviewed on an ongoing basis to ensure effectiveness. • This recommendation should be considered closed. 	

June and September 2019 recommendations and YJS implementation actions were undergoing the approval process and are not included in this report. June and September 2019 recommendations and will be subject to verification in December 2020.

Appendix C – BYDC Issues Register

As at December 2019 (All Issues Closed)

Issue ID	Issue	How identified/why raised	Raised with	Action Taken by BYDC	YDI review comments
June 2018 Issues (BYDC)					
BY-6/18-3	59 Separations were outstanding as requiring SED, YJ approval.	Identified during data preparation in the week prior to June 2018 inspection – raised with former A/ED immediately; issue remains unresolved, to the understanding of YDI. An issue due to legislative requirements requiring the centre to attach proof of authorisation/information at the time of the separation.	Raised with Fran Biddulph-Amaral, A/SED YJ on 14.6.2016 (preliminary findings meeting)	<ul style="list-style-type: none"> The recommendations of the separations audit have been implemented. BYDC demonstrate ongoing compliance with all separation occurrences and records. The Ombudsman was to be advised by the SED of the intent to close all outstanding separation records. BYDC is awaiting advice that this has taken place, at which point this issue will be considered resolved. 	<p>Closed - Issue resolved</p> <p>BYDC has an established notification and closure process involving the Practice Support Manager, Deputy-Director and Unit Managers.</p> <p>At the time of the December 2019 Inspection there were less than 5 outstanding separation records in DCOIS in the process of being closed.</p>

Sch3/12(1)

S&E		
sch3(12)(1)		<p>Closed - Issue resolved</p> <p>BYDC is now fully staffed above establishment, eliminating instances of staff working excessive hours.</p>
<p>BY-6/18-5</p> <p>Excessive Overtime in breach of WH&S – 81 shifts counted in 17/18 from between 16.75-23.75 hours duration.</p> <p>(Note EmpLive Audit Report)</p>	<p>Raised with Fran Biddulph-Amaral, A/SED Y1 on 14.6.2016 (preliminary findings meeting)</p>	<p>This issue remains active, subject to the ongoing recruitment and commencement of detention youth workers at BYDC.</p> <ul style="list-style-type: none"> • BYDC continues to maximise its permanent operational workforce and ongoing recruitment activity continues to position the centre to meet its demand requirements commensurate with total built capacity <p>A chronic long-running issue inevitably arising during each on site inspection. Inspectors sought administrative data from the HR officer by way of normal triangulation of evidence in gauging current levels of overtime/staff fatigue through this administrative data. An issue related to the focus areas of Security and Management and entailing a plethora of downstream effects on young people's care and management. A high-risk issue due to</p>

		executive liability in the WHS Act.	September 2018 Issues (BYDC)
BY-9/18-8	Delayed Deployment of AXON Body-warn Cameras (BWC)	<p>Raised in the June 2018 Inspection Report having relevance to the positive effect BWC had on young person and staff behaviour during the trial period from November 2015 to April 2016.</p> <p>On 29.10.2018, Inspectors attended a presentation by the BWC project team and AXON at BYDC where it was noted that although the six month trial (2015/16), and the delivery of 70 BWC's to BYDC in July 2018, the deployment of the BWC's is now expected in April 2019 (the delay appears to be at the project level coordinated by Youth Justice ICT Program, Program & Project Delivery, Information, Innovation and Recovery). Mounting options, footage retention times and other protocols are yet to be determined. It is a reasonable expectation that this detail would have been determined either during or immediately following the trial period given that AXON has vast experience</p>	<p>A/SED, YI and ED, BYDC during the consultation period (September-November 2018) of the June Quarter Inspection Report.</p> <p>Added to the BYDC Issues Register in November 2018.</p> <ul style="list-style-type: none"> • As at the end of June 2019, the scope of the project was transferred from the BYNC project team to the Practice (Intensive Support) team. • Recently an exercise was conducted to assess the use of body worn cameras in conjunction with the use of PAC. The findings will form part of the ongoing PAC review. Procurement of an appropriate mounting option for the solution is underway. • Policy and procedure review is ongoing to facilitate the introduction and use of body worn cameras and will include exhaustive consultation. • To ensure the department has appropriate legislative authority to utilise body worn cameras in a youth detention setting, urgent legislative amendments were requested. These amendments are currently progressing, and are likely to be in force by the end of 2019. <p>P</p> <p>Closed - Issue resolved BWC's are now in use at BYDC.</p>

		December 2019 Issues (BYDC)	
BY-12/19-1	Offence History and Consideration for Placement and Criminogenic needs	Raised in December 2019 with Unit Manager, Deputy-Director, BST Leader and Executive Director during inspection	Supported. BYDC will action this as a matter of priority in consultation with YJS.
	with an international base of clientele including QPS and QCS (previously in the same department as YJS) that could instantly recommend the protocols to be determined. Further, staff at BYDC advised these issues could be resolved in a half-day work shop.	During the inspection at BYDC, an issue was raised about [REDACTED]	<ul style="list-style-type: none"> • YJS is also progressing the implementation of the SIYP/DRRAT risk assessment tool. This will improve the capacity of staff to make evidence-informed decisions about accommodation, supervision and management. As part of this work, the SIYP process will also be reviewed.

	<p>This raised concerns about whether decisions around placement and offending history are being considered consistently. The Inspectorate would encourage BYDC and YJS to review this occurrence and use the learnings to influence consistent practice.</p>	

REVIEW

Appendix D – CYDC Issues Register

As at December 2019

Issue ID	Issue	How identified/why raised	Raised with	Action Taken by CYDC	YDI review comments
June 2018 Issues (CYDC)					
CY-6/18-2	Recruitment and retention of staff continue to be an issue	YDI was advised there has been less interest in wanting to work at CYDC among the Townsville public. Relevant staff acknowledged that job advertising and information nights had been somewhat suboptimal in execution, and that few people were attending.	Raised with A/ED at exit interview and A/SED at preliminary findings meeting	<ul style="list-style-type: none"> CYDC has also openly shared the need to build a more permanent workforce by attempting to offer permanency to Casual Staff. In light of the introduction of new 12hr Shift roster in October 2017 together with the Industrial advise at the time - which included that: approval be provided for all casual staff to be paid consolidated allowance (rather than to work weekends and or night shift to be paid penalty rates) – a one payment approach for casual staff and permanent staff was then applied). The Centre understands that the previous department (DJAG at the time) logic was to ensure that both centres had the same 12hr rostering models. As a result the centre can draw a direct correlation of the increase of absenteeism by Casual staff on weekends / night shifts because of this decision. 	<p>Closed - Issue resolved</p> <p>CYDC is now fully staffed above establishment.</p> <ul style="list-style-type: none"> CYDC has worked with CSYW and will continue to address this issue as part of the new Department of Youth Justice As part of this the focus will also be to adopt a stronger focus on permanent employment.

Issue ID	Issue	How identified/why raised	Raised with	Action Taken by YDC/YJ	YDI review comments
CY-6/18-5	Major incident response recommendation not implemented	The marshalling area – a key recommendation of the report of the November 2016 Code of Practice to improve major incident response has still not been built.	Raised with A/ED at exit interview	A brief is currently under review by the Chief Finance Officer before it progresses to the Director-General for approval.	Issue to be monitored pending delays and cost increases influenced by community recovery issues associated with the Townsville floods in early 2019.

September 2018 Issues (CYDC)

Issue ID	Issue	How identified/why raised	Raised with	Action Taken by YDC/YJ	YDI review comments
ID (CY-9/18-5)	Allegations sch3/12(1) of inappropriate force, sanctioned fighting and favouritism		Manager PSU via email	<ul style="list-style-type: none"> The Ombudsman's recently release a report, entitled <i>The Brisbane Youth Detention Centre Report: An Investigation into the management of young people at Brisbane Youth Detention Centre between November 2016 and February 2017.</i> This report outlines the findings of the investigation into the treatment and management of young people at the Brisbane Youth Detention Centre (BYDC) in the lead up to an incident which occurred at the centre on 30 January 2017. The report made 27 recommendations all of which were accepted or accepted in principle by the department. One component of the report assessed the allegations of favouritism. Policies and procedures were reviewed and enhanced following the incident, including the development of the inaugural room entitlements appendix to the Youth Detention Centre Operations Manual (YDCOM). The department continues to implement the recommendations of the Ombudsman's report and all alleged misconduct is appropriately referred to the Professional Standards Unit. This matter remains the subject of external investigation by the Professional Standards Unit. An update will be provided to the YDI at the earliest possible time once all investigations having been completed and the relevant information provided to the department. 	<p>CYDC is now fully staffed above YDI notes this was subject to Ombudsman investigation of which a report was released in March 2019 and DYI has accepted and is actioning all recommendations from that report.</p> <p>DYI, PSU investigation is ongoing. As this issue is receiving oversight by PSU, there is no further monitoring required by YDI.</p>

Issue ID	Issue	How identified/why raised	Raised with	Action Taken by YDC/YJ	YDI review comments
	March 2019 Issues (CYDC)	All closed		<input checked="" type="checkbox"/>	
	June 2019 Issues (CYDC)	All closed		<input checked="" type="checkbox"/>	
	September 2019 Issues (CYDC) – No issues recorded <small>(Any issues raised were addressed through clarification during discussions with the Executive Director)</small>			<input checked="" type="checkbox"/>	

REVIEWED BY: [Large signature]

Inspection of the Brisbane and Cleveland Youth Detention Centres

March 2020

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

Approved:



Phillip Brooks

A/Director-General

Department of Youth Justice

Date: 25/06/2020

"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 BYDC during on-site inspection

Dates of inspection	9 to 13 March 2020
Executive Director, BYDC at time of inspection	Michael Drane
Built capacity (i.e. usable secure fixed beds ¹)	146
Highest daily number of young people	122
Average population of young people	119
Average population of males	108
Average population of females	11
Average percentage of young people on remand	84%
Average percentage of young people sentenced	13%
Average percentage remanded and sentenced	1%
Average population of Aboriginal and/or Torres Strait Islander young people	64 (54%)
Number of young people on Child Protection Orders	32 (27%)
Youngest detainee on centre	12 years 9 months
Oldest detainee on centre	18 years 11 months

¹ The number of purpose-built beds in general accommodation units plus four bedrooms in the Oak behaviour support unit – excludes beds in Independent Living Units.

Snapshot of CYDC during remote² inspection

Dates of inspection	23 to 27 March 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	108
Average population of young people	104
Average population of males	89
Average population of females	14
Average percentage of young people on remand	92%
Average percentage of young people sentenced	6%
Average percentage remanded and sentenced	1%
Average population of Aboriginal and/or Torres Strait Islander young people	95 (91%)
Number of young people on Child Protection Orders	29 (28%)
Youngest detainee on centre	11 years 3 months
Oldest detainee on centre	18 years 9 months

² The Inspection of CYDC was conducted remotely via telephone, Skype and other electronic methods of consultation and data collection due to safety precautions implemented in response to the COVID-19 pandemic.

Executive Summary

This is a joint report of the quarterly statutory inspections of both the Brisbane and Cleveland Youth Detention Centres (BYDC and CYDC). Statutory detention centre inspections are conducted by delegated Inspectors, located within the office of the Director-General, Department of Youth Justice. This report which covers both inspections, is provided to the Director-General and contributes to improving youth detention centre operations across both centres.

The on-site inspection of BYDC occurred from 9 to 13 March 2020. Due to safety precautions implemented in response to the COVID-19 pandemic, the inspection of CYDC was conducted remotely from 23 to 27 March 2020. CYDC has a high proportion of Aboriginal and Torres Strait Islander young people and staff who are connected to remote communities. Considering the risk to the health and wellbeing of Aboriginal and Torres Strait Islander people and communities, and to limit spread of COVID-19 within CYDC and Townsville, the physical inspection of this facility could not proceed. Future inspections are likely to be conducted remotely at both centres until restrictions are lifted.

The focus areas under inspection in this quarter were education and training, restorative practice and trauma informed practice and connection to culture and community. In gathering evidence at BYDC, Inspectors visited all units over the inspection week and spoke to staff and young people in each unit. At CYDC, interviews were conducted via telephone and video-call technology. Emerging issues and themes were corroborated through consultation with relevant managers and inspection of available data.

The key observations, findings and recommendations in relation to the focus areas are summarised below. Other issues raised and discussed with relevant centre managers and the Senior Executive Director, Youth Justice Services during and immediately following the site visits are tracked in the Issues Register at Appendix A of this report. The status of active recommendations from previous reports are detailed in the Recommendations Register at Appendices B and C.

Focus Area 1 – Education and Training

Schools within the detention centres continue to deliver education during most scheduled classes and both centres deliver some programs and certificates that offer future vocational benefit for young people over the age of 15. During the inspection, the Inspectors were able to observe several vocational units being delivered under the instruction of a qualified instructor. All young people reported they were enjoying the opportunity to undertake vocational courses and appeared positively engaged in the practical aspects of the courses.

Further, both centres are currently exploring avenues to increase VET opportunities for young people, including a program in partnership with TAFE Queensland that will allow young people to gain a practical overview of the different types of trades available.

The finding in relation to education and training, centres around funding to increase educational opportunities for young people in detention. This adds to the Inspectorate's previous recommendation around increasing course availability within detention, as the solution to this relies on collaboration with outside agencies such as the Department of Employment, Small Business and Training, TAFE Queensland and the Department of Education.

The Inspectorate recommended 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.

The Inspectorate also recommended increased communication 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.

Focus Area 2 – Restorative Practice and Trauma Informed Practice

The Inspectorate noted some good examples of restorative practice processes and meetings in both centres where outcomes have been positive for both the young people and staff. Staff in particular spoke about being able to use restorative language and techniques to manage conflicts and prevent escalation and use of force. Young people spoke about how restorative meetings have helped them to develop increased empathy and appreciation for how actions can affect others.

While there have been examples of restorative practice processes and trauma informed language being utilised, the Inspectorate found that increased centralised oversite, professional development and training would enhance communication and relationships within the detention centres, assist in embedding restorative practice more thoroughly, and potentially reduce incidents.

Focus Area 3 – Connection to Culture and Community

There are no recommendations in relation to this focus area. The Inspectorate noted the work of the Cultural Units in providing cultural education and programs for young people in both centres as well as maintaining family contact through family visits. Both centres have a regular visits program for Aboriginal and Torres Strait Islander elders groups.

Inspectors also noted the work of the BYDC Restorative Practice Team in facilitating culturally sensitive restorative meetings with young people, their families and support workers to mend relationships and reconnect young people to the community prior to release.

Although there are no recommendations, the Inspectorate notes a recommendation from the *Building pride and Spirit Report 2018* which outlines the need for a culturally safe space for young people to participate in cultural programs and other culturally specific activities including sorry business with their families and other culturally significant people. The Inspectorate acknowledges the importance and consideration shown at both detention centres in availing culturally appropriate spaces and facilitating culturally appropriate activities for young people.

Other Issues

The Inspectorate raises 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 Justice Services as required. Issues are monitored through the Issues Registers, which outline the response action taken by centre management and/or Youth Justice Services. There were no issues outside of the focus areas that needed to be raised during this inspection period. BYDC has one issue (Appendix A) currently being addressed. CYDC has no current issues in progress.

List of Recommendations

Focus Area 1 – Education and Training

Recommendation 1

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.

Recommendation 2

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).

Focus Area 2 – Restorative Practice, Trauma Informed Practice and Relationships

Recommendation 3

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.

Recommendation 4

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 Informed Practice as a way of working may include:

- 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 accommodation section 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.

Focus Area 3 – Connection to Culture and Community

No recommendations were 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 Director-General's Office, Department of Youth Justice. 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, review of CCTV and Body-worn Camera footage
- 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)
 - *Children's Rights Report 2016* (Australian Human Rights Commission)
 - *Youth Justice Review 2016*.
- An on-site inspection of BYDC from 9 to 13 March 2020 including attendance at all accommodation and administrative areas throughout the centres during business hours
- A remote inspection of CYDC via phone and video-call technology from 23 to 27 March 2020, due to safety precautions and travel restrictions implemented in response to the COVID-19 pandemic.

- In-depth interviews with the Executive Directors (EDs); Deputy Directors (DDs); Unit Managers; Practice Support Managers; Cultural Units; Programs Coordinators; Casework Managers; Behaviour Support Team Leaders; Training Coordinators and ; Queensland Health staff and Department of Education staff including Principals, Deputy Principals and Transitions Officers
- Conversations with various staff and young people both individually and in multiple focus-groups in all accommodation units throughout the centres
- Discussions with a range of youth justice staff external to the detention centres
- An examination of relevant Detention Centre Operational Information System (DCOIS), Integrated Client Management System (ICMS), detention centre and Youth Justice Services Centre (various offices) records
- Triangulation of data obtained through interviews, physical observations and records
- An exit interview with the EDs on the final days of inspections

REVIEW

COVID – 19 Pandemic Response

Youth Detention Centres

Both BYDC and CYDC have implemented increased sanitation measures, social distancing and restrictions guided by state health advice and endorsed by the Chief Health Officer. To date, there have been no infections of young people or staff at BYDC or CYDC. Education has been provided to all people on centre with direction to seek medical advice and isolate if experiencing symptoms. High-risk staff including Aboriginal and Torres Strait Islander staff over 50, aged and those with existing health issues have been advised to stay home and continue to work remotely if possible. Aboriginal and Torres Strait Islander elders have also been advised not to attend the centres and isolate as they are particularly vulnerable. At the time of writing, all staff and young people are undergoing temperature checks on entry to the centres and isolation measures implemented as required.

All family and professional visits to young people have been cancelled until further notice, this includes young person's families, legal practitioners, Youth Justice Services Centre staff and Community Visitors. All of these visits, including court appearances are being continuing via video-conference facilities, phone time has also been increased in order to allow young people access to these services. The complaints system is being maintained via phone to Ombudsman and Office of the Public Guardian (OPG) (Community Visitors) and the Client Relations Manager is collecting written complaints from the secure boxes within each accommodation section for forwarding to OPG.

School, programs and health staff continue to attend the centres and deliver services as per normal to ensure educational and health needs of young people are maintained.

Youth Detention Inspections

During COVID-19 restrictions, Inspectors will continue to monitor detention centre practices via DCOIS data, CCTV and body-worn camera footage. Inspection meetings and interviews are conducted with detention centre management, staff and young people via telephone and video conferencing facilities. It is expected that inspections will continue remotely for the June 2020 quarter.

For future inspections, the Inspectorate will release communication material via, email and posters to encourage staff within the centres to raise and discuss issues at any time through phone, email or video-conference. Inspectors will attend the Young Persons Liaison Committee meetings (BYDC) and the Residents Consultative Committee (CYDC) via video-conference to consult representatives for young people from each accommodation section. Inspectors will also request video-conference and telephone interviews with Youth Workers and young people, individually as required.

Focus Area 1 – Education and Training

The Inspectorate's focus on education, training and employment readiness involved reviewing Youth Justice Legislation, policies and procedures, youth justice files and records (ICMS, DCOIS), and information obtained from the Department of Education (DoE) and the Department of Employment, Small Business and Training (DESBT).

In gathering information in relation to this focus area, Inspectors consulted with young people, DoE staff including Principals, Deputy Principals, Transition Officers and TAFE employees located within the detention centres. Consultation also occurred with the detention centres' Programs and Activities coordinators, Behaviour Support Teams (BST), Caseworkers, Cultural Units, Youth Workers and Section Supervisors. In exploring the communication and links between the detention centres and the community, Inspectors also consulted with Youth Justice Service Centre Caseworkers and Team Leaders. Further consultation was also conducted with the Youth Justice Program Design, Implementation and Support Team and the Youth Justice Capability Development Team in central office.

Young people detained in Queensland's youth detention centres have a legislated right to continue their education and training without interruption or disturbance if practicable (YJA s179(b)). Further young people should be consulted about and allowed to take part in making decisions affecting their life, particularly decisions about their schooling and have access to education appropriate to the child's age and development (YJA, Schedule 1 – Charter of Youth Justice Principles).

Information contained in The 2016 Children's Rights Report (In safe hands - protecting the rights of children and young people in youth justice centres) conducted by the Australian National Children's Commissioner listed common conditions identified as impacting on wellbeing. One of these conditions included having well-targeted education and purposeful activities, in particular, learning programs with the potential to result in formal qualifications that can be used to gain employment or engage in further training.

A range of youth justice and detention centre policies and procedures guide education requirements for young people within both centres including:

- Youth Detention Operations Manual Chapter 1 (care and management of young people)
- Policy YD-1-1 – Casework
- Policy YD-1-2 – Youth detention – behaviour development
- Policy YD-1-3 – Youth detention – structured day and program delivery.

Young people in detention attend education programs through schools located within the centre. The schools are run by the DoE and include the Brisbane Youth Education and Training Centre (BYETC) at BYDC and the Cleveland Education and Training Centre (CETC) at CYDC.

Upon admission into either detention centre, an induction is completed for each young person by staff from the DoE, which comprises of diagnostic testing, workplace health and safety induction, pathways plans and a school induction. Once this is complete, young people aged between 10 and 14 participate in a junior secondary program aligned to the Australian Curriculum. Junior secondary students complete units of work in seven of the Australian Curriculum learning areas including English, Mathematics, Science, Humanities and Social Science, The Arts, Technologies (known locally as Manual Arts, Home Economics, Horticulture) and Health and Physical Education (HPE). Students are allocated to classes based on their ability level and complete skills gap work to address individual learning needs in addition to Australian Curriculum content. Young people aged 15 and over participate in compulsory units in Maths and English (Cert in General Education for Adults). The rest of their timetabled school time is comprised of elective vocational education and training (VET) programs and a small number of non-accredited school-based

programs (gym, and music). VET offerings for each centre are listed in the relevant centre subheadings below.

Positively, staff and young people at both centres reported that in the last quarter there have not been many incidents of lock down or other such measures that would disrupt and prevent young people from accessing education. School Principals advised Inspectors and presented data that showed most scheduled classes had occurred within the first term. Inspectors regular incident monitoring and observations while attending BYDC (one staff shortage incident during the inspection week) have also shown this to be true, however, the graph below shows staff shortage incidents rising again in March. Although there was a spike at CYDC in March, the CETEC Principal advised classes were mostly going ahead as scheduled.

Numeracy, Literacy and Communication Skills

According to regular DoE analysis and monitoring, young people in youth detention centres are some of the most complex learners in the education system. Almost all are from disadvantaged backgrounds, including a significant proportion of Aboriginal and Torres Strait Islander young people. There are also very large numbers of young people from low-socio economic backgrounds and a significant proportion have verified disabilities. Many have limited English language skills and the typical young person is also afflicted by additional comorbidities such as histories of trauma and abuse and drug and alcohol dependence.

The following information provides a snapshot of young people in Australian juvenile justice systems broadly. Specific data in relation to numeracy, literacy and communication at each centre can be located under the corresponding centre subheading.

Numeracy

One out of five 15 year olds in Australia Juvenile justice system failed to reach the international baseline proficiency in maths (Organisation for Economic Co-operation and Development data - 2013).

Literacy

77% of young people in juvenile justice systems have severe difficulties in reading comprehension (understanding what they are reading).

51% have difficulty reading single words (which has a flow on effect to not being able to read phrases, sentences and stories) – this statistic was from the *2015 NSW Young People in Custody Report* that tested the communication/reading skills of 227 young people in custody.

Most children exposed to Domestic Violence will have difficulty in reading and learning how alphabet sounds go together (*Blackburn, 2008³*).

Education programs and certificates on offer at each centre are tailored to best meet the individual communication, numeracy and literacy needs and abilities of young people in detention. Both centres discussed skill gaps of young people being identified by the teachers early on, and addressing these needs where possible, in a discreet way that minimises feelings of shame or isolation. These strategies include providing teacher aide support, modifying coursework and support from speech therapists and other members of the allied health team if required.

³ Judith F. Blackburn (2008) Reading and Phonological Awareness Skills in Children Exposed to Domestic Violence, *Journal of Aggression, Maltreatment & Trauma*, 17:4, 415-438, DOI: [10.1080/10926770802463396](https://doi.org/10.1080/10926770802463396)

Communication

Prevalence of young offenders with communication difficulties	Source
64% of young people in custody had language delays	Lount et al., 2017
48.7% of young people have severe language delays	2015 NSW Young People in Custody Report
60% of 7000 young offenders had speech, language and communication difficulties (n=4,200)	Bercow Report, 2008
60-90% of young offenders have a communication disorder	Bryan, Freer & Furlong, 2007; Hughes et al., 2012

Cultural Capability within Education

The majority of staff within DoE at both centres have been trained in cultural capability and whilst limited curriculum has been adapted to reflect this training, DoE report they often use significant cultural events (including NAIDOC and Mabo Day) as opportunity for cultural learnings for young people. The re-introduction of elder's visits in BYDC has been extended to include elders visiting the classrooms and interacting with young people while they complete their school work, CYDC has also had elder involvement in education and cultural programs. The cultural unit's within each centre manage, implement and oversee cultural programs for young people.

From discussions with a range of staff at both centres, it appears the collaboration between DoE and the Cultural Units could be improved. Regular collaboration and communication between the two work groups could be enhanced to achieve greater consistency with cultural teachings. This also has the potential to further enhance consideration of culturally appropriate teaching methods and learning dispositions of Aboriginal and Torres Strait Islander young people.

Vocational Education and Training (VET) and Funding Issues

Both centres deliver programs and certificates that offer future vocational benefit for young people over the age of 15. Young people are limited in the range of vocational education opportunities due to constraints with funding models with young people only able to access vocational education that is provided by the detention centre school's Registered Training Organisation.

VET programs and certificates could be enhanced considerably through re-instatement of funding from DESBT. Both centres reported funding delays from DESBT for the Youth Engagement Funding which is provided by DESBT to DoE for each youth detention centre (approximately \$100k per centre, per year). According to DESBT's policy, there is no requirement for the youth detention centre to apply for the funding as it is paid automatically. The delay in funding places considerable strain on the centres as this funding is typically reserved for vocational trainers who deliver units of competency for the relevant vocational certificates.

DoE at BYDC indicate the delay is likely due to a memorandum of understanding (MOU) between DESBT and DoE awaiting sign off from the Director General of DESBT. The Inspectors have made further queries with Youth Justice and DoE's central office and asked that this is followed through with the relevant stakeholders..

Further, a pre-qualified supplier policy (*Pre-qualified Supplier Policy 2019-20 for Queensland VET Investment Programs* accessible at https://desbt.qld.gov.au/_data/assets/pdf_file/0017/7631/pqs-policy.pdf) exists with DESBT to specifically support youth in detention. Under this policy pre-qualified suppliers can apply to have a vocational program funded by DESBT specifically for young people in youth detention. DoE have advised the funding rules are difficult to apply in a youth detention centre setting due to the transient nature of the cohort, small class sizes and dynamic issues preventing consistent groups over a number of weeks making unit and certificate completion very challenging. The current pre-qualified supplier scheme is an outcomes-based, contestable model, which means training providers are not able to cover their training costs and are therefore unwilling to form a business relationship with the youth detention centres.

A balanced approach could be developed where funding is provided for an hourly rate to be paid but, there is also a unit of competency completion 'bonus' paid. Tying completion to units (either a single competency or small clusters of competencies, like micro-credentialing) would allow for the achievable motivation of getting young people through courses. Having an hourly rate would ensure trainers have the time to do deliver the training to a high quality over a realistic time period for the cohort. To capitalise on this it would be important for the same opportunities to be funded in the community so young people can finish qualifications post-release.

Similar issues have been identified by the Transition To Success (T2S) State-wide team who oversee DESBT's 'Free TAFE Initiative' for youth justice. T2S have identified that the funding rules make it difficult for young people in detention and the youth justice system to access the initiative. TAFE Queensland may not deliver all of the offerings in all or any of their campuses and it would be costly to deliver offerings in a detention centre environment. Other barriers to availing the 'Free TAFE Initiative' within youth detention include:

- Some qualifications are delivered as part of an apprenticeship or traineeship and require students to be employed in their relevant field of study;
- The qualifications offered are at a level best suited to those that have completed secondary education. This statement is supported by TAFE QLD;
- The Initiative provides minimal to no support for the completion of coursework;
- The Initiative provides minimal to no support to participants to maintain engagement, and failure to complete units may affect a student's future attempts and the costs incurred;
- All certificate courses offered through the Initiative reflect a mainstream model of education which is not reflective of the youth justice cohorts.

Finding 1:

There are significant constraints with VET course offerings in both BYETC and CETC due to eligibility requirements and barriers to funding. These constraints impact on young people while in detention however, also impact on transition back into the community and the ability to continue on with certificates post release.

These issues have been escalated to a degree by Department of Education and Youth Justice Services; however, it appears the designated agency for follow up responsibility is not clear, and there has been limited follow up.

Recommendation 1:

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.

BYDC – Brisbane Youth Education Training Centre

Brisbane Youth Education Training Centre (BYETC) were able to provide the Inspectorate with specific data for the 2019 school cohort.

- 64% of young people who attended school had not attended school beyond year 9
- 7% had never been enrolled in a secondary school
- 9.3 was the average reading age
- 18% had a verified disability
- 14% spoke a language other than English
- 70% were below Certificate I in literacy.

BYETC deliver the following vocational educational training (VET) courses:

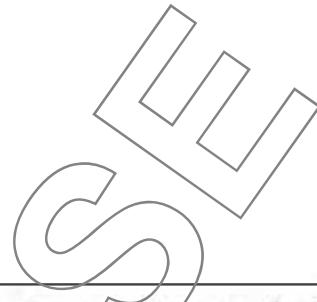
- Cert I and II in Horticulture
- Cert I in Construction
- Cert I in Visual Arts
- Cert I in Information, Digital Media and Technology
- Cert I in Engineering
- Cert I in Hospitality
- Cert I and II in General Education for Adults
- Cert I in General Education for Adults (Introductory)
- Course in Initial General Education for Adults.

In an effort to increase VET opportunities for young people, BYDC are currently exploring the possibility of a 'Trial a Trade' program this term in partnership with TAFE Queensland. The program will allow young people to gain overviews of the different types of trades available under the instruction of the relevant trade qualified instructor. This program is likely to be placed on hold due to restrictions regarding COVID-19.

The Inspectors were able to view one of the Construction units (Bricklaying) being delivered. Young people had the opportunity to practice their skills in bricklaying under the instruction of a qualified instructor. The Inspectors spoke to all young people engaged in the session and all indicated that they were enjoying the opportunity to undertake this course. The Inspectors also viewed the delivery of a Hospitality unit, with all young people positively engaged in the practical aspects of the course.

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The above example demonstrates a common theme noted by Inspectors when reviewing a sample of young people's case review and records, in particular for young people who do not have education component as a condition on their community based orders or bail conditions. Young people who are released on orders such as conditional release orders and conditional bail programs are likely to have an education component discussed as part of their transition plan prior to release. Young people who have frequent short term periods of custody are more likely to miss out on transitional opportunities.

DoE Transition Officers and Case Workers have reported that communication between these areas could be improved to ensure all stakeholders involved in a young person's transition are considering all available information and working towards a consistent outcome for the young person.

Finding 2:

Communication between Caseworkers and DoE Transition Officers at BYDC requires improvement, in particular, to ensure that transitional activities are consistent across departments and ensure a young person has the opportunity to continue VET courses post release. DoE stated that they only provide copies of education transition plans to caseworkers when requested and it appears that requests for these plans are not commonly shared.

Recommendation 2:

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).

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.

Accommodation Section Movements and Impacts on Education

There are multiple reasons why young people are moved between accommodation sections. These include rationalising available accommodation rooms, breaking up negative section dynamics, behavioural management, and placement with experienced staff. Most of movements are negotiated by Section Supervisors in consultation with Shift Supervisors and Unit Managers. Accommodation movement decisions

are mainly focussed around safety and security, educational participation is not considered and DoE are advised after the move has occurred.

When a young person moves between accommodation sections, this affects their class attendance as, only young people from the same accommodation section can attend classes together. This results in daily, school timetable adjustments for up to five young people on average. DoE has noted the impact of section movements and not to mix lists on young people and classroom dynamics. Some of these impacts include:

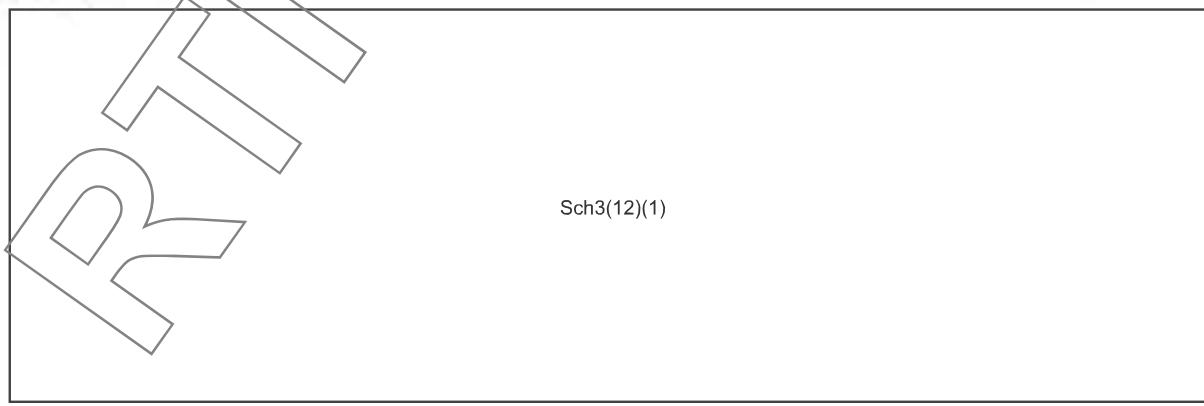
- Unsettled classroom dynamics, that is, fewer settled young people who are familiar with routines and expectations;
- Difficulty moving past the engagement phase of the relationship with young people. Young people work better with teachers when they know the teacher, can trust them and can communicate with them;
- Progression through work by young people is delayed while teachers get to know how young people learn and how they can best be supported;
- A young person's confidence to work collaboratively with others and take risks such as reading aloud in front of peers is diminished when groups are always new and have not developed shared trust;
- Opportunities to support a young person connections to learning are restricted. When this teaching, learning, assessment, feedback cycle is interrupted the transition to independence is delayed.

Inspectors were advised through the Client Services Unit that the impact section movements on classroom dynamics wasn't a consideration, however, it was further advised that all section movements are completed in a trauma informed way, with young people receiving notice of being moved and notice of classroom changes. This advice and the example below are inconsistent.

Inspectors spoke to a range of young people and staff regarding the issue of not to mix lists and section movements impacting on education timetabling, young people and classroom dynamics. Staff reported that it was not uncommon for young people to be advised of a section move immediately prior to the move occurring and to express high levels of frustration at also having to move classes. This can result in a decline in young people's behaviour prior to and post transfer between sections. Young people who have moved may refuse to attend a class which can then hold other young people back in section to maintain staff ratio, and/or a code response requiring a centre-wide lockdown which affects school attendance of the whole centre.

The following example is one young person's view of the impact of class changes as a result of a section movement:

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Potential to Reduce 'Not to Mix' Status Impacts on Education

BYDC has a large list of young people (approximately 80 at the time of writing this report) who can't associate due to being on the 'Not to Mix' through conflict with other young people. An idea currently being considered at BYDC is the introduction of a 'Not to Reside List' to reduce the impact movements have on education. For instance a young person may be able to mix with another young person for short periods whilst attending education programs; however, not able to spend lengthy periods of time mixing with that young person in an accommodation section. In these instances, young people who can't reside together, could have limited, supervised contact in a class room which would reduce disruption to the young person's education. The Inspectorate encourages BYDC to investigate this option further.

Finding 3:

While the Inspectorate acknowledges the importance of safety and security within the centre, section movements and not to mix decisions usually occur in response to safety and security concerns. It can be said that section movements and associated disruption to classroom settings, can and at times, present the same safety and security issues.

Department of Education staff are advised of section movements and subsequent classroom movements on receipt of the structured day roster each morning, which results in daily class time tabling amendments.

Analysis coordinate by the Senior Intelligence Officer shows that many young people on the not-to-mix lists may be able to successfully attend classes together. For instance a young person may be able to mix with another young person for the purposes of attending education programs; however, not able to spend lengthy periods of time mixing with that young person in an accommodation section. In these instances, young people with manageable conflict could potentially continue attending class together with minimal disruption to class dynamics and course completion.

CYDC – Cleveland Education and Training Centre

Cleveland Education and Training Centre (CETC) deliver the following vocational educational training (VET) courses:

- Certificate I Hospitality;
- Certificate General Education for Adults (4 levels - Initial, Introduction, Certificate I, Certificate II);
- Certificate II Visual Arts;
- Certificate II Creative Industries;
- Certificate I Information, Digital Media and Technology);
- Certificate II Vocation Pathways (Automotive).

The issues regarding the impact of section movements and not to mix lists on education is present however, does not present as a significant issue at CYDC as the 'Not to Mix' has been historically low (lists from previous years often show less than 10 - approximately 17 at the time of writing).

CYDC are experiencing the same issues with DESBT funding as described in earlier in this section (refer sub section - *VET and Funding Issues*).

The expansion of Transition to Success (T2S) is a youth justice strategy initiative and expansion plans also both detention centres, with CYDC being the first detention centre to have a T2S model implemented. Two

implementation workshops have been held between CYDC stakeholders and the T2S Statewide Team. Staff leave within the T2S Statewide Team and pandemic planning due to COVID-19 has placed the implementation of T2S in CYDC behind schedule and as such a model T2S model specifically for a detention centre environment has not yet been developed. It is anticipated whilst T2S will bring value to CYDC, its offerings will be limited to a specific cohort of young people within the centre.

RELEASE

Focus Area 2 – Restorative Practice and Trauma Informed Practice

Restorative Practice

Restorative Practice (RP) is a therapeutic approach to managing conflict that aims to restore relationships. When a young person has been involved in conflict, they are referred to a RP meeting. RP meetings emphasises dialogue, respect and empowerment between the young person and harmed persons, bringing both parties together to reflect on and discuss what has occurred. During the meeting, it is intended that the young person is given the opportunity to take responsibility for their actions and reflect on how their behaviours impact on others.

The introduction of non-statutory, restorative processes in BYDC was implemented in March 2016 as a joint initiative between the Southern Queensland Region and BYDC. The goal of the initiative was to reduce incidents and re-offending of young people by expanding restorative processes within BYDC and enhance the expertise of staff to resolve incidents 'on-centre' so as to minimise the need to deploy restrictive practices which includes use of force and separation. RP was introduced to CYDC in June 2018.

Applying a restorative approach in a detention centre context challenges the traditional methods of behaviour management which includes the use of consequences. An example of this is the 'not-to-mix' (NTM) list where a young person who has previously engaged in conflict and/or is suspected of causing future harm is separated from his or her peers in the detention centre. RP supports young people to effectively manage relationships with people with a view to minimising the need for restrictive and punitive practices to be deployed.

Expected outcomes include:

- Provide an evidence-based and consistent behaviour management framework which promotes the safety, wellbeing and rehabilitation of young people in the Youth Detention Centre;
- Ensure a therapeutic approach to managing relationships and challenging behaviours;
- Increase the availability of restorative responses on centre;
- Increase knowledge of RP among staff and young people;
- Increase participation of young people in RP.

The RP teams within BYDC and CYDC report to the Client Services team within the centres. Inspectors consulted with the following:

- RP Coordinators at BYDC and CYDC;
- Learning and Development Officers at BYDC and CYDC;
- Principal Program Officers – RP;
- Principal Learning and Capability Development Officer – Restorative Justice (RJ);
- Principal Practice Officer – Restorative Justice;
- Client Services Managers at BYDC and CYDC.

RP Training was previously offered as part of the youth detention centre mandatory competency training and consisted of a full day of content. The mandatory competency training was recently reduced to become more time effective and subsequently the RP practice component was removed. It is currently only offered in the Youth Worker Induction Training with no formalised refresher training.

In regards to RP training, it must be noted there are two different types of training. The general RP training is offered by RP Coordinators and members of the RP Project team. This is a general training usually conducted over two days that seeks to increase knowledge base of participants and provides guidance on the practical application of restorative techniques. This training is offered in a one day format for the Youth Worker Induction Training.

The Restorative Justice Accreditation Training offered by the Youth Justice Learning and Development Unit is a two week block of training and accreditation which was recently adapted to include scenarios specifically related to the application of restorative techniques within a detention centre. Detention centre staff are able to attend this training (operational need to maintain staff ratio often prevents this) and if they pass the accreditation they then have the option (if appropriate) to progress onto a mentoring phase with the relevant youth detention centre RP Coordinator to become skilled in facilitating RP meetings.

Trauma Informed Practice

In regards to Trauma Informed Practice (TIP), the Youth Justice Strategy acknowledges the well-established research regarding the impacts of trauma on young people and how the impacts of trauma can, in some cases, lead to the increased likelihood of offending and re-offending. Young people in the youth justice system will often come from traumatic family backgrounds and there is specific techniques that can be implemented to increase engagement with young people and families who have experienced trauma. This need was recognised as a gap in youth justice and as such, TIP Training was rolled out state-wide by the Youth Justice Training Unit in 2016. Whilst the training received positive feedback in regards to providing strong theoretical background, feedback from youth justice staff indicated gaps in practical skill application. A second tranche of training was due to be rolled out and was to include information regarding practical application of TIP; however, to date, this training has not been provided at a whole of department level.

TIP training is currently offered in the Youth Worker Induction Training. This is a one day training and is based on the original TIP Training that was rolled out by the Youth Justice Training Unit in 2016. There is currently no formalised refresher training or ongoing professional development available for TIP.

TIP and RP do overlap in some capacity and the Inspectors observed the use of trauma informed language being utilised during discussions with detention centre staff, which indicates there is an awareness of trauma informed and restorative techniques amongst some staff within the centre. Some staff spoke about their own positive experiences with RP processes and others spoke of their experiences with restorative techniques being successfully applied in daily routines and interactions with young people within the centre.

Restorative Practice - BYDC

The BYDC RP Team consists of one permanent RP Coordinator and two casually appointed Youth Workers who have experience and training in RJ Accreditation. The two Youth Workers attached to the RP Team each complete two 12 hour shifts per week and are referred to as RP Facilitators when performing these duties. The two RP Facilitator positions are not permanently funded, hence the ongoing temporary allocation of two casual Youth Workers to the RP Team. Due to the competing priority with staffing within the centre, this can result in these two Youth Workers to be redeployed back into operations to maintain Youth Worker ratio during the shifts that were allocated the RP Team. The time in the accommodation units can, however, allow opportunity for these Youth Workers to promote RP to their colleagues and young people.

Staff who have completed the RP two day training should utilise RP universal techniques to engage with young people. For instance, using restorative enquiry questions to build individual capabilities of young people to better understand and manage conflicts, and steer conversations using restorative language and enquiry which aim to immediately deal with issues as they arise to prevent escalation.

The most common way in which RP is utilised in BYDC is via target techniques such as Restorative meetings. Due to limited staff trained in the facilitation of restorative meetings, these meetings are usually reserved to resolving conflict between young people and staff. The Inspectors spoke to staff and young people regarding their experiences with restorative meetings and both reported positive outcomes including, increased empathy and appreciation for how one's actions can affect others.

The RP Facilitators also hold yarning circles weekly in selected accommodation sections; at the time of writing, this process was occurring in Ironbark A on Tuesdays and Cedar B on Thursdays. In September 2019, one of the Inspectors was invited to participate in the Waratah (under 14y.o.s) Men's Yarning Circle. The facilitation skills, content of the discussion and maturity shown by the young people demonstrated the effectiveness of RP as a way of communicating and enhancing relationships within the group. Examples of mending relationships for young people prior to release were also provided, these particular examples will be covered in Focus Area 3 – Connection to Culture and Community in this report.

The RP Coordinator reported that their team is spending a lot of time conducting RP training for community members, rather than staff at BYDC due to staff availability to attend training and the RP module being removed from mandatory training. With the exception of the RP team, only one staff member has completed the Restorative Justice Training (components of the training was tailored to be detention centre specific) to become an accredited restorative meeting facilitator (mentoring phase is yet to commence). Following the initial convenor training of 10 staff in 2016, 7 were trained in 2017, 11 operational staff attended the two day RP training in 2018, no training was conducted in 2019 and 19 staff completed the two day RP training in 2020.

Overall, RP and TIP is viewed positively by staff at BYDC; many staff from across the centre highlighted the lack of training provided to staff in the area of RP and TIP. The majority of staff the Inspectors met with, and in particular those in operational service delivery indicated a desire to be trained in RP and TIP to increase their knowledge base and engagement skills with young people. This advice is consistent with the Inspectorate's June 2018 finding and recommendation (June 2018 Recommendation 5 – no closed) to "increase the content and availability of training (internal and external) for new and existing staff in the area of behaviour development to ensure staff are educated and able to recognise triggers and positively manage young people who display challenging behaviours".

One Youth Worker in particular provided feedback regarding recent training delivered by an external provider in mental health and stated that although the Youth Worker had been working with young people for many years in a secure environment, they found the training extremely informative and indicated they were able to apply new skills and practical guidance when working with young people. It must be noted that the feedback received was in relation to training provided by external providers. Staff have indicated the benefit of having the option of external training and expertise however understand the need for balance and internally driven training.

Restorative Practice - CYDC

CYDC has one RP Coordinator who, at the time of writing this report had been appointed to the role for approximately six weeks. Prior to this, the position was vacant for approximately six months, despite this absence, RP processes continue to be facilitated through dedicated staff. The previous RP Coordinator commenced in the role in June 2018 and continued on for approximately 15 months. During this time, RP training was rolled out through guided learning and modules within mandatory competency training as well as in the accommodation sections where the RP Coordinator would facilitate group discussions including 'yarning circles' and 'couch time'.

Due to the length of time there has been an absence of a RP Coordinator, an assessment of staff RP skill level, and how RP is being utilised within the centre is currently being assessed. This information will be

used to develop a staff training and mentoring strategy. It must be noted that this strategy may be impacted by the pandemic as CYDC minimises entries into accommodation units.

CYDC RP training was delivered during induction (One day) by the previously appointed RP Coordinator. Following the departure of the CYDC RP Coordinator, RP training during induction for new staff was delivered temporarily by the BYDC RP Coordinator with positive feedback received from participants.

During previous inspections of CYDC, Inspectors have observed and been included in RP techniques such as couch time and restorative circles. These practices occurred as part of normal routine, particularly within the Jabiru and Koolburra, gold standard accommodation units. These techniques are more widely used in CYDC which is encouraging given the absence of a RP Coordinator to drive practice in the last six months. Formal RP meetings to manage conflict have not occurred during this time due to the absence of the RP Coordinator.

Many staff within the centre, including within the DoE, reported that since RP was introduced into CYDC in 2018, there has been a lot of positive behaviour change from young people. There have been changes in the way staff managed the behaviour of young people with RP assisting in separating behaviour from the young person. Staff reported that a lot of the RP language and techniques were being used consistently by staff and young people across the centre; however, these changes did lose consistency and momentum during the absence of the RP Coordinator.

Staff also reported the impact of RP had on Not to Mix Lists with some staff attributing the low numbers on the Not to Mix Lists with the introduction of RP within the centre.

Oversight, Strategic Direction and Monitoring

RP within the youth detention centres lacks central oversight and monitoring. The RP Project Team sit within the Southern Queensland Region and do not have any formal oversight of the detention centres, with support being offered to BYDC and CYDC in an informal and ad hoc basis. The Restorative Practice Project Team are focused on the expansion of restorative practice into Youth Justice Service Centres and are currently working with several trial sites.

The RP Project Team have advised there is no immediate plan to offer formalised oversight to the youth detention centres. A range of strategic documents and plans were developed by the RP Project team in 2018 after the RP Project was undertaken at BYDC. These documents detailed strategies to guide the embedding and sustaining of restorative practice into youth detention centres. Although some of the recommendations from the strategic documents and the evaluation have been fulfilled, such as appointment of RP Coordinators and development of an operational policy specific to RP, there is currently no centralised or strategic oversight to lead and advise on best practice in governance, risk management and compliance, and to play a role in monitoring, training and maintaining the integrity of the RP processes. RP Coordinators at both centres are striving to embed RP with limited resources, however, it is believed that with greater oversight and direction lead centrally from within YJS could enhance these efforts.

Finding 4:

Restorative practice is not yet embedded within the detention centres. Contributing factors for this could be due to lack of strategic and centralised oversight, limited training, inability for staff to attend the training, and limited resources designated to the restorative practice teams.

Recommendation 3:

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.

Training in RP and TIP

TIP training is offered in the Youth Worker Induction Training; however, there is no refresher training or ongoing professional development in this area due to the logistical difficulty in operational staff attending training. At BYDC non-operational staff do not attend the TIP training in the Youth Worker Induction Training however, are able to attend adhoc TIP training provided by the Youth Justice Capability Development Unit when available. Non-operational CYDC staff do have the opportunity to attend Youth Training Induction Training including TIP and other modules as required.

Restorative practice modules have been removed from mandatory competency training to increase efficiency of the mandatory competency training for the high volume of new staff recruited in 2019, and to increase training levels for existing staff whose training had lapsed beyond one year. Further, staffing pressures within the detention centres have limited the availability for staff to undertake RP training and/or accreditation. Staff are recognising their limitations with knowledge base regarding trauma informed and restorative practice and are requesting professional development opportunities such as training to increase their skill level in these areas. Additionally, lack of training and awareness of RP is resulting in missed opportunities to promote the purpose and functions of RP widely across the detention centres, which is an effective strategy for implementation.

Two staff from BYDC have attended the two week restorative justice accreditation training and subsequent mentoring component to become skilled in running formalised restorative meetings within a detention centre. This training was tailored to include practical detention centre specific scenarios. BYDC in particular, receives many referrals for these meetings to be run however, are limited by the number of staff available to facilitate the meetings. Further, the majority of Executive and management staff have not attended the two day restorative practice training. This would be advantageous in imbedding RP within staff interaction and daily operations.

Staff who have attained skills and knowledge RP and TIP have reported enhanced relationships and rapport with young people and a greater ability to effectively manage behaviour through an understanding of the cause and appropriate response to particular behaviours. Further, staff who have demonstrated RP and TIP knowledge rely less on the use of force in response to young people's behaviour.

Literature from other jurisdictions where the application of restorative techniques has been successfully implemented into similar contexts, discusses the importance of consistent training and ongoing professional development.

The findings from research conducted in 2007 on the Restorative Justice Living Unit at Grand Cache Institution in Canada were favourable, however, acknowledged the need for continuous education and training in restorative techniques to ensure a positive shift in engagement skills for staff within the centre (*The Restorative Justice Living Unit at Grand Cache, 2007*). Similarly in 2000, Belgium introduced a restorative regime and practice in their secure environments. In order to shift the focus to a 'restorative culture' within the secure care environments, considerable effort was made to educate their staff, offenders and communities about restorative practices (*RJ in Prisons, 2009*). Finally, The City of Chicago embedded restorative techniques throughout the entire juvenile justice system and findings indicate some of the barriers include lack of knowledge regarding restorative techniques by key players within the juvenile justice system (*Breaking Free of the Prison Paradigm Integrating Restorative Justice Techniques into Chicago's Juvenile Justice System, 2014*).

Finding 5:

RP and TIP Training delivered to detention centre staff is limited. Introductory training modules have been delivered in the past during induction for new staff, however, enhanced practical training is conducted on an ad-hoc basis and is depended on staff availability to deliver and attend training.

Staff who have attained skills and knowledge RP and TIP have reported enhanced relationships and rapport with young people and a greater ability to effectively manage behaviour through an understanding of the cause and appropriate response to particular behaviours. Further, staff who have demonstrated RP and TIP knowledge rely less on the use of force in response to young people's behaviour.

Recommendation 4:

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 Informed Practice as a way of working may include:

- *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.*

RP
TIP
RP

Focus Area 3 – Connection to Culture and Community

The Inspectorates' expectation in relation to cultural support considers the *Charter of Juvenile Justice Principals* and the *Royal Commission into Aboriginal Deaths in Custody* and states "that all Aboriginal and Torres Strait Islander young people have the opportunity to perform or undertake educational courses in Indigenous history and culture. Where appropriate special consideration should be given to appropriate teaching methods and learning dispositions of Aboriginal and Torres Strait Islander young people".

In focussing on the sustaining cultural and community ties for young people in detention, Inspectors consulted the Cultural Units (Managers and others including Cultural Liaison Officers, Cultural Program Facilitators, Cultural Transition Officer and Community Engagement Officers), Programs staff, Youth Workers and young people.

The Cultural Units provide the following services in both centres:

- Community engagement (linking in with Aboriginal and Torres Strait Islander councils and support services);
- Organising of significant events including NAIDOC, National Youth Week, Sorry Day and Mabo Day;
- Elders visitation (at BYDC elders visits recommenced in January 2020, elder visitation remains ongoing at CYDC, elder are also mentoring young people during scheduled school and program class time);
- Young person inductions when received in the centres;
- Transition planning;
- Attendance at meetings regarding young people including but, not limited to suicide risk assessment and case reviews;
- Aboriginal and Torres Strait Islander programs (e.g. yarning circles, dance, painting, craft, cooking and music);
- Assisted family visits (e.g assistance with travel for families in remote communities)
- Cultural liaison including cultural mentoring, support, education, sorry business and culturally appropriate guidance regarding trauma and behavioural issues.

Across both centres external Aboriginal and Torres Strait Islander programs providers attend the centre and a number of community organisations (e.g. ATSILS Throughcare and Sisters Inside) are engaged to provide assistance with services including accommodation, drug and alcohol treatment, driver education and health care.

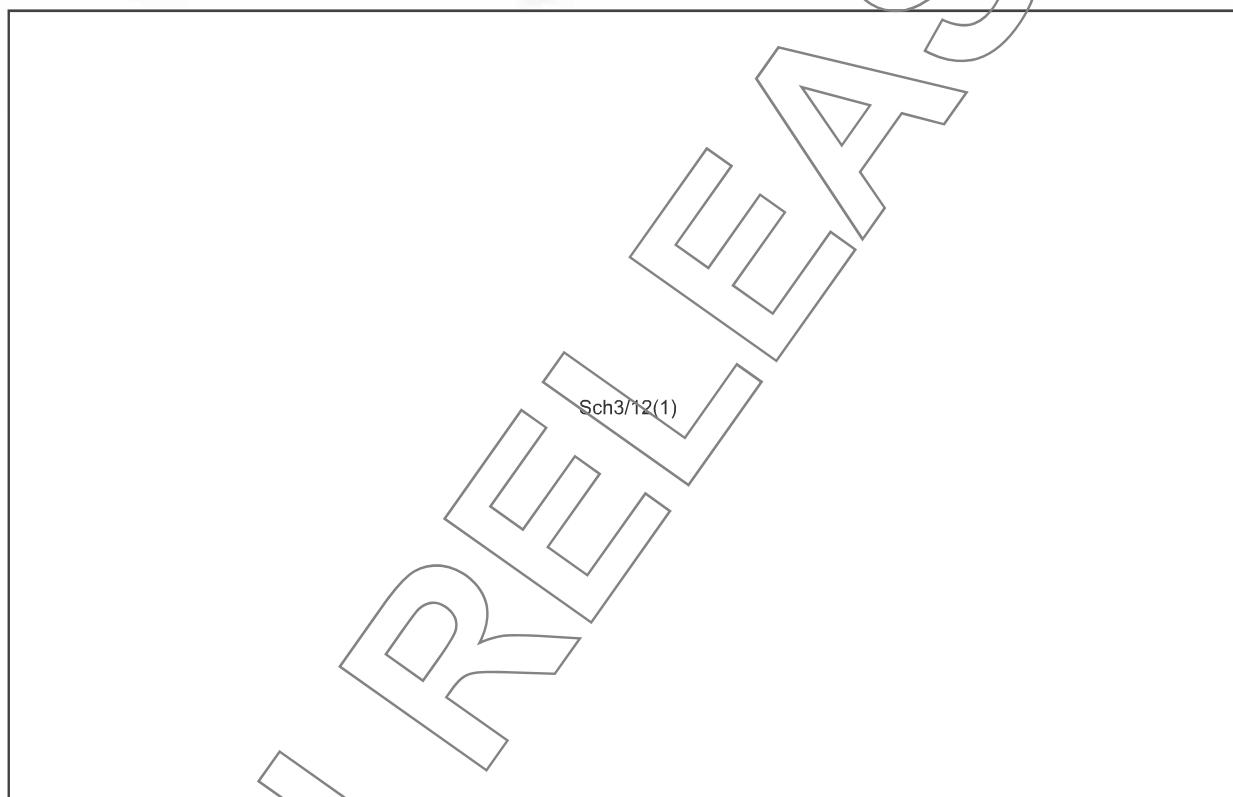
At BYDC, cultural staff raised the possibility of dedicated cultural programs room to enable the delivery of Aboriginal and Torres Strait Islander programs and reduce conflict with school scheduling. A dedicated cultural room could also be used as a culturally safe space for sorry business, RP meetings and mediations. This concept was also raised following a cultural audit of BYDC in 2017 as a response to the 2016 *Independent Review of Queensland Youth Detention Centres*. The cultural audit was detailed in the *Building Pride and Spirit Report 2018*. The report analysed the practice and future direction for BYDC and recommendations to improve cultural services and support for Aboriginal and Torres Strait Islander young people and their families.

Recommendation one of this report outlined the need for a culturally safe space within the building and workspace for young people to participate, and undertake cultural programs and other cultural specific activities, including undertaking sorry business with their families and other culturally significant people.

Further discussion with the author of the report identified the importance of having the space on centre and not within the visits area, due to the visits area being over-occupied. Having the space on centre signifies culture being central to all decision making at BYDC. The introduction of a cultural space aligns closely with another recommendation within the report to develop a "Sorry Business" framework to support Aboriginal and Torres Strait Islander young people through grief and loss of a loved one, a community member or significant other. Currently at BYDC there is no limited space for young people and families to conduct necessary sorry business, cultural events or programs. The Inspectorate would encourage YJS to consider implementing this recommendation at both detention centres.

Reconnection to Community - Restorative Practice

The BYDC RP Team has provided recent examples of culturally sensitive restorative meetings, facilitated by the RP Coordinators as part of reintegration with young people, their families and support workers to mend relationships and reconnect to the community prior to release from BYDC.



REPAIR

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Appendix A – BYDC Issues Register

As at March 2020

Issue ID	Issue	How identified/why raised	Raised with	Action Taken by BYDC	YDI review comments
December 2019 Issues (BYDC)					
BY-12/19-1	Offence History and Consideration for Placement and Criminogenic needs		Raised in December 2019 with Unit Manager, Deputy-Director, BST Leader and Executive Director during inspection.	<ul style="list-style-type: none"> Supported BYDC will action this as a matter of priority, in consultation with YJS. YJS is also progressing the implementation of the SIYP/DRRAT risk assessment tool. This will improve the capacity of staff to make evidence-informed decisions about accommodation, supervision and management. As part of this work, the SIYP process will also be reviewed. 	Sch3(12)(1)

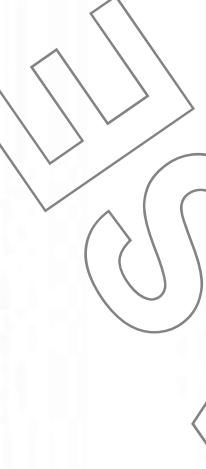
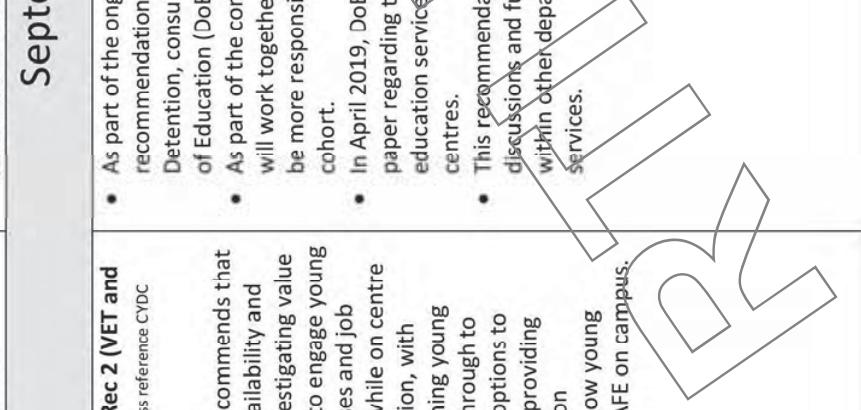
	are being considered consistently. The Inspectorate would encourage BYDC and YJS to review this occurrence and use the leanings to influence consistent practice.
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REVIEW

Appendix B – BYDC Recommendations Register

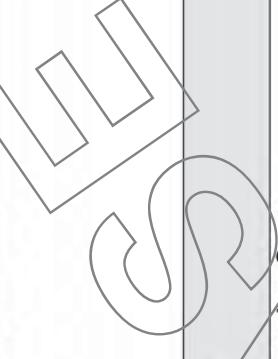
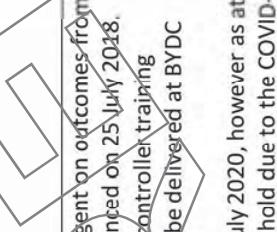
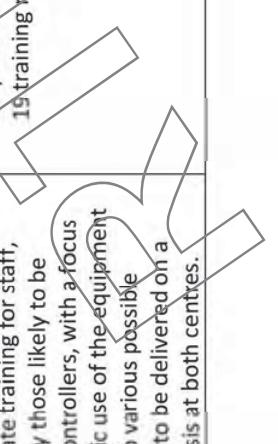
as at March 2020

Inspection Period and Recommendation	YJS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
	June 2018 Recommendations (BYDC)	
June 2018 - Rec 2 (Suicide Risk Training) – Cross reference CYDC June 2018 – Rec 2	<p>Staff shortages have presented operational obstacles and impacted upon the ability to deliver training. Mandatory Competency Training remains an ongoing priority for existing staff.</p> <p>To address this, existing controls in place include enhanced CCTV coverage, bed check functionality and auditing, regular counter signing of suicide risk observations by supervisors and ongoing mentoring.</p> <p>Mandatory C training stats as at 8 May 2020. Of the total current operational staff 236, the following are trained in:</p> <ul style="list-style-type: none"> • First Aid 287 (85%) • CPR 196 (58%) • Emergency Management 223 (66%) • Suicide Response 216 (64%) • Fire Safety 212 (63%) • PAC 151 (45%) 	<p>Recommendation remains Open</p> <p>The Inspectorate notes the impact of staff shortages throughout 2019 and the freeze on MC training for existing staff resulting in a high % who are not current in all MC including SR (total staff current in SR is 23.8% - 70 of 294). However, with the influx of new staff who are all trained in MC being present in almost every accommodation section (as observed during inspections), it is likely and reasonable to assume that at least 1 Youth Worker will be current in each section but, this can't be guaranteed as currency in SR is not considered when rostering staff by HR during business hours, or Shift Supervisors after hours.</p> <p>It is also acknowledged that training has commenced with up to 10 staff per week, completing MC training and the % of currently trained staff will rapidly increase in the first half of 2020.</p>
June 2018 - Rec 4 (Separations Data) – Cross reference CYDC June 2018 – Rec 3	<p>As noted in a previous update, a Quality and Performance Framework is to be developed.</p> <p>It is recommended that YJS build on the extensive dataset commissioned for this report to ensure that, beyond the current broad view of separation in</p>	<p>Recommendation remains Open</p> <p>This dataset has not yet been delivered by Youth Justice Services. Based on recent requests for separation information by the Director-General, the Ombudsman (Public Interest Disclosure received August 2019) and the potential for more public scrutiny around separations, the actioning of this recommendation should be considered a priority.</p>

Inspection Period and Recommendation	YJS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
<p>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>	<ul style="list-style-type: none"> Enterprise Bargaining Agreement discussions, and Strategic Business Cases to name a few. An additional consideration is the priority given to the establishment of the standalone Department of Youth Justice. Once capacity is restored YJ Practice will link in with this team ensure this is delivered in due course. 	 <p>September 2018 Recommendations (BYDC)</p> <p>Recommendation remains Open</p> <p>The Inspectorate acknowledges that DoE and YJS 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>DoE BYTEC currently offers ongoing VET (Cert 1 & 2) courses including but, not limited to; construction, horticulture, woodwork, metalwork, ceramics and bricklaying. Challenges arise when the facilities used to deliver the courses are 'out of bounds' due to damage or potential access points within the buildings. External providers such as hairdressers and bricklayers are engaged to deliver programs, but this can be difficult at times, to attract people with industry skills who are able to work with young people. Accommodation movements of young people can also result in difficulties in course participation due to each section having to attend classes together as young people from different accommodation sections do not mix in classes.</p> <p>DoE BYTEC is investigating the possibility of an RTO in the community to enable young people to continue courses they have commenced in youth detention. DoE has also approached the central T2S team and is awaiting a response</p>
<p>September 2018 - Rec 2 (VET and Job Readiness) – Cross reference CYDC September 2018 – Rec 3</p> <p>The Inspectorate recommends that YJS 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.</p>	 <p>As part of the ongoing work to implement the recommendations of the Independent Review of Youth Detention, consultation will occur with the Department of Education (DoE).</p> <ul style="list-style-type: none"> As part of the consultation, Youth Justice and the DoE will work together to review the VET funding model to be more responsive to the specific youth detention cohort. In April 2019, DoE have completed a draft consultation paper regarding the feasibility to expand existing education services in Queensland youth detention centres. This recommendation is subject to senior officer discussions and funding models as well as the ability within other departments to provide funding and services. 	

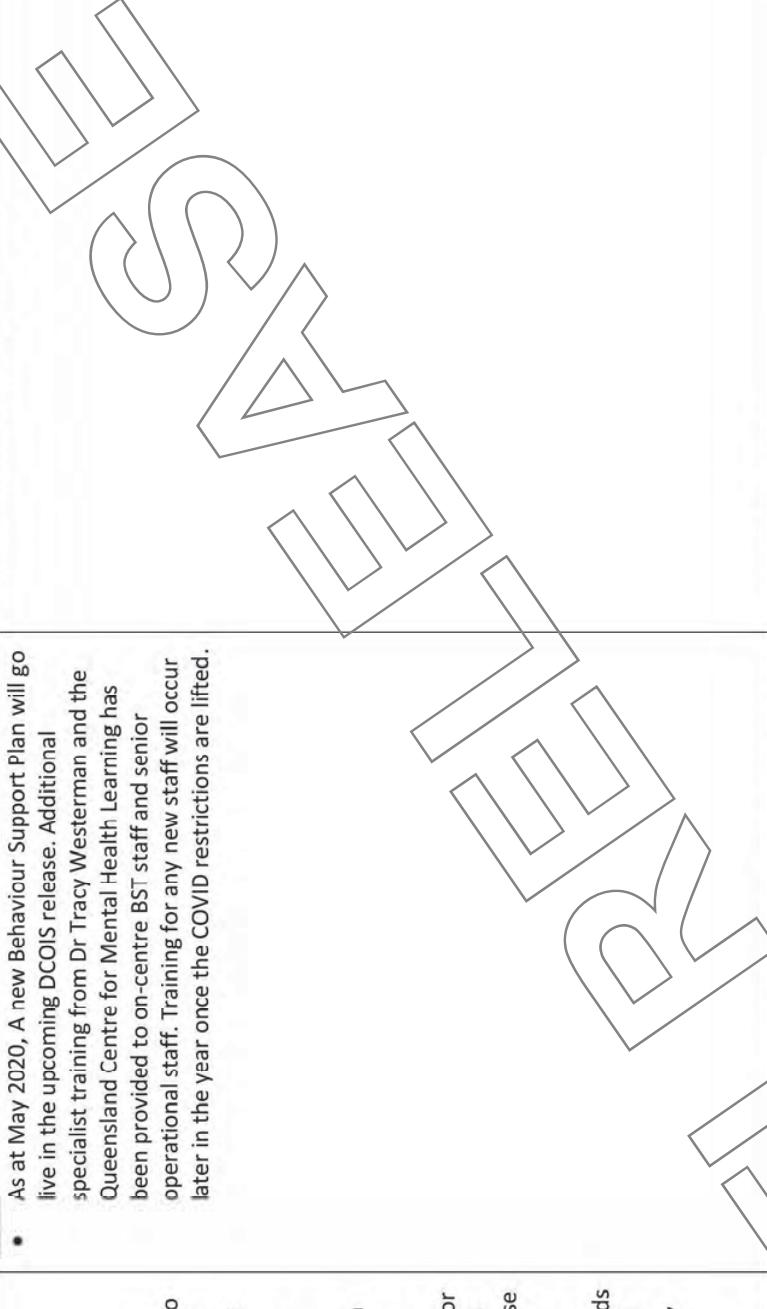
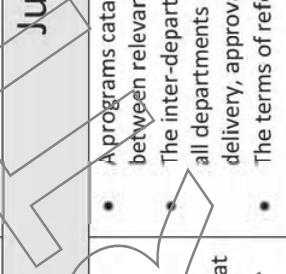
Inspection Period and Recommendation	YJS Implementation Actions	YDI Observations 2019 status from December Quarter 2019 Verification (29 November to 4 December Inspection)
September 2018 - Rec 7 (Criminogenic Programs) - Cross reference CYDC September 2018 – Rec 4 It is recommended that Youth Justice Services 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>Youth Justice Services is of the position that this recommendation can be closed. Youth Justice is committed to ensuring that all criminogenic programs offered to young people in youth detention have a robust evidence base. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <ul style="list-style-type: none"> As part of the drafted program catalogue, the centre has introduced a number of healthy relationship-based programs and continues to run VOYCES, a victim empathy program based on RJ principles. In addition to the individual one on one sessions between caseworkers, psychologists and speech therapists with young people: BYDC has commenced discussions with the CSNW central office DFV unit to explore opportunities for program/service collaboration. The UUMV program from CYDC has now been assessed for delivery at BYDC. Consideration given to obtaining and assessing on offending patterns and from the YJ risk assessment to inform/ target programs and services, in conjunction with the central data team A BST work plan is in development for 2019 to confirm program expectations beyond individual clinics <p>The BYDC Centre profile makes recommendations and notes programs that will be commenced to further enhance the work that is already occurring.</p>	<p>During inspection, the availability of criminogenic programs was limited. ART/CHART and ERIC programs which address underlying issues leading to offending behaviour were unavailable due to a lack of staff who were trained to deliver these programs. The UUMV program developed at CYDC is in the preparation stage for delivery at BYDC. The Inspectorate also notes the planned programs for delivery, commencing in 2020 at BYDC including (but, not limited to) the QFES 'Road Attitude, Action and Planning' (RAAP) program and programs to address domestic and family violence and victim empathy. The YJS implementation actions are scheduled for completion during 2020, therefore, this recommendation will remain open for verification in December 2020.</p>

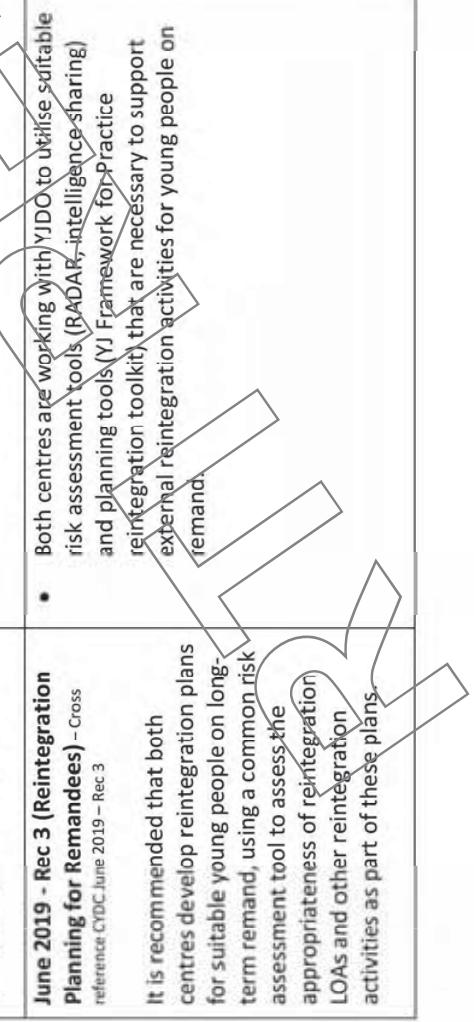
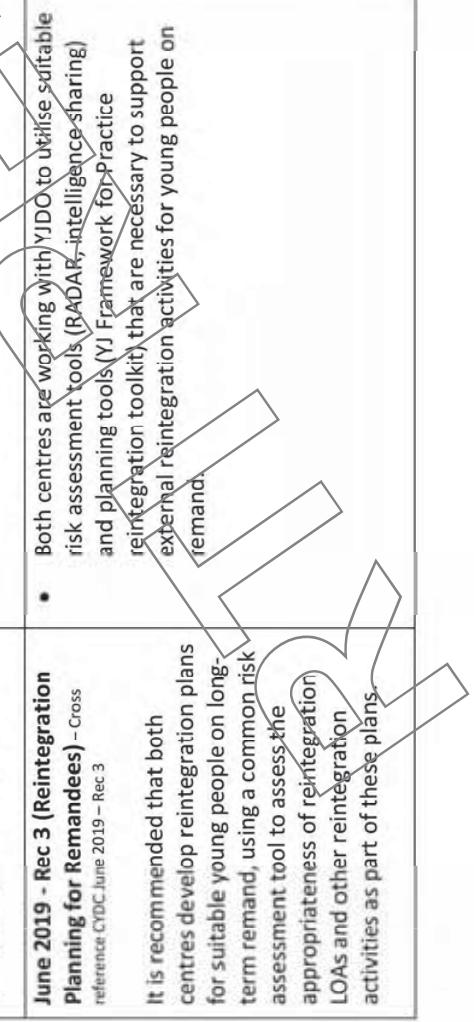
Inspection Period and Recommendation	YJS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
September 2018 - Rec 9 (Incident Reports)	<p>These changes were explored and a decision was made not to proceed with amendments to the occurrence report. This was based on:</p> <ul style="list-style-type: none"> The occurrence report captures incidents broader than just force used. There was a concern that adding these heading might confuse staff who respond in other ways to incident (or if it was a type of incident that didn't require force) Other supports have been put in place to assist staff to draft comprehensive occurrence reports, including Staff Quick Guides, training and improved guidance in the YDCOM. 	<p>The Inspectorates review of incident reports has noted the quality of reports in increasing with detail of force used being included in the reports, however, advice received from BYDC staff responsible for incident review is that similar issues that were detailed when this recommendation was made in September 2018 are still being experienced. The Inspectorate notes that some staff are using a shared template that is copied and pasted from MS Word. Recently recruited staff have found this template useful but, the majority of staff reported that an official template in DCOIS would be beneficial.</p>
September 2018 - Rec 10 (Incident Review)	<p>It is recommended that Youth Justice Services develop a standardised incident report template to prompt more detailed information, for example:</p> <ul style="list-style-type: none"> Was force used and which type of force was used How was the young person presenting prior to and during the incident Why was the use of force required? 	<p>It is recommended that this recommendation is closed, given the current review of PAC and the scope of changes that will be required once the new policy is approved. A wide range of reporting changes will be required at this point. It is proposed that once these changes are known, new recommendations are made about any perceived gaps.</p>
	<p>Shift Supervisors currently quality assure incidents prior to progressing them to Unit Manager status.</p> <ul style="list-style-type: none"> However, this process relies heavily on the information provided to them by Section staff, primarily the Section Supervisor, and there continues to be gaps and inaccuracies in this communication. While Shift Supervisors will benefit significantly from up-skilling, the primary focus should be with the Section Supervisors. This is in progress and workshops have occurred. This work is continuing and will capture new staff going through the application process. 	<p>As detailed in the YJS implementation actions, this recommendation should be addressed when Section Supervisor Training is established at BYDC.</p>

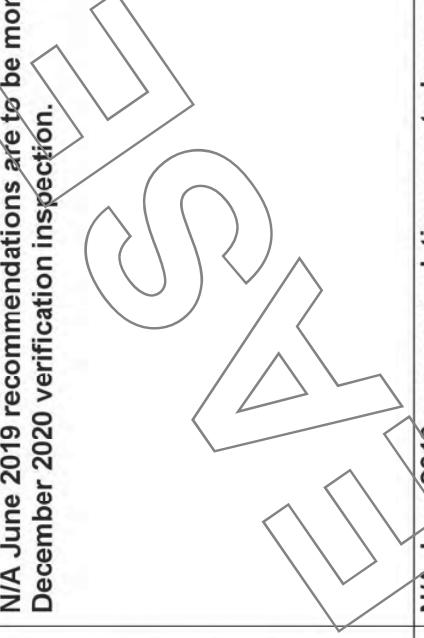
Inspection Period and Recommendation	YJS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
	<p>appointments have recently occurred in this workgroup. The centre has seen a clear improvement in the incident reporting workflow, and accountabilities of Section Supervisors are being monitored as part of routine supervision and management processes.</p>	 <p>March 2019 Recommendations (BYDC)</p> <p>Recommendation remains Open</p> <p>As at the December inspection, BYDC has requested clear advice from YJS about the appropriate use of PPE. During incident review, the use of PPE has in all cases been deemed as reasonable following referral e.g. to PSU. BYDC is awaiting advice around use of PPE to prevent significant property damage and the use of PPE with soft shields.</p>
March 2019 - Rec 1 (PPE Use) – Cross reference CYDC March 2019 – Rec 1	<ul style="list-style-type: none"> • Legal advice requested 29 March 2019 and received 11 April 2019. • Policy consultation, amendment and endorsement. • Prior to January 2020. • This is being considered as part of the current PAC review 	 <p>Recommendation remains Open</p> <p>As per anticipated completion date of July 2020, YJS implementation is in progress. 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>
March 2019 - Rec 2 (PPE Training) – Cross reference CYDC March 2019 – Rec 2	<p>It is recommended that Youth Justice Services 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>Training considerations contingent on outcomes from the PAC review, which commenced on 25 July 2018.</p> <ul style="list-style-type: none"> • July 2018 specialised incident controller training delivered at CYDC. Training to be delivered at BYDC prior to July 2020. • Anticipated timeline prior to July 2020, however as at May 2020 his has been put on hold due to the COVID-19 training restrictions. <p>It is recommended that following the reviews of PPE policy and procedures Youth Justice Services 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>

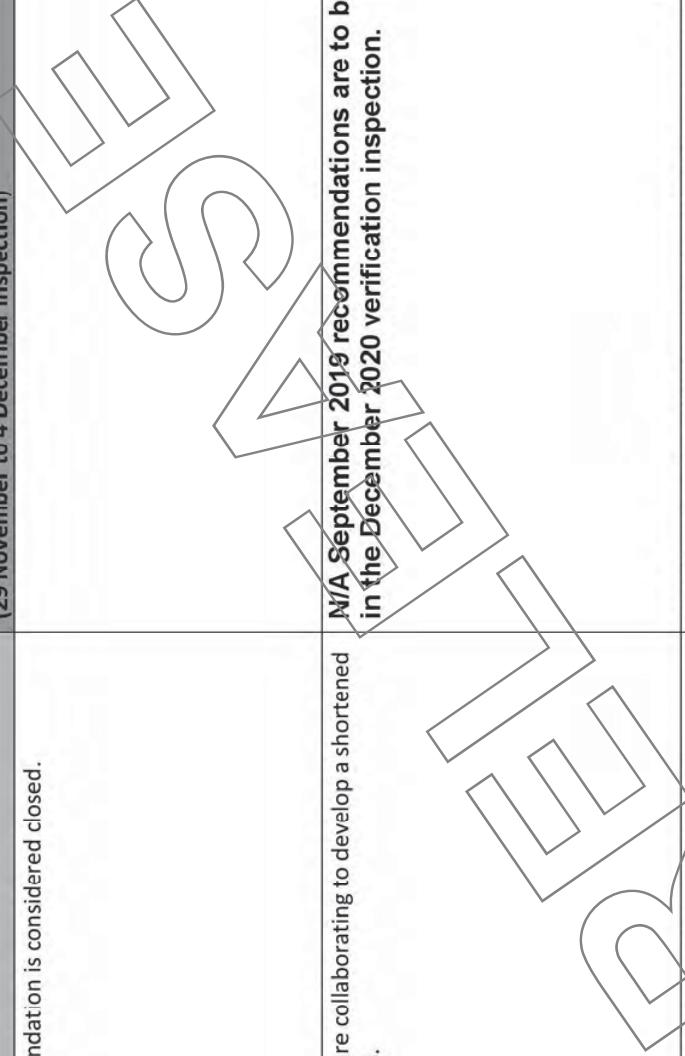
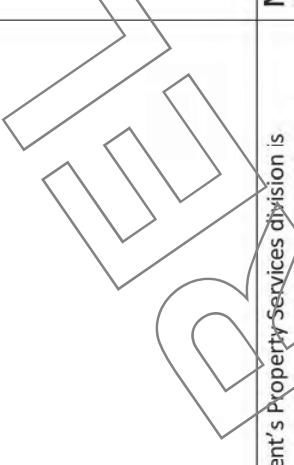
Inspection Period and Recommendation	YJS Implementation Actions YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
March 19 - Rec 3 [PAC Training Frequency] - Cross reference CYDC March 2019 – Rec 3	<p>It is recommended that Youth Justice Services 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>In progress, PAC review commenced on 25 July 2018 and curriculum enhancement expected completion prior to July 2020.</p> <ul style="list-style-type: none"> • A review of PAC is currently underway, led by the Youth Justice Capability and Learning business unit. • The review is driven by enhanced trauma informed practice, more detailed behaviour support plans and the introduction of revised rewards and incentives schemes. These are important considerations when examining the verbal skills required to implement de-escalation techniques. • Training requirements will be extensively explored as part of this review, including curriculum content, frequency and modality of delivery. All amendments will be made in close consultation with YDCs, Youth Justice Services and Union Representatives. • The provision of training in Youth Detention Centres may be impacted by the MoG transition to the Department of Youth Justice. The resulting organisational structure and associated impacts will be monitored accordingly. <p>Recommendation remains Open</p> <p>As per YJS implementation actions, the PAC review is in progress with an expected completion in July 2020 with revised training to follow.</p>
March 2019 - Rec 5 [Security Alerts] - Cross reference CYDC March 2019 – Rec 5	<p>It is recommended that Youth Justice Services establish a 'Security Alert' process, whereby,</p> <ul style="list-style-type: none"> • BYDC and CYDC agree that the timely and formalised sharing of security breach concerns will proactively contribute to risk prevention. • Senior Intelligence Officers at each detention centre will assume responsibility for sharing security alerts between centres and determine applicability for dissemination as appropriate. <p>Recommendation remains Open</p> <p>There is currently no formalised process for sharing of information about security breaches/issues. The Senior Intelligence Officer does forward intelligence bulletins that are created for BYDC to the intelligence team at CYDC (CYDC shares information also), <input type="text"/> Sch3/12(1)</p>

Inspection Period and Recommendation	YJS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
<p>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. Methods of communication could include, for example, text messaging.</p>	<ul style="list-style-type: none"> Methods of communication will be established via approved departmental channels in alignment with record keeping requirements. Initial consultation to establish formalised intelligence sharing mechanisms to commence July 2019. It is expected that this will be embedded in practice by 31 December 2019. 	<p>Sch3/12(1) but, this is ad-hoc and not yet embedded practice at the time of inspection.</p> <p>Recommendation remains Open</p> <p>The Inspectorate acknowledges the current controls in place as listed in the YJS implementation actions, however, s49 sch4</p>
<p>March 2019 - Rec 6 (Compliance with Operational Security Processes) – Cross reference CYJC March 2019 – Rec 6</p> <p>It is recommended that detention centre management implement increased compliance monitoring to enhance discipline and adherence to operational security processes.</p>	<ul style="list-style-type: none"> Shift Supervisors and senior management at each youth detention centre continue to conduct regular section inspections and review CCTV to ensure compliance with operational expectations. Routine profiling of security practices at all operational briefings has commenced at BYDC. The date of commencement for regular section inspections/review of CCTV is unable to be obtained, this is embedded practice. Monitoring will continue to ensure compliance. This recommendation should be considered closed. 	<p>Recommendation remains Open</p> <p>A number of key deliverables have commenced and are ongoing.</p> <p>Behaviour Support Plans were introduced in November 2018.</p> <p>Speech and Language Pathologists commenced as part of the Behaviour Support Team in April 2018.</p> <p>Additional specialist training requirements will be considered amongst the Youth Detention Review Implementation, Youth Justice Strategy and associated Action Plan.</p> <p>It is expected that this recommendation will be complete by July 2020.</p>
		<p>March 2019 - Rec 7 (Management of High Risk Behaviour) – cross reference CYJC March 2019 – Rec 7</p> <p>It is recommended that Youth Justice Services 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</p>

Inspection Period and Recommendation	YJS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
<p>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. 	<ul style="list-style-type: none"> • As at May 2020, A new Behaviour Support Plan will go live in the upcoming DCOIS release. Additional specialist training from Dr Tracy Westerman and the Queensland Centre for Mental Health Learning has been provided to on-centre BST staff and senior operational staff. Training for any new staff will occur later in the year once the COVID restrictions are lifted. 	 <p>N/A June 2019 recommendations are to be monitored in the December 2020 verification inspection.</p>
<p>June 2019 - Rec 1 (Coordinated Programs and Services) (cross reference CYDC June 2019 – Rec 1)</p> <p>The Inspectorate recommends that Youth Justice Services develops Terms of Reference and</p>	<ul style="list-style-type: none"> • A programs catalogue has been developed and shared between relevant departments. • The inter-departmental steering committee allows for all departments on centre to discuss program delivery, approvals and priorities. • The terms of reference has been updated. 	 <p>N/A June 2019 recommendations are to be monitored in the December 2020 verification inspection.</p>

Inspection Period and Recommendation	YJS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
<p>commences discussions with all agencies operating within the youth detention centres, to improve the coordination of programs and services in youth detention.</p>	<ul style="list-style-type: none"> Additional work is being undertaken with the programs team to promote their services across the centre. 	 <p>N/A June 2019 recommendations are to be monitored in the December 2020 verification inspection.</p>
<p>June 2019 - Rec 2 (Coordinated Reintegration Planning) – Cross reference CYDC June 2019 – Rec 2</p> <p>The Inspectorate recommends that Youth Justice Services 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>	<ul style="list-style-type: none"> Reintegration plans are discussed at the scheduled case review which involve YJSC, CS, family and other stakeholders as relevant. This is common practice and ensures collaboration, noting that reintegration plans are also reliant on external stakeholders. A review of the relevant procedures is currently underway 	 <p>N/A June 2019 recommendations are to be monitored in the December 2020 verification inspection.</p>
<p>June 2019 - Rec 3 (Reintegration Planning for Remandees) – Cross reference CYDC 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>	<ul style="list-style-type: none"> Both centres are working with YIDO to utilise suitable risk assessment tools (RADAR, intelligence-sharing) and planning tools (YJ Framework for Practice reintegration toolkit) that are necessary to support external reintegration activities for young people on remand. 	 <p>N/A June 2019 recommendations are to be monitored in the December 2020 verification inspection.</p>

Inspection Period and Recommendation	YIS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
June 2019 - Rec 4 (Reintegration and LOA Staffing) – Cross reference CYDC June 2019 – Rec 4 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.	<ul style="list-style-type: none"> • Current practice involves young people identifying key Youth Workers to accompany the young person on the LOA and this is built into the reintegration and LOA proposal on DCOIS. • Young people attending reintegration LOA's are also accompanied by the Transition Officer, Cultural Unit, Restorative Practice Team or Caseworker depending on the type of activity. • The availability of Youth Workers attending the LOA can be impacted by staffing pressures within detention however, this has little impact on the other stakeholders attending. 	<p>N/A June 2019 recommendations are to be monitored in the December 2020 verification inspection.</p> 
June 2019 - Rec 5 (Support Post Release) – Cross reference CYDC June 2019 – Rec 5 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.	<ul style="list-style-type: none"> • BYDC and CYDC have local practices to support YDC staff to maintain supportive relationships with young people post their release (if approved by relevant management) • This is managed with the relevant YSC to ensure consistency and accountability regarding contact occurring outside of a YDC staff members normal role. • It is important that community contact has a purpose and no date to ensure the young person re-connects with their community and steps away from detention. • Recommendation considered closed. 	<p>N/A June 2019 recommendations are to be monitored in the December 2020 verification inspection.</p> 
September 2019 - Rec 1 (Admissions Rooms Records) – BYDC Specific		<p>September 2019 Recommendations (BYDC)</p> <p>N/A September 2019 recommendations are to be monitored in the December 2020 verification inspection.</p> 
		<p>A process has been established to ensure the Executive Director formally approves the use of admissions room for any overnight stays.</p>

Inspection Period and Recommendation	YIS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
<p>The Inspectorate recommends that the centres record more consistently the approving officer and rationale for use of admissions holding rooms for one or more nights in the detention centre operational information system (DCOIS), to enable reporting of this information.</p>	<ul style="list-style-type: none"> ▪ This recommendation is considered closed. 	 <p>N/A September 2019 recommendations are to be monitored in the December 2020 verification inspection.</p>
<p>September 2019 - Rec 2 (Admissions - Wellbeing Intake) – Cross reference CYDC September 2019 – Rec 1</p>	<ul style="list-style-type: none"> ▪ Both centres are collaborating to develop a shortened intake process. 	 <p>N/A September 2019 recommendations are to be monitored in the December 2020 verification inspection.</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>N/A September 2019 recommendations are to be monitored in the December 2020 verification inspection.</p>
<p>September 2019 - Rec 3 (Search Practice Review) – Cross reference CYDC September 2019 – Rec 2</p>	<ul style="list-style-type: none"> ▪ The department's Property Services division is undertaking a market scan of products that may be able to meet the centre's security needs and thereby reduce the need for partially clothed searches. 	 <p>The Inspectorate recommends that the centres review searching practices based on the effectiveness of current search methods as shown in the data.</p> <ul style="list-style-type: none"> ▪ Youth Justice has also analysed searching practices and policy and procedural changes will be progressed to improve the guidance provided by staff. It is anticipated that this work will be completed by December 2020.

Inspection Period and Recommendation	YJS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
September 2019 - Rec 4 (Contraband Records) – Cross reference cYDC September 2019 – Rec 3 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.	<ul style="list-style-type: none"> Youth Justice has analysed practices regarding the recording of restricted, prohibited and illegal items. As a result, a number of policy and procedural changes will be progressed, with a view to complete these amendments by December 2020. 	N/A September 2019 recommendations are to be monitored in the December 2020 verification inspection.

March 2020 Recommendations (BYDC) and YJS implementation actions are included in the full YJS response to this report and will be added to this register once approved by the Director-General

Appendix C – CYDC Recommendations Register

as at March 2020

Inspection Period and Recommendation	YJS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
June 2018 Recommendations (CYDC)		
June 2018 - Rec 3 (Separations Data) – Cross reference BYDC June 2018 – Rec 4	<ul style="list-style-type: none"> As noted in a previous update, a Quality and Performance Framework is to be developed. This will create consistency and allow for greater oversight and monitoring of the separation process. The YJ Performance and Reporting team have been required to prioritise and deliver on key strategic business requirements such as the Youth Justice Strategy, the Youth Justice Action Plan, reporting for Enterprise Bargaining Agreement discussions, and Strategic Business Cases to name a few. An additional consideration is the priority given to the establishment of the standalone Department of Youth Justice. Once capacity is restored YJ Practice will link in with this team ensure this is delivered in due course. 	Recommendation remains Open <p>This dataset has not yet been delivered by Youth Justice Services. Based on recent requests for separation information by the Director-General, the Ombudsman (Public Interest Disclosure received August 2019) and the potential for more public scrutiny around separations, the actioning of this recommendation should be considered a priority.</p>
September 2018 Recommendations (CYDC)		
September 2018 - Rec 3 (VET and Job Readiness) – Cross reference BYDC September 2018 – Rec 2	<p>Youth Justice Services is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <p>The Inspectorate recommends that:</p> <ul style="list-style-type: none"> YJS 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 	Recommendation remains Open <p>The Inspectorate acknowledges that DoE and YJS are currently offering VET and job readiness content possible within the capabilities of both departments and considering 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

Inspection Period and Recommendation	YIS Implementation Actions YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November 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> <ul style="list-style-type: none"> As part of the consultation, Youth Justice and the DoE will work together to review the VET funding model to be more responsive to the specific youth detention cohort. In April 2019, DoE have completed a draft consultation paper regarding the feasibility to expand existing education services in Queensland youth detention centres. This recommendation is subject to senior officer discussions and funding models as well as the ability within other departments to provide funding and services. 	<p>Risk appetite to allow young people attend TAFE campus via LOA. DoE CYTEC currently offers ongoing VET (Cert1 & 2) courses including but, not limited to; hospitality, trade level literacy and numeracy, construction, horticulture, woodwork, metalwork and automotive. The Principal advised that young people doing VET courses have access to all elective components of all courses. For example, a young person may have completed core components of an automotive course and is interested in electives from another course, in these cases, CYTEC will enable this. This has had a positive impact on motivation and attendance through increased flexibility considering young people's changing interests.</p> <p>CYTEC would like to make more courses available on centre to match employment demand trends (e.g. nurses for aged care) but, budgetary constraints and DoE approval requirements can make this difficult.</p>
<p>September 2018 - Rec 4 (Criminogenic Programs) - Cross reference BYDC September 2018 – Rec 7</p> <p>It is recommended that Youth Justice Services 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 	<p>Youth Justice Services of the position that this recommendation can be closed. Youth Justice is committed to ensuring that all criminogenic programs offered to young people in youth detention have a robust evidence base. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <p>A CYDC draft centre profile has been developed to enhance the provision of programs for young people at the centre.</p> <p>CYDC has introduced a number of healthy relationship-based programs and continues to run VOYCES, a victim empathy program based on Restorative Justice Principles.</p> <p>In addition to the individual one on one sessions between caseworkers, psychologists and speech pathologists with young people:</p> <p>Recommendation remains Open</p> <p>During inspection, the availability of criminogenic programs was limited. Aggression Replacement Training (ART) and Emotional Regulation and Impulse Control (ERIC) programs which address underlying behaviours that lead to offending, are delivered through the Sport and Rec Team (ART) and BST (ERIC).</p> <p>ART is an intensive 3 sessions/week - 10 week course (4-8 young people depending on group dynamics, staff ratio and suitable room availability) and has been run twice this year due to CYDC only having one accredited facilitator.</p> <p>At the time of inspection, the UUMV program couldn't be delivered as there are no staff currently trained to deliver this program. A QFES initiative, 'Road Attitude, Action and Planning' (RAAP) is approved for delivery through CYTEC, commencing at the end of 2019 and when school returns in 2020.</p>

Inspection Period and Recommendation	YJS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
<ul style="list-style-type: none"> Talks by Adult Offenders both reformed and currently in custody or on parole. 	<ul style="list-style-type: none"> CYDC has commenced discussions with the CSYW central office DFV unit to explore opportunities for program / service collaboration. The UUMV program from CYDC has now been assessed and was due for delivery in 2019. The intention has been raised with the central office data area regarding access to data on offending patterns and from the YJ risk assessment to inform / target programs and services A BST work plan is in development for 2019 to confirm program expectations beyond individual clinics. 	<p>Two motivational speakers with criminal backgrounds have attended CYDC this year (Tony Hoang and Luke Kennedy) following a recommendation from QPS. Often CYDC is approached directly by speakers and CYDC assesses their suitability through, for example, references, online resources, speech content and endorsement by schools.</p> <p>Programs facilitated by the Cultural Unit often incorporate education around domestic and family violence, drug and alcohol, unhealthy relationships and UUMV.</p> <p>Due to the implementation actions in progress, this recommendation will remain open for verification in December 2020.</p>
September 2018 - Rec 5 (Program and Education Attendance)	<p>The Inspectorate recommends that YJS 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>Youth Justice Services is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <p>Reintegration related activities are conducted from the moment an intake commences.</p> <ul style="list-style-type: none"> Conversations are held with the young person's personal network and stakeholders to discuss the factors/triggers leading up to their admission to detention and what steps could be put in place to transition them out into the community. A program wide system for recording programs and services, including attendance and outcomes will be created through the ICMS Replacement Project. It is on track to be the first YJ product to be delivered in <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>

Inspection Period and Recommendation	YJS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
	<p>Stage 1, Tranche 1 over the financial year of 2019/2020.</p> <ul style="list-style-type: none"> Youth Justice Services will deliver revised program content to youth justice across community and detention. As per the Acts requirements, these programs will align with the risk, needs and responsibility principle. sch3(2)(1) 	<p>Recommendation remains Open</p> <p>As at the December inspection, CYDC has awaiting clear advice from YJS about the appropriate use of PPE, particularly in the use of PPE to with soft shields. Recent examples were communicated to inspectors where the use of helmets would have prevented injuries (e.g. form projectiles) to staff during response incidents where soft shields were used.</p>
	<p>March 2019 Recommendations (CYDC)</p> <p>March 2019 - Rec 1 (PPE Use) - Cross reference BYDC March 2019 - Rec 1</p> <p>It is recommended that Youth Justice Services 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>Recommendation remains Open</p> <p>Legal advice requested 29 March 2019 and received 11 April 2019.</p> <ul style="list-style-type: none"> Policy consultation, amendment and endorsement. Prior to January 2020. This is being considered as part of the current PAC review.
	<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 Justice Services 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</p>	<p>Recommendation remains Open</p> <p>Training considerations contingent on outcomes from the PAC review, which commenced on 25 July 2018. July 2018 specialised incident controller training delivered at CYDC Training to be delivered at BYDC prior to July 2020.</p> <ul style="list-style-type: none"> Anticipated timeline prior to July 2020. This has been put on hold due to the COVID-19 training restrictions. <p>As per anticipated completion date of July 2020, YJS implementation is in progress. Although, Incident Controller training was delivered at CYDC in 2018, this was some time ago and with a high ratio of new staff, regular training would be beneficial. 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>Staff responsible for oversight of the PPE report that PPE is still not being used consistently and staff are unsure how to use it effectively. Training in PPE is</p>

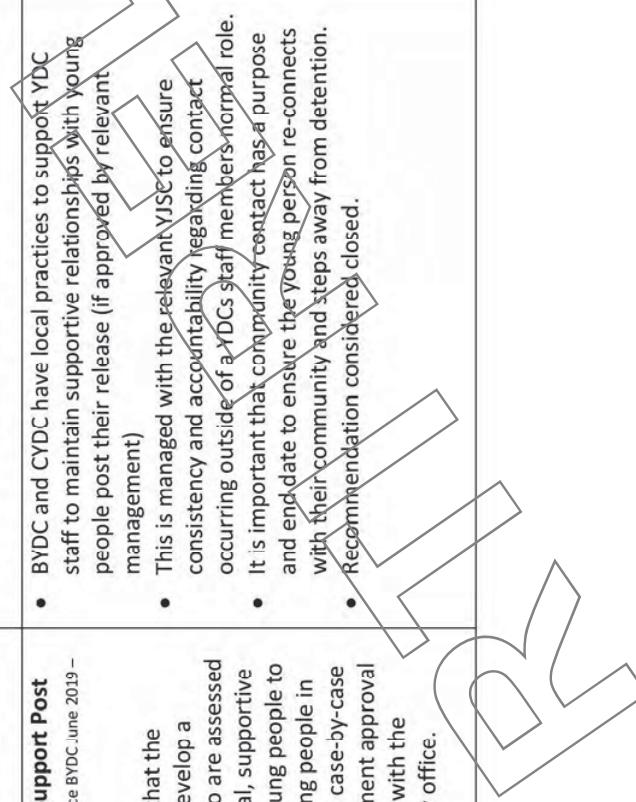
Inspection Period and Recommendation	YJS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
March 19 - Rec 3 (PAC Training Frequency) – Cross reference BYDC March 2019 – Rec 3	<p>scenarios, to be delivered on a regular basis at both centres.</p> <ul style="list-style-type: none"> In progress, PAC review commenced on 25 July 2018 and curriculum enhancement expected completion prior to July 2020. A review of PAC is currently underway, led by the Youth Justice Capability and Learning business unit. The review is driven by enhanced trauma informed practice, more detailed behaviour support plans and the introduction of revised rewards and incentives schemes. These are important considerations when examining the verbal skills required to implement de-escalation techniques. Training requirements will be extensively explored as part of this review, including curriculum content, frequency and modality of delivery. All amendments will be made in close consultation with YDCs, Youth Justice Services and Union Representatives. The provision of training in YJC transition to the Department of Youth Justice. The resulting organisational structure and associated impacts will be monitored accordingly. 	<p>only how to fit the equipment but, lacking in how-to actually use it and training in reasonable use would be beneficial.</p> <p>Recommendation remains Open</p> <p>As per YJS implementation actions, the PAC review is in progress with an expected completion in July 2020 with revised training to follow.</p>
March 2019 - Rec 5 (Security Alerts) – Cross reference BYDC March 2019 – Rec 5	<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>BYDC and CYDC agree that the timely and formalised sharing of security breach concerns will proactively contribute to risk prevention.</p> <p>Recommendation remains Open</p> <p>There is currently no formalised sharing of information about security breaches/issues. Currently information is shared informally about contraband</p>

Inspection Period and Recommendation	YJS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
It is recommended that Youth Justice Services 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. Methods of communication could include, for example, text messaging.	<ul style="list-style-type: none"> Senior Intelligence Officers at each detention centre will assume responsibility for sharing security alerts between centres and determine applicability for dissemination as appropriate. Methods of communication will be established via approved departmental channels in alignment with record keeping requirements. Initial consultation to establish formalised intelligence sharing mechanisms to commence July 2019. It is expected that this will be embedded in practice by 31 December 2019. 	<p>trends, but not significant incidents on centre e.g. [REDACTED]</p> <p>[REDACTED] The Senior Intelligence Officer would consider this a positive move towards improved safety. Senior Intelligence Officers at each centre now have access to the other centre's DCOS information – this change has occurred in the last year, influenced by the Senior Intelligence Officer at CYDC.</p>  <p>Recommendation remains Open</p> <p>As per the Youth Justice Services response, this recommendation is expected to be completed by July 2020 and will be subject to verification in December 2020.</p>
March 2019 - Rec 7 (Management of High Risk Behaviour) – Cross reference BYDC March 2019 – Rec 7	<ul style="list-style-type: none"> A number of key deliverables have commenced and are ongoing. Behaviour Support Plans were introduced in November 2018. Speech and Language Pathologists commenced as part of the Behaviour Support Team in April 2018. Additional specialist training requirements will be considered amongst the Youth Detention Review Implementation, Youth Justice Strategy and associated Action Plan. It is expected that this recommendation will be complete by July 2020. A new Behaviour Support Plan will go live in the upcoming DCOS release. Additional specialist training from Dr Tracy Westerman and the Queensland Centre for Mental Health Learning has been provided to on-centre BST staff and senior operational staff. Training for any new staff will occur later in the year once the COVID restrictions are lifted. <p>contracting the services of appropriately trained staff to work at a detention centre (when required) with young people with extreme</p>	

Inspection Period and Recommendation	YIS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
psychological/behavioural needs; <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>June 2019 Recommendations (CYDC)</p> <p>June 2019 - Rec 1 (Coordinated Programs and Services) – cross reference BYDC June 2019 – Rec 1</p> <p>The Inspectorate recommends that Youth Justice Services 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>N/A June 2019 recommendations are to be monitored in the December 2020 verification inspection.</p>



Inspection Period and Recommendation	YIS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
June 2019 - Rec 2 (Coordinated Reintegration Planning) – Cross reference BYDC June 2019 – Rec 2 The Inspectorate recommends that Youth Justice Services 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.	<ul style="list-style-type: none"> Reintegration plans are discussed at the scheduled case review which involve YISC, CS, family and other stakeholders as relevant. This is common practice and ensures collaboration, noting that reintegration plans are also reliant on external stakeholders. A review of the relevant procedures is currently underway. 	N/A June 2019 recommendations are to be monitored in the December 2020 verification inspection.
June 2019 - Rec 3 (Reintegration Planning for Remandees) – Cross reference BYDC June 2019 – Rec 3 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.	<ul style="list-style-type: none"> Both centres are working with YDO to utilise suitable risk assessment tools (RADAR, intelligence sharing) and planning tools (YI Framework for Practice reintegration toolkit) that are necessary to support external reintegration activities for young people on remand. 	N/A June 2019 recommendations are to be monitored in the December 2020 verification inspection.

Inspection Period and Recommendation	YIS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
June 2019 - Rec 4 (Reintegration and LOA Staffing) – Cross reference BYDC June 2019 – Rec 4	<ul style="list-style-type: none"> • Current practice involves young people identifying key Youth Workers to accompany the young person on the LOA and this is built into the reintegration and LOA proposal on DCOIS. • Young people attending reintegration LOA's are also accompanied by the Transition Officer, Cultural Unit, Restorative Practice Team or Caseworker depending on the type of activity. • The availability of Youth Workers attending the LOA can be impacted by staffing pressures within detention however, this has little impact on the other stakeholders attending. 	<p>N/A June 2019 recommendations are to be monitored in the December 2020 verification inspection.</p> 
June 2019 - Rec 5 (Support Post Release) – Cross reference BYDC June 2019 – Rec 5	<ul style="list-style-type: none"> • BYDC and CYDC have local practices to support YDC staff to maintain supportive relationships with young people post their release (if approved by relevant management) <ul style="list-style-type: none"> • This is managed with the relevant YJSC to ensure consistency and accountability regarding contact occurring outside of a YDCs staff members normal role. • It is important that community contact has a purpose and end date to ensure the young person re-connects with their community and steps away from detention. • Recommendation considered closed. 	<p>N/A June 2019 recommendations are to be monitored in the December 2020 verification inspection.</p> 

Inspection Period and Recommendation	YIS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
June 2019 - Rec 6 (CYDC Employment Resources) - cydc Specific It is recommended that CYDC increases the focus on building employment resources, networking with employers and linking young people to jobs before release.	<ul style="list-style-type: none"> Youth Justice has analysed searching practices and policy and procedural changes will be progressed to improve the guidance provided by staff. It is anticipated that this work will be completed by December 2020. 	N/A June 2019 recommendations are to be monitored in the December 2020 verification inspection.
	September 2019 Recommendations (CYDC)	
September 2019 - Rec 1 (Admissions - Wellbeing Intake) – Cross reference: BYDC September 2019 – Rec 2 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.	<ul style="list-style-type: none"> Both centres are collaborating to develop a shortened intake process. 	N/A September 2019 recommendations are to be monitored in the December 2020 verification inspection.

Inspection Period and Recommendation	YJS Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
September 2019 - Rec 2 (Search Practice Review) - Cross reference BYDC September 2019 – Rec 3 The Inspectorate recommends that the centres review searching practices based on the effectiveness of current search methods as shown in the data.	<ul style="list-style-type: none"> • The department's Property Services division is undertaking a market scan of products that may be able to meet the centre's security needs and thereby reduce the need for partially clothed searches. • Youth Justice has also analysed searching practices and policy and procedural changes will be progressed to improve the guidance provided by staff. It is anticipated that this work will be completed by December 2020. 	N/A September 2019 recommendations are to be monitored in the December 2020 verification inspection.
September 2019 - Rec 3 (Contraband Records) - Cross reference BYDC September 2019 – Rec 4 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.	<ul style="list-style-type: none"> • Youth Justice has analysed practices regarding the recording of restricted, prohibited and illegal items. As a result, a number of policy and procedural changes will be progressed, with a view to complete these amendments by December 2020. 	N/A September 2019 recommendations are to be monitored in the December 2020 verification inspection.

March 2020 Recommendations (CYDC) and YJS implementation actions are included in the full YJS response to this report and will be added to this register once approved by the Director-General

Inspection of the Brisbane and Cleveland Youth Detention Centres

June 2020

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

Approved:

Bob Gee
Director-General
Department of Youth Justice

Date: 9/7/2020

"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 BYDC during Remote¹ inspection

Dates of inspection	15 to 19 June 2020
Executive Director, BYDC at time of inspection	Michael Drane
Built capacity (i.e. usable secure fixed beds ²)	162
Highest daily number of young people	121
Average population of young people	118
Average population of males	108
Average population of females	9
Average percentage of young people on remand	82%
Average percentage of young people sentenced	14%
Average percentage remanded and sentenced	3%
Average population of Aboriginal and/or Torres Strait Islander young people	58 (49%)
Number of young people on Child Protection Orders	34 (29%)
Youngest detainee on centre	13 years 4 months
Oldest detainee on centre	18 years 10 months

¹ The inspection of BYDC was conducted remotely via telephone, Skype and other electronic methods of consultation and data collection due to safety precautions implemented in response to the COVID-19 pandemic. Inspectors attended BYDC on 16 July to physically observe security practices and personally consult with staff and young people regarding themes raised during the remote meetings with managers.

² The number of purpose-built beds in general accommodation units plus four bedrooms in the Oak behaviour support unit – excludes beds in Independent Living Units.

Snapshot of CYDC during remote³ inspection

Dates of inspection	22 to 26 June 2020
Executive Director, CYDC at time of inspection	Fran Bidulph-Amaral (Paul Driehuis – Acting/Executive Director - 27 June to 24 July 2020)
Built capacity (i.e. usable secure fixed beds)	104
Highest daily number of young people	88
Average population of young people	75
Average population of males	63
Average population of females	12
Average percentage of young people on remand	84%
Average percentage of young people sentenced	12%
Average percentage remanded and sentenced	0%
Average population of Aboriginal and/or Torres Strait Islander young people	72 (96%)
Number of young people on Child Protection Orders	28 (37%)
Youngest detainee on centre	11 years 11 months
Oldest detainee on centre	18 years 5 months

³ The inspection of CYDC was conducted remotely via telephone, Skype and other electronic methods of consultation and data collection due to safety precautions implemented in response to the COVID-19 pandemic.

Executive Summary

This is a joint report of the quarterly statutory inspections of both the Brisbane and Cleveland Youth Detention Centres (BYDC and CYDC). Statutory detention centre inspections are conducted by delegated Inspectors, located within the office of the Director-General, Department of Youth Justice. This report which covers both inspections, is provided to the Director-General and contributes to improving youth detention centre operations across both centres.

Due to safety precautions implemented in response to the COVID-19 pandemic, the inspections of both centres were conducted remotely. The remote inspection of BYDC occurred from 15 to 19 June 2020 and the remote inspection of CYDC occurred from 22 to 26 June 2020. The restrictions in relation to professional visits lifted across both centres on the 15 July 2020 and Inspectors were on-site at BYDC for one day on 16 July 2020. The Inspectors utilised this day to interview young people, section staff and physically assess security. Access to CYDC was not able to occur due to COVID-19 restrictions.

The focus areas under inspection in this quarter were COVID-19 pandemic response, mental health and disability assessment and services, security management and body worn cameras. Due to the remote nature of the inspections (with the exception of the one day visit at BYDC) all interviews were conducted via telephone and video-call technology. Emerging issues and themes were corroborated through consultation with relevant managers and inspection of available data.

The key observations, findings and recommendations in relation to the focus areas are summarised below. Other issues raised and discussed with relevant centre managers and the Senior Executive Director, Youth Detention and Operations during and immediately following the site visits are tracked in the Issues Register at Appendix A of this report. The status of active recommendations from previous reports are detailed in the Recommendations Register at Appendices B and C.

Focus Area 1 – Covid-19 – Pandemic Response (up to and during the Inspections in June 2020)

Commencing in late March 2020, both BYDC and CYDC continue to practice increased sanitation measures, social distancing and restrictions guided by Queensland Health Advice. At the time of inspection (BYDC 15-19 June 2020, CYDC 22-26 June 2020), there were no infections of young people or staff at BYDC or CYDC. School, internally provided programs and health services continued as per normal throughout the duration of the detention centre entry restrictions.

All staff, young people and visitors continue to have their temperature checked on entry to the centres. Staff and visitors who present with a high temperature or cold/flu-like symptoms were instructed to self-isolate and obtain medical clearance before returning to work. Young people showing symptoms were tested and quarantined until a negative test result was returned. Young people quarantined were provided education packs and allowed time in the section for leisure and exercise separately from others. YDI acknowledge there was a later pandemic response that occurred at BYDC and CYDC in August 2020, and this response will be examined in the September 2020 report.

During COVID-19 restrictions, Inspectors will continue to monitor detention centre practices via client data information systems, CCTV and body-worn camera footage. Inspection meetings and interviews were conducted with detention centre management, staff and young people via telephone and video conferencing facilities. Once professional visits recommenced Inspectors were able to attend BYDC on 16 July to physically observe security practices and personally consult with staff and young people regarding themes raised during the remote meetings with managers.

Focus Area 2 – Mental Health and Disability Assessment and Services

Queensland Health sits within BYDC and CYDC and provides services specific to addressing mental health and substance use needs for young people. There are several points of contact where referrals can be made to on centre services within Queensland Health and feedback from consultations was positive. The Inspectorate found that while mental health and substance use needs of young people receive significant focus and resourcing, areas of opportunity exist in regards to responding to the needs of young people with suspected or diagnosed impairments and disabilities. The introduction of Speech Pathologists within the centres has been a step in the right direction to assist in addressing this need, with the Inspectorate receiving overwhelming positive feedback from all staff and young people who were consulted.

While the Inspectorate acknowledges integrated and coordinated care for the health and developmental needs of young people with disabilities or suspected disabilities is a complex and multifaceted issue and involves partnerships between multiple agencies, the findings centred on the detention centres working with these agencies to resolve current barriers in service provision for young people with disabilities and impairments and suspected disabilities and impairments. It is recommended that Youth Detention Operations continue to build on and develop relationships across agencies to enhance the provision of paediatric services and comprehensive neurodevelopmental assessments. Areas of opportunity also exist in relation to multi-agency communication and record keeping and recommendations were made in relation to strategies to improve this.

Additional findings were made in relation to workforce capability with the majority of staff reporting they do not feel they have adequate knowledge base with regards to the different types of disabilities and impairments and are not adequately trained in effectively managing behaviours of young people with a disability. The recent survey of youth Justice staff conducted by the Child Health Research Centre at University of Queensland (UQ) provides preliminary indication that while staff are generally motivated and trying to do whatever they can individually do to increase their knowledge base, they feel systems could be improved to support their practice, and are wanting to increase their capabilities in relation to identifying and managing neurodevelopmental impairments. The Inspectorate made a recommendation for Youth Detention and Operations to 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.

Focus Area 3 – Security Management

There are no recommendations in relation to this focus area, however, the Inspectorate notes a previous recommendation made in 2019 that remains open, around reviewing the effectiveness of contraband search methods.

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This issue has not appeared with the same severity at CYDC where contraband detected via entry points and within the centre is rare.

Due to COVID-19 social distancing measures, Protective Actions Continuum (PAC) training refresher training for existing staff was postponed during the April-June 2020 period. PAC training continued to be delivered as part of the induction for all new employees, however, approximately 65 percent of total staff at both are still required to complete the yearly training requirement for 2020. The Inspectorate notes that PAC refresher training has recommenced and is prioritised for staff on a needs basis. Mandatory competency training, including first aid, CPR, suicide response and fire safety has been maintained at high levels with BYDC achieving up to 80 percent current and CYDC up to 96 percent current as at 30 June 2020.

Staff shortages, as a result of illness, staff suspensions and other leave have increased to similar levels experienced in the June 2019 quarter, in part, due to the COVID-19 safety response. As noted in the September 2019 report, short staffing resulting in young people remaining in doors can result in increased security incidents through frustration when unable to attend school, programs and outdoor recreational activities. Almost full staffing and both centres was achieved from December 2019 to February 2020 following major recruitment initiatives throughout 2019. June 2020 has recorded up to 20 days of staff shortages at each centre, however during the March and June inspections was not raised as having an impact on school attendance when Inspectors consulted detention centre and Department of Education staff. This issue appears to be managed through overtime, use of casuals and staff rotations. Further, young people who were consulted did not complain of lock downs and spoke to Inspectors about the education/programs they had attended or were scheduled to attend.

The new 16 bed accommodation unit at BYDC is now operational. During inspection eight beds were filled as the centre is not at maximum capacity, additional body worn cameras are being deployed and staff recruitment is being progressed to ensure BYDC and the new detention centre can be fully staffed. Construction of the new kitchen and laundry buildings within BYDC are in progress and security around these construction sites is maintained with no major incidents or breaches of the worksite by young people. The need for security upgrades for a small number of aging buildings within BYDC was actioned. No issues in relation to the security of buildings at CYDC were raised by the staff who were able to be consulted remotely.

Focus Area 4 – Body Worn Cameras

The Inspectorate has no recommendation in regards to body worn cameras (BWC) and notes the enhanced incident review function through the combination of BWC footage/audio and CCTV which allows incidents to be viewed in their entirety. Footage is also being used to highlight good practice for training purposes and the determination of whether staff investigation proceedings are required. Some issues were raised by management regarding a minority of staff who, at times, do not activate their BWC, however, these occurrences are immediately addressed by centre management.

Other Issues

The Inspectorate raises 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 as required. Issues are monitored through the Issues Registers, which outline the response action taken by centre management and/or Youth Detention and Operations. There were no issues outside of the focus areas that needed to be raised during this inspection period. BYDC has one issue made in December 2019 (Appendix A) currently being addressed. CYDC has no current issues in progress.

List of Recommendations

Focus Area 1 – COVID 19 Pandemic Response

No recommendation were made.

Focus Area 2 – Mental Health and Disability Assessment Services

Recommendation 1

It is recommended that continued occur with the relevant agencies (Youth Justice, Queensland Health, NDIA, Department of Education and Department of Child Safety) to continue to improve and 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.

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 comprehensive neurodevelopmental assessments.

Recommendation 2

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.

It is further recommended that Youth Justice Operations review youth detention centre caseworker responsibilities and practice guidelines with the goal to continue to improve coordination and collection of information to guide more effective case planning to better support the holistic needs of young people.

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 outcomes of assessments and testing relevant for intervention and case planning with young people.

Recommendation 3

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 to increase workforce capability and confidence in managing behaviours associated with neurodevelopmental and other cognitive impairments.

Focus Area 3 – Security Management

No recommendations were made.

Focus Area 4 – Body Worn Cameras

No recommendations were 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 Director-General's Office, Department of Youth Justice. 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, review of CCTV and Body-worn Camera footage
- 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)
 - *Children's Rights Report 2016* (Australian Human Rights Commission)
 - *Youth Justice Review 2016*.
- A remote inspection of BYDC via phone and video-call technology from 15 to 19 June 2020, due to safety precautions and travel restrictions implemented in response to the COVID-19 pandemic (following the resumption of professional visits, Inspectors physically attended BYDC on 16 July 2020).
- A remote inspection of CYDC via phone and video-call technology from 22 to 26 June 2020, due to safety precautions and travel restrictions implemented in response to the COVID-19 pandemic.

- In-depth interviews with the Executive Directors (EDs); Deputy Directors (DDs); Unit Managers; Practice Support Managers; Cultural Units; Programs Coordinators; Casework Managers; Caseworkers, Behaviour Support Team Leaders; Speech Pathologists; Training Coordinators; Intelligence Advisers; Programs Coordinators; Visits Coordinators and; Queensland Health staff and Department of Education staff.
- Conversations with various staff and young people both individually and in multiple focus-groups in all accommodation units throughout the centres
- Discussions with a range of youth justice staff external to the detention centres including Youth Justice Service Centre and central Youth Detention Operations staff.
- Interviews with a range of content experts particularly in relation to mental health and disability (including Queensland Health, Forensic Child and Youth Mental Health Service, North Queensland Adolescent Forensic Mental Health Service, Mental Health Alcohol and Other Drugs Service and The University of Qld, Child Health Research Centre)
- An examination of relevant Detention Centre Operational Information System (DCOIS), Integrated Client Management System (ICMS), detention centre and Youth Detention and Operations Centre (various offices) records
- Triangulation of data obtained through interviews, physical observations and records
- An exit interview with the EDs on the final days of inspections

Focus Area 1 - COVID – 19 Pandemic Response

Youth Detention Centres

Commencing in late March 2020, both BYDC and CYDC continue to practice increased sanitisation measures, social distancing and restrictions guided by state health advice and endorsed by the Chief Health Officer. At the time of inspection, there were no infections of young people or staff at BYDC or CYDC.

During this quarter, active COVID-19 infections decreased in the community and the majority of high-risk staff and those with existing health issues who were working from home, have returned to work based at the detention centres. Staff committee meeting have also resumed with full attendance, during the peak of COVID-19, attendance at these meeting was either remote or staggered to maintain limitation numbers on gatherings. Family and professional visits resumed on 10 July and 15 July 2020 respectively. School, internally provided programs and health services continued as per normal throughout the duration of the detention centre entry restrictions.

All staff, young people and visitors continue to have their temperature checked on entry to the centres. Staff who present with a high temperature or cold/flu like symptoms are denied entry and instructed to self-isolate and be tested, only returning for duty following a negative test result. Young people who present with symptoms are tested and isolated within the accommodation sections and must remain in their room when other young people are present in the section common areas until a negative test result is returned. Young people undergoing the isolation process are provided education packs and are allowed time in the section for leisure and exercise, only when all other young people are in their rooms or out attending school/programs. Increased sanitisation frequency of surfaces within accommodation and office areas is ongoing.

Young People advised Inspectors that they understood why the restrictions were in place and had received good communication from staff in relation to quarantine requirements and restrictions on inter-section movements. Inspectors received no complaints from any of the young people consulted. All staff consulted spoke positively of the communication from management and the precautions in place upon entry to the detention centres, as well as the increased sanitisation measures.

Youth Detention Inspections

During COVID-19 restrictions, Inspectors will continue to monitor detention centre practices via client data information systems, CCTV and body-worn camera footage. Inspection meetings and interviews continue to be conducted with detention centre management, staff and young people via telephone and video conferencing facilities. Inspectors attended BYDC on 16 July to physically observe security practices and personally consult with staff and young people regarding themes raised during the remote meetings with managers. Due to government travel restrictions, a visit to CYDC was not possible. Without the ability to be physically present at the detention centres on multiple days, Inspectors consultation with the majority of staff and young people and the ability to gauge culture, identify issues through informal conversations and observe discrete practices is limited.

Prior to the remote June 2020 quarterly inspections, the Inspectorate released communication material via, email and posters inviting Youth Workers to raise and discuss issues at any time through phone, email or video-conference, however, uptake was limited, most-likely due to the need to maintain staff ratio and enable efficient section operations. The Inspectorate selected staff based on previous inspection experience, who were known to provide well rounded and balanced knowledge of practice and issues.

Young people with whom Inspectors had some rapport and those recently admitted into detention were selected for video-conference interviews with varied results. Only those young people who'd had previous interactions with Inspectors were comfortable talking via video, young people who weren't familiar with the Inspectors were less forthcoming. It is the Inspectors' experience that young people who are apprehensive during an initial meeting can eventually open up and become more confident to interact and share their perspective as they familiarise with the Inspectors and observe positive interactions with other young people and staff during the inspection week. Without a physical presence, Inspectors consultation with a wide cross section of young people is limited.

Due to restrictions on young people from different accommodation sections associating, the Young Persons Liaison Committee meetings (BYDC) and the Residents Consultative Committee (CYDC) did not occur during the June 2020 quarter. Inter-section mixing has resumed at both centres which should allow the young person committees to meet again during the September quarter. This will enable Inspectors to consult a group of representatives for young people from each accommodation section across both centres.

Should professional visitor access to detention centres continue, it is expected that inspections will be conducted on-site for BYDC only in the September 2020 quarter. Whether the inspection of CYDC is conducted on-site or remotely, will depend on the status of government travel restrictions.

Focus Area 2 – Mental Health and Disability Assessment and Services

The Inspectorate's focus on Mental Health and Disability Assessment and Services involved reviewing youth justice legislation, policies and procedures, youth justice files and records (ICMS, DCOIS), and information obtained from the Queensland Health, National Disability Insurance Agency (NDIA) and Department of Education (DoE).

In gathering information in relation to this focus area, Inspectors consulted with young people, Queensland Health staff including nurse unit managers, and staff from Child and Youth Mental Health, North Qld Adolescent Forensic Mental Health Service, DoE staff and employees located within the detention centres. Consultation also occurred with the Communication and Psychology Team at BYDC (CPT – formally known as BST) and the Behaviour Support Team (BST) at CYDC, detention centre casework teams, cultural units, youth workers and section supervisors. In exploring the communication and links between the detention centres and the community, Inspectors also consulted with Youth Justice Service Centre Caseworkers and Team Leaders. Consultation also occurred with relevant content experts in the area of mental health and disability (including the University of Qld, Child Health Research Centre).

Young people detained in Queensland's youth detention centres have a legislated right to health services, including access to medical and therapeutic services necessary to meet their needs (YJA, Schedule 1 – Charter of Youth Justice Principles and YJR, Division 9).

The Youth Justice 2020 Disability Service Plan recognises the high number of young people in the youth justice system that have a disability or suspected of having a disability and as such, youth justice has made a commitment to ensuring services in detention centres are suitable for young people with a disability. The Disability Service Plan lists a range of success measures for this commitment including the introduction of speech and language pathologists at each centre, and CPT and BST demonstrating clinical capacity to conduct assessments that are relevant to the identification and diagnosis of Fetal Alcohol Spectrum Disorders (FASD). Further, a key priority area of the *Youth Justice Strategy 2019–2023* is identification of disabilities in young people involved with YJ, and addressing the need for early identification and assistance through integrated and therapeutic intervention.

A range of youth justice and detention centre policies and procedures guide mental health and disability assessment and service requirements for young people within both centres including:

Youth Detention Centre Operations Manual (YDCOM)

Principle 5 – Services will promote rehabilitation to stop the cycle of youth crime

Principle 9 - Continuous improvement of youth detention services

YDCOM Chapter one – Care and management of young people

- Section 1 – Casework in youth detention
- Section 4 – Structured day
- Section 5 – Program development
- Section 6 – Special interest young people
- Section 8 – Medical and health services
- Section 9 – Suicide and self-harm management

Youth Detention Centre Operational Policy

- Policy YD-1-1 - Casework
- Policy YD-1-2 – Behaviour development
- Policy YD-1-3 – Structured day and program delivery
- Policy YD-1-5 – Provision of medical and other health services
- Policy YD-1-6 – Suicide and self-harm risk management
- Policy YD-3-3 – Reporting critical incidents

There is significant research and literature linking behaviours associated with mental health, disability and impairment with offending and pre-disposition to engagement with the law. Further, there is persuasive evidence that young people with neurodevelopmental impairments, including FASD are disproportionately involved with the justice system. Without assessment and appropriate supports, young people with unrecognised neurodevelopmental impairments are more likely to continue to be involved with the youth justice system due to having inadequate skills and support to break the cycle of recidivism (Reid, et al, 2020)⁴. Whilst there is limitations on Queensland specific research in the context of youth justice systems, a recent prevalence study conducted at Banksia Hill Youth Detention Centre in Western Australia, found 89% of young people had a least one domain of severe neurodevelopmental impairment and 36% were diagnosed with FASD (Bower, et all. 2018)⁵.

An article quoted in the Youth Justice media clippings on 10th August 2020 stated:

Queensland has more people disabled by FASD than any other state or territory. Three-quarters are children – including 200 kids aged seven to 14. The NDIA told a federal parliamentary inquiry into FASD that participants "may require supports for life" through the taxpayer-funded NDIS. It revealed that half the NDIS participants with FASD were Aboriginal, and warned that many children were waiting "many months" for a diagnosis, with "the worst cases not receiving services at all".

Queensland has 420 NDIS participants with disabilities caused by drinking in pregnancy, compared to 405 in NSW, 133 in Victoria, 177 in Western Australia, 71 in South Australia, 13 in the ACT and 99 in the Northern Territory.

Further evidence to corroborate prevalence of disability and impairments in an Australian context - In April 2018 the Youth Justice Assessment and Intervention Service (YJAIS) at the Adelaide Youth Training Centre (youth detention centre) conducted a thorough assessment process with a sample of young people for a screening project. The project found that, from a sample of detainees, approximately 9 out of 10 young people had disability-related needs including speech and intellectual impairments (Report on the 2019 Pilot Inspection of the Adelaide Youth Training Centre)⁶.

Throughout the inspection, FASD was consistently raised a by a range of staff which will be discussed below. Given the special interest given to FASD by YDC staff and Youth Justice generally, the inspectorate

⁴ Reid et al. (2020). Fetal alcohol spectrum disorder, the importance of assessment, diagnosis and support in the Australian justice context. *Psychiatry, Psychology and Law*, DOI: 10.1080/13218719.2020.1719375

⁵ Bower et al. (2018). Fetal alcohol spectrum disorder and youth justice: A prevalence study among young people sentenced to detention in Western Australia. *BMJ Open*, 8(2), e019605, doi:10.1136/bmjopen-2017-019605

⁶ Training Centre Visitor. Government of South Australia (2019). Great Responsibility: Report on the 2019 Pilot Inspection of the Adelaide Youth Training Centre (Kurlana Tapa Youth Justice Centre).

interviewed Dr Natasha Reid, a Clinical Psychologist and Postdoctoral Research Fellow at the Child Health Research Centre, University of Queensland. Dr Reid is an expert in the field of FASD.

Mental Health Services & Assessment

While this inspection does cover mental health broadly, it must be noted that suicide risk management is a specific focus area for the inspectorate. Suicide risk management was previously covered in the June 2019 inspection, therefore was not specifically examined during this inspection.

The inspectorate commends the positive work done across both centres in the area of identifying and responding to mental health needs of young people. There appears to be several points of contact where referrals can be made to on centre services within Queensland Health, stating they receive referrals from multiple sources such as caseworkers, admissions and DoE. Queensland Health staff within both centres discussed some of the barriers that exist in engaging young people in their services given the voluntary nature of the service; however, it appears efforts are made to engage young people and they are generally supported to remain engaged. This was also evidenced in the CPT and BST teams with both teams reporting additional engagement strategies are utilised when required and statistics show low dropout rates of therapeutic interventions and developmental programs once a young person is engaged.

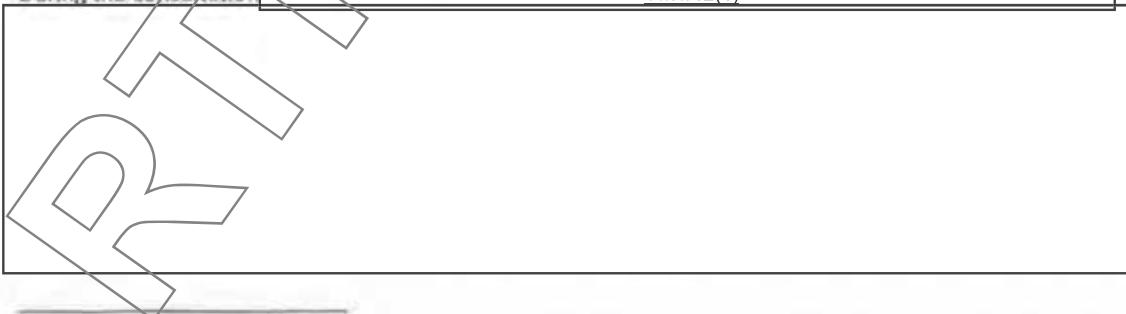
Services delivered by Queensland Health within both centres are in the context of mental health or substance use. While services relating to mental health and substance use have received positive feedback, there appears to be limited systematic capacity for these services to engage, diagnose and provide adequate support to young people in custody who have a diagnosed or undiagnosed disability. Further, the Inspectorate reviewed the current Memorandum of Understanding (MOU) between BYDC and Queensland Health and while the MOU appeared to cover primary health and mental health well, there were no references to services relating to disability. It is reported from a range of staff that the lack of capacity at BYDC specifically, is due to a conflict in professional opinions between CPT/BST and Queensland Health with regards to disability vs mental health and trauma. According to staff, this has at times impacted on young people and services provided to young people, due to conflicting information being provided to young people and staff regarding diagnosis and treatment planning.

While the Inspectorate commends Queensland Health services within both centres in responding to mental health and substance use disorders and concerns, evidence shows mental illness and substance use disorders can co-occur with brain and behaviour issues⁷. The absence of a holistic lens being applied may present a risk that potential impairments may be overlooked and brain and behaviour issues are not adequately addressed.

Disability Services & Assessment

During the consultation

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⁷ Lambie, I (2020) *what were they thinking? A discussion paper on brain and behaviour in relation to the justice system in New Zealand* Auckland, NZ: Office of the Prime Minister's Chief Science Advisor

This is a continuing concern, having been raised in the March 2019 Inspection Report (March 2019 - Rec 7) where the Inspectorate 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....for example, contracting the services of appropriately trained staff; and 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.

Concerns related to suspected or diagnosed disabilities, including neurodevelopmental disorders (brain injury, FASD, Autism, ADHD, intellectual/language impairment and ASD) are generally managed by CPT/BST as a starting point and any testing, assessment and treatment is completed by CPT/BST.

CPT within BYDC reported high caseloads and limited capacity to complete testing and assessments when required. Both teams reported the majority of their time being spent engaging in tasks associated with being on the Suicide Risk Assessment Team. Despite competing demands, both teams placed high value on completing any necessary assessments while young people are in custody, acknowledging the difficulties in assessing young people while they are in the community due to complexities associated with substance use and transience.

Dr Reid (Child Health Research Centre, University of Queensland) was interviewed on the topic of assessments and testing being completed in a secure environment and responded with the following statement:

"Ideally you want to assess young people in an environment they feel comfortable in and you can get the best performance so you can see what they are capable of doing. If a young person is highly dysregulated that this will impact the assessment results - this could happen in detention but this could also happen in community due to other factors. I would say there are positives and negatives of assessments across both settings."

It would be great to have assessment teams that sit in the community to complete neurodevelopmental assessments as required - particularly to inform court decision making. However, I think there will always be a place for assessments to be completed in the detention centre - as for some young people this might be the only time you will capture them i.e. those who are facing a lot of complexities may have difficulties attending appointments in the community.

Also you may want an assessment of their current functioning to help inform treatment planning in the detention centre e.g. what types of adaptations need to be made currently for them to ensure a young person is able to engage effectively in their programs while in detention.

I don't think it can be an "all or nothing" type of approach - i.e. all done in detention or all done in community - I would be advocating for assessments across community and detention - particularly to meet the extremely high level of current unmet needs we have for appropriate neurodevelopmental assessments across the whole system".

The 2020 Youth Justice Disability Plan specifically discusses detention centres having clinical capacity to conduct FASD assessments which are comprehensive neurodevelopmental assessments and considered the gold standard assessment for young people with complex needs. In addition to young people having the ability to access funded therapeutic supports such as NDIS or Medicare-subsidised supports once there is evidence of disability or impairment, further benefits of comprehensive neurodevelopmental assessment is that the information gained can be used to educate youth justice caseworkers and legal professionals about

a young person's abilities (Fast & Conry, 2009)⁸, resulting in an informed response to that individual's immediate and future needs, both for justice-related contexts and beyond (Reid et al, 2020)⁹.

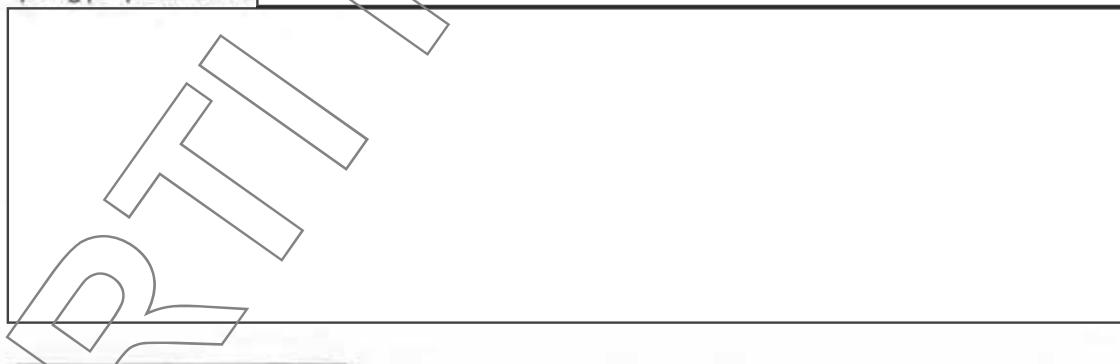
Cleveland Youth Detention Centre BST, despite challenges with capacity issues from time to time, have been proactively completing FASD assessments for several years. CYDC has access to a Paediatrician for approximately 2 hours per week. The Paediatrician is able to undertake medical components of FASD assessments and provide confirmation of diagnosis where applicable. While BYDC CPT are able to undertake assessments on the majority of required domains for the FASD assessments, they are unable to finalise these assessments due to lack of access to a Paediatrician. CPT within BYDC reported Queensland Health has been approached to assist however due to the conflicting professional opinions, specifically in regards to FASD there has been limited assistance provided.

In 2018/19, in response to one of the recommendations of the Independent Review of Youth Detention (9.R5) a research and practice partnership project titled: *Developing a Culturally Safe Neurodevelopmental Impairment Assessment and Support Framework for use in Youth Detention Centres* was developed in partnership with the Youth Justice Practice Improvement team, Research Projects and Partnerships team and The University of Queensland. The framework proposed ongoing financial contribution from Youth Detention and Operations to support a part time Project Coordinator and Paediatrician to assist in an ongoing sustainable assessment and support framework to assess neurodevelopmental impairment (including FASD) in young people in BYDC. The project gained support from a range of executives and directors within youth justice and endorsed by the Senior Executive Director of Youth Justice at the time; however, due to resourcing constraints, the framework has not been implemented.

Although barriers exist with respect to lack of access to adequately qualified medical staff, such as Paediatricians the Inspectorate does note the range of allied health staff currently available within BYDC and CYDC. BST and CPT have a range of Psychologists, and Speech Pathologists exist within CPT/BST, DoE and Queensland Health. The introduction of Speech Pathologists within both centres and the Speech Pathologist Senior Practitioner within youth justice central office has resulted in young people having direct access to specialists to diagnose and treat communication disorders and has also created many advances in practice and adaptions to programs and services. Speech Pathologists also actively assist in comprehensive neurodevelopment assessments. It was widely reported by staff across both centres and externally that the Speech Pathologists are an integral part of the detention centres and an incredibly important asset.

The Inspectorate was provided with many positive examples of how Speech Pathologists have impacted young people in YDC's.

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⁸ Fast, D.N., & Conry, J. (2009). Fetal alcohol spectrum disorders and the criminal justice system. *Developmental Disabilities Research Reviews*, 15(3), 250–257. doi:10.1002/ddrr.66

⁹ Reid et al, (2020): Fetal alcohol spectrum disorder; the importance of assessment, diagnosis and support in the Australian justice context, *Psychiatry, Psychology and Law*, DOI: 10.1080/13218719.2020.1719375

In late 2019 the Disability Reform Council identified the need to have dedicated liaison officers to work with justice staff to support young people with disability to access the NDIS. While this is likely to be a positive asset to youth justice, the Inspectorate raises concern in relation to expectations placed on youth justice by the NDIA. The assessment and testing of young people with disability sits within BST and CPT; this is likely to increase with the introduction of the NDIA Justice Liaison Officers. BST and CPT already report they are currently experiencing high caseloads and capacity issues.

Finding 1:

Integrated and coordinated care for the health and developmental needs of young people with disabilities or suspected disabilities is a complex and multifaceted issue, especially with particularly high risk young people requiring specialised care, and involves partnerships between multiple agencies including Youth Justice, Queensland Health, National Disability Insurance Agency, Department of Education and Department of Child Safety.

The Inspectorate acknowledges the responsibility sits more broadly than just with the Department of Youth Justice, and is mindful of strategies such as the National FASD Strategy 2018-2028 where the Australian Government's Department of Health is the designated lead agency. However, given the strategy also recognises that children involved with youth justice are a priority group in need of FASD and other neurodevelopment related services it is necessary for the youth detention centres to work in with the aforementioned agencies and leverage opportunities when a young person is in custody to address needs and support rehabilitation to avoid further episodes of detention.

The Inspectorate made the following findings specific to youth detention:

- *Mental health and substance use needs of young people receive significant focus and resourcing; however, areas of opportunity exist in regards to responding to the needs of young people with suspected or diagnosed impairments and disabilities, especially high risk young people requiring specialised care*
- *There is a risk of allied health teams reaching capacity with the introduction of NDIA Justice Liaison Officers.*

Recommendation 1:

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.

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 comprehensive neurodevelopmental assessments..

Note: The first part of this recommendation regarding inter-agency collaboration, is closely related to March 2019 Inspection Report (March 2019 Rec 7) where the Inspectorate 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:

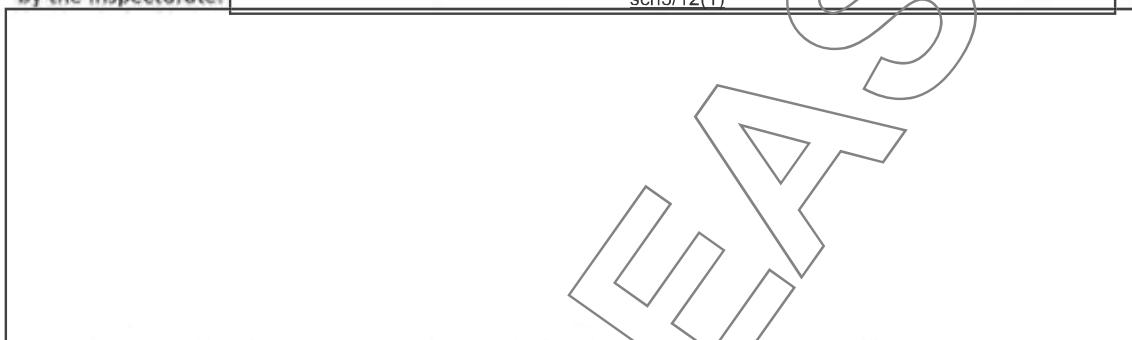
- *contracting the services of appropriately trained staff to work at a detention centre (when required) with young people with extreme psychological/behavioural needs;*
- *providing specific training in mental illness, disabilities and/or drug and alcohol related behavioural issues for staff being rostered 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.*

Stakeholder Communication

A significant issue of stakeholder communication was raised a number of times during consultation by a range of staff, particularly within BYDC. This issue impacts not only responsiveness to disability as discussed above, but also interagency communication and intervention more broadly.

A number of files of young people with suspected disabilities and mental health concerns were examined by the Inspectorate. sch3/12(1)



Additional evidence collated from a range of sources indicated a number of areas requiring improvement, mostly stemming from within the YDC Casework teams:

- RE
- Agencies within the detention centre reported concerns regarding information being passed on by detention centre Caseworkers when a young person is transitioning into the community and will quite often contact Youth Justice Service Centre Caseworkers and agencies in the community or family members directly.
- Youth Justice Service Centre Caseworkers reported some difficulties in gaining traction on referrals to CYMHS, MHATODS, NQAFMHS, or BST, PCT and Cultural Unit when they go through the detention centre Caseworker, with most opting to contact services within the detention centre directly as they gain more success via this method.
- Information is collated by Caseworkers for case reviews however, the quality of this information is dependent on what is provided by the relevant stakeholder with limited follow up from the Caseworker to gain additional information if required.

RE Review of several files on the client information system found that significant information (not subject to confidentiality clauses), such as test/assessment results completed in YDC had not been recorded in a centralised or consistent manner. Such assessments would typically be used to inform case and intervention planning.

Finding 2:

Research shows the importance of embedding medical and allied health services in justice contexts to respond appropriately to the complex needs of young people in the justice system. While the Inspectorate acknowledges some of these services exists within BYDC and CYDC, these services currently appear to work relatively independent of one another. Staff across both centres, Queensland Health, Department of Education and external stakeholders reported the cross agency and stakeholder communication could be improved. This was also evidenced during the Inspectorates review of several files of young people or when general information pertaining to a young person was requested by the Inspectorate.

Recommendation 2:

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.

It is further recommended that Youth Justice Operations review youth detention centre caseworker responsibilities and practice guidelines with the goal to improve coordination and collection of information to guide more effective case planning to better support the holistic needs of young people.

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.

Workforce Capability

Workforce capability in the area of disability and mental health was explored during consultation. The Inspectorate acknowledges the work of the allied health staff within both centres in the development of Behaviour Support Plans (BSP). These plans are designed to assist staff and stakeholders to manage young people with behavioural needs and aid in the modification of programs to suit the needs of young people with communication difficulties. Non-allied health staff who assist in the daily management of young people subject to BSP stated they are usually invited to provide feedback into the plans, and overall find these plans helpful.

While the BSP's are an important and helpful aspect of daily management of complex young people, the majority of staff across both centres reported they do not feel they are adequately trained in the identification of certain impairments and strategies to work with young people with a disability. In regards to the high risk young people requiring specialised care mentioned earlier in the report, staff felt like they were not adequately equipped to manage these young people, even with the presence of a BSP.

The Child Health Research Centre at University of Queensland recently released a survey to all youth justice staff to gain insight into workforce capability in regards managing the behaviour difficulties associated with neurodevelopmental disorders. Preliminary survey results were made available to the Inspectorate and the summary of findings state staff are generally motivated and trying to do whatever they can individually do to increase knowledge base, however, feel as if the systems are not in place to adequately support their practice, and are wanting to increase their capabilities.

For young people who are remanded in custody or receive a sentence of detention, compliance to detention centre procedures is critical, but can pose difficulties for those who may struggle to understand and follow instructions. *Without adaptions to expectations placed upon young people in detention, further*

escalation of negative behaviours and the consequential punishments within detention centre environments are likely. Training for all staff who engage with justice-involved populations about neurodevelopmental impairments and accommodating management approaches is crucial to promote appropriate environments for individuals with FASD and other impairments (Reid et al, 2020)¹⁰.

Finding 3:

While Behaviour Support Plans are an important and helpful aspect of daily management of complex young people, the majority of staff across both centres reported they do not feel they are adequately trained in the identification of certain impairments and strategies to work with young people with a disability.

Further, a number of young people with disabilities and complex needs require a high-level of specialised care and staff reported they are not equipped to manage the behaviour and potentially life threatening needs of these young people.

The recent survey of youth justice staff conducted by the Child Health Research Centre at University of Queensland provides preliminary indication that while staff are generally motivated and trying to do whatever they can individually do to increase their knowledge base, they feel systems are not in place to adequately support their practice, and are wanting to increase their capabilities in relation to identifying and managing neurodevelopmental impairments. Although the results from the survey are only preliminary and represent youth justice broadly, staff across both centres reported they do not feel adequately trained in management of behaviour difficulties associated with neurodevelopmental disorders.

Recommendation 3:

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 to increase workforce capability and confidence in managing behaviours associated with neurodevelopmental and other cognitive impairments.

Note: This recommendation is closely related to March 2019 Inspection Report (March 2019 - Rec 7) where the inspectorate 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:

- 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.

¹⁰ Reid et al, (2020): Fetal alcohol spectrum disorder; the importance of assessment, diagnosis and support in the Australian justice context, *Psychiatry, Psychology and Law*, DOI: 10.1080/13218719.2020.1719375

Focus Area 3 – Security Management

There are no recommendations in relation to this focus area. The Inspectorate consulted with detention centre executive and management including ED's, DD's, Practice Support Managers, Intelligence Advisers, Training Advisers, Operations Managers and Unit Managers. As these inspections were conducted remotely, the Inspectorates' commentary in this focus area relies on staff advice, monitoring of incident data and video footage. This section will cover issues around contraband risk, limited numbers of staff currently trained in Protective Actions Continuum (PAC), staff shortages and facilities.

Contraband

Both detention centres have a register of young people with a history of bringing in high risk contraband. These registers are shared with Admissions and Visits staff to allow increased vigilance and perform targeted, partially-unclothed searches. The effectiveness of partially-clothed searches is questionable and has been discussed in previous inspection reports. BYDC has electronic contraband detection technology, however, this has proven to be ineffective. The Inspectorate made the following recommendation (ref September 2019 - Rec 3 (Search Practice Review) around reviewing the effectiveness of contraband search methods:

The Inspectorate recommends that the centres review searching practices based on the effectiveness of current search methods as shown in the data.

Youth Detention and Operations has committed to the following implementation actions to be completed by December 2020:

- *The department's Property Services division is undertaking a market scan of products that may be able to meet the centre's security needs and thereby reduce the need for partially clothed searches.*
- *Youth Justice has also analysed searching practices and policy and procedural changes will be progressed to improve the guidance provided by staff. It is anticipated that this work will be completed by December 2020.*

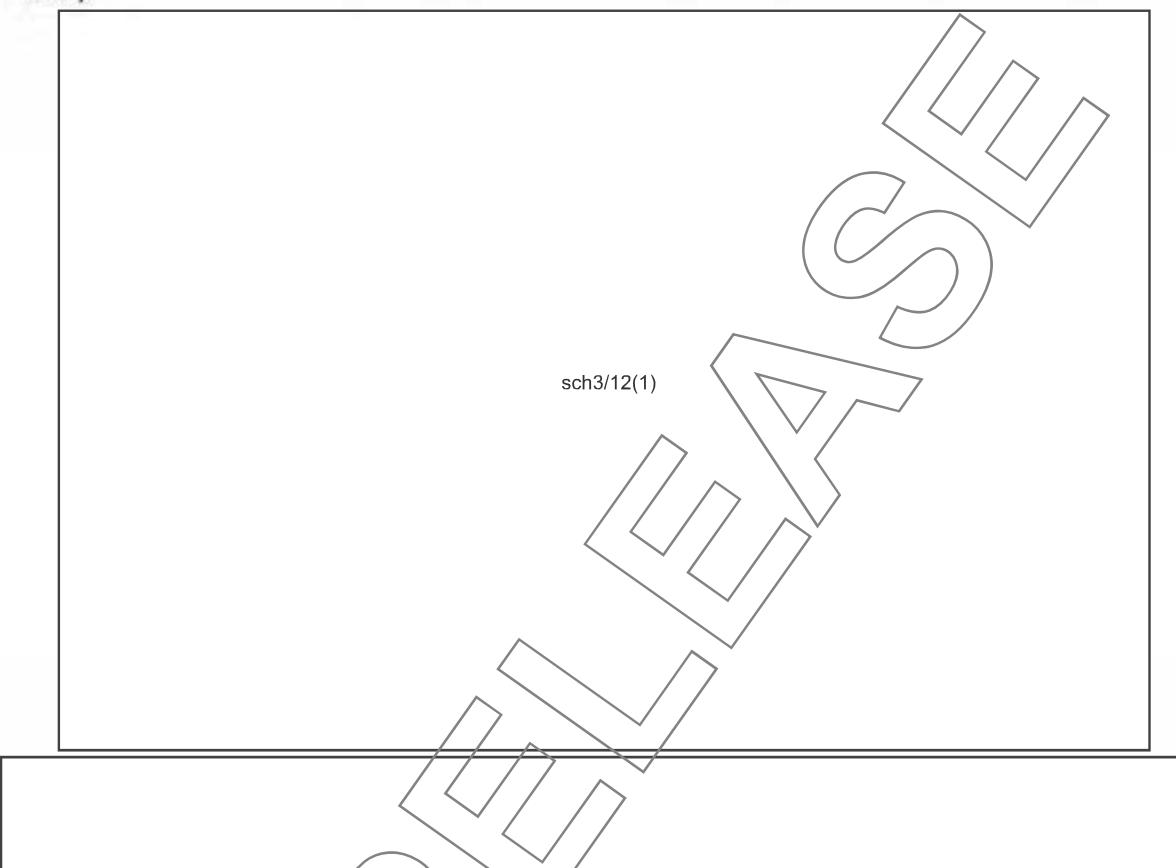
Although contraband detections in both detention centres is low, risks are highlighted around admissions and visits, in particular at BYDC where young people have secreted items internally, or between their buttocks to avoid detection. Contraband has then been ingested in the admissions area and/or distributed and ingested by young people in the accommodation sections. It is not uncommon for these items to circulate within the centre, up to 14 days or more, before the remnants are detected or handed over. This presents a risk that these items (weapons) can be used against staff or other young people, or young people may become severely ill with potentially life-threatening consequences. There are two occasions the Inspectorate is aware of when staff have been threatened with a syringe at BYDC. CYDC is not without incident but, the amount and severity of contraband detected in that centre is lower.

BYDC

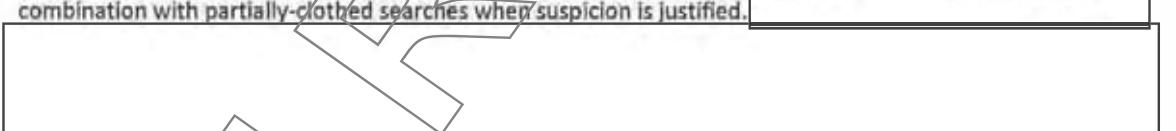
Whilst the amount of contraband detected at BYDC is low, the items that have been located have increased in severity since 2019. Notable items include (also see pictures below):

- Suspected and confirmed drugs including, methamphetamine, heroin, MDMA, cannabis, Buprenorphine, Valium and similar medications
- Syringes
- Knives/shivs
- Lighters

It is through the vigilance and professionalism demonstrated by BYDC staff that these incidents have not had more serious consequences, however, the following examples demonstrate these risks have become reality:



The Milliwave scanner is only useful for locating larger items held on a person and is currently being used in combination with partially-clothed searches when suspicion is justified.

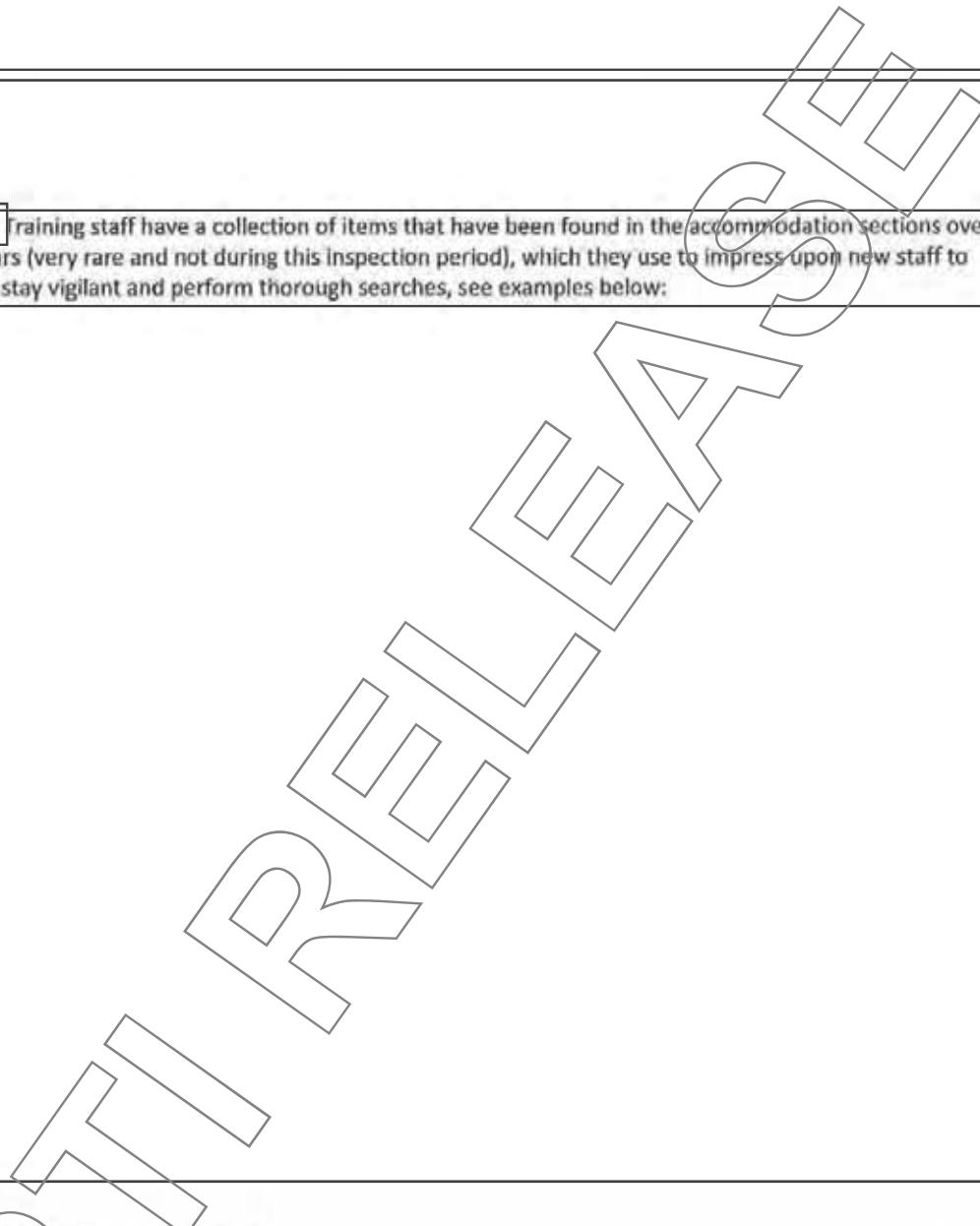


CYDC

The amount of contraband detected at CYDC is very low, the majority of items found are items found by young people within the centre including screws and small rocks for tagging and the occasional cigarette, cannabis/bong and lighter but, these are very rare. Notable items detected through admissions include (also see pictures below):

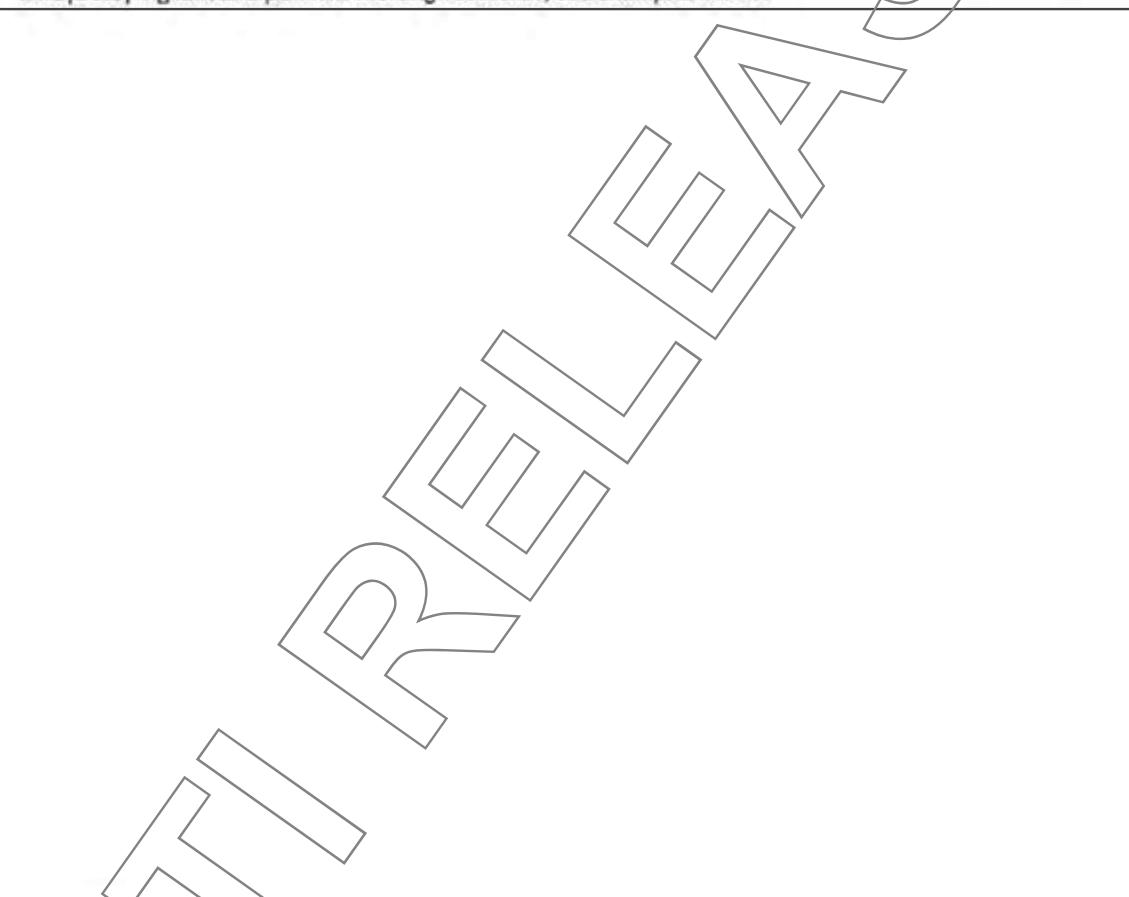
- Blades
- Cannabis
- Lighters
- Mobile phone





sch3/12(1)

Training staff have a collection of items that have been found in the accommodation sections over the years (very rare and not during this inspection period), which they use to impress upon new staff to always stay vigilant and perform thorough searches, see examples below:



PAC Training Currency

Due to COVID-19 social distancing measures, Protective Actions Continuum (PAC) training refresher training for existing staff was postponed during the April-June 2020 period. PAC training continued to be delivered as part of the induction for all new employees, however, approximately 65 percent of total staff at both centres are not current with the yearly training requirement. This creates a risk of low confidence, hesitation and possible injury to staff and young people through the potential use of incorrect techniques.

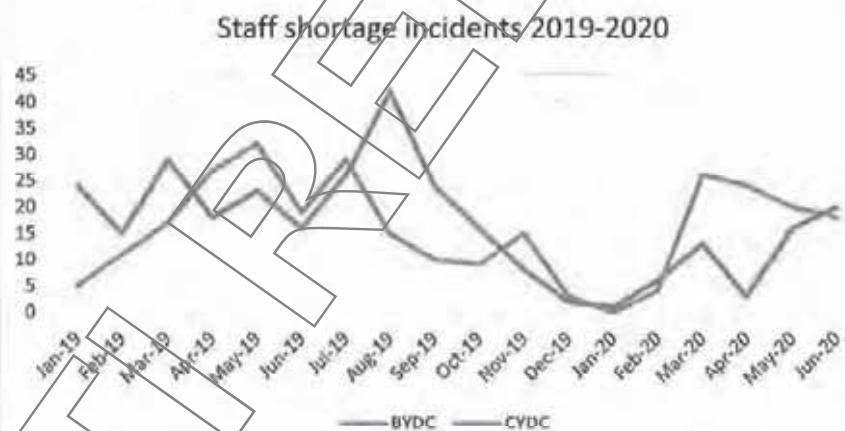
The Inspectorate notes that PAC refresher training has recommenced and is prioritised for staff on a needs basis. The Inspectorate also acknowledges the roll out of the new interventions training package developed in consultation with the Queensland Police Services and that advice has been received that the proposed future techniques have been demonstrated to union representatives with positive feedback and brings the department closer to deliver the new package.

Mandatory competency training, including First Aid, CPR, Suicide Response and Fire Safety has been maintained at high levels with BYDC achieving up to 80 percent and CYDC up to 96 percent current as at 30 June 2020.

Staff Shortages

Staff shortages have increased to similar levels experienced in the June 2019 quarter, in part, due the COVID-19 safety response. As noted in the September 2019 report, short staffing resulting in young people remaining in doors can result in increased security incidents through frustration when unable to attend school, programs and outdoor recreational activities. Almost full staffing and both centres was achieved from December 2019 to February 2020 following major recruitment initiatives throughout 2019. June 2020 has recorded up to 20 days (20 – BYDC and 18 – CYDC) of staff shortages at each centre, however, during the March and June inspections wasn't raised as having an impact on school attendance when Inspectors consulted detention centre and Department of Education staff. This issue appears to be managed through overtime and staff rotations. Further, young people who were consulted did not complain of lock downs (this was a common concern raised by young people at BYDC during the 26-30 August 2019 inspection) and spoke to Inspectors about the education/programs they had attended or were scheduled to attend.

The chart and table below show numbers of staff shortage incidents recorded at both centres from 1 January 2019 to 30 June 2020.



Number of Staff Shortage Incidents Recorded in DCOIS

Month/Year	BYDC	CYDC
Jan-19	24	5
Feb-19	15	11
Mar-19	29	17
Apr-19	18	27
May-19	23	32
Jun-19	16	19

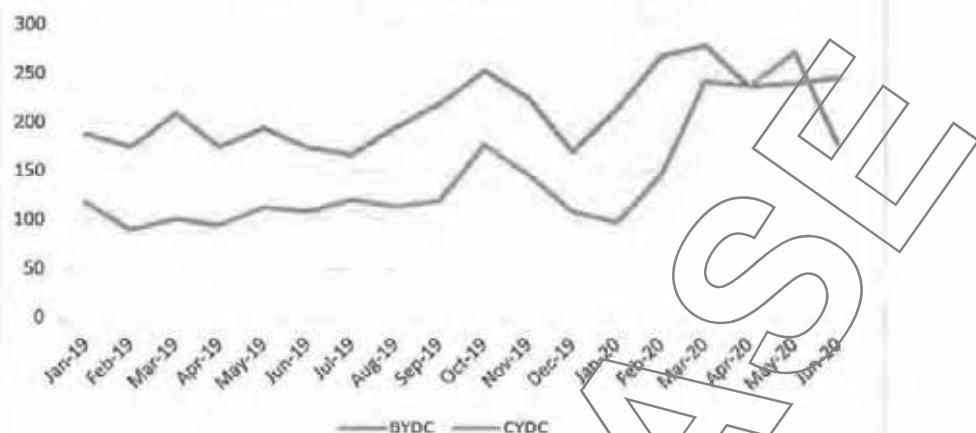
Number of Staff Shortage Incidents Recorded in DCOIS		
Month/Year	BYDC	CYDC
Jul-19	26	29
Aug-19	42	15
Sep-19	24	10
Oct-19	16	9
Nov-19	8	15
Dec-19	2	7
Jan-20	1	0
Feb-20	6	4
Mar-20	13	25
Apr-20	3	44
May-20	16	20

The chart and table below shows some correlation between staff shortages and incidents by young people that could be attributed to frustration, however, Inspectors have received anecdotal advice that with the influx of new staff, young people have been testing boundaries which may account for the rise in incidents from February 2020. While the fluctuation of young person incidents slightly correlates with the fluctuation in staff shortage incidents (from October 2019 onwards), the increased number of new staff presents a variable that doesn't lead to a clear conclusion.

The numbers shown in the chart and table below represent security incidents by young people and included the following incident categories in DCOIS:

- Aggressive behaviour
- Assaults and risk causing behaviours
- Disruptive behaviour
- Escapes and leave condition breaches
- Inappropriate sexualised behaviour
- Minor damage
- Passive program refusal
- Property damage, loss and theft
- Security threats (not including staff shortages)
- Other incidents

Incidents by young people 2019/20

**Number of Young Person Incidents Recorded in DCOIS**

Month/Year	BYDC	CYDC
Jan-19	188	117
Feb-19	175	89
Mar-19	209	100
Apr-19	175	94
May-19	194	112
Jun-19	174	108
Jul-19	167	120
Aug-19	185	113
Sep-19	219	119
Oct-19	253	177
Nov-19	225	146
Dec-19	170	108
Jan-20	214	97
Feb-20	268	145
Mar-20	279	242
Apr-20	237	237
May-20	240	272
Jun-20	246	218

BYDC

Reasons for staff shortages at BYDC are varied, including:

- Demand pressures exceeding staffing availability – sustained high numbers of young people, one on one staffing needs for suicide risk or behavioural needs
- Staff requirements for emergency LOA's such as hospital admissions, court appearances
- Staff requirements for construction and maintenance escorts.
- Unplanned absences – sick, carers, bereavement, WorkCover.

- FTE Structural deficit – BYDC is awaiting funding for full FTE to operate the centre at maximum capacity with a 1:4 ratio [REDACTED]
 - Two planned rounds of recruitment were unable to proceed due to COVID, the delay to the state budget and the whole of government freeze on recruitment.
 - Seasonal factors – school holiday periods, winter and illness, COVID implications including directions for staff to isolate if unwell.
 - Staff unable to work through injury is also an issue (on average BYDC has approximately 50 active WorkCover claims which may include 20-25 staff away through a total incapacity, and 20-25 returning to work on suitable duties plan) [REDACTED]
 - Staff absent under active suspensions whilst disciplinary matters proceed.
- s49 sch4

The following is information was provided by BYDC and represents the number of staff who remain employed since inductions commencing in May 2019 with a total of 79 new staff commencing employment, 41 of who remain. The following shows the retention rate of recently recruited staff:

- May 2019 – 20 commenced – 7 ceased
- September 2019 – 26 commenced – 7 ceased (1 terminated)
- October 2019 – 28 commenced – 13 ceased
- November 2019 – 33 commenced – 7 ceased
- June 2020 – 24 commenced – 4 ceased (2 terminated)

Reasons for staff ceasing employment at BYDC can include, termination, blue card issues, family commitments, partner relocations, health, other employment; however, most are resignations by staff who self-realise they are unsuitable. Inspectors have been advised (during recent and past inspections at both detention centres) by long-term, and recently employed staff that the reality of the job is not what they expected from the advertisement and that they expected to be helping young people more through rehabilitation/transitional activities.

CYDC

Unplanned leave is a significant reason for staff shortages, averaging approximately eight staff per day whose absence is unplanned, for example, sick leave (including those who test with a high temperature on entry to the centre) and special leave. CYDC has experienced up to 20 staff per day on unplanned leave, however, this is unusual. Short staffing is often due to additional demand which can also be unplanned, for example:

- young person/s suicide risk is raised requiring one on one observations
- young person/s raised Special Interest Young Person (SIYP) status requiring one on one staffing
- one on one, or double escorts
- emergency medical LOAs
- COVID-19 related activities such as
 - escorting contract commercial cleaners, and
 - staff temperature testing.

Since January 2019, seven recruitment courses have been completed at CYDC with a total of 121 new staff commencing employment, 90 of who remain. The following shows the retention rate of recently recruited staff:

- January 2019 – 10 commenced – 5 ceased

- April 2019 – 19 commenced – 6 ceased (1 terminated)
- June 2019 – 19 commenced – 4 ceased (1 terminated)
- September 2019 – 22 commenced – 4 ceased (1 terminated)
- October 2019 – 17 commenced – 5 ceased (2 terminated)
- November 2019 – 22 commenced – 6 ceased (1 terminated)
- June 2020 – 12 commenced – 1 ceased (finished after first week due to another job offer).

Reasons for staff ceasing employment at CYDC is varied (e.g. termination, blue card issues, family commitments, partner relocations, health, other employment), however, most are resignations by staff who realise the job is not for them. Inspectors have been advised (during recent and past inspections at both detention centres) by long-term, and recently employed staff that the reality of the job is not what they expected from the advertisement and that they expected to be helping young people more through rehabilitation/transitional activities.

Facilities

The new 16 bed accommodation unit (Blue Gum) at BYDC is now operational. During inspection eight beds were filled as the centre is not at maximum capacity

[REDACTED]

Construction of the new kitchen and laundry buildings within BYDC are in progress and security around these construction sites is maintained with no major incidents or breaches of the worksite

[REDACTED]

No issues in relation to the security of buildings at CYDC were raised by the staff who were able to be consulted remotely.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Focus Area 4 – Body Worn Cameras

The Inspectorate has no recommendation in regards to body worn cameras (BWC) but, notes the enhanced incident review, the use of footage to promote good practice and improve culture, and a more efficient determination of investigation referrals. When Inspectors spoke to young people about BWCs, no concerns were raised. The majority of staff consulted were positive about using the BWCs, previous concerns raised before the BWC implementation have been resolved through the initial training and becoming familiar with the routine of using the devices.

Enhanced Incident Review

BWC footage significantly enhances the incident review functions performed by the Practice Support Managers (PSM), Intelligence Officers, Unit Managers, Shift Supervisors and incident review panels through the combination of BWC footage/audio and CCTV which allows incidents to be viewed in their entirety. Some issues were raised by management regarding a minority of staff who, at times, do not activate their BWC, however, these occurrences are immediately addressed by centre management.

Management also spoke of wanting to use the footage for acknowledging positive interactions to change culture and encourage good practice. Footage is being used for individual training purposes, however, in order to use footage more broadly for group training, (for legal reasons) identities of staff and young people in the footage needs to be blurred.

s49 sch4

Inspectors were told staff are responding well to the individual coaching sessions, and appreciate having the opportunity to review, discuss and improve their individual performance with managers. The Client Relations Managers have reported a more effective determination of whether staff investigation proceedings are required. This results in more appropriate cases being referred to the Professional Standard Unit (PSU), where as previously, some cases may have been referred unnecessarily. BWC footage is also enhancing the PSU's determination of investigation outcomes.

In reviewing footage and incidents, Practice Support Managers, Unit Manager and Shift Supervisors report enhanced written reports in DCOIS, Inspectors review of incidents confirms this in most cases. The Practice Support Managers (and the Intelligence Unit at CYDC) review and categorise all BWC footage, therefore, should written reports be absent or contain incomplete detail, this is noted and the relevant staff member is coached on the standard required. No major issues were raised in this regard and controls in place are successfully managing inconsistencies as they arise.

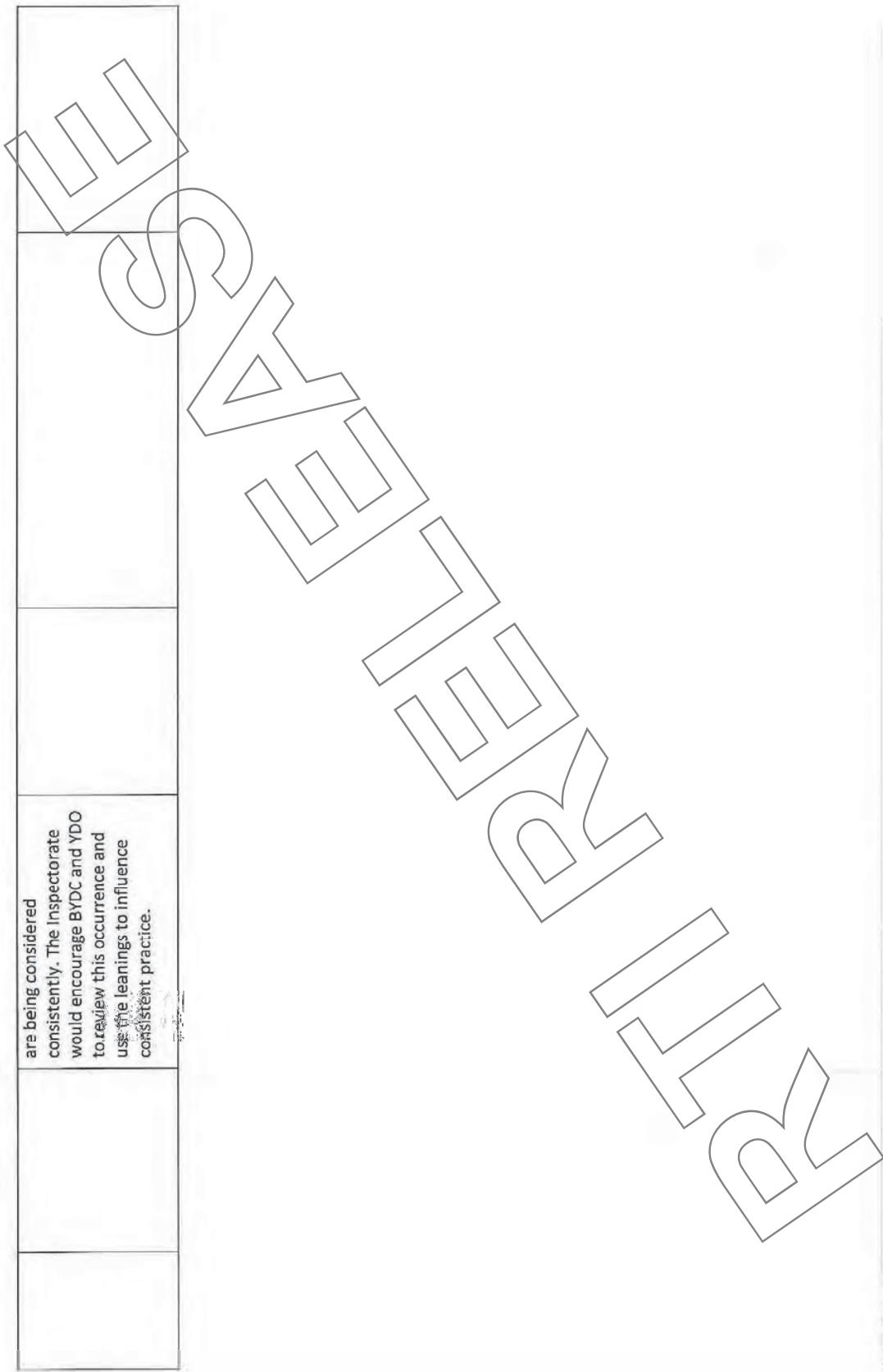
Use Footage for Behaviour Support (CYDC)

The PSM at CYDC has shared footage of high needs young people with the BST which allows psychologists to see and hear young people's behaviours to inform the tailoring behaviour support plans to assist Youth Workers to manage behaviour more effectively.

Appendix A – BYDC Issues Register

As at June 2020

Issue ID	Issue	How identified/why raised	Raised with	Action Taken by YDC/YJ	YDI review comments
December 2019 Issues (BYDC)					
BY-12/19-1	Offence History and Consideration for Placement and Criminogenic needs	Raised in December 2019 with Unit Manager, Deputy-Director, BST Leader and Executive Director during inspection.	<ul style="list-style-type: none"> Supported. BYDC will action this as a matter of priority, in consultation with YDO. YDO is also progressing the implementation of the SIYP/DRRAT risk assessment tool. This will improve the capacity of staff to make evidence-informed decisions about accommodation, supervision and management. As part of this work, the SIYP process will also be reviewed. 	<p>sch3(12)(1)</p> <p>This raised concerns about whether decisions around placement and offending history</p>	



Appendix B – BYDC Recommendations Register

as at June 2020

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
June 2018 Recommendations (BYDC)		
June 2018 - Rec 2 [Suicide Risk Training] – Cross reference CYDC June 2018 – Rec 2	<p>Staff shortages have presented operational obstacles and impacted upon the ability to deliver training. Mandatory Competency Training remains an ongoing priority for existing staff.</p> <p>The Inspectorate recommends that BYDC:</p> <ul style="list-style-type: none"> immediately direct staff to complete Suicide Response training as a priority, and provide assurances that there are sufficient staff currently trained in suicide response to adequately cover every accommodation unit, particularly during night shift. 	<p>Recommendation remains Open</p> <p>The Inspectorate notes the impact of staff shortages throughout 2019 and the freeze on MC training for existing staff resulting in a high % who are not current in all MC including SR (total staff current in SR is 23.8% - 70 of 294). However, with the influx of new staff who are all trained in MC being present in almost every accommodation section (as observed during inspections), it is likely and reasonable to assume that at least 1 Youth Worker will be current in each section but, this can't be guaranteed as currency in SR is not considered when rostering staff by HR during business hours, or Shift Supervisors after hours.</p> <p>Mandatory C training stats as at 8 May 2020- Of the total current operational staff 336, the following are trained in:</p> <ul style="list-style-type: none"> First Aid 287 (85%) CPR 196 (58%) Emergency Management 223 (66%) Suicide Response 216 (64%) Fire Safety 212 (63%) PAC 151 (45%)
June 2018 - Rec 4 [Separations Data] – Cross reference CYDC June 2018 – Rec 3	<p>As noted in a previous update, a Quality and Performance Framework is to be developed.</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</p>	<p>Recommendation remains Open</p> <p>This dataset has not yet been delivered by Youth Detention and Operations. Based on recent requests for separation information by the Director-General, the Ombudsman (Public Interest Disclosure received August 2019) and the potential for more public scrutiny around separations, the actioning of this recommendation should be considered a priority.</p>

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
<p>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>	<ul style="list-style-type: none"> Enterprise Bargaining Agreement discussions, and Strategic Business Cases to name a few. An additional consideration is the priority given to the establishment of the standalone Department of Youth Justice. Once capacity is restored YJ Practice will link in with this team ensure this is delivered in due course. 	<p>September 2018 Recommendations\BYDC\</p> <p>September 2018 - Rec 2 (VET and Job Readiness) - Cross reference CYDC September 2018 - Rec 3</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 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>September 2018 - Rec 2 (VET and Job Readiness) - Cross reference CYDC September 2018 - Rec 3</p> <p>As part of the ongoing work to implement the recommendations of the Independent Review of Youth Detention, consultation will occur with the Department of Education (DoE).</p> <p>As part of the consultation, Youth Justice and the DoE will work together to review the VET funding model to be more responsive to the specific youth detention cohort.</p> <p>In April 2019, DoE have completed a draft consultation paper regarding the feasibility to expand existing education services in Queensland youth detention centres.</p> <p>This recommendation is subject to senior officer discussions and funding models as well as the ability within other departments to provide funding and services.</p> <p>Recommendation remains Open</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. <p>DoE BYTEC currently offers ongoing VET (Cert 1 & 2) courses including but, not limited to; construction, horticulture, woodwork, metalwork, ceramics and bricklaying. Challenges arise when the facilities used to deliver the courses are 'out of bounds' due to damage or potential access points within the buildings. External providers such as hairdressers and bricklayers are engaged to deliver programs, but this can be difficult at times, to attract people with industry skills who are able to work with young people. Accommodation movements of young people can also result in difficulties in course participation due to each section having to attend classes together as young people from different accommodation sections do not mix in classes.</p> <p>DoE BYTEC is investigating the possibility of an RTO in the community to enable young people to continue courses they have commenced in youth detention. DoE has also approached the central T2S team and is awaiting a response</p>

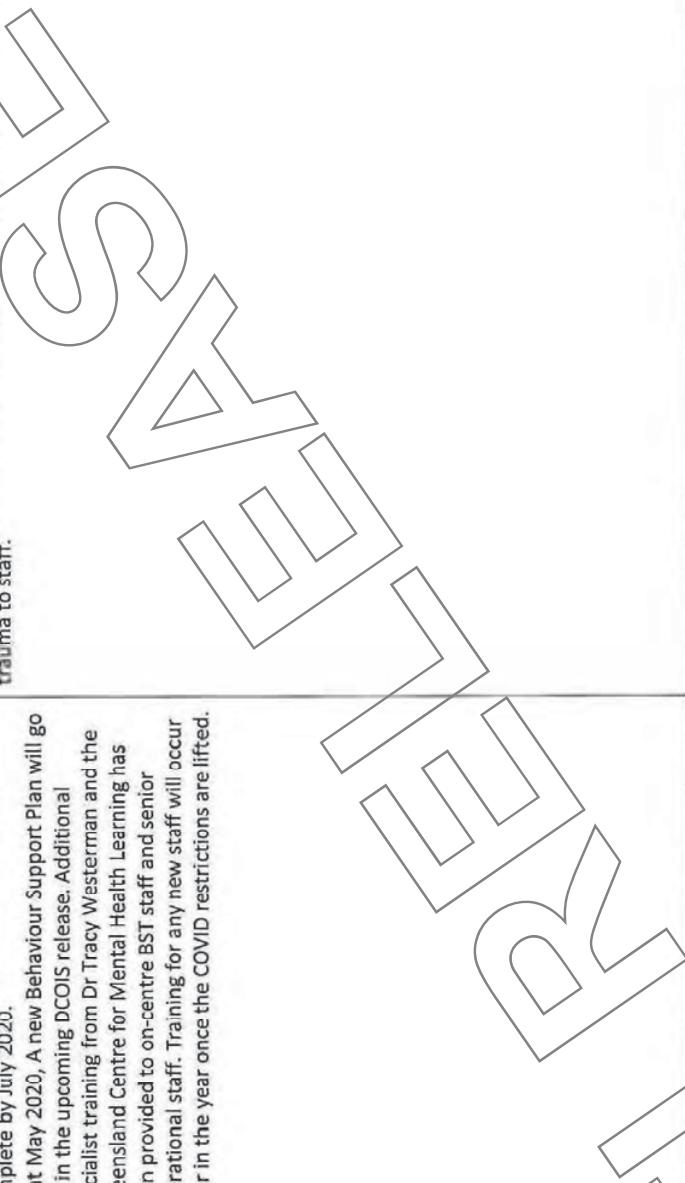
Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
September 2018 - Rec 7 (Criminogenic Programs) - Cross reference Cric/CSC September 2018 – Rec 4.	<p>Youth Detention and Operations is of the position that this recommendation can be closed. Youth Justice is committed to ensuring that all criminogenic programs offered to young people in youth detention have a robust evidence base. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <ul style="list-style-type: none"> • As part of the drafted program catalogue, the centre has introduced a number of healthy relationship-based programs and continues to run VOYCES, a victim empathy program based on RJ principles. • In addition to the individual one on one sessions between caseworkers, psychologists and speech therapists with young people: ▪ BYDC has commenced discussions with the CYW central office DFV unit to explore opportunities for program / service collaboration. ▪ The UUMV program from CYPC has now been assessed for delivery at BYDC. ▪ Consideration given to obtaining and assessing on offending patterns and from the YJ risk assessment to inform / target programs and services, in conjunction with the central data team ▪ A BST work plan is in development for 2019 to confirm program expectations beyond individual clinics <p>The BYDC Centre profile makes recommendations and notes programs that will be commenced to further enhance the work that is already occurring.</p>	<p>Recommendation remains Open.</p> <p>During inspection, the availability of criminogenic programs was limited. ART/CHART and ERIC programs which address underlying issues leading to offending behaviour were unavailable due to a lack of staff who were trained to deliver these programs. The UUMV program developed at CYDC is in the preparation stage for delivery at BYDC. The Inspectorate also notes the planned programs for delivery commencing in 2020 at BYDC including (but not limited to) the QFES 'Road Attitude, Action and Planning' (RAAP) program and programs to address domestic and family violence and victim empathy. The YDO implementation actions are scheduled for completion during 2020, therefore, this recommendation will remain open for verification in December 2020.</p>

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
September 2018 - Rec 9 Incident Reports)	<p>These changes were explored and a decision was made not to proceed with amendments to the occurrence report. This was based on:</p> <ul style="list-style-type: none"> The occurrence report captures incidents broader than just force used. There was a concern that adding these heading might confuse staff who respond in other ways to incident (or if it was a type of incident that didn't require force) Other supports have been put in place to assist staff to draft comprehensive occurrence reports, including Staff Quick Guides, training and improved guidance in the YDCOM. 	<p>Recommendation remains Open</p> <p>The inspectorates review of incident reports has noted the quality of reports is increasing with detail of force used being included in the reports, however, advice received from BYDC staff responsible for incident review is that similar issues that were detailed when this recommendation was made in September 2018 are still being experienced. The Inspectorate notes that some staff are using a shared template that is copied and pasted from MS Word. Recently recruited staff have found this template useful but, the majority of staff reported that an official template in DSGIS would be beneficial.</p>
September 2018 - Rec 10 (Incident Review)	<p>It is recommended that Youth Detention and Operations develop a standardised incident report template to prompt more detailed information, for example:</p> <ul style="list-style-type: none"> Was force used and which type of force was used How was the young person presenting prior to and during the incident Why was the use of force required? 	<p>It is recommended that this recommendation is closed, given the current review of PAC and the scope of changes that will be required once the new policy is approved. A wide range of reporting changes will be required at this point. It is proposed that once these changes are known, new recommendations are made about any perceived gaps.</p> <p>Recommendation remains Open</p> <p>As detailed in the YDO implementation actions, this recommendation should be addressed when Section Supervisor Training is established at BYDC.</p>

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
March 2019 - Rec 1 (PPE Use) – Cross reference CYDC March 2019 – Rec 1 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.	<ul style="list-style-type: none"> Legal advice requested 29 March 2019 and received 11 April 2019. Policy consultation, amendment and endorsement. Prior to January 2020. This is being considered as part of the current PAC review 	<p>Recommendation remains Open</p> <p>As at the December inspection, BYDC has requested clear advice from YDO about the appropriate use of PPE. During incident review, the use of PPE has in all cases been deemed as reasonable following referral e.g. to PSU. BYDC is awaiting advice around use of PPE to prevent significant property damage and the use of PPE with soft shields.</p>
March 2019 - Rec 2 (PPE Training) – Cross reference CYDC March 2019 – Rec 2 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.	<ul style="list-style-type: none"> Training considerations contingent on outcomes from the PAC review, which commenced on 25 July 2018 July 2018 specialised incident controller training delivered at CYDC. Training to be delivered at BYDC prior to July 2020. Anticipated timeline prior to July 2020, however as at May 2020 this has been put on hold due to the COVID-19 training restrictions. 	<p>Recommendation remains Open</p> <p>As per anticipated completion date of July 2020, YDO implementation is in progress. 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>

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
March 19 - Rec 3 (PAC Training Frequency) – Cross reference CYDC March 2019 – Rec 3	<ul style="list-style-type: none"> In progress, PAC review commenced on 25 July 2018 and curriculum enhancement expected completion prior to July 2020. A review of PAC is currently underway, led by the Youth Justice Capability and Learning business unit. The review is driven by enhanced trauma informed practice, more detailed behaviour support plans and the introduction of revised rewards and incentives schemes. These are important considerations when examining the verbal skills required to implement de-escalation techniques. Training requirements will be extensively explored as part of this review, including curriculum content, frequency and modality of delivery. All amendments will be made in close consultation with YDCs, youth Detention and Operations and Union Representatives. The provision of training in Youth Detention Centres may be impacted by the MoG transition to the Department of Youth Justice. The resulting organisational structure and associated impacts will be monitored accordingly. 	<p>Recommendation remains Open</p> <p>As per YDO implementation actions, the PAC review is in progress, with an expected completion in July 2020 with revised training to follow.</p>
March 2019 - Rec 5 (Security Alerts) – Cross reference CYDC March 2019 – Rec 5	<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>Recommendation remains Open</p> <p>There is currently no formalised process for sharing of information about security breaches/issues. The Senior Intelligence Officer does forward intelligence bulletins that are created for BYDC to the intelligence team at CYDC (CYDC shares information also), e.g., [REDACTED]</p>

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
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. Methods of communication could include, for example, text messaging.	<ul style="list-style-type: none"> between centres and determine applicability for dissemination as appropriate. Methods of communication will be established via approved departmental channels in alignment with record keeping requirements. Initial consultation to establish formalised intelligence sharing mechanisms to commence July 2019. It is expected that this will be embedded in practice by 31 December 2019. 	<p>s49 sch4 but, this is ad-hoc and not yet embedded practice at the time of inspection.</p> <p>Recommendation remains Open</p> <p>The Inspectorate acknowledges the current controls in place as listed in the YDO implementation actions, however</p>
March 2019 - Rec 6 (Compliance with Operational Security Processes) - Cross reference CYDC March 2019 - Rec 6	<ul style="list-style-type: none"> Shift Supervisors and senior management at each youth detention centre continue to conduct regular section inspections and review CCTV to ensure compliance with operational expectations. Routine profiling of security practices at all operational briefings has commenced at BYDC. The date of commencement for regular section inspections/review of CCTV is unable to be obtained, this is embedded practice. Monitoring will continue to ensure compliance. This recommendation should be considered closed. 	<p>Recommendation remains Open</p>
March 2019 - Rec 7 (Management of High Risk Behaviour) - Cross reference CYDC March 2019 - Rec 7	<ul style="list-style-type: none"> A number of key deliverables have commenced and are ongoing. Behaviour Support Plans were introduced in November 2018. Speech and Language Pathologists commenced as part of the Behaviour Support Team in April 2018. Additional specialist training requirements will be considered amongst the Youth Detention Review implementation, Youth Justice Strategy and associated Action Plan. 	<p>Recommendation remains Open</p> <p>sch3/12(1)</p> <p>The Inspectorate notes YDO consideration of additional specialist training and encourages multi-agency collaboration to ensure the detention centres can</p>

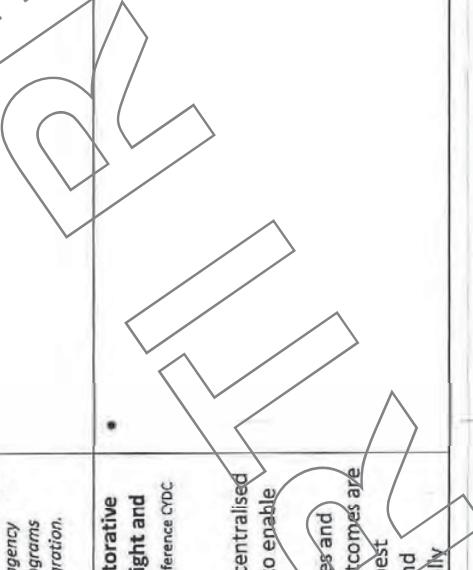
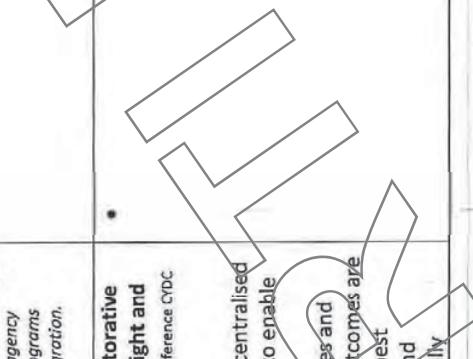
Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
<p>issues including but, not limited to mental health issues, young people experiencing disability and substance misuse. This may 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. 	<ul style="list-style-type: none"> • It is expected that this recommendation will be complete by July 2020. • As at May 2020, A new Behaviour Support Plan will go live in the upcoming DCOIS release. Additional specialist training from Dr Tracy Westerman and the Queensland Centre for Mental Health Learning has been provided to on-centre BST staff and senior operational staff. Training for any new staff will occur later in the year once the COVID restrictions are lifted. 	<p>provide adequate support to young people with complex needs and prevent trauma to staff.</p> 
<p>June 2019: Rec 1 (Coordinated Programs and Services) Cross Reference CYDC June 2019 – Rec 1</p> <p>The Inspectorate recommends that Youth Detention and Operations</p>	<ul style="list-style-type: none"> • A programs catalogue has been developed and shared between relevant departments. • The inter-departmental steering committee allows for all departments on centre to discuss program delivery, approvals and priorities. • The terms of reference has been updated. 	<p>N/A June 2019 recommendations are to be monitored in the December 2020 verification inspection.</p>

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
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.	<ul style="list-style-type: none"> Additional work is being undertaken with the programs team to promote their services across the centre. 	N/A June 2019 recommendations are to be monitored in the December 2020 verification inspection.
June 2019 - Rec 2 (Coordinated Reintegration Planning) – Cross reference CnC June 2019 – Rec 2	<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> <ul style="list-style-type: none"> Reintegration plans are discussed at the scheduled case review which involve YDOC, CS, family and other stakeholders as relevant. This is common practice and ensures collaboration, noting that reintegration plans are also reliant on external stakeholders. A review of the relevant procedures is currently underway 	N/A June 2019 recommendations are to be monitored in the December 2020 verification inspection.
June 2019 - Rec 3 (Reintegration Planning for Remandees) – Cross reference CnC June 2019 – Rec 3	<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> <ul style="list-style-type: none"> Both centres are working with YDO to utilise/suitable risk assessment tools (RADAR, intelligence sharing) and planning tools (YJ Framework for Practice reintegration toolkit) that are necessary to support external reintegration activities for young people on demand. 	N/A June 2019 recommendations are to be monitored in the December 2020 verification inspection.

Inspection Period and Recommendation	YDC Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
June 2019 - Rec 4 (Reintegration and LOA Staffing) – Cross reference CYDC June 2019 – Rec 4	<ul style="list-style-type: none"> Current practice involves young people identifying key Youth Workers to accompany the young person on the LOA and this is built into the reintegration and LOA proposal on DCOIS. Young people attending reintegration LOA's are also accompanied by the Transition Officer, Cultural Unit, Restorative Practice Team or Caseworker depending on the type of activity. The availability of Youth Workers attending the LOA can be impacted by staffing pressures within detention however, this has little impact on the other stakeholders attending. 	N/A June 2019 recommendations are to be monitored in the December 2020 verification inspection.
June 2019 - Rec 5 (Support Post Release) – Cross reference CYDC June 2019 – Rec 5	<ul style="list-style-type: none"> BYDC and CYDC have local practices to support YDC staff to maintain supportive relationships with young people post their release (if approved by relevant management) This is managed with the relevant YDOC to ensure consistency and accountability regarding contact occurring outside of a YDCs staff members normal role. It is important that community contact has a purpose and end date to ensure the young person re-connects with their community and stays away from detention. Recommendation considered closed. 	N/A June 2019 recommendations are to be monitored in the December 2020 verification inspection.
September 2019 - Rec 1 (Admissions Rooms Records) – BYDC Specific	<ul style="list-style-type: none"> A process has been established to ensure the Executive Director formally approves the use of admissions room for any overnight stays. 	N/A September 2019 recommendations are to be monitored in the December 2020 verification inspection.

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
The inspectorate recommends that the centres record more consistently the approving officer and rationale for use of admissions holding rooms for one or more nights in the detention centre operational information system (DCOIS), to enable reporting of this information.	<ul style="list-style-type: none"> This recommendation is considered closed. 	N/A September 2019 recommendations are to be monitored in the December 2020 verification inspection.
September 2019 - Rec 2 (Admissions - Wellbeing Intake) <small>(Cross reference C/DC September 2019 – Rec 1)</small>	<ul style="list-style-type: none"> Both centres are collaborating to develop a shortened intake process. <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>	N/A September 2019 recommendations are to be monitored in the December 2020 verification inspection.
September 2019 - Rec 3 (Search Practice Review) – Cross reference C/DC September 2019 – Rec 2	<ul style="list-style-type: none"> The department's Property Services division is undertaking a market scan of products that may be able to meet the centre's security needs and thereby reduce the need for partially clothed searches. <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>Youth Justice has also analysed searching practices and policy and procedural changes will be progressed to improve the guidance provided by staff. It is anticipated that this work will be completed by December 2020.</p>

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
September 2019 - Rec 4 (Contraband Records) - Cross reference CROC September 2019 – Rec 3	<ul style="list-style-type: none"> Youth Justice has analysed practices regarding the recording of restricted, prohibited and illegal items. As a result, a number of policy and procedural changes will be progressed, with a view to complete these amendments by December 2020. <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>	N/A September 2019 recommendations are to be monitored in the December 2020 verification inspection. CSA
		March 2020 Recommendations (BYDC)
		N/A March 2020 recommendations are to be monitored in the December 2020 verification inspection. RE
March 2020 - Rec 1 (Education and Training Opportunities) - Cross reference CYIC March 2020 - Rec 1	<ul style="list-style-type: none"> 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. 	N/A March 2020 recommendations are to be monitored in the December 2020 verification inspection. TY
March 2020 - Rec 2 (Communication and Multi-agency Information Sharing -		

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
Transition/Education Planning – Cross reference CYDC March 2020 - Rec 2	<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 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>	N/A March 2020 recommendations are to be monitored in the December 2020 verification inspection.
March 2020 - Rec 3 (Restorative Practice – Central Oversight and Implementation) – Cross reference CYDC March 2020 - Rec 3	<ul style="list-style-type: none"> •  •  <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</p>	

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
<p>March 2020 - Rec 4 (Restorative Practice and Trauma Informed Practice Training Prioritisation) – cross reference CYDC 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> <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 47 Page 		

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
<p>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.</p> <ul style="list-style-type: none"> • Cultural Liaison Officers and staff assigned to suitable duties, where appropriate, are trained in the facilitation of formal Restorative Practice meetings. 	<p>June 2020 Recommendations (BYDC) 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 C – CYDC Recommendations Register

as at June 2020

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
June 2018 Recommendations (CYDC)		
June 2018 - Rec 3 (Separations Data) – Cross reference BYDC June 2018 – Rec 4	<ul style="list-style-type: none"> As noted in a previous update, a Quality and Performance Framework is to be developed. This will create consistency and allow for greater oversight and monitoring of the separation process. The YJ Performance and Reporting team have been required to prioritise and deliver on key strategic business requirements such as the Youth Justice Strategy, the Youth Justice Action Plan, reporting for Enterprise Bargaining Agreement discussions, and Strategic Business Cases to name a few. An additional consideration is the priority given to the establishment of the standalone Department of Youth Justice. Once capacity is restored YJ Practice will link in with this team ensure this is delivered in due course. 	<p>Recommendation remains Open</p> <p>This dataset has not yet been delivered by Youth Detention and Operations. Based on recent requests for separation information by the Director-General, the Ombudsman (Public Interest Disclosure received August 2019) and the potential for more public scrutiny around separations, the actioning of this recommendation should be considered a priority.</p>
September 2018 Recommendations (CYDC)		<p>Recommendation remains Open</p> <p>The Inspectorate acknowledges that DoE and YDO are currently offering VET and job readiness content possible within the capabilities of both departments and considering 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
September 2018 - Rec 3 (VET and Job Readiness) – Cross reference BYDC September 2018 – Rec 2	<ul style="list-style-type: none"> Youth Detention and Operations is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate. As part of the ongoing work to implement the recommendations of the Independent Review of Youth Detention, consultation will occur with the Department of Education (DoE). 	<p>Recommendation remains Open</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>

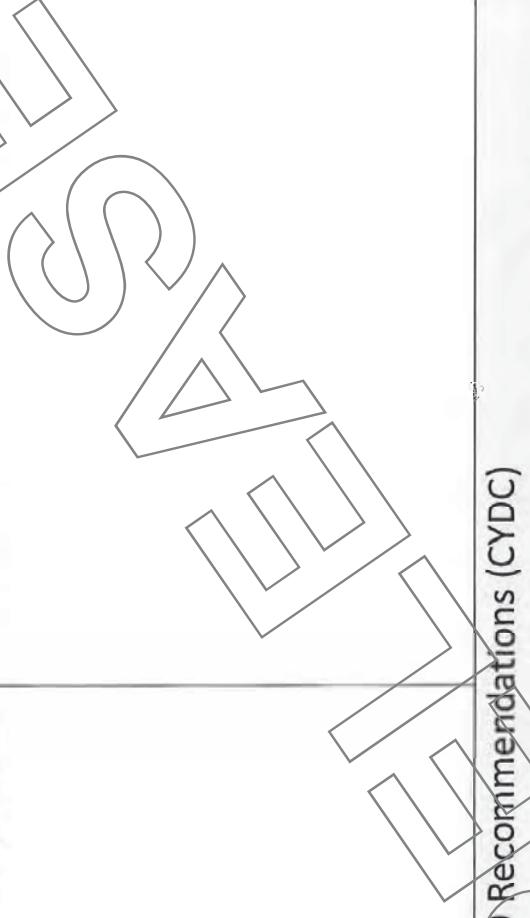
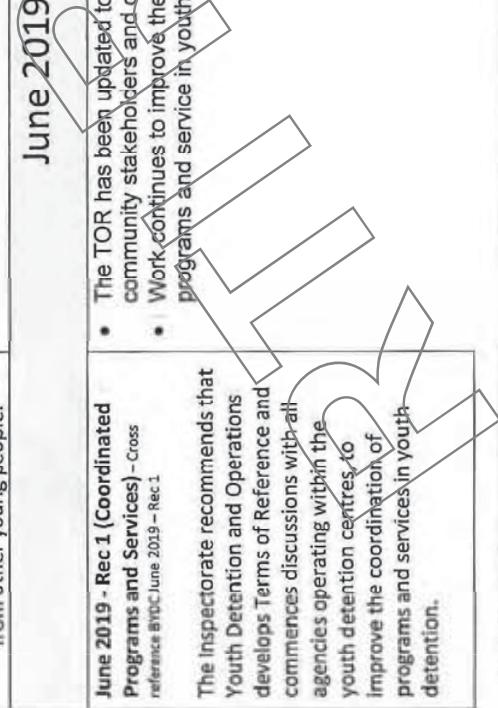
Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
<p>and through transition, with incentives for retaining young people in courses through to completion. Other options to investigate include providing adequate supervision arrangements to allow young people to attend TAFE on campus.</p> <ul style="list-style-type: none"> As part of the consultation, Youth Justice and the DoE will work together to review the VET funding model to be more responsive to the specific youth detention cohort. In April 2019, DoE have completed a draft consultation paper regarding the feasibility to expand existing education services in Queensland youth detention centres. This recommendation is subject to senior officer discussions and funding models as well as the ability within other departments to provide funding and services. 	<p>Risk appetite to allow young people attend TAFE campus via LOA</p> <p>DoE CYTEC currently offers ongoing VET (Cert 1 & 2) courses including but, not limited to; hospitality, trade level literacy and numeracy, construction, horticulture, woodwork, metalwork and automotive. The Principal advised that young people doing VET courses have access to all elective components of all courses. For example, a young person may have completed core components of an automotive course and is interested in electives from another course, in these cases, CYTEC will enable this. This has had a positive impact on motivation and attendance through increased flexibility considering young people's changing interests.</p> <p>CYTEC would like to make more courses available on centre to match employment demand trends (e.g. nurses for aged care), but, budgetary constraints and DoE approval requirements can make this difficult.</p>	
<p>September 2018 - Rec 4 (Criminogenic Programs) – Cross reference SYDC 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 	<p>Youth Detention and Operations is of the position that this recommendation can be closed. Youth Justice is committed to ensuring that all criminogenic programs offered to young people in youth detention have a robust evidence base. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <p>A CYDC staff centre profile has been developed to enhance the provision of programs for young people at the centre. CYDC has introduced a number of healthy relationships-based programs and continues to run VOYCES, a victim empathy program based on Restorative Justice Principles.</p> <p>In addition to the individual one on one sessions between caseworkers, psychologists and speech pathologists with young people:</p>	<p>During inspection, the availability of criminogenic programs was limited. Aggression Replacement Training (ART) and Emotional Regulation and Impulse Control (ERIC) programs which address underlying behaviours that lead to offending, are delivered through the Sport and Rec Team (ART) and BST (ERIC).</p> <p>ART is an intensive 3 sessions/week -10 week course (4-8 young people depending on group dynamics, staff ratio and suitable room availability) and has been run twice this year due to CYDC only having one accredited facilitator.</p> <p>At the time of inspection, the UJUMV program couldn't be delivered as there are no staff currently trained to deliver this program. A QFES initiative, 'Road Attitude, Action and Planning' (RAAP) is approved for delivery through CYTEC, commencing at the end of 2019 and when school returns in 2020.</p>

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
<ul style="list-style-type: none"> • Talks by Adult Offenders both reformed and currently in custody or on parole. 	<ul style="list-style-type: none"> • CYDC has commenced discussions with the CSWV central office DFV unit to explore opportunities for program / service collaboration. • The UUMV program from CYDC has now been assessed and was due for delivery in 2019. • The intention has been raised with the central office data area regarding access to data on offending patterns and from the YJ risk assessment to inform / target programs and services • A BST work plan is in development for 2019 to confirm program expectations beyond individual clinics. <p>The program priorities may or may not align with those mentioned in this report. The recommendations made as part of the profile will enhance the work that is already occurring in this space.</p>	<p>Two motivational speakers with criminal backgrounds have attended CYDC this year (Tracy Hoang and Luke Kennedy) following a recommendation from QPS. Often CYDC is approached directly by speakers and CYDC assesses their suitability through, for example, references, online resources, speech content and endorsement by schools.</p> <p>Programs facilitated by the Cultural Unit often incorporate education around domestic and family violence, drug and alcohol, unhealthy relationships and UUMV.</p> <p>Due to the implementation actions in progress, this recommendation will remain open for verification in December 2020.</p>
September 2018 - Rec 5 (Program and Education Attendance)	<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>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>Youth Detention and Operations is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <p>Raintegration related activities are conducted from the moment an intake commences.</p> <p>Conversations are held with the young person's personal network and stakeholders to discuss the factors/triggers leading up to their admission to detention and what steps could be put in place to transition them out into the community.</p> <p>A program wide system for recording programs and services, including attendance and outcomes will be created through the ICMS Replacement Project. It is on track to be the first YJ product to be delivered in</p>

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
Stage 1, Tranche 1 over the financial year of 2019/2020.	<ul style="list-style-type: none"> Youth Detention and Operations will deliver revised program content to youth justice across community and detention. As per the Acts requirements, these programs will align with the risk, needs and responsibility principle. [REDACTED] 	<p>Recommendation remains Open</p> <p>As at the December inspection, CYDC has awaiting clear advice from YDO about the appropriate use of PPE, particularly in the use of PPE to with soft shields. Recent examples were communicated to Inspectors where the use of helmets would have prevented injuries (e.g. form projectiles) to staff during response incidents where soft shields were used.</p>
March 2019 - Rec 1 (PPE Use) - Cross Reference BYDC March 2019 - Rec 1	<ul style="list-style-type: none"> Legal advice requested 29 March 2019 and received 11 April 2019. Policy consultation, amendment and endorsement. Prior to January 2020. This is being considered as part of the current PAC review. 	<p>Recommendation remains Open</p> <p>As per anticipated completion date of July 2020, YDO implementation is in progress. Although, Incident Controller training was delivered at CYDC in 2018, this was some time ago and with a high ratio of new staff, regular training would be beneficial. 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>
March 2019 - Rec 2 (PPE Training) - Cross Reference BYDC March 2019 - Rec 1	<ul style="list-style-type: none"> Training considerations contingent on outcomes from the RAC review, which commenced on 25 July 2018. July 2018 specialised incident controller training delivered at CYDC. Training to be delivered at BYDC prior to July 2020. Anticipated timeline prior to July 2020. This has been put on hold due to the COVID-19 training restrictions. 	<p>Recommendation remains Open</p> <p>Staff responsible for oversight of the PPE report that PPE is still not being used consistently and staff are unsure how to use it effectively. Training in PPE is</p>

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
Scenarios, to be delivered on a regular basis at both centres.		only how to fit the equipment but, lacking in how to actually use it and training in reasonable use would be beneficial.
March 19 - Rec 3 (PAC Training Frequency) - Cross reference BYOC March 2019 - Rec 3 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. The assessment may include, for example:	<ul style="list-style-type: none"> In progress, PAC review commenced on 25 July 2018 and curriculum enhancement expected completion prior to July 2020. A review of PAC is currently underway, led by the Youth Justice Capability and Learning business unit. The review is driven by enhanced trauma informed practice, more detailed behaviour support plans and the introduction of revised rewards and incentives schemes. These are important considerations when examining the verbal skills required to implement de-escalation techniques. Training requirements will be extensively explored as part of this review, including curriculum, content, frequency and modality of delivery. All amendments will be made in close consultation with YDCs, Youth Detention and Operations and Union Representatives. The provision of training in Youth Detention Centres may be impacted by the MoG transition to the Department of Youth Justice. The resulting organisational structure and associated impacts will be monitored accordingly. 	Recommendation remains Open As per YDO implementation actions, the PAC review is in progress with an expected completion in July 2020 with revised training to follow.

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
March 2019 - Rec 5 (Security Alerts) – Cross reference BYOC March 2019 – Rec 5	<ul style="list-style-type: none"> BYDC and CYDC agree that the timely and formalised sharing of security breach concerns will proactively contribute to risk prevention. Senior Intelligence Officers at each detention centre will assume responsibility for sharing security alerts between centres and determine applicability for dissemination as appropriate. Methods of communication will be established via approved departmental channels in alignment with record keeping requirements. Initial consultation to establish formalised intelligence sharing mechanisms to commence July 2019. It is expected that this will be embedded in practice by 31 December 2019. 	<p>Recommendation remains Open</p> <p>There is currently no formalised sharing of information about security breaches/issues. Currently information is shared informally about contraband trends, but not significant incidents on centre.</p> <p>The Senior Intelligence Officer would consider this a positive move towards improved safety. Senior Intelligence Officers at each centre now have access to the other centre's DCOIS information – this change has occurred in the last year, influenced by the Senior Intelligence Officer at CYDC.</p>
March 2019 - Rec 7 (Management of High Risk Behaviour) – Cross reference BYOC March 2019 – Rec 7	<ul style="list-style-type: none"> A number of key deliverables have commenced and are ongoing. Behaviour Support Plans were introduced in November 2018. Speech and Language Pathologists commenced as part of the Behaviour Support Team in April 2018. Additional specialist training requirements will be considered amongst the Youth Detention Review implementation, Youth Justice Strategy and Associated Action Plan. <p>It is expected that this recommendation will be complete by July 2020.</p> <p>A new Behaviour Support Plan will go live in the upcoming DCOIS release. Additional specialist training from Dr Tracy Westerman and the Queensland Centre for Mental Health Learning has been provided to on-centre BST staff and senior operational staff. Training</p>	<p>Recommendation remains Open</p> <p>As per the Youth Detention and Operations response, this recommendation is expected to be completed by July 2020 and will be subject to verification in December 2020.</p>

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
(when required) with young people with extreme psychological/behavioural needs;	<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>for any new staff will occur later in the year once the COVID restrictions are lifted.</p>	
June 2019 Recommendations (CYDC)		
June 2019 - Rec 1 (Coordinated Programs and Services) - Cross reference BYDC June 2019 - Rec 1	<ul style="list-style-type: none"> • The TOR has been updated to be more inclusive of community stakeholders and community Elders. • Work continues to improve the coordination of programs and service in youth detention. <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>	N/A June 2019 recommendations are to be monitored in the December 2020 verification inspection.

Inspection Period and Recommendation	YDO Implementation Actions	YDO Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
June 2019 - Rec 2 (Coordinated Reintegration Planning) – Cross reference YDOC June 2019 – Rec 2	<ul style="list-style-type: none"> Reintegration plans are discussed at the scheduled case review, which involve YDOC, CS, Family and other stakeholders as relevant. This is common practice and ensures collaboration, noting that reintegration plans are also reliant on external stakeholders. A review of the relevant procedures is currently underway. 	N/A June 2019 recommendations are to be monitored in the December 2020 verification inspection.
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.	<ul style="list-style-type: none"> Both centres are working with YDO to utilise suitable risk assessment tools (RADAR, intelligence sharing and planning tools (YJ Framework for Practice reintegration toolkit) that are necessary to support external reintegration activities for young people on demand. 	N/A June 2019 recommendations are to be monitored in the December 2020 verification inspection.

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
June 2019 - Rec 4 (Reintegration and LOA Staffing) – Cross reference BYDC June 2019 – Rec 4	<ul style="list-style-type: none"> Current practice involves young people identifying key LOA and this is built into the reintegration and LOA proposal on DCOIS. Young people attending reintegration LOAs are also accompanied by the Transition Officer, Cultural Unit, Restorative Practice Team or Caseworker depending on the type of activity. The availability of Youth Workers attending the LOA can be impacted by staffing pressures within detention however, this has little impact on the other stakeholders attending. 	N/A June 2019 recommendations are to be monitored in the December 2020 verification inspection.
June 2019 - Rec 5 (Support Post Release) – Cross reference BYDC June 2019 – Rec 5	<ul style="list-style-type: none"> BYDC and CYDC have local practices to support YDC staff to maintain supportive relationships with young people post their release (if approved by relevant management) This is managed with the relevant YDQC to ensure consistency and accountability regarding contact occurring outside of a YDCs staff members normal role. It is important that community contact has a purpose and end date to ensure the young person re-connects with their community and steps away from detention. Recommendation considered closed. 	N/A June 2019 recommendations are to be monitored in the December 2020 verification inspection.

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
June 2019 - Rec 6 (CYDC Employment Resources) – crdc Specific	<ul style="list-style-type: none"> Youth Justice has analysed searching practices and policy and procedural changes will be progressed to improve the guidance provided by staff. It is anticipated that this work will be completed by December 2020. <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>	N/A June 2019 recommendations are to be monitored in the December 2020 verification inspection.
September 2019 - Rec 1 (Admissions - Wellbeing Intake) – Cross reference BrOC September 2019 – Rec 2	<ul style="list-style-type: none"> Both centres are collaborating to develop a shortened intake process. <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>	N/A September 2019 recommendations are to be monitored in the December 2020 verification inspection.

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
September 2019 - Rec 2 Search Practice Review – Cross reference BYDC September 2019 – Rec 3	<ul style="list-style-type: none"> The department's Property Services division is undertaking a market scan of products that may be able to meet the centre's security needs and thereby reduce the need for partially clothed searches. Youth Justice has also analysed searching practices and policy and procedural changes will be progressed to improve the guidance provided by staff. It is anticipated that this work will be completed by December 2020. 	N/A September 2019 recommendations are to be monitored in the December 2020 verification inspection.
September 2019 - Rec 3 (Contraband Records) – cross reference BYDC September 2019 – Rec 4	<ul style="list-style-type: none"> Youth Justice has analysed practices regarding the recording of restricted, prohibited and illegal items. As a result, a number of policy and procedural changes will be progressed, with a view to complete these amendments by December 2020. <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>	N/A September 2019 recommendations are to be monitored in the December 2020 verification inspection.

March 2020 Recommendations (CYDC)

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
March 2020 - Rec 1 (Education and Training Opportunities) – Cross Reference CYDC March 2020 – Rec 1	<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 Inspectorate by 30 September 2020.</p>	N/A March 2020 recommendations are to be monitored in the December 2020 verification inspection.
March 2020 - Rec 2 (Communication and Multi-agency Information Sharing - Transition/Education Planning) – Cross Reference CYDC March 2020 – Rec 2	<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 where appropriate, uploaded onto the relevant departmental client information sharing system (e.g. ICMS, iDocs, Unify).</p>	N/A March 2020 recommendations are to be monitored in the December 2020 verification inspection.

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
<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>N/A March 2020 recommendations are to be monitored in the December 2020 verification inspection.</p> <p>•</p> <p>March 2020 - Rec 3 (Restorative Practice – Central Oversight and Implementation) – Cross reference Cycic 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>

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
March 2020 - Rec 4 (Restorative Practice and Trauma Informed Practice Training Prioritisation) – Cross reference BYDC March 2020 – Rec 4	<ul style="list-style-type: none"> • 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 Informed Practice as a way of working may include: <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 	N/A March 2020 recommendations are to be monitored in the December 2020 verification inspection.

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
<p>Techniques as daily 'routine' in each unit and run Restorative Practice meetings.</p> <ul style="list-style-type: none"> • 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) 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

REVIEWER'S COMMENTS

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YDO Response to BYDC & CYDC Inspection Report – June 2020

‘DO Response (for publication on Government Portal)

Youth Justice welcomes the June 2020 quarterly Youth Detention Inspectorate update for the Brisbane Youth Detention Centre (BYDC) and Cleveland Youth Detention Centre (CYDC) rigorous and transparent oversight is essential to ensuring young people in detention are managed appropriately, safely and securely in accordance with the *Youth Justice Act 1992* and the *Youth Justice Regulation 2016*. Youth Detention Inspectorate recommendations provide critical insights and evidence-based advice to ensure youth detention services evolve with contemporary best practice.

The focus areas this quarter included:

- COVID-19 pandemic response,
- Mental health and disability assessment and services,
- Security management, and
- Body worn cameras.

Youth Justice welcomes and accepts all three recommendations made this quarter. Immediate actions have been taken in response including:

- Commencing review and adaptation of the youth detention centre inter-agency governance framework to ensure a continuous learning approach and a dedicated focus on the mental health and disability needs of detained young people
- Extending the project scope of the Business Analyst engaged as part of the New Youth Detention Project team to include consideration to recommendation 2 (strengthened information sharing and case management processes)
- Establishing a youth detention senior executive forum in November 2020 to plan for implementation of recommendation 3 (enhanced workforce capability and confidence), including review of planned training content for all occupational groups at the New Youth Detention Centre (to be later transitioned to existing youth detention centres).

Increased appreciation is extended to the Youth Detention Inspectorate for their important work to improve the youth justice system. Also acknowledged are the youth detention staff who work in these challenging environments on a daily basis and their tireless commitment to improving the lives of young people and ensuring the safety of youth detention centres.

Barren Hegarty
Senior Executive Director, Youth Detention and Operations
Department of Youth Justice

YDO Response to BYDC & CYDC Inspection Report – June 2020

YDO Response to Recommendations including Actions and Timeframes

:Focus Area 1 – Covid-19 Response (no findings or recommendations)

:Focus Area 2 – Mental Health and Disability Assessment and Services

:Finding 1

integrated and coordinated care for the health and developmental needs of young people with disabilities or suspected disabilities is a complex and multifaceted issue, especially with particularly high risk young people requiring specialised care, and involves partnerships between multiple agencies including Youth Justice, Queensland Health, National Disability Insurance Agency, Department of Education and Department of Child Safety.

The Inspectorate acknowledges the responsibility sits more broadly than just with the Department of Youth Justice, and is mindful of strategies such as the National FASD Strategy 2018-2028 where the Australian Governments Department of Health is the designated lead agency. However, given the strategy also recognises that children involved with youth justice are a priority group in need of FASD and other neurodevelopment related services it is necessary for the youth detention centres to work in with the aforementioned agencies and leverage opportunities when a young person is in custody to address needs and support rehabilitation to avoid further episodes of detention.

The Inspectorate made the following findings specific to youth detention:

Mental health and substance use needs of young people receive significant focus and resourcing; however, areas of opportunity exist in regards to responding to the needs of young people with suspected or diagnosed impairments and disabilities, especially high-risk young people requiring specialised care

There is a risk of allied health teams reaching capacity with the introduction of NDIA Justice Liaison Officers.

YDO Response to BYDC & CYDC Inspection Report – June 2020

Recommendation 1	YDO Implementation Actions (Please provide detail of a verifiable actions in dot point format)	Date for Completion (please list 'month/year' for each dot point action that will be/was completed)
Accepted	<p>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>: 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 comprehensive neurodevelopmental assessments.</p> <p><i>Note: The first part of this recommendation regarding inter-agency collaboration, is closely related to March 2019 Inspection Report (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 to issues including but not limited to mental health</i></p>	<p>BYDC actions:</p> <ul style="list-style-type: none"> • BYDC has access to Paediatric services as assessed by the onsite health unit. • While the mechanism for provision is different to CYDC, the outcome is not. • Due to impacts of COVID-19 at BYDC in August September 2020, BYDC has experienced large scale staffing changes as a result of quarantine notices issued to staff and families. As a result, BYDC staff have experienced significant personal and professional disruption, with all members of the management team undertaking multiple roles in supporting other quarantined staff, providing virtual shadowing and guidance to incoming staff on centre, and meeting day to day demands and pressures related to BAU and priority briefings. • For the purposes of this report only, the departmental response has been provided by CYDC and YDO. • The NDIA Justice Liaison Officer commenced a weekly on-site working arrangement at BYDC on Wednesday 19 August 2020 following a tour of the centre on 17 August 2020. The initial visit was well met by all centre staff, who acknowledged the need for such a role to aid in supporting DYI young people with disability. The on-site working arrangement has been suspended following the COVID-19 related concerns at BYDC however will resume as soon as is practicable. <p>CYDC actions:</p> <ul style="list-style-type: none"> • We support the recommendation for high level discussions with relevant agencies. 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

YDO Response to BYDC & CYDC Inspection Report – June 2020

<p><i>issues, young people experiencing disability and substance misuse. This may include, for example:</i></p> <p><i>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.</i></p>	<p>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>State-wide actions:</p> <ul style="list-style-type: none"> • The department supports the recommendation and acknowledges the need for high quality assessments and integrated responses to meet the high support needs of individual young people. The department also recognises the need for a multi-agency approach given the complexity of these issues. • The department will facilitate discussions at the local level on this recommendation through the Interdepartmental Steering Committees (or equivalent) established under the authority of Section 263(3) of the Youth Justice Act 1992 (comprising QH, YI and EQ). • The Interdepartmental forum recognises the importance of agencies functioning as a single organisational unit within the restraints of their own legislation, policy and procedures, and establishes a cooperative, shared, multi-disciplinary approach to the provision of services to young people in youth detention centres. Key functions include <ul style="list-style-type: none"> ○ Joint decision-making of services to young people ○ Strategic planning and decision-making ○ Advocating for resources using collaborative and supportive processes ○ Reporting on financial position and pressures of each agency ○ Reviewing, supporting and overseeing strategic projects • The reports provided by these forums will be used to inform ongoing senior executive level discussions regarding this recommendation.
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YDO Response to BYDC & CYDC Inspection Report – June 2020

inding 2	<p>research shows the importance of embedding medical and allied health services in justice contexts to respond appropriately to the complex needs of young people in the justice system. While the Inspectorate acknowledges some of these services exists within BYDC and CYDC, these services currently appear to work relatively independent of one another. Staff across both centres, Queensland Health, Department of Education and external stakeholders reported the cross agency and stakeholder communication could be improved. His was also evidenced during the Inspectorates review of several files of young people or when general information pertaining to a young person was requested by the Inspectorate.</p>	
ecommendation 2	<p>YDO Implementation Actions (Please provide detail of verifiable actions in dot point format)</p> <p>Accepted</p> <p>BYDC actions:</p> <ul style="list-style-type: none"> • Please refer to recommendation 1 response. <p>CYDC actions:</p> <ul style="list-style-type: none"> • Whilst we acknowledge from a local level, the need for improved information sharing systems, it is noted that the introduction of UNIFY has been specifically designed to address the identified issues. Working groups across all disciplines within the Centre have contributed to the design and 	<p>Date for Completion (please list 'month/year' for each dot point action that will be/was completed)</p> <p>On completion of full implementation of UNIFY.</p>

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YDO Response to BYDC & CYDC Inspection Report – June 2020

<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 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>development of the integrated system, to ensure evidence based information mapping, case planning, transition and reintegration.</p> <ul style="list-style-type: none"> The Department's Framework for Practice was designed and developed to enhance standards in relation to the way in which all staff within the Department work with young people, families and stakeholders. The Framework is currently being embedded across the Department and within the Detention Centre. Specific resources and training have been developed for detention centre staff. The introduction of iDocs in June 2020 has delivered on the significant ability for identified stakeholders to have a centralised system, allowing for readily available access to current up-to-date information, as well as historical context. <p>State-wide actions:</p> <ul style="list-style-type: none"> The department supports this recommendation and acknowledges the information provided by CYDC with respect to UNIFY and the Practice Framework. In addition and as part of the planning for a new youth detention centre, the department has engaged a business analyst to work alongside content experts to review business processes for admission of a young person; and case management of a young person. The aim of the business mapping is to streamline any replication / duplication of business processes and reinforce client-centred practices. Learnings from this process will be used to inform future policy / procedural frameworks across all three Queensland Youth Detention Centres.
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YDO Response to BYDC & CYDC Inspection Report – June 2020

<p>finding 3</p> <p>While Behaviour Support Plans are an important and helpful aspect of daily management of complex young people, the majority of staff across both centres reported they do not feel they are adequately trained in the identification of certain impairments and strategies to work with young people with a disability.</p> <p>Further, a number of young people with disabilities and complex needs require a high level of specialised care and staff reported they are not equipped to manage the behaviour and potentially, life threatening needs of these young people.</p> <p>The recent survey of youth justice staff conducted by the Child Health Research Centre at University of Queensland provides preliminary indication that while staff are generally motivated and trying to do whatever they can individually do to increase their knowledge base, they feel systems are not in place to adequately support their practice, and are wanting to increase their capabilities in relation to identifying and managing neurodevelopmental impairments. Although the results from the survey are only preliminary and represent youth justice broadly, staff across both centres reported they do not feel adequately trained in management of behaviour difficulties associated with neurodevelopmental disorders.</p>	<p>YDO Implementation Actions (Please provide detail of a verifiable actions in dot point format)</p> <p>BYDC actions:</p> <ul style="list-style-type: none"> • Please refer to recommendation 1 response. 	<p>Date for Completion (please list 'month/year' for each dot point action that will be/was completed)</p>	

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YDO Response to BYDC & CYDC Inspection Report – June 2020

<p><i>Explore training and professional development opportunities for all operational and professional staff to increase workforce capability and confidence in managing behaviours associated with neurodevelopmental and other cognitive impairments.</i></p> <p>Note: This recommendation is closely related to March 2019 Inspection Report (March 2019 - Rec 7) where the Inspectorate recommended that:</p> <p><i>'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. 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>CYDC actions:</p> <ul style="list-style-type: none"> • CYDC is committed to upholding this recommendation, and will work in collaboration with UQ to address identified opportunities for enhancement of Ongoing training, workforce capability, and confidence of staff working with young people requiring specialised care. <p>State-wide actions:</p> <ul style="list-style-type: none"> • The department supports this recommendation and specific inclusions for improved staff training to support mental health, alcohol and drug misuse issues have been included in the Youth Detention Centre Certified Agreement 2019. • In addition, an experienced staff member has been temporarily allocated to review youth detention worker training in readiness for new youth worker recruits to BYDC. This staff member will also work alongside the New Youth Detention Centre Project team to assess, develop and review induction and training resources for all occupational groups at the new centre. This content will be available to all centres at a later stage. <p>Focus Area 3 – Security Management (no findings or recommendations)</p> <p>Focus Area 4 – Body Worn Cameras (No findings or recommendations)</p> <p>Other Issues – (No findings or recommendations)</p>
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YDO Response to BYDC & CYDC Inspection Report – June 2020

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Executive Summary

This is a joint report of the quarterly statutory inspections of both the Brisbane and Cleveland Youth Detention Centres (BYDC and CYDC). Statutory detention centre inspections are conducted by delegated Inspectors, located within the office of the Director-General Department of Youth Justice. This report which covers both inspections, is provided to the Director-General and contributes to improving youth detention centre operations across both centres.

Due to safety precautions implemented in response to the COVID-19 pandemic, the inspections of both centres were conducted remotely. The remote inspection of BYDC occurred from 15 to 19 June 2020 and the remote inspection of CYDC occurred from 22 to 26 June 2020. The restrictions in relation to professional visits lifted across both centres on 15 July 2020 and Inspectors were on-site at BYDC for one day on 16 July 2020. The Inspectors utilised this day to interview young people, section staff and physically assess security. Access to CYDC was not able to occur due to COVID-19 restrictions.

The focus areas under inspection in this quarter were COVID-19 pandemic response, mental health and disability assessment and services, security management and body worn cameras. Due to the remote nature of the inspections (with the exception of the one day visit at BYDC) all interviews were conducted via telephone and video-call technology. Emerging issues and themes were corroborated through consultation with relevant managers and inspection of available data.

Focus Area 1 – COVID-19 – Pandemic Response (up to and during the Inspections from 15-19 June and 22-26 June 2020)

The Inspectorate made no recommendations in relation to this focus area. Commencing in late March 2020, both BYDC and CYDC continue to practice increased sanitation measures, social distancing and restrictions guided by Queensland Health Advice. At the time of inspection (BYDC 15-19 June 2020, CYDC 22-26 June 2020), there were no infections of young people or staff at BYDC or CYDC. Over the period in scope school, internally provided programs and health services continued as per normal.

All staff, young people and visitors continue to have their temperature checked on entry to the centres. Staff and visitors who present with a high temperature or cold/flu-like symptoms were instructed to self-isolate and obtain medical clearance before returning to work. Young people showing symptoms were tested and quarantined until a negative test result was returned. Young people quarantined were provided education packs and allowed time in the section for leisure and exercise separately from others. YDI acknowledges there was a later pandemic response that occurred at BYDC and CYDC in August 2020, and this response will be examined in the September 2020 report.

During COVID-19 restrictions, Inspectors will continue to monitor detention centre practices via client data information systems, CCTV and body-worn camera footage. Inspection meetings and interviews were conducted with detention centre management, staff and young people via telephone and video conferencing facilities. Once professional visits recommenced Inspectors were able to attend BYDC on 16 July to physically observe security practices and personally consult with staff and young people regarding themes raised during the remote meetings with managers.



Focus Area 2 – Mental Health and Disability Assessment and Services

Queensland Health sits within BYDC and CYDC and provides services specific to addressing mental health and substance use needs for young people. There are several points of contact where referrals can be made to services within Queensland Health and feedback from consultations was positive. The Inspectorate found that while mental health and substance use needs of young people receive significant focus and resourcing, areas of opportunity exist in regards to responding to the needs of young people with suspected or diagnosed impairments and disabilities. The introduction of Speech Pathologists within the centres has been a step in the right direction to assist in addressing this need, with the Inspectorate receiving overwhelming positive feedback from all staff and young people who were consulted.

The Inspectorate acknowledges integrated and coordinated care for the health and developmental needs of young people with disabilities or suspected disabilities is a complex and multifaceted issue and involves partnerships between multiple agencies. The findings centred on the detention centres working with these agencies to resolve current barriers in service provision for young people with disabilities and impairments and suspected disabilities and impairments. It is recommended that Youth Detention Operations continue to build on and develop relationships across agencies to enhance the provision of paediatric services and comprehensive neurodevelopmental assessments. Areas of opportunity also exist in relation to multi-agency communication and record keeping.

Additional findings were made in relation to workforce capability with regards to the different types of disabilities and impairments and effectively managing behaviours of young people with a disability. The recent survey of youth justice staff conducted by the Child Health Research Centre at University of Queensland (UQ) provides preliminary indication while staff are motivated to increase their knowledge base, however they have identified opportunities to improve practice and increase their capabilities in relation to identifying and managing neurodevelopmental impairments. The Inspectorate made a recommendation for Youth Detention and Operations to 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.

Focus Area 3 – Security Management

There are no recommendations in relation to this focus area, however, the Inspectorate notes a previous recommendation made in 2019 around reviewing the effectiveness of contraband search methods. Whilst the amount of contraband detected at both centres is low, risks are highlighted around admissions and visits entry points.

Due to COVID-19 social distancing measures, some elements of staff training have been postponed and reprioritised. Mandatory competency training, including first aid, CPR, suicide response and fire safety has been maintained at high levels with BYDC achieving up to 80 per cent current and CYDC up to 96 per cent current as at 30 June 2020.

Staff shortages, as a result of illness, staff suspensions and other leave have increased to similar levels experienced in the June 2019 quarter, in part, due to the COVID-19 safety response and is being managed through overtime, use of casuals and staff rotations. This issue was not raised as having an impact on school attendance when Inspectors consulted detention centre and Department of Education staff. Further, young people who were consulted did not complain of lock downs and spoke to Inspectors about the education/programs they had attended or were scheduled to attend.



List of Recommendations

Focus Area 1 – COVID-19 – Pandemic Response (up to and during the inspections from 15-19 June and 22-26 June 2020)

Nil recommendations made.

Focus Area 2 – Mental Health and Disability Assessment and Services

Recommendation 1

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 improve and 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.

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 comprehensive neurodevelopmental assessments.

Recommendation 2

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.

It is further recommended that Youth Justice Operations review youth detention centre caseworker responsibilities and practice guidelines with the goal to continue to improve coordination and collection of information to guide more effective case planning to better support the holistic needs of young people.

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 outcomes of assessments and testing relevant for intervention and case planning with young people.

Recommendation 3

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 to increase workforce capability and confidence in managing behaviours associated with neurodevelopmental and other cognitive impairments.



Focus Area 3 – Security Management

Nil recommendations made.

Focus Area 4 – Body Worn Cameras

Nil recommendations made.

RT RELEASE



Response by Youth Justice to the BYDC & CYDC Inspection Report, June 2020

Youth Justice welcomes the June 2020 quarterly Youth Detention Inspectorate update for the Brisbane Youth Detention Centre (BYDC) and Cleveland Youth Detention Centre (CYDC).

Rigorous and transparent oversight is essential to ensuring young people in detention are managed appropriately, safely and securely in accordance with the *Youth Justice Act 1992* and the *Youth Justice Regulation 2016*. Youth Detention Inspectorate recommendations provide critical insights and evidence-based advice to ensure youth detention services evolve with contemporary best practice.

The focus areas this quarter included:

- COVID-19 Pandemic Response
- Mental health and disability assessment and services
- Security management
- Body worn cameras.

Youth Justice welcomes and accepts all three recommendations made this quarter. Immediate actions have been taken in response including:

- Commencing review and adaptation of the youth detention centre inter-agency governance framework to ensure a continuous learning approach and a dedicated focus on the mental health and disability needs of detained young people.
- Extending the project scope of the Business Analyst engaged as part of the New Youth Detention Project team to include consideration to recommendation 2 (strengthened information sharing and case management processes).
- Establishing a youth detention senior executive forum in November 2020 to plan for implementation of recommendation 3 (enhanced workforce capability and confidence), including review of planned training content for all occupational groups at the New Youth Detention Centre (to be later transitioned to existing youth detention centres).

Sincere appreciation is extended to the Youth Detention Inspectorate for their important work to improve the youth justice system. Also acknowledged are the youth detention staff who work in these challenging environments on a daily basis and their tireless commitment to improving the lives of young people and ensuring the safety of youth detention centres.

Darren Hegarty
Senior Executive Director, Youth Justice Services
Department of Youth Justice



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Recommendation 1	Accepted/Not Accepted
<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>	Accepted
<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 comprehensive neurodevelopmental assessments.</p>	
Recommendation 2	Accepted/Not Accepted
<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>	Accepted
<p>It is further recommended that Youth Justice Operations review youth detention centre caseworker responsibilities and practice guidelines with the goal to improve coordination and 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 outcomes of assessments and testing relevant for intervention and case planning with young people.</p>	
Recommendation 3	Accepted/Not Accepted
<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 to increase workforce capability and confidence in managing behaviours associated with neurodevelopmental and other cognitive impairments.</p>	Accepted



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Inspection of the Brisbane and Cleveland Youth Detention Centres

September 2020

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

Approved:



Deirdre Mulkerin

Director-General

Department of Children, Youth Justice and Multicultural Affairs

Date: 9 / 02 / 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 BYDC during inspection

Dates of inspection	12 - 16 Oct 2020 (delayed due to COVID-19 recovery)
Executive Director, BYDC at time of inspection	Michael Drane
Built capacity (i.e. usable secure fixed beds ¹)	162
Highest daily number of young people	145
Average population of young people	141
Average population of males	128
Average population of females	13
Average percentage of young people on remand	85%
Average percentage of young people sentenced	7%
Average percentage remanded and sentenced	2%
Average population of Aboriginal and/or Torres Strait Islander young people	72 (51%)
Number of young people on Child Protection Orders	42 (30%)
Youngest detainee on centre	13 years 4 months
Oldest detainee on centre	19 years 2 months

¹ The number of purpose-built beds in general accommodation units plus four bedrooms in the Oak behaviour support unit – excludes beds in Independent Living Units.

Snapshot of CYDC during partially remote² inspection

Dates of inspection	Remote - 14 - 18 Sept 2020 (numbers below reflect the 4-18.09.2020 period) On Centre - 28 - 30 Sept 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	71
Average population of young people	64
Average population of males	58
Average population of females	6
Average percentage of young people on remand	78%
Average percentage of young people sentenced	19%
Average percentage remanded and sentenced	2%
Average population of Aboriginal and/or Torres Strait Islander young people	62 (97%)
Number of young people on Child Protection Orders	24 (38%)
Youngest detainee on centre	11 years 6 months
Oldest detainee on centre	18 years 5 months

² The Inspection of CYDC was partially conducted remotely via telephone, Skype and other electronic methods of consultation and data collection due to safety precautions implemented in response to the COVID-19 pandemic. Inspectors attended CYDC from 28 – 30 Sept to physically observe practice and consult in person with staff and young people regarding themes raised during the remote meetings.

Executive Summary

This is a joint report of the quarterly statutory inspections of both the Brisbane and Cleveland Youth Detention Centres (BYDC and CYDC). These inspections were conducted under the former Department of Youth Justice which was abolished on 12 November 2020 and became part of the Department of Children, Youth Justice and Multicultural Affairs. Statutory detention centre inspections are conducted by delegated Inspectors, located within the office of the Deputy Director-General. This report which covers both inspections, is provided to the Director-General and contributes to improving youth detention centre operations across both centres.

The Inspection of CYDC was conducted remotely from 14 to 18 September 2020 via telephone, Skype and other electronic methods of consultation and data collection due to safety precautions implemented in response to the COVID-19 pandemic. Restrictions in relation to professional visits were subsequently lifted, therefore Inspectors were able to attend CYDC from 28 to 30 September 2020 to physically observe practice and consult in person with staff and young people regarding themes raised during the remote meetings.

The inspection of BYDC was delayed due to the COVID-19 recovery commencing late August and continuing throughout September 2020. Once normal operations had resumed, Inspectors conducted an on-site inspection of BYDC from 12-16 October 2020.

The focus areas under inspection in this quarter were COVID-19 pandemic response, legal rights and access, complaints process and recreational programs and purposeful activity.

The key observations, findings and recommendations in relation to the focus areas are summarised below. Other issues raised and discussed with relevant centre manager/s and the Senior Executive Director, Youth Detention and Operations during and immediately following the site visits are tracked in the Issues Register at Appendix A and B of this report. The status of active recommendations from previous reports are detailed in the Recommendations Register at Appendices C and D.

Focus Area 1 – Covid-19 – Pandemic Response

Both BYDC and CYDC continue to practice increased sanitation measures, social distancing and restrictions guided by Queensland Health Advice. To date, CYDC has not recorded any cases of infection, however, BYDC experienced an outbreak amongst a small number of staff in late August 2020, no young people were infected.

An immediate, Queensland Health guided response was implemented to control the spread of COVID-19 which included a shutdown of all non-essential services, deep clean of all areas determined to be high risk, increased use of personal protective equipment, alternate staffing provided by Queensland Corrective Services, Queensland Police Service, Queensland Health Rapid Response Unit and staff from CYDC. All BYDC staff including Department of Education staff were home isolated until negative COVID-19 test results were returned. All young people were isolated in their rooms and under distancing measures were allowed out for fresh air, phone calls and exercise. All young people on centre were tested and all returned a negative result to COVID-19. Health services continued as per normal throughout the duration of the detention centre entry restrictions. The Department of Education arranged the delivery of education packs for young people to continue their schoolwork during the two-week school closure.

Within the 16 day COVID-19 response operation at BYDC, all infections had been traced and direct contacts quarantined. Infections linked to the cluster that appeared following this period were already in quarantine. Feedback from staff and young people regarding the response was positive with

commendations around leadership, prompt testing and communication. No recommendations were made by the Inspectorate for this focus area.

Focus Area 2 – Legal Rights and Access

Young people have adequate access to their own legal representatives with all young people reporting their legal representatives are on their phone lists and they can call them at any time. In addition, legal representatives will quite often visit the centres and these visits are prioritised by the visits staff.

While young people have adequate access to their legal representatives, an issue was raised by detention centre staff regarding the ability for some young people to comprehend legal rights and legal processes due to limited literacy levels. Some staff were of the view that this issue is further hindered by legislative provisions which do not allow for youth detention staff to open, read and interpret privileged legal correspondence for young people and external policy constraints preventing Brisbane-based caseworkers to obtain details of legal representatives. The Inspectorate noted the work of the Speech-Language Pathologists in youth detention centres to develop 'Easy English' resources for young people, and the collaboration between agencies to have legal representatives located regularly on-site to clarify information for young people.

Restrictions associated with COVID-19 have brought about an increase in court video links due to in person court appearances not currently being available for young people in detention. Areas for opportunity were identified in BYDC in relation to internal coordination and prioritisation of court video links and associated duty lawyer access, particularly on Monday's. Monday is traditionally the busiest day due young people who have been remanded in custody over the weekend (and are required to see a duty lawyer and appear in court via video link on Monday) As young people are on centre, they are participating in morning routine and attending structured day which creates difficulties in contacting the duty lawyer. Court schedules are fluid and determining an exact time for an appearance is difficult resulting in short notice when a young person is required to appear, BYDC visit staff are then required to collect relevant young people from structured day or their section, however, logistical issues arise due to not to mix status and young person movements which can delay the young persons' arrival at the video-link facilities, resulting in a rushed consultation with the duty lawyer and delays to court proceedings.

Should the current process of video-link court appearances continue, feedback from internal and external stakeholders indicate efficiencies need to be achieved in ensuring young people have adequate access to their legal representative prior to court. As such a recommendation has been made for BYDC to consult with internal and external stakeholders to establish a collaborative response to improve coordination and prioritisation of video link court appearances and connection to duty lawyers prior to court.

The Inspectorate also examined Queensland Police Service (QPS) contact with young people while they are in detention, particularly instances where police seek to interview a young person as a suspect in an investigation. BYDC had an effective process in place consistent with policy, legislative provisions and rights of young people. Some gaps in process were identified within CYDC however, these were communicated following inspection and are currently in the process of being addressed.

Focus Area 3 – Complaints Process

The Inspectorate found that there are several points of contact within both centres where young people can make a complaint. All youth detention staff members can receive complaints from young people and staff were aware of the complaint's management process. Young people can also raise issues and complaints via Community Visitors from the Office of the Public Guardian (OPG) who visit BYDC each week and CYDC twice per week.

The Inspectorate consulted with the OPG who are in regular contact with relevant staff at the centre and are mostly satisfied with the follow up on issues raised by OPG on behalf of the young people. However, felt there were opportunities to increase awareness of how young people can raise issues and complaints, particularly within BYDC. This was consistent with feedback from several young people in BYDC who indicated an unwillingness to raise complaints directly to the centre. Differences in complaints data was also observed at CYDC and BYDC, with the latter having a lower rate of recorded complaints.

While there is a policy and a robust incident review system in place which identifies and responds to instances where complaints could have been made, some deficiencies were identified in the complaint's management and record keeping process within BYDC. Although this raises potential gaps in practice and transparency, the Inspectorate was unable to conclude if this has had an adverse effect on complaint outcomes. The Inspectorate has therefore recommended that a further and more detailed review of the complaint's management process within BYDC is undertaken.

Finally, the Inspectorate viewed samples of correspondence sent to young people when an outcome of a complaint has been finalised. If a young person is still on centre when the complaint process is finalised, the Manager of Client Relations, usually in partnership with the young person's caseworker will deliver the outcome verbally to the young person and provide a copy of the advice of outcome letter. If a young person has left the centre prior to the outcome being finalised, then a copy of the letter is sent to the young person's address. While the letter was informative and professional, the sentence structure and grammar were not completed in 'Easy English'. In consideration of evidence regarding literacy levels of young people in the youth justice system, the Inspectorate has recommended correspondence be reviewed and adapted to suit the literacy levels of young people in detention.

Focus Area 4 – Recreational Programs and Purposeful Activity

The Inspectorate has no recommendations regarding this focus area, however, following feedback regarding scheduling of BYDC and Department of Education programs, reference is made to a previous recommendation made in June 2019 to improve the coordination of programs through cross-agency collaboration. During the inspection period, recreational and life skills programs continue to be delivered internally by detention centre programs staff. COVID-19 restrictions were still in place throughout the September quarter, therefore external providers who are usually contracted to deliver programs were unable to access the detention centres.

The Inspectorate notes a reduction in the ability to deliver programs during the COVID response period at both detention centres, however, program cancellations occur frequently due to staff shortages, incident response and supervision requirements for at-risk young people and this presents a constant challenge to delivering a full schedule of programs to young people.

Other Issues

The Inspectorate raises 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 as required. During this inspection, concerns were raised regarding, short staffing, fatigue, staff retention and the compromised ability to perform compliance checking due to the workload associated with CCTV/BWC footage review. The potential inability to adequately compliance check suicide risk observations and separation approvals presents a risk to the department. The Inspectorate has made recommendations regarding section supervisor training and findings in relation to deficiencies in compliance checking due to the workload associated with CCTV/BWC footage review. This issue will be further examined by the inspectorate in a specific focus area for the March Quarter 2021 inspection.

In addition to the above, other issues that do not require a recommendation, are monitored through the Issues Registers, which outline the response action taken by centre management and/or Youth Detention and Operations. BYDC has one issue made in December 2019 (Appendix A) currently being addressed. One issue was identified at CYDC regarding QPS contact with young people on centre and is recorded in Appendix B.

List of Recommendations

Focus Area 1 – COVID 19 Pandemic Response

No recommendations were made.

Focus Area 2 – Legal Rights and Access

Recommendation 1

It is recommended BYDC consult with internal and external stakeholders, to develop a collaborative response to improve the process and prioritisation of video link court appearances and connection to duty lawyers prior to court.

Focus Area 3 – Complaints Process

Recommendation 2

It is recommended BYDC take necessary action to ensure record keeping and complaints categorisation is in line with policy, and that this discrepancy be monitored for the next quarter via the central monitoring and oversight process.

Recommendation 3

It is recommended that 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.

Focus Area 4 – Recreational Programs and Purposeful Activity

No recommendations were made.

Other Issues

Recommendation 4

It is recommended 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.

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.

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, review of CCTV and Body-worn Camera footage
- 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)
 - *Children's Rights Report 2016* (Australian Human Rights Commission)
 - *Youth Justice Review 2016*.
- An inspection of BYDC from 12 to 16 October 2020 (delayed due to COVID response).
- A partially remote inspection of CYDC via phone and video-call technology from 14 to 18 September 2020, due to safety precautions and travel restrictions implemented in response to the COVID-19 pandemic. Inspectors were able to attend on centre in person from the 28 to 30 September 2020.

- In-depth interviews with the Executive Directors (EDs); Deputy Director (DDs) at CYDC; Unit Managers; Practice Support Managers; Cultural Units; Programs Coordinators; Casework Managers; Caseworkers, Behaviour Support Team Leaders; Training Coordinators; Programs Coordinators; Visits Coordinators and; Queensland Health staff and Department of Education staff.
- Conversations with various staff and young people both individually and in groups in all accommodation units throughout the centres
- Discussions with a range of youth justice staff external to the detention centres including staff at Youth Justice Service Centres and central Youth Detention Operations staff.
- Interviews with a range of content experts particularly in relation to legal rights and access and complaints process including Youth Legal Aid, Queensland (LAQ), Aboriginal and Torres Strait Islander Legal Service (ATSILS) and the Queensland Ombudsmen.
- An examination of relevant Detention Centre Operational Information System (DZOIS), Integrated Client Management System (ICMS), detention centre and Youth Detention and Operations Centre (various offices) records
- Triangulation of data obtained through interviews, physical observations and records
- An exit interview with the EDs on the final days of inspections

Focus Area 1 - COVID-19 Pandemic Response

Both BYDC and CYDC continue to practice increased sanitation measures, temperature checks at entry, social distancing and other measures guided by Queensland Health Advice. To date, CYDC has not recorded any cases of infection, however, BYDC experienced an outbreak amongst a small number of staff in late August 2020, no young people were infected.

BYDC Response to COVID-19 Outbreak

An immediate, Queensland Health guided response was implemented to control the spread of COVID-19 which included a shutdown of all non-essential services, deep clean of all areas determined to be high risk, and increased use of personal protective equipment including aprons, respiratory masks, face shields and gloves.

All BYDC staff including Department of Education staff were home isolated for 14 days and until negative COVID-19 test results were returned. Alternate staffing was provided by Queensland Corrective Services, Queensland Police Service, Queensland Health Rapid Response Unit and staff from CYDC. CYDC staff were selected for their specialised skill sets including:

- Centre operations
- Shift and section supervision
- Practice support
- Casework
- Psychological support.

Within the first week of the response and throughout the duration, Youth Justice Service Centre Youth Workers and Caseworkers were also rostered on to staff the accommodation sections.

Some BYDC staff who had not been exposed to COVID-19 were available to assist the replacement staff in centre orientation and managing young people's behaviour. The BYDC management team was also working from home during isolation to support the replacement staff. All young people were isolated in their rooms and under distancing measures were allowed out for fresh air, phone calls and exercise. All young people on centre were tested and all returned a negative result to COVID-19. Health and food services continued as per normal throughout the duration of the detention centre entry restrictions and the Department of Education arranged the delivery of education packs for young people to continue their schoolwork during the two-week school closure.

Some security practice issues previously raised by the Inspectorate as being against policy and presenting significant risk were noted by the CYDC staff, this included:

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Within the 14-day response period, all COVID-19 infections had been traced and quarantined, normal operations and the BYDC workforce resumed duties on centre, however, there were backlogs of administrative work including incident recording and review with impacts still being experienced at both detention centres. YDO and the detention centres have commenced review of business continuity plans and are in the process of documenting learnings from this incident.

Overall, the staff and young people's perception of the response was positive with comments made in relation to:

- Staff complimenting leadership and communication around the response
- Quick processing of test results
- Communication to young people and families (coordinated between BYDC Caseworkers and Youth Justice Caseworkers to provide contact details and advice)
- Communication between Queensland Health and BYDC.

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Focus Area 2 – Legal Rights and Access

Legal Rights

Upon admission young people are advised of their rights, including legal rights. When interviewing young people on this topic, the majority appeared to be aware of their basic rights and most spoke of adequate access to their legal representatives.

Staff at both centres, including casework teams did raise concern regarding the ability of young people to understand legal rights and processes, and stated this is often further hindered by legislative confidentiality provisions which do not allow for staff to open, read and interpret privileged legal correspondence for young people.

Further inquiries as part of the consultation processes confirmed that this issue was known to YDO and as a result, clarification of legislation, roles and practices had been provided to BYDC and CYDC staff. The process is designed to comply with legislative principles of legal privilege.

During consultation, it was noted that Youth Justice provides funding to LAQ for an extended hours Youth Legal Advice Hotline that young people in detention can access, and that both centres have existing processes for legal advocates to physically attend the centre to speak directly with young people. For example, Legal Aid Queensland (LAQ) in partnership with CYDC have implemented a legal representative who sits at CYDC once per week who is specifically available to meet with young people who may be experiencing concerns with their own legal representation or understanding of the legal process.

In addition, it was noted that the BYDC and CYDC speech-language pathologists (SLPs) have developed a series of Easy English documents explaining the types of court orders, processes and expectations to young people. They also offer these resources to other YJ staff (e.g. caseworkers) to discuss directly with young people as needed.

Legal Access

All young people spoke of having their legal representatives on their phone lists and were able to call them at any time and legal representatives will quite often visit the centres and these visits are prioritised by the visits staff. During the period of professional visit restrictions due to COVID-19, legal representatives were able to speak with young people via video call technology and telephone. Professional visits at both centres resumed in October 2020. While the Inspectorate did not find instances where a young person reported difficulty in accessing their legal representative, staff at BYDC did advise in June 2020 LAQ stated that they could no longer advise BYDC caseworkers/YJ staff who the allocated legal representative is for a young person after they discovered confidentiality issues. Staff at BYDC indicated this presents challenges in ensuring young people, especially those newly admitted have timely access to their legal representative.

Inspectors consulted with Youth LAQ and ATSILS. Feedback from Youth LAQ indicated that both centres are extremely accommodating when it comes to legal representatives gaining access to their clients. There are some areas for opportunity with access to duty lawyers prior to Monday morning court appearances which will be discussed further below. Location of phones within the accommodation sections was the only other issue raised. At times legal representatives have difficulty hearing the young person due to the noise of the other young people in the section and concerns have been raised regarding privacy and confidentiality.

ATSILS echoed LAQ's sentiments reporting an absence of concerns regarding legal representatives gaining general access to their clients.

Since the onset of COVID-19 restrictions, the Department of Justice and Attorney General have limited in person court appearances. As such all young people within youth detention centres must appear in court via video link. Video link technology to service the courts is set up in the visits section of both detention centres. Capacity issues exist within BYDC visits centre due to the impact of increased court video links and attempts have been made to resolve this by setting up additional video link technology stations within two locations on centre.

It appears that the process for video link when a court appearance has been set in advance and the young person has an allocated legal representative, is reasonably straight forward and not a dissimilar process to video link appearances prior to COVID-19. Court video links and access to duty lawyers does become problematic and appears to lack internal coordination when a young person has been admitted to the centre over the weekend, and on the coming Monday is then required to speak with a duty lawyer and appear via video link. The volume of appearances is often high as there are also general court mentions, sentences and bail applications for other young people on a Monday also. This impacts on the centres, courts, legal representatives and young people. The issue appears to be more prevalent in BYDC; however, this is likely due to the volume of appearances.

The Inspectorate does note the difficulty centre staff can sometimes have in motivating young people to call duty lawyers or attend court video links. At times, young people will refuse to speak to their legal representatives or duty lawyer due to a range of factors. Some of these instances are more prevalent for young people who may have just been admitted to the centre and are experiencing the effects of substance withdrawal and lack of sleep. The Inspectorate acknowledges that quite often instances like this are beyond control of staff and result in legal matters being delayed or adjourned. Staff at each centre spoke of the difficulty they have in duty lawyers and legal representatives being sympathetic to this.

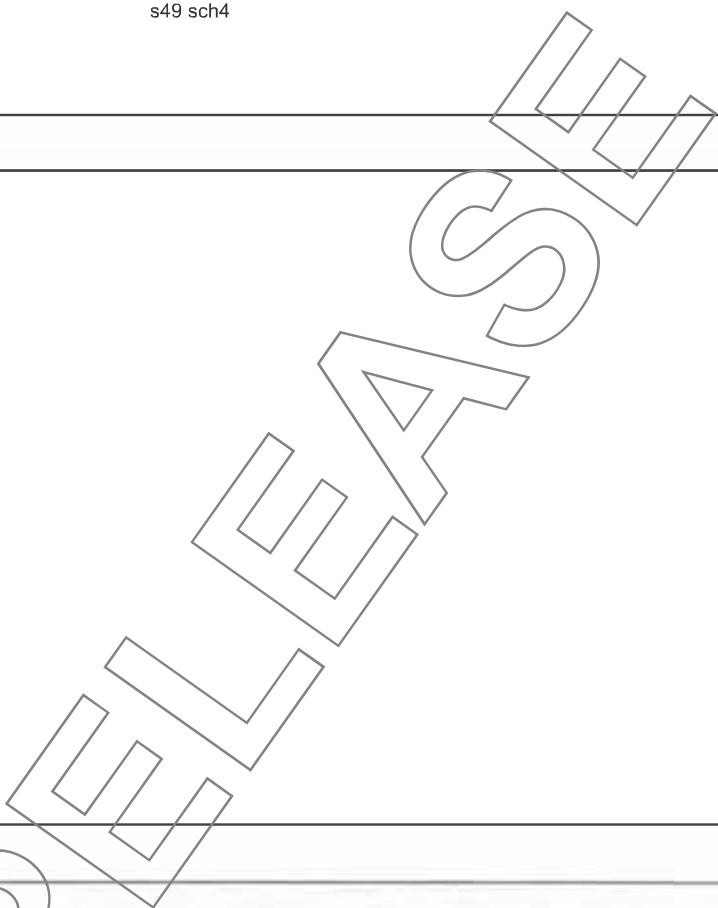
Visits staff within BYDC who manage the court video links stated that the strain Monday morning court puts on their staff is significant and have requested several meetings with management to develop a more coordinated and collaborative approach. Further, Brisbane Court Unit within Youth Justice who represent the department at Brisbane Children's Court and the Children's Court of Queensland at Brisbane, indicated Monday court video links for young people in BYDC could be more streamlined if improvements were made to the internal coordination within BYDC. Brisbane Court Unit coordinate all youth justice court appearances in their relevant courts and rely on BYDC to ensure young people are made available to speak with duty lawyers via video link or telephone prior to court and ensure young people are ready and available to attend court via video link. A common example provided by the Brisbane Court Unit demonstrating gaps in coordination is when young people at BYDC are unable to get through to the duty lawyer on the telephone or video call due to the duty lawyer tending to a court matter, then when the duty lawyer is available to speak with the young person prior to court, the young person is not available due to being taken to a structured day activity. This results in a delay in proceedings and impacts on the legislative provision requiring prioritisation of proceedings in relation to young people in custody. LAQ have provided similar examples as outlined in the quotes from legal representatives below:

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Lawyer 2

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Lawyer 3**Finding 1:**

Since the onset of COVID-19 restrictions, the Department of Justice and Attorney General have limited in person court appearances. As such all young people within youth detention centres must appear in court via video link. Capacity and logistical issues exist within BYDC visits centre due to the increased demand for court video links and associated increase in video links with legal representatives and duty lawyers prior to court. Feedback from internal and external stakeholders indicate gaps in internal coordination and prioritisation of duty lawyer and court video link access.

During the COVID-19 restrictions, court appearances have been via video-link, however, as young people are on centre, they are participating in morning routine and attending structured day which creates difficulties in contacting their legal representatives (as explained in the quotes). Court schedules are fluid and determining an exact time for an appearance is difficult resulting in short notice when a young person is required to appear. BYDC visit staff are then required to collect relevant young people from structured day or their section, however, logistical issues arise due to not to mix status and young person movements which can delay the young persons' arrival at the video-link facilities, resulting in a rushed consultation with the duty lawyer and delays to court proceedings.

Should the current process of video-link court appearances continue, efficiencies need to be achieved in ensuring young people have adequate access to duty lawyers prior to court.

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Recommendation 1:

It is recommended BYDC consult with internal and external stakeholders, to develop a collaborative response to improve the process and prioritisation of video link court appearances and connection to duty lawyers prior to court.

QPS Contact with young people on centre

The Inspectorate also looked into QPS contact with young people on centre as part of the legal rights and access focus area. The policy in relation to QPS visits states that QPS officers may visit a young person to interview them as a victim or witness to an alleged criminal offence or, a suspect in an investigation. QPS can take the young person off centre if they obtain a removal order, however, this rarely occurs. In all instances where QPS have advised the centre they want to speak with young people, the following must occur:

Unit manager (accommodation) and/or caseworker responsibilities:

- Inform the young person that a QPS officer wishes to interview them.
- Provide the young person with the opportunity to speak with their legal representative.
- Inform the young person that the QPS cannot question them without their consent and that they do not have to answer any questions if they do not wish to.
- Ask the young person if they would like a support person to attend the interview with them (and who).
- Case note the young person's consent.
- Debrief with the young person following the interview.

Regarding interviewing a young person as a suspect in an investigation, *The Police Powers and Responsibilities Act 2000* (PPRA) states that QPS must provide an independent person to sit in on the interview. Therefore, when attending the centre to interview a young person, QPS must attend with an independent support person.

Most young people within BYDC stated they exercise their rights and do not speak to police when police visited the centre to speak to them. In these instances, young people are provided with a notice to appear. When interviewing staff on this topic, most staff members were very clear on the process if QPS want to speak with a young person. Further, all staff spoke of caseworkers not being a suitable support person when a young person is being interviewed as a suspect in an offence as they are not considered independent under the PPRA.

Several young people at CYDC reported they have had contact with QPS while on centre and some advised Inspectors that they were not notified of police attending prior to being taken to meet with the police in the visits centre. When discussing this with staff at CYDC some stated that there were occasions where a young person was not told about police visiting to minimise anxiety; however, young people are offered an opportunity to speak with legal representatives when they arrive at the visits centre to speak with police. It was further found that caseworkers had been used as support people during police interviews. At the time of writing, the Inspectorate was advised at the senior executive level that this procedural issue was being addressed and during consultation received further advice that this practice had ceased. The Inspectorate will therefore not make a formal recommendation on this and will instead refer to the issues register (at Appendix B) and monitor accordingly.

Focus Area 3 – Complaints Process

The complaints process is guided by a range of authorities, including Youth Justice Act 1992, Youth Justice Regulation 2016, Human Rights Act 2019, departmental policies and procedures and the Public Service Commissioners Directive 13/06 – Complaints Management System. These authorities assist in ensuring an effective and confidential complaints mechanism is in place that is accountable and transparent and is administered in a way that ensures young people have confidence in the system to be responsive to their concerns.

Complaints Process

Young people are advised of their rights to make a complaint upon admission and as part of the induction process into the centres. There are several points of contact where a young person can make a complaint about any matter relating to services in youth detention and/or decisions, actions or inactions that impact them. Any member of staff on centre can receive a complaint and assist a young person in completing a complaint form (COM1).

In addition to the ability for young people to make a complaint to any member of staff at the centres, the following complaint mechanisms are also available:

- Queensland Police Service (QPS) if they are a victim of an alleged criminal offence (young people can raise a complaint to QPS via the COM1. These complaints are referred on externally to the relevant agency.
- Office of Public Guardian (The Public Guardian) via Community Visitors (CVs) that attend BYDC on a weekly basis and CYDC on a twice weekly basis. Young people also have the option to raise a confidential, written complaint regarding the centre to the Public Guardian via 'red boxes' that are located within each accommodation section
- Officer of the Queensland Ombudsman (the Ombudsman) or the Queensland Human Rights Commission (QHRC) if the young person is unhappy with how their complaint was dealt with. Young people can reach the Ombudsman and QHRC via telephone, with both organisations appearing on the young person's phone list.

The Inspectorate notes positive feedback received from young people at CYDC regarding the complaints process. Most young people interviewed were aware they had a right to make a complaint and were able to discuss how they could make a complaint. Of those young people who had been through a complaints process, most reported a positive experience in terms of outcomes; however, some reported frustration at the length of time it took to resolve. The length of time to resolve complaints was a common theme among staff at both centres also and will be discussed below.

Young people at BYDC appear to be aware of their right to make a complaint however of the young people interviewed, most expressed an unwillingness to make complaints directly to the centre. It is however apparent through review of records that issues are raised by the young people to the CV's via the 'red box' or when the CV's are on centre. It is noted however, the issues raised with the CV's do not always result in an official complaint being made. For instance, the process of follow up from the Manager, Client Relations (MCR) after a CV has raised an issue will result in the centre MCR visiting the young person to see if he or she would like to make an official complaint. The young person may elect at this time to not proceed with progressing the complaint. The BYDC, MCR reported on occasion a CV will raise an official complaint on behalf of a young person for a variety of reasons however, this has not happened for some time.

The above information regarding low number of complaints made directly to the centre at BYDC corresponds with information and data provided to the Inspectorate from the BYDC MCR, data collected by youth detention operations and the Inspectorate's observations of records on DCOIS. While the rate of complaints within BYDC is lower than CYDC, Youth Detention and Operations (YDO) have seen a slight decrease in the overall number of complaints over the past six months in both centres when compared with the average over the two years prior. It is of note that, on average, about a quarter to a third of complaints are made about QPS and are therefore referred externally, although these complaints are received by staff at the centres.

Despite the decrease in complaints being made by young people, it appears from discussions with practice managers and executives from both centres, and in the context of complaints regarding incidents, the incident review process is robust and will usually identify incidents where a complaint by a young person should have been made and proceed appropriately, regardless of whether a complaint has been lodged. While this information suggests a safety net whereby potential issues not subject of but, would ordinarily constitute a complaint can be captured and dealt with accordingly. It must be noted that this information is qualitative and was not corroborated using quantitative data as incident management is a separate focus area for the Inspectorate and was not specifically examined on this inspection. Further, this only relates to instances where footage is available.

Management of Complaints

When a COM1 is completed, it is referred to the MCR at each centre to document, assess, action (including referring on as appropriate) and resolve. Complaints are assessed and classified using the Conduct and Performance Excellence (CaPE) categorisation framework per the departmental policy in relation to complaints management YDCOM YD-1-9 (Youth detention – Complaints management). Any complaints assessed as a CaPE category 3 and involve allegations made against a staff member, must be referred to the departmental Professional Standards Unit for consideration.

Per the departmental policy, all records in relation to complaints should be recorded in line with policy and in a way that allows for transparency, review, analysis and monitoring. Review of complaints management records on DCOIS for CYDC indicated a thorough record keeping process was being undertaken with detailed documentation regarding assessment of complaints and associated rationales, and written correspondence to confirm young people had received confirmation of complaint outcomes. Record keeping in relation to complaints made within BYDC lacked detail in assessment and confirmation of complaint outcomes.

Further to the above, the Inspectorate undertook comparative exercises with complaints from both centres, with similar complaints appearing with differing categorisation levels, indicating policy level inconsistencies. Upon further exploration, it was found that BYDC was not utilising the CaPE categorisation framework when required to classify complaints per departmental policy. It is unknown whether this has affected process and outcomes where the complaint has not been subject to incident review. It does; however, highlight practice issues which may be impacting on transparency and effectiveness of management of the complaints process within BYDC.

Although some deficiencies in record keeping and adherence to policy have been highlighted within BYDC, it must be noted that when discussing the complaint management process in both centres with YDC staff and staff from the OPG, most of the feedback was positive. Further as mentioned previously, young people at CYDC were generally happy with the complaint's management process. YDC staff at both centres acknowledged the timely responses to complaints and effective follow up; however, did raise concern regarding the length of time it takes to resolve a complaint when the complaint is referred to an external agency. CV's stated they did not have any concerns in relation to follow up of complaints raised on behalf of the OPG for young people still at the centres; however, did communicate difficulties regarding the ability to progress some complaints when a young person had left the centre.

The Inspectorate viewed a sample of correspondence sent to young people when an outcome of a complaint has been finalised. If a young person is still on centre when the complaint process is finalised, the MCR, usually in partnership with the young person's caseworker will deliver the outcome verbally to the young person and provide a copy of the advice of outcome letter. If a young person has left the centre prior to the outcome being finalised, then a copy of the letter is sent to the young person's address in the community. While the letter was informative and professional, the sentence structure and grammar were not completed in 'Easy English'. Given the evidence regarding literacy levels of young people in the youth justice system, it is likely the young person would experience difficulties in reading the letter. There were some instances where the MCR would provide a copy of the letter to the young person's youth justice caseworker in the community in the hope, they could explain the outcome to the young person, however, this did not appear to be consistent practice.

Monitoring and oversight

Policy and legislative requirements regarding monitoring and external reporting are undertaken to Youth Detention Operations (YDO) in youth justice central office provide three separate reports to the OPG every quarter – one each for complaints, harm and investigation outcomes, as well as a covering letter.

The complaints and harm data are analysed quarterly and is derived directly from incident reports and complaints data within DCOIS. The information is extracted and then manual data entry and quality assurance by YDO prior to being sent to relevant officers at each of the YDCs to provide any further updates or information. For the complaints data, YDO report against any outstanding complaints from the last report.

Investigation outcomes are provided to YDO via the Professional Standards Unit (PSU) within Youth Justice. A report is then drafted with all outstanding investigations and add any new cases that have been referred to PSU (via the complaints) a status update is provided for each investigation. While YDO are responsible for collating complaints that may potentially be considered a human rights breach, these are requested through and sent to the main human rights contact within youth justice. Since the Human Rights Act 2019 took effect on 1 January 2020, this information has been provided quarterly.

The operational policy for complaints management sets out a requirement for YDO to collect and analyse data about complaints to provide advice on emerging issues. The monitoring of trends by YDO appears to be general in nature, for instance the Inspectorate was provided information in relation to the decrease in complaints being made and the percentage of complaints that are made against QPS. Additional trend data was not available. OPG were able to provide information regarding trends they have identified and emerging issues, including the nature of issues being raised and complaints being made. The most frequent issues raised from young people include lack of communication from the centre, separations, continuous cell occupancy and factors associated with staffing levels. Regarding the complaint of lack of communication from the centre to the young people, the CV's advised the feedback they have received from young people is that they feel like information is not communicated to them adequately resulting in high levels of frustration. The BYDC Young Person Liaison Committee (known as the Residents Consultative Committee at CYDC) was a regular forum where one young person from each accommodation section and key staff from the centres come together to discuss different topics, due to COVID restrictions this forum was put on hold; however, CV's stated these forums had become less regular, prior to COVID restrictions which had been raised as a source of frustration for the young people.

Finding 2:

There are several points of contact within both centres where young people can make a complaint and all youth detention staff members can receive complaints from young people. Staff appear to be acutely aware of the complaint's management process. Young people can also raise issues and complaints via Community

Visitors from the Office of the Public Guardian (OPG) who visit Brisbane Youth Detention Centre each week and Cleveland Youth Detention Centre twice per week.

Regarding complaints by young people made directly to the centre, data indicated a low rate of complaints in BYDC when compared to CYDC. Upon review of record keeping processes in relation to complaints management, it was found that BYDC lacked detail in record keeping and complaints categorisation was not in line with policy. This discrepancy had not been identified through the central monitoring and oversight process.

While there is a revised policy (dated May 2020) and a robust incident review system in place which identifies instances where complaints could have been made, the Inspectorate cannot confirm that the deficiencies with the complaint's management process within BYDC and central oversight have had an effect on process and outcomes, there are factors in the complaints management process that require attention.

Recommendation 2:

It is recommended BYDC take necessary action to ensure record keeping and complaints categorisation is in line with policy, and that this discrepancy be monitored for the next quarter via the central monitoring and oversight process.

Finding 3:

The Inspectorate viewed samples of correspondence sent to young people when an outcome of a complaint has been finalised. If a young person is still on centre when the complaint process is finalised, the Manager of Client Relations, usually in partnership with the young person's Detention Centre Caseworker will deliver the outcome verbally to the young person and provide a copy of the advice of outcome letter. If a young person has left the centre prior to the outcome being finalised, then a copy of the letter is sent to the young person's address. While the letter was informative and professional and in consideration of evidence regarding literacy levels of young people in the youth justice it is likely the sentence structure and grammar were not completed in 'Easy English'.

Recommendation 3:

It is recommended that 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 Managers Client Relations and other staff as required.

Focus Area 4 - Recreational Programs and Purposeful Activity

The Inspectorate has no recommendations regarding this focus area, however, following feedback regarding scheduling of BYDC and Department of Education programs, reference is made to a previous recommendation made in June 2019 to improve the coordination of programs through cross-agency collaboration. During the inspection period, recreational (including arrange of cultural, music, cooking, sport and fitness, and craft), therapeutic and life skills programs continue to be delivered internally by detention centre programs staff. COVID-19 restrictions were still in place throughout the September quarter, therefore, external providers who are usually contracted to deliver programs were unable to access the detention centres.

The Inspectorate notes a reduction in the ability to deliver programs during the COVID response period at both detention centres, however, program cancellations occur frequently due to staff shortages, incident response and supervision requirements for at-risk young people and this presents a constant challenge to delivering a full schedule of programs to young people.

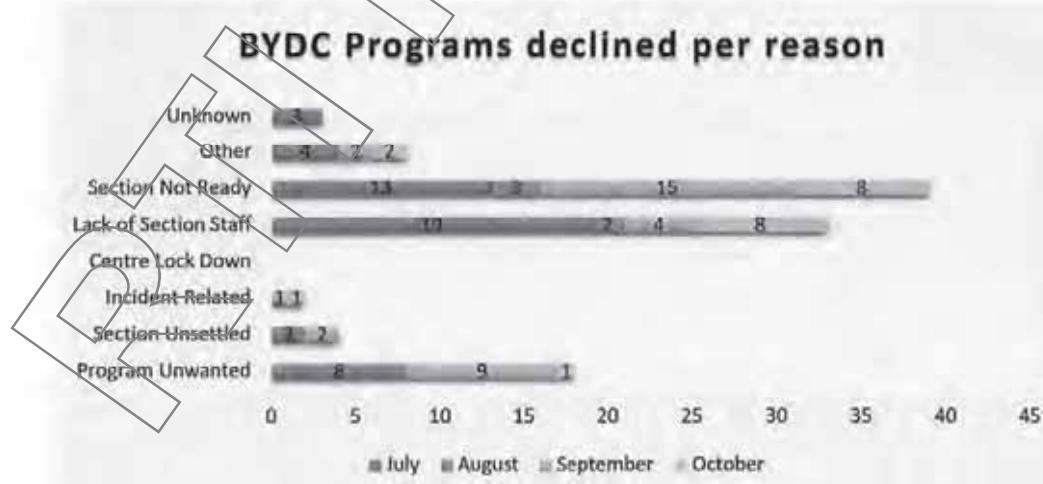
Programs tracking

BYDC

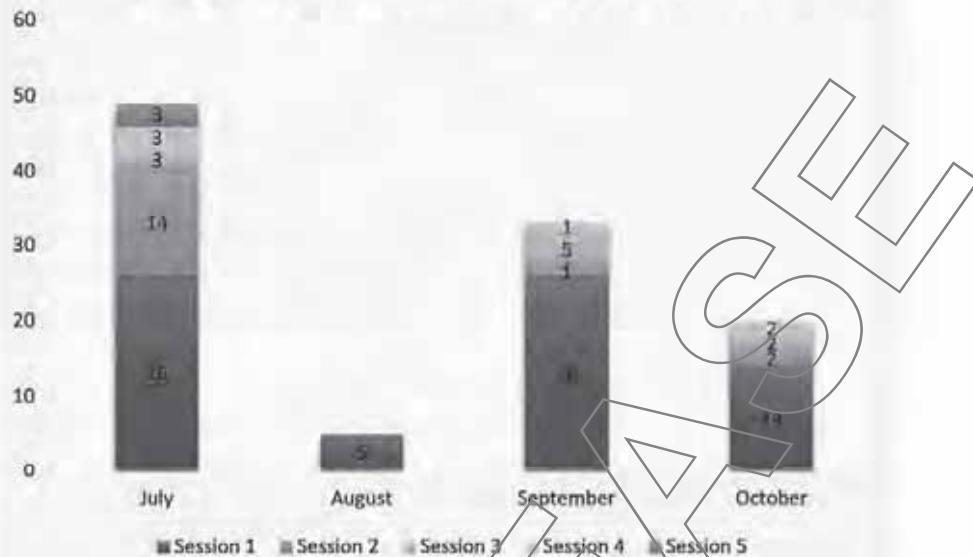
Commencing in October 2019, the BYDC Client Services, Programs Team has been producing quarterly statistical reports tracking:

- Attendance numbers (including reasons for non-attendance as shown in the charts below)
- Program hours delivered
- Popular programs
- Programs Budget (Nil budget during the September 2020 quarter)
- Qualitative data including positive outcomes for young people, positive team achievements, stakeholder partnerships, learning opportunities and priorities.

The charts below from this year (2020) show the reasons programs were declined and which sessions are most commonly declined:



BYDC Program declined per session



In past and current inspections, the Department of Education have expressed concern over the young people not being ready for first session and that waking up and being prepared on time is one of the first employment skills one should learn, however, section staff have difficulty in encouraging the young people to do this. The figures shown above confirm this as being one of the main reasons for young people not attending programs/school as well as short staffing.

CYDC

The CYDC Sport and Recreation Team tracks program attendance data, however, this data is not presented in the same statistical format as BYDC. A review of CYDC program attendance data for the September 2020 quarter shows the majority of non-attendance at programs is due to behavioural incidents (codes), followed by staff shortages. On 8 September 2020 in response to the number of behavioural incidents, all programs external to all accommodation sections [REDACTED] s49 sch4 ceased to be delivered, instead offering programs in section only. To ensure any decisions relating to restrictions to out-of-unit programs are regularly reviewed in response to changes in risk, this now forms part of SIYP at CYDC.

This decision, made in response to risk assessments conducted by staff to mitigate the prevalence of codes being instigated during the afternoons and was still in place during the Inspectors' visit to CYDC from 27-30 September 2020. Programs and fitness equipment was available for section staff to take back to section, however, not all structured programs can be delivered in section. This resulted in the Sport and Recreation Team delivering less programs.

Other Issues

The Inspectorate raises 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 as required.

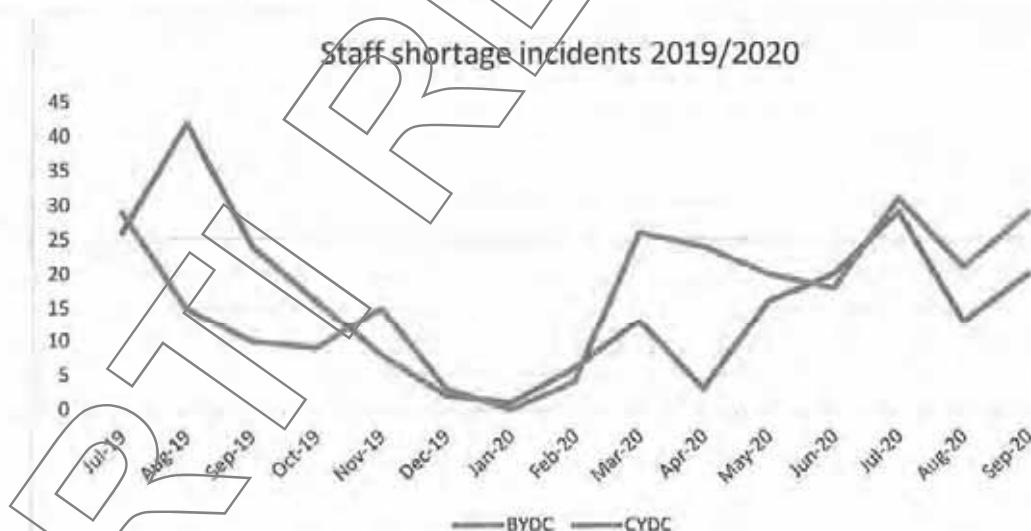
During this inspection, concerns were raised regarding, short staffing, fatigue, staff retention, personal safety and the compromised ability to perform compliance checking due to the workload associated with CCTV/BWC footage review. It is of note that, at the time, Covid-19 and the re-deployment of CYDC staff to BYDC had a significant impact at CYDC, particularly in terms of the MCR, PSM and SIO roles which were not backfilled. The issue with CCTV/BWC footage was initially raised by BYDC – feedback was sought from CYDC PSM who confirmed there had been an impact on workload due to increase in time this takes. The benefits however are that access to BWC footage has assisted greatly in reviewing incidents and identifying practice issues/non-compliance etc.

Of particular concern is the inability to adequately compliance check suicide risk observations and separation approvals. The Inspectorate notes potential contributing factors around Retention of staff and notes a finding regarding the assurance of critical functions. A recommendation has been made in relation to section supervisor training.

In addition to the above, other issues that do not require a recommendation, are monitored through the Issues Registers, which outline the response action taken by centre management and/or Youth Detention and Operations. BYDC has one issue made in December 2019 (Appendix A) currently being addressed. One issue was identified at CYDC regarding QPS contact with young people on centre and is recorded in Appendix B.

Staff Shortages and Retention

The chart and table below show numbers of separations as a result of staff shortage recorded at both centres from 1 July 2019 to 30 September 2020.



Number of Staff Shortage Incidents Recorded in DCOIS

Month/Year	BYDC	CYDC
Jul-19	26	29

Number of Staff Shortage Incidents Recorded in DCOIS		
Month/Year	BYDC	CYDC
Aug-19	42	15
Sep-19	24	10
Oct-19	16	9
Nov-19	8	15
Dec-19	2	3
Jan-20	1	0
Feb-20	6	4
Mar-20	13	26
Apr-20	3	24
May-20	16	20
Jun-20	20	18
Jul-20	29	31
Aug-20	13	21
Sep-20	20	29

The table below shows the numbers of permanent detention centre staff who have ceased employment (separations) each quarter to June 2020 (at the time of writing, September 2020 quarterly data was not available):

	Sept 2019 Qtr	Dec 2019 Qtr	Mar 2020 Qtr	June 2020 Qtr
Total Perm Separations (Headcount)				
YDCs	18	11	34	25
BYDC	8	3	16	10
CYDC	10	8	18	15
Permanent Headcount				
YDCs	540	603	568	574
BYDC	264	296	282	289
CYDC	276	307	286	285

As shown in the data above, despite the recruitment throughout 2019-20 (since July 2019 - 111 new staff were inducted at BYDC and 73 new staff were inducted at CYDC), permanent staff numbers have not increased substantially and have remained steady throughout 2020.

As advised in the June 2020 inspection report, reasons for staff ceasing employment can include, termination, blue card issues, family commitments, partner relocations, health and other employment, however, Inspectors have been advised that most are resignations by staff who self-realise they are unsuitable/either during training or soon after commencing the job. Additionally, when consulting staff throughout the detention centres, Inspectors have been told (during recent and past inspections) by some long-term, and recently employed staff that the reality of the job is not what they expected from the advertisement and that they expected to be helping young people more through rehabilitation/transitional activities, however, they feel more like security guards.

At the time of writing (October/November 2020), a review of the currently advertised Detention Youth Worker positions for the Brisbane and Townsville detention centres (listings on Smart Jobs) describe the job as:

Brisbane: "The purpose of youth detention is to safely and securely detain young people who are refused bail, remanded in custody or sentenced to detention, in a manner that recognises that they are young people and at a vulnerable point in their development."

The objectives of youth detention are to promote the safety of the community, the safety and wellbeing of detained young people and reduce the likelihood of these young people re-offending following their release from detention."

Townsville: "A Detention Youth Worker draws on their life experience and passion for helping young people to effectively manage, care for and deliver services and programs to young people in detention. This is a challenging and rewarding role, where team work and integrity are key."

Although the front facing description of the listings may be accurate, within the actual role profile of both Brisbane and Townsville based jobs, it is mentioned that a Youth Worker can be expected to deliver programs (including cultural, educational and therapeutic programs) and reintegration back into the community, however, when performing the actual job, (with the exception of some) the majority of Youth Worker involvement in these activities is limited mostly to escorting the young people to these activities and supervision only.

Further, Youth Workers commonly mention a lack of consistency in managing behavioural expectations of young people which can vary, depending on each Youth Worker. This can have negative consequences through aggressive reactions by young people when behaviour or entitlements are inconsistently allowed by some staff and denied by others. Inspectors have been advised this issue can also result in staff not wanting to attend work in particular sections, depending who they will be working with. Low morale and fatigue have also been raised as having impact on staff willingness to come to work and/or remain employed as a Youth Worker.

It is suspected through conversations with various staff, and observations in the accommodation units, that it is possible there is an expectation from some influential long term staff, that staff retention has been evidenced by the display of inductee photographs with crosses drawn through them (to represent a new staff member leaving) in offices throughout both centres. New inductees and Training Advisers (at BYDC) have advised that what is taught in training is not always supported on the floor, this combined with a perceived expectation to fail would not create a supportive environment for new staff who may feel pressured to comply with a culture and practice which may be inconsistent with their training.

It has been suggested to Inspectors that enhanced leadership skills of Section Supervisors may alleviate this issue. This theory is supported through Inspectors' observations of accommodation sections (that were previously observed as rowdy) at both detention centres, where skilled Section Supervisors have supported consistency within their team and noticeably restored order and rapport with young people in the section resulting in a calmer environment with behaviour being consistently maintained and staff who are more motivated to attend work.

Both centres have run Section Supervisor training but, this training has lapsed and there are a number Section Supervisors acting in the role who haven't completed this training, potentially due to short staffing and the impacts of COVID. It is anticipated that further training will be scheduled for the first half of 2021.

The importance of skilled Section Supervisors has also been raised by managers in regards to the quality of incident reports (resulting in delays in the incident review process), section activity logs, mentoring and other administrative functions that are intended to be completed by Section Supervisors who are not included of the staff/young person ratio.

Finding 4:

Section Supervisors play a critical role in setting the standard of practice and behaviour for staff and young people throughout the daily routine in the accommodation units. Both centres have run Section Supervisor training in the past but, this training has lapsed. There are a number Section Supervisors acting in the role who haven't completed this training. The importance of skilled Section Supervisors has also been raised by managers in regards to the quality of incident reports (resulting in delays in the incident review process), section activity logs, mentoring and other administrative functions that are intended to be completed by Section Supervisors who are not included of the staff/young person ratio.

The benefit of skilled Section Supervisors has been observed at both detention centres when these staff have been strategically placed to bring stability to previously unorganised sections. Inspectors have observed a calmer environment and a mutual respect between young people and staff. When Inspectors have discussed these observations with staff, they have acknowledged the leadership of the Section Supervisor in promoting consistency and a unified approach to working with young people and maintaining standards within the section.

Recommendation 4:

It is recommended 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.

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.

Safety Concerns at BYDC

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with comments made regarding a lack of confidence in Youth Workers to respond and address negative behaviours as they would have in the past.

Further concerns were raised in relation to high numbers of young people who are demonstrating more aggression and experiencing restrictions on activities including programs and leisure time due to staff shortages. When expressing these concerns, staff have made reference to the elements (e.g. short staffing resulting in young people remaining in doors resulting in increased security incidents through frustration when unable to attend school, programs and outdoor recreational activities) that lead to recent detention centre incidents in other states that have received major media coverage and the possibility that a similar incident is possible in BYDC.

Workloads and Assurance of Critical Functions

The functions listed below have been noted as being impacted at BYDC following the recent expansions of infrastructure and increased capacity at BYDC (i.e. 'Paperbark' and 'Bluegum' accommodation sections, the CCTV upgrade and BWC's), resulting in increased workload and impacting the ability to prioritise:

- Assurance of Suicide Risk (SR) observations through the review of records and footage is a significant risk
- Compliance with incident review timeframes and the amount of footage to be reviewed daily, further impacted by the backlog of incidents that need to be transcribed from handwritten notes taken by relief staff (who didn't have access to DCOIS) during the COVID-19 outbreak.
- Approval and closure of overdue separation records (previously subject to Ombudsman review in 2018 following a large number of outstanding separations)
- Client Services (Programs, Caseworkers and CTP) have advised inspectors of increased demand and caseloads
- Workplace Health and Safety (WH&S) Officer is likely to have a significantly increased workload. This will be explored further during the December 2020 quarterly inspection.

Associated workloads around assurance of critical functions (including SR observations monitoring) is also likely to be impacted at CYDC in relation to BWC footage review and the backlog of incident/footage review following the assistance provided in Brisbane during the COVID-19 outbreak.

Finding 6:

The increase in infrastructure and population of BYDC has resulted in higher demand and caseloads for Client Services (Programs, Casework and CTP) and a higher demand on compliance checking including incident/footage review and assurance of critical functions including Suicide Risk observations and outstanding separations. CYDC is likely experiencing similar impacts in relation to BWC footage review and the backlog of incident/footage review following the assistance provided in Brisbane during the COVID-19 outbreak.

A recommendation has not been made in relation to this finding. The inspectorate will be examining these issues in further detail during a specific focus area in the March Quarter 2021 Inspection.

Appendix A – BYDC Issues Register

As at September 2020

Issue ID	Issue	How identified/why raised	Raised with	Action Taken by BYDC YDO review comments
December 2019 Issues (BYDC)				
BY-12/19-1	Offence History and Consideration for Placement and Criminogenic needs	Raised in December 2019 with Unit Manager, Deputy-Director, BST Leader and Executive Director during inspection.		<ul style="list-style-type: none"> Supported. BYDC will action this as a matter of priority, in consultation with YDO. YDO is also progressing the implementation of the DRRAT risk assessment tool. This will improve the capacity of staff to make evidence-informed decisions about accommodation, supervision and management. As part of this work, the relationship with the SIYP process will also be reviewed.

	are being considered consistently. The Inspectorate would encourage BYDC and YDO to review this occurrence and use the leanings to influence consistent practice.		<p>This issue will be monitored and closed once the 'Easy English' resources are complete and it can be confirmed that legal representatives are located regularly on-site to clarify information for young people.</p>
BY-9/20-1	Young person's understanding of legal process and correspondence	<p>Raised in September 2020 with ED, BYDC during the inspection and with SED, YDO during consultation on the draft report.</p> <p>An issue was raised regarding the ability for some young people to comprehend legal rights and legal processes due to limited literacy levels. Some staff were of the view that this issue is further hindered by legislative provisions which do not allow for youth detention staff to open, read and interpret privileged legal correspondence for young people and external policy constraints preventing Brisbane-based caseworkers to obtain details of legal representatives.</p>	<ul style="list-style-type: none"> The Inspectorate noted the work of the Speech-Language Pathologists in youth detention centres to develop 'Easy English' resources for young people, and the collaboration between agencies to have legal representatives located regularly on-site to clarify information for young people.

Appendix B – CYDC Issues Register

As at September 2020

Issue ID	Issue	How identified/why raised	Raised with	Action Taken by CYDC	YDI review comments
September 2020 Issues (CYDC)					
CY-09/20-1	QPS Contact with Young People on Centre	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.	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 DO 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. 	YDI has received advice this process has been addressed at CYDC and this issue will be closed in the December 2020 inspection report.
CY-9/20-2	Young person's understanding of legal process and correspondence (Cross ref BY9/20-01)	An issue was raised regarding the ability for some young people to comprehend legal rights and legal processes due to limited literacy levels. Some staff were of the view that this issue is further hindered by legislative provisions which do not allow for youth detention staff to open, read and interpret	Raised in September 2020 with ED, CYDC during the inspection and with SED, YDO during consultation on the draft report.	<ul style="list-style-type: none"> The Inspectorate noted the work of the Speech-Language Pathologists in youth detention centres to develop 'Easy English' resources for young people, and the collaboration between agencies to have legal representatives located regularly on-site to clarify information for young people. 	This issue will be monitored and closed once the 'Easy English' resources are complete and it can be confirmed that legal representatives are located regularly on-site

	privileged legal correspondence for young people and external policy constraints preventing Brisbane-based caseworkers to obtain details of legal representatives.			to clarify information for young people.
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Appendix C – BYDC Recommendations Register

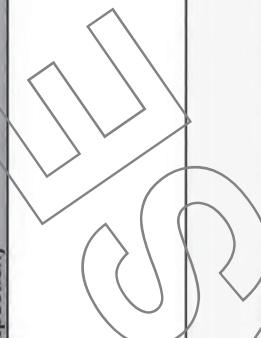
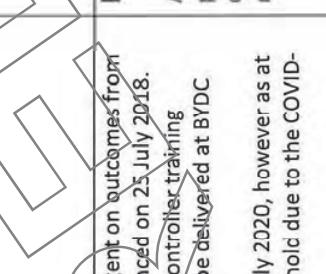
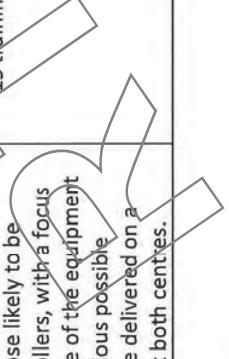
as at September 2020

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
June 2018 Recommendations (BYDC)		
June 2018 - Rec 2 (Suicide Risk Training) – Cross reference CYDC June 2018 – Rec 2	<p>Staff shortages have presented operational obstacles and impacted upon the ability to deliver training. Mandatory Competency Training remains an ongoing priority for existing staff.</p> <p>The Inspectorate recommends that BYDC:</p> <ul style="list-style-type: none"> • immediately direct staff to complete Suicide Response training as a priority, and provide assurances that there are sufficient staff currently trained in suicide response to adequately cover every accommodation unit, particularly during night shift. 	<p>Recommendation remains Open</p> <p>The Inspectorate notes the impact of staff shortages throughout 2019 and the freeze on MC training for existing staff resulting in a high % who are not current in all MC including SR (total staff current in SR is 23.8% - 70 of 294). However, with the influx of new staff who are all trained in MC being present in almost every accommodation section (as observed during inspections), it is likely and reasonable to assume that at least 1 Youth Worker will be current in each section but, this can't be guaranteed as currency in SR is not considered when rostering staff by HR during business hours, or Shift Supervisors after hours.</p> <p>Mandatory C training stats as at 8 May 2020 – Of the total current operational staff 336, the following are trained in:</p> <ul style="list-style-type: none"> • First Aid 287 (85%) • CPR 196 (58%) • Emergency Management 233 (66%) • Suicide Response 216 (64%) • Fire Safety 212 (63%) • PAC 151 (45%)
June 2018 - Rec 4 (Separations Data) – Cross reference CYDC June 2018 – Rec 3	<p>As noted in a previous update, a Quality and Performance Framework is to be developed.</p> <p>This will create consistency and allow for greater oversight and monitoring of the separation process.</p> <p>The YJ Performance and Reporting team have been required to prioritise and deliver on key strategic business requirements such as the Youth Justice Strategy, the Youth Justice Action Plan, reporting for</p>	<p>Recommendation remains Open</p> <p>This dataset has not yet been delivered by Youth Detention and Operations. Based on recent requests for separation information by the Director-General, the Ombudsman (Public Interest Disclosure received August 2019) and the potential for more public scrutiny around separations, the actioning of this recommendation should be considered a priority.</p>

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
<p>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>	<ul style="list-style-type: none"> Enterprise Bargaining Agreement discussions, and Strategic Business Cases to name a few. An additional consideration is the priority given to the establishment of the standalone Department of Youth Justice. Once capacity is restored YI Practice will link in with this team ensure this is delivered in due course. 	<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. <p>DoE BYTEC currently offers ongoing VET (Cert 1 & 2) courses including but, not limited to; construction, horticulture, woodwork, ceramics and bricklaying. Challenges arise when the facilities used to deliver the courses are 'out of bounds' due to damage or potential access points within the buildings. External providers such as hairdressers and bricklayers are engaged to deliver programs, but this can be difficult at times, to attract people with industry skills who are able to work with young people. Accommodation movements of young people can also result in difficulties in course participation due to each section having to attending classes together as young people from different accommodation sections do not mix in classes.</p> <p>DoE BYTEC is investigating the possibility of an RTO in the community to enable young people to continue courses they have commenced in youth detention. DoE has also approached the central T2S team and is awaiting a response</p>
	<h2>September 2018 Recommendations (BYDC)</h2>	<p>Recommendation remains Open</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. <p>DoE BYTEC currently offers ongoing VET (Cert 1 & 2) courses including but, not limited to; construction, horticulture, woodwork, ceramics and bricklaying. Challenges arise when the facilities used to deliver the courses are 'out of bounds' due to damage or potential access points within the buildings. External providers such as hairdressers and bricklayers are engaged to deliver programs, but this can be difficult at times, to attract people with industry skills who are able to work with young people. Accommodation movements of young people can also result in difficulties in course participation due to each section having to attending classes together as young people from different accommodation sections do not mix in classes.</p> <p>DoE BYTEC is investigating the possibility of an RTO in the community to enable young people to continue courses they have commenced in youth detention. DoE has also approached the central T2S team and is awaiting a response</p>

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
<p>September 2018 - Rec 7 (Criminogenic Programs) – Cross reference CYDC September 2018 – Rec 4</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>Youth Detention and Operations is of the position that this recommendation can be closed. Youth Justice is committed to ensuring that all criminogenic programs offered to young people in youth detention have a robust evidence base. This can be reviewed at the next inspection if deemed necessary by the Youth Detention inspectorate.</p> <ul style="list-style-type: none"> • As part of the drafted program catalogue, the centre has introduced a number of healthy relationship-based programs and continues to run VOYCES, a victim empathy program based on RU principles. • In addition to the individual one on one sessions between caseworkers, psychologists and speech therapists with young people: <ul style="list-style-type: none"> • BYDC has commenced discussions with the CSYW central office DFV unit to explore opportunities for program / service collaboration. • The UUMV program from CYDC has now been assessed for delivery at BYDC. • Consideration given to obtaining and assessing on offending patterns and from the YI risk assessment to inform target programs and services, in conjunction with the central data team • A BST work plan is in development for 2019 to confirm program expectations beyond individual clinics <p>The BYDC Centre profile makes recommendations and notes programs that will be commenced to further enhance the work that is already occurring.</p>		

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
September 2018 - Rec 9 (Incident Reports)	<p>These changes were explored and a decision was made not to proceed with amendments to the occurrence report. This was based on:</p> <ul style="list-style-type: none"> The occurrence report captures incidents broader than just force used. There was a concern that adding these heading might confuse staff who respond in other ways to incident (or if it was a type of incident that didn't require force) Other supports have been put in place to assist staff to draft comprehensive occurrence reports, including Staff Quick Guides, training and improved guidance in the YDCOM. <p>It is recommended that this recommendation is closed, given the current review of PAC and the scope of changes that will be required once the new policy is approved. A wide range of reporting changes will be required at this point. It is proposed that once these changes are known, new recommendations are made about any perceived gaps.</p>	<p>Recommendation remains Open</p> <p>The Inspectorates review of incident reports has noted the quality of reports in increasing with detail of force used being included in the reports; however, advice received from BYDC staff responsible for incident reviews is that similar issues that were detailed when this recommendation was made in September 2018 are still being experienced. The Inspectorate notes that some staff are using a shared template that is copied and pasted from MS Word. Recently recruited staff have found this template useful but, the majority of staff reported that an official template in DCQIS would be beneficial.</p>
September 2018 - Rec 10 (Incident Review)	<p>It is recommended that YDO and BYDC find efficiencies in the current workflow process for incidents and ensure that Shift Supervisors are up-skilled to ensure they can review incidents prior to progressing to the Unit Manager for review.</p> <ul style="list-style-type: none"> Shift Supervisors currently quality assure incidents prior to progressing them to Unit Manager status. However, this process relies heavily on the information provided to them by Section staff, primarily the Section Supervisor, and there continues to be gaps and inaccuracies in this communication. While Shift Supervisors will benefit significantly from up-skilling, the primary focus should be with the Section Supervisors. This is in progress and workshops have occurred. This work is continuing and will capture new staff going through the application process. <p>As at May 2020 BYDC has recently completed Section Supervisor professional development training to all permanent and acting staff. A further 16 permanent</p>	<p>Recommendation remains Open</p> <p>As detailed in the YDO implementation actions, this recommendation should be addressed when Section Supervisor Training is established at BYDC.</p>

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
	appointments have recently occurred in this workgroup. The centre has seen a clear improvement in the incident reporting workflow, and accountabilities of Section Supervisors are being monitored as part of routine supervision and management processes	
March 2019 Recommendations (BYDC)		
March 2019 - Rec 1 (PPE Use) – Cross reference CYDC March 2019 – Rec 1	<ul style="list-style-type: none"> Legal advice requested 29 March 2019 and received 11 April 2019. Policy consultation, amendment and endorsement. Prior to January 2020. This is being considered as part of the current PAC review 	Recommendation remains Open As at the December inspection, BYDC has requested clear advice from YDO about the appropriate use of PPE. During incident review, the use of PPE has in all cases been deemed as reasonable following referral e.g. to PSU. BYDC is awaiting advice around use of PPE to prevent significant property damage and the use of PPE with soft shields. 
March 2019 - Rec 2 (PPE Training) – Cross reference CYDC March 2019 – Rec 2	<ul style="list-style-type: none"> Training considerations contingent on outcomes from the PAC review, which commenced on 25 July 2018. July 2018 specialised incident controller training delivered at CYDC. Training to be delivered at BYDC prior to July 2020. Anticipated timeline prior to July 2020, however as at May 2020 has been put on hold due to the COVID-19 training restrictions. 	Recommendation remains Open As per anticipated completion date of July 2020, YDO implementation is in progress. 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. 

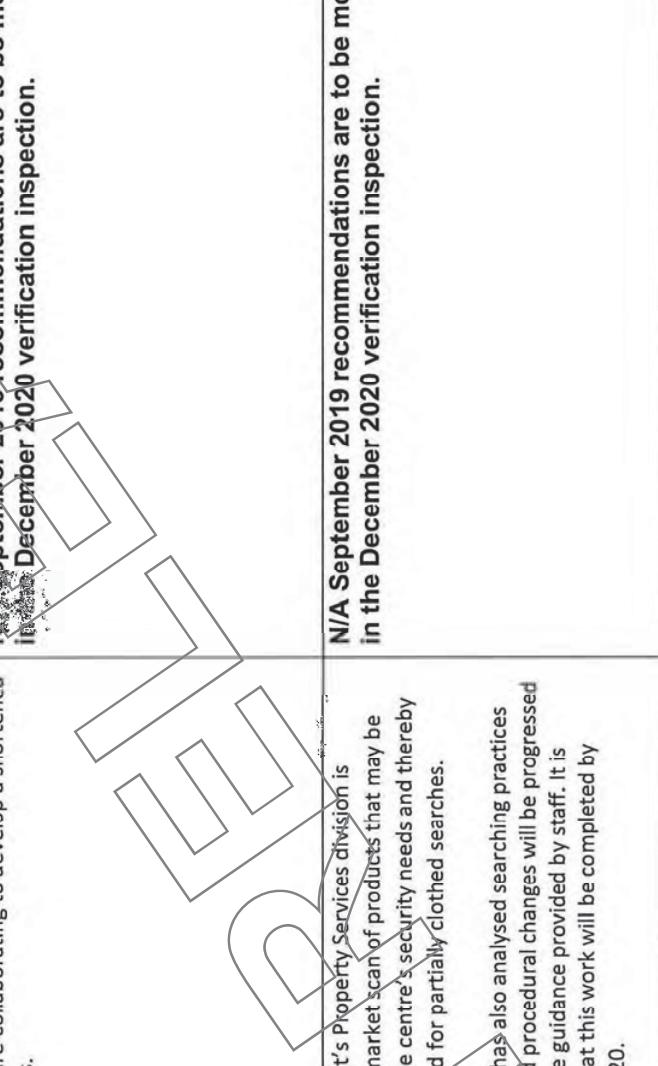
Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
March 19 - Rec 3 (PAC Training Frequency) – Cross reference CYDC March 2019 – Rec 3	<ul style="list-style-type: none"> • In progress, PAC review commenced on 25 July 2018 and curriculum enhancement expected completion prior to July 2020. • A review of PAC is currently underway, led by the Youth Justice Capability and Learning business unit. • The review is driven by enhanced trauma informed practice, more detailed behaviour support plans and the introduction of revised rewards and incentives schemes. These are important considerations when examining the verbal skills required to implement de-escalation techniques. • Training requirements will be extensively explored as part of this review, including curriculum content, frequency and modality of delivery. All amendments will be made in close consultation with YDCs, Youth Detention and Operations and Union Representatives. • The provision of training in Youth Detention Centres may be impacted by the MoG transition to the Department of Youth Justice. The resulting organisational structure and associated impacts will be monitored accordingly. 	<p>Recommendation remains Open</p> <p>As per YDO implementation actions, the PAC review is in progress with an expected completion in July 2020 with revised training to follow.</p>
March 19 - Rec 5 (Security Alerts) – Cross reference CYDC March 2019 – Rec 5	<p>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. 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>Recommendation remains Open</p> <p>There is currently no formalised process for sharing of information about security breaches/issues. The Senior Intelligence Officer does forward intelligence bulletins that are created for BYDC to the intelligence team at CYDC (CYDC shares information also), e.g., s49 sch4</p>

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<p>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. Methods of communication could include, for example, text messaging.</p>	<ul style="list-style-type: none"> • between centres and determine applicability for dissemination as appropriate. • Methods of communication will be established via approved departmental channels in alignment with record keeping requirements. • Initial consultation to establish formalised intelligence sharing mechanisms to commence July 2019. • It is expected that this will be embedded in practice by 31 December 2019. 	<p>s49 sch4 put, this is ad-hoc and not yet embedded practice at the time of inspection.</p> <p>Recommendation remains Open</p> <p>The Inspectorate acknowledges the current controls in place as listed in the YDO implementation actions, however</p>
<p>March 2019 - Rec 6 (Compliance with Operational Security Processes) – cross reference CYDC March 2019 – Rec 6</p> <p>It is recommended that detention centre management implement increased compliance monitoring to enhance discipline and adherence to operational security processes.</p>	<ul style="list-style-type: none"> • Shift Supervisors and senior management at each youth detention centre continue to conduct regular section inspections and review CCTV to ensure compliance with operational expectations. • Routine profiling of security practices at all operational briefings has commenced at BYDC. • The date of commencement for regular section inspections/review of CCTV is unable to be obtained, this is embedded practice. Monitoring will continue to ensure compliance. • This recommendation should be considered closed. 	<p>Recommendation remains Open</p> <p>A number of key deliverables have commenced and are ongoing.</p> <p>Behaviour Support Plans were introduced in November 2018.</p> <p>Speech and Language Pathologists commenced as part of the Behaviour Support Team in April 2018.</p> <p>Additional specialist training requirements will be considered amongst the Youth Detention Review Implementation, Youth Justice Strategy and associated Action Plan.</p>

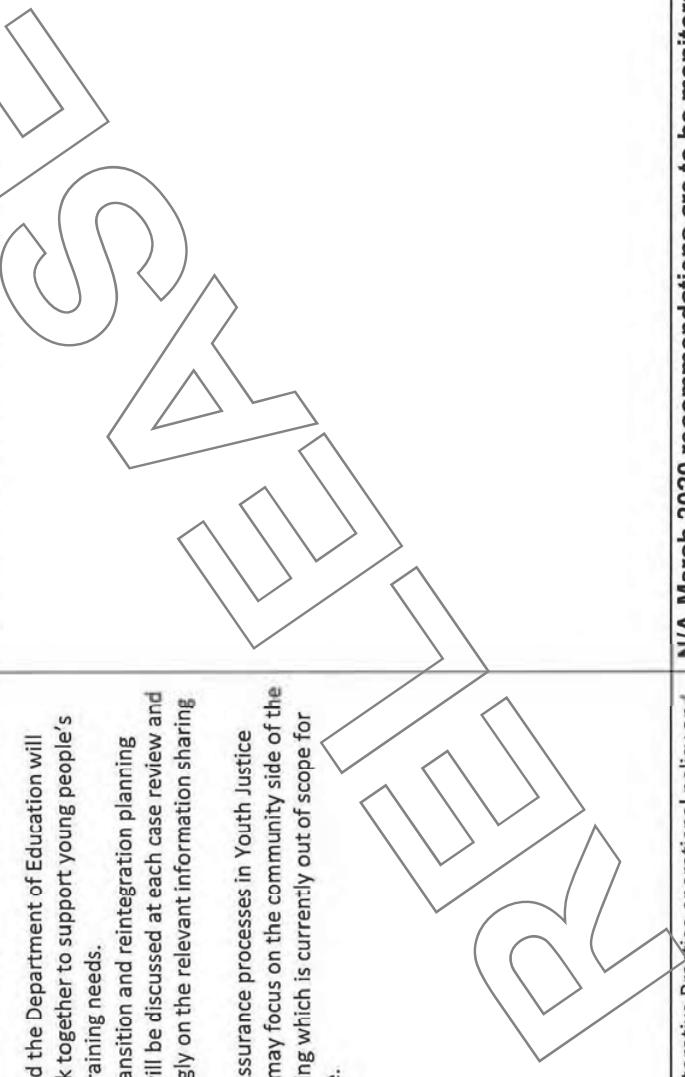
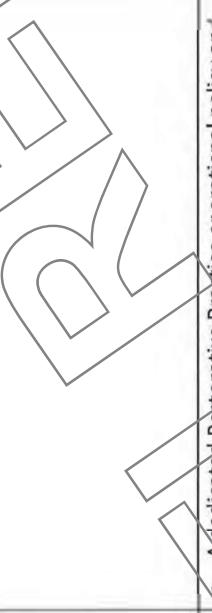
Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
<p>Issues including but, not limited to mental health issues, young people experiencing disability and substance misuse. This may 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. 	<ul style="list-style-type: none"> • It is expected that this recommendation will be complete by July 2020. • As at May 2020, A new Behaviour Support Plan will go live in the upcoming DCOIS release. Additional specialist training from Dr Tracy Westerman and the Queensland Centre for Mental Health Learning has been provided to on-centre BST staff and senior operational staff. Training for any new staff will occur later in the year once the COVID restrictions are lifted. 	<p>provide adequate support to young people with complex needs and prevent trauma to staff.</p> 
		<p>June 2019 Recommendations (BYDC)</p> <p>June 2019 - Rec 1 (Coordinated Programs and Services) - Gross reference CYDC June 2019 - Rec1</p> <p>The Inspectorate recommends that Youth Detention and Operations</p> <ul style="list-style-type: none"> • A programs catalogue has been developed and shared between relevant departments. • The inter-departmental steering committee allows for all departments on centre to discuss program delivery, approvals and priorities. • The terms of reference has been updated. <p>N/A June 2019 recommendations are to be monitored in the December 2020 verification inspection.</p>

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
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.	<ul style="list-style-type: none"> Additional work is being undertaken with the programs team to promote their services across the centre. 	<p>N/A June 2019 recommendations are to be monitored in the December 2020 verification inspection.</p>
June 2019 - Rec 2 (Coordinated Reintegration Planning) – Cross reference CYDC June 2019 – Rec 2	<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>	<ul style="list-style-type: none"> Reintegration plans are discussed at the scheduled case review which involve YDOC, CS, family and other stakeholders as relevant. This is common practice and ensures collaboration, noting that reintegration plans are also reliant on external stakeholders. A review of the relevant procedures is currently underway
June 2019 - Rec 3 (Reintegration Planning for Remandees) – Cross reference CYDC June 2019 – Rec 3		<p>N/A June 2019 recommendations are to be monitored in the December 2020 verification inspection.</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>

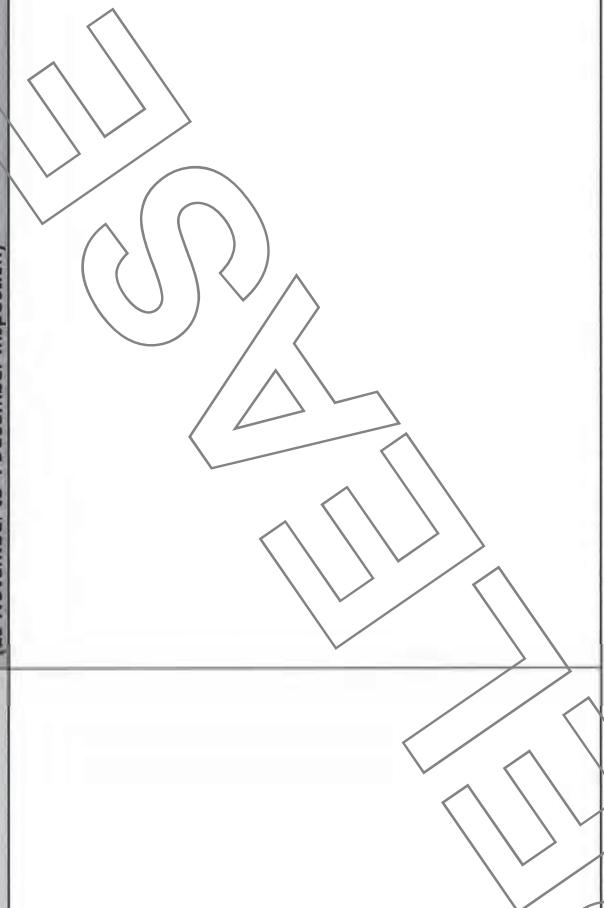
Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
June 2019 - Rec 4 (Reintegration and LOA Staffing) – Cross reference CYDC June 2019 – Rec 4	<ul style="list-style-type: none"> • Current practice involves young people identifying key Youth Workers to accompany the young person on the LOA and this is built into the reintegration and LOA proposal on DCOIs. • Young people attending reintegration LOA's are also accompanied by the Transition Officer, Cultural Unit, Restorative Practice Team or Caseworker depending on the type of activity. • The availability of Youth Workers attending the LOA can be impacted by staffing pressures within detention however, this has little impact on the other stakeholders attending. 	N/A June 2019 recommendations are to be monitored in the December 2020 verification inspection.
June 2019 - Rec 5 (Support Post Release) – Cross reference CYDC June 2019 – Rec 5	<ul style="list-style-type: none"> • BYDC and CYDC have local practices to support YDC staff to maintain supportive relationships with young people post their release (if approved by relevant management) • This is managed with the relevant YDQC to ensure consistency and accountability regarding contact occurring outside of a YDCS staff members normal role. • It is important that community contact has a purpose and end date to ensure the young person re-connects with their community and steps away from detention. Recommendation considered closed. 	N/A June 2019 recommendations are to be monitored in the December 2020 verification inspection.
September 2019 - Rec 1 (Admissions Rooms Records) – BYDC Specific	<ul style="list-style-type: none"> • A process has been established to ensure the Executive Director formally approves the use of admissions room for any overnight stays. 	N/A September 2019 recommendations are to be monitored in the December 2020 verification inspection.

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<p>The Inspectorate recommends that the centres record more consistently the approving officer and rationale for use of admissions holding rooms for one or more nights in the detention centre operational Information system (DCOIS), to enable reporting of this information.</p>	<ul style="list-style-type: none"> This recommendation is considered closed. 	 <p>N/A September 2019 recommendations are to be monitored in the December 2020 verification inspection.</p>
<p>September 2019 - Rec 2 (Admissions - Wellbeing Intake) – Cross reference CYDC September 2019 – Rec 1</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>	<ul style="list-style-type: none"> Both centres are collaborating to develop a shortened Intake process. 	 <p>N/A September 2019 recommendations are to be monitored in the December 2020 verification inspection.</p>
<p>September 2019 - Rec 3 (Search Practice Review) – Cross reference CYDC September 2019 – Rec 2</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>	<ul style="list-style-type: none"> The department's Property Services division is undertaking a market scan of products that may be able to meet the centre's security needs and thereby reduce the need for partially clothed searches. Youth Justice has also analysed searching practices and policy and procedural changes will be progressed to improve the guidance provided by staff. It is anticipated that this work will be completed by December 2020. 	 <p>N/A September 2019 recommendations are to be monitored in the December 2020 verification inspection.</p>

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September 2019 - Rec 4 (Contraband and Records) – Cross reference croc September 2019 – Rec 3	<ul style="list-style-type: none"> Youth Justice has analysed practices regarding the recording of restricted, prohibited and illegal items. As a result, a number of policy and procedural changes will be progressed, with a view to complete these amendments by December 2020. <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>	N/A September 2019 recommendations are to be monitored in the December 2020 verification inspection.
March 2020 Recommendations (BYDC)		
March 2020 - Rec 1 (Education and Training Opportunities) – cross reference CYOC-March 2020 – Rec 3	<ul style="list-style-type: none"> Youth Justice has ongoing discussions with the Department of Education 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. Additionally Both YDCs 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. Given the vocational training requirements and available funding through DESBT changes from term to term, it is proposed that the existing planning mechanisms available alongside the implementation of T2S in detention centres is a more suitable process than a one off gap analysis. 	N/A March 2020 recommendations are to be monitored in the December 2020 verification inspection.

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<p>March 2020 - Rec 2 (Communication and Multi-agency Information Sharing - Transition/Education Planning) – Cross reference CYDC 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 where appropriate, uploaded onto the relevant departmental client information sharing system (e.g. ICMS, iDocs, Unify).</p>	<ul style="list-style-type: none"> Youth Justice recognises that education and training opportunities are critical to young people's successful rehabilitation. Youth Justice and the Department of Education will continue to work together to support young people's education and training needs. 	<p>N/A March 2020 recommendations are to be monitored in the December 2020 verification inspection.</p> 
<p>March 2020 - Rec 3 (Restorative Practice – Central Oversight and Implementation) – Cross reference CYDC 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</p>	<ul style="list-style-type: none"> As part of the transition and reintegration planning process, plans will be discussed at each case review and shared accordingly on the relevant information sharing systems. Future Quality Assurance processes in Youth Justice Service Centres may focus on the community side of the transition planning which is currently out of scope for the Inspectorate. <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>N/A March 2020 recommendations are to be monitored in the December 2020 verification inspection.</p> 

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<p>achieved, integrity and best practice is maintained and Restorative Practice is fully implemented within the detention centres.</p>	<ul style="list-style-type: none"> • This work was part of the Youth Detention Review Implementation and included the development of detailed youth detention specific training. • To support the above and to provide central oversight, a Restorative Practice 'Community of Practice' has been established. Membership will include restorative practice champions from regions, both centres and central office. 	<p>N/A March 2020 recommendations are to be monitored in the December 2020 verification inspection.</p>
<p>March 2020 - Rec 4 (Restorative Practice and Trauma Informed Practice Training Prioritisation) – Cross reference CfDC March 2020 – Dec 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 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 	<ul style="list-style-type: none"> • The Inspectorate may wish to note that it is not anticipated nor expected that restorative practices would be embedded at each Youth Detention Centre at this point in time. The establishment of these trial processes occurred as a part of a broader change process for behaviour management strategies in youth detention. • Whilst recognising the value of this initiative Restorative Practices are developed in this environment and will continue to be ongoing. Further the Department alongside Unions agreed to additional training of staff through the recent Enterprise Bargaining Agreement which will assist in behaviour management strategies including the use of restorative practices. • The department notes the establishment recommendations from the Inspectorate and will include these details in the approach when sufficient learning and development resources are available.

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
<p>of formal Restorative Practice meetings within a detention centre.</p> <ul style="list-style-type: none"> • 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>N/A June 2020 Recommendations are to be monitored in the December 2020 verification inspection.</p> <p>Note: The first part of this recommendation regarding inter-agency collaboration, is closely related to March 2019 inspection Report (March 2019 - Rec 7) where the Inspectorate recommended that:</p> <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
	<p>June 2020 Recommendations (BYDC)</p>	<p>June 2020 - Rec 1 (Inter-Departmental Collaboration – Mental Health and Disabilities Services) – Cross reference CYDC June 2020 Rec 1</p> <p>It is recommended that continued discussions occur with the relevant agencies (Youth Justice, Queensland Health, NDIS, Department of Education and Department of Child Safety) to continue to develop an integrated</p> <p>BYDC Actions:</p> <ul style="list-style-type: none"> • BYDC has access to Paediatric services as assessed by the onsite health unit. While the mechanism for provision is different to CYDC the outcome is not. • Due to impacts of COVID-19 at BYDC in August / September 2020, BYDC has experienced large scale staffing changes as a result of quarantine notices issued to staff and families. As a result, BYDC staff have experienced significant personal and professional disruption, with all members of the management team undertaking multiple roles in supporting other quarantined staff, providing virtual shadowing and

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
<p>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 comprehensive neurodevelopmental assessments.</p>	<ul style="list-style-type: none"> • guidance to incoming staff on centre, and meeting day to day demands and pressures related to BAU and priority briefings. • For the purposes of this report only, the departmental response has been provided by CYDC and YDO. • The NDIA Justice Liaison Officer commenced a weekly on-site working arrangement at BYDC on Wednesday 19 August 2020 following a tour of the centre on 17 August 2020. The initial visit was well met by all centre staff, who acknowledged the need for such a role to aid in supporting DYJ young people with disability. The on-site working arrangement has been suspended following the COVID-19 related concerns at BYDC however will resume as soon as is practicable. <p>State-wide Actions:</p> <ul style="list-style-type: none"> • The department supports the recommendation and acknowledges the need for high quality assessments and integrated responses to meet the high support needs of individual young people. The department also recognises the need for a multi-agency approach given the complexity of these issues. • The department will facilitate discussions at the local level on this recommendation through the Interdepartmental Steering Committees (or equivalent) established under the authority of Section 263(3)a of the Youth Justice Act 1992 (comprising QH, YJ and EQ). • The Interdepartmental forum recognises the importance of agencies functioning as a single organisational unit within the restraints of their own legislation, policy and procedures, and establishes a cooperative, shared, multi-disciplinary approach to the provision of services to young people in youth detention centres. Key functions include: 	<ul style="list-style-type: none"> • <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>

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter/2019 Verification (29 November to 4 December Inspection)
	<ul style="list-style-type: none"> • Joint decision-making of services to young people <ul style="list-style-type: none"> • Strategic planning and decision-making • Advocating for resources using collaborative and supportive processes • Reporting on financial position and pressures of each agency • Reviewing, supporting and overseeing strategic projects <p>The reports provided by these forums will be used to inform ongoing senior executive level discussions regarding this recommendation.</p>	<p>N/A June 2020 recommendations are to be monitored in the December 2020 verification inspection.</p>
June 2020 - Rec 2 (Case Planning - Cross Agency Information Sharing) - Cross reference CYDC June 2020 - Rec 2	<p>BYDC Actions:</p> <ul style="list-style-type: none"> • Please refer to Recommendation 1 response. <p>State-wide Actions:</p> <ul style="list-style-type: none"> • The department supports this recommendation and acknowledges the information provided by CYDC with respect to UNIFY and the Practice Framework. • In addition, and as part of the planning for a new youth detention centre, the department has engaged a business analyst to work alongside content experts to review business processes for admission of a young person and case management of a young person. The aim of the business mapping is to streamline any replication / duplication of business processes and reinforce client-centred practices. • Learnings from this process will be used to inform future policy / procedural frameworks across all three Queensland Youth Detention Centres. <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 collection of information to guide more effective case planning to</p>	

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
better support the holistic needs of young people.	<p>Whilst the Inspectorate acknowledges constraints within the current client information system, it is further recommended that feedback is provided to the new 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>N/A June 2020 recommendations are to be monitored in the December 2020 verification inspection.</p> <p>Note: The first part of this recommendation regarding inter-agency collaboration, is closely related to March 2019 Inspection Report (March 2019 - Rec 7) where the Inspectorate recommended that:</p> <ul style="list-style-type: none"> • 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: <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>BYDC Actions:</p> <ul style="list-style-type: none"> • Please refer to Recommendation 1 response. <p>State-wide Actions:</p> <ul style="list-style-type: none"> • The department supports this recommendation and specific inclusions for improved staff training to support mental health, alcohol and drug misuse issues have been included in the Youth Detention Centre Certified Agreement 2019. • In addition, an experienced staff member has been temporarily allocated to review youth detention worker training in readiness for new youth worker recruits to BYDC. This staff member will also work alongside the New Youth Detention Centre Project team to assess, develop and review induction and training resources for all occupational groups at the new centre. This content will be available to all centres at a later stage. 	<p>June 2020 - Rec 3 (Workforce Capability – Managing Complex Behaviours) - Cross reference CYDC 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 to increase workforce capability and confidence in managing behaviours associated with</p>

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (29 November to 4 December Inspection)
neurodevelopmental and other cognitive impairments.		<p>September 2020 Recommendations (BYDC) 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>

RECOMMENDATION REGISTER

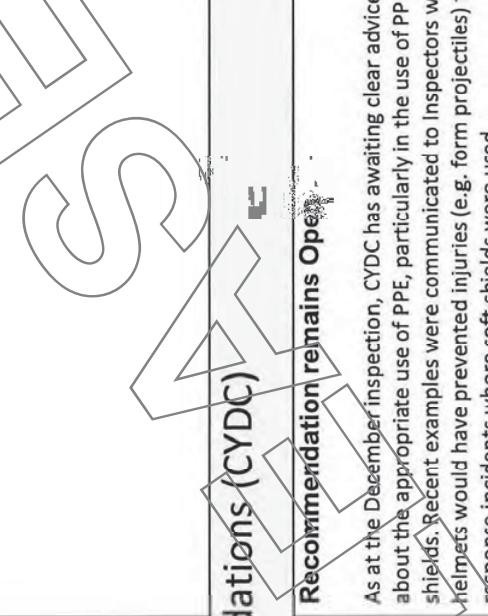
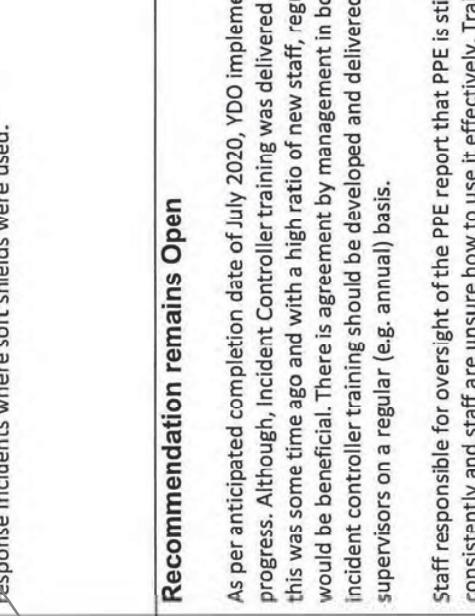
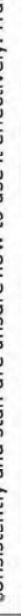
Appendix D – CYDC Recommendations Register

as at September 2020

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
June 2018 Recommendations (CYDC)		
June 2018 - Rec 3 (Separations Data) – Cross reference BYDC June 2018 – Rec 4	<ul style="list-style-type: none"> As noted in a previous update, a Quality and Performance Framework is to be developed. This will create consistency and allow for greater oversight and monitoring of the separation process. The YJ Performance and Reporting team have been required to prioritise and deliver on key strategic business requirements such as the Youth Justice Strategy, the Youth Justice Action Plan, reporting for Enterprise Bargaining Agreement discussions, and Strategic Business Cases to name a few. An additional consideration is the priority given to the establishment of the standalone Department of Youth Justice. Once capacity is restored YJ practice will link in with this team ensure this is delivered in due course. 	Recommendation remains Open This dataset has not yet been delivered by Youth Detention and Operations. Based on recent requests for separation information by the Director-General, the Ombudsman (Public Interest Disclosure received August 2019) and the potential for more public scrutiny around separations, the actioning of this recommendation should be considered a priority.
September 2018 - Rec 3 (VET and Job Readiness) – Cross reference BYDC September 2018 – Rec 2	<p>Youth Detention and Operations is of the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</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>	Recommendation remains Open The Inspectorate acknowledges that DoE and YDO are currently offering VET and job readiness content possible within the capabilities of both departments considering limitations including: <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

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November 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> <ul style="list-style-type: none"> As part of the consultation, Youth Justice and the DoE will work together to review the VET funding model to be more responsive to the specific youth detention cohort. In April 2019, DoE have completed a draft consultation paper regarding the feasibility to expand existing education services in Queensland youth detention centres. This recommendation is subject to senior officer discussions and funding models as well as the ability within other departments to provide funding and services. 	<p>Risk appetite to allow young people attend TAFE campus via LOA. DoE CYTEC currently offers ongoing VET (Cert 1 & 2) courses including but, not limited to; hospitality, trade level literacy and numeracy, construction, horticulture, woodwork, metalwork and automotive. The Principal advised that young people doing VET courses have access to all elective components of all courses. For example, a young person may have completed core components of an automotive course and is interested in electives from another course, in these cases, CYTEC will enable this. This has had a positive impact on motivation and attendance through increased flexibility considering young people's changing interests.</p> <p>CYTEC would like to make more courses available on centre to match employment demand trends (e.g. nurses for aged care) but, budgetary constraints and DoE approval requirements can make this difficult.</p>	<p>Recommendation remains Open</p> <p>During inspection, the availability of criminogenic programs was limited. Aggression Replacement Training (ART) and Emotional Regulation and Impulse Control (ERIC) programs which address underlying behaviours that lead to offending, are delivered through the Sport and Rec Team (ART) and BST (ERIC).</p> <p>ART is an intensive 3 sessions/week - 10 week course (4-8 young people depending on group dynamics, staff ratio and suitable room availability) and has been run twice this year due to CYDC only having one accredited facilitator.</p> <p>At the time of inspection, the UUMV program couldn't be delivered as there are no staff currently trained to deliver this program. A QFES initiative, 'Road Attitude, Action and Planning' (RAAP) is approved for delivery through CYTEC, commencing at the end of 2019 and when school returns in 2020.</p>
<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 	<p>Youth Detention and Operations is of the position that this recommendation can be closed. Youth Justice is committed to ensuring that all criminogenic programs offered to young people in youth detention have a robust evidence base. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <p>A CYDC draft centre profile has been developed to enhance the provision of programs for young people at the centre. CYDC has introduced a number of healthy relationship-based programs and continues to run VOYCES, a victim empathy program based on Restorative Justice Principles.</p> <p>In addition to the individual one on one sessions between caseworkers, psychologists and speech pathologists with young people:</p>	<p>52 Page</p>

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
<ul style="list-style-type: none"> • Talks by Adult Offenders both reformed and currently in custody or on parole. 	<ul style="list-style-type: none"> • CYDC has commenced discussions with the CSYW central office DFV unit to explore opportunities for program / service collaboration. • The UUMV program from CYDC has now been assessed and was due for delivery in 2019. • The intention has been raised with the central office data area regarding access to data on offending patterns and from the YJ risk assessment to inform / target programs and services • A BST work plan is in development for 2019 to confirm program expectations beyond individual clinics. <p>The program priorities may or may not align with those mentioned in this report. The recommendations made as part of the profile will enhance the work that is already occurring in this space.</p>	<p>Two motivational speakers with criminal backgrounds have attended CYDC this year (Tony Hoang and Luke Kennedy) following a recommendation from QPS. Often CYDC is approached directly by speakers and CYDC assesses their suitability through, for example, references, online resources, speech content and endorsement by schools.</p> <p>Programs facilitated by the Cultural Unit often incorporate education around domestic and family violence, drug and alcohol, unhealthy relationships and UUMV.</p> <p>Due to the implementation actions in progress, this recommendation will remain open for verification in December 2020.</p> <p>Recommendation remains Open</p> <p>Youth Detention and Operations is on the position that this recommendation can be closed. This can be reviewed at the next inspection if deemed necessary by the Youth Detention Inspectorate.</p> <ul style="list-style-type: none"> • Reintegration related activities are conducted from the moment an intake commences. • Conversations are held with the young person's personal network and stakeholders to discuss the factors/triggers leading up to their admission to detention and what steps could be put in place to transition them out into the community. • A program wide system for recording programs and services, including attendance and outcomes will be created through the ICMS Replacement Project. It is on track to be the first YJ product to be delivered in
September 2018 - Rec 5 (Program and Education Attendance)	<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>The Inspectorate notes the intention to deliver the program attendance tracking function in Tranche 1 of Unity and will continue to monitor this recommendation until this feature is available.</p>

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
	<ul style="list-style-type: none"> Stage 1, Tranche 1 over the financial year of 2019/2020. Youth Detention and Operations will deliver revised program content to youth justice across community and detention. As per the Acts requirements, these programs will align with the risk, needs and responsivity principle. [REDACTED] 	 <p>March 2019 Recommendations (CYDC)</p> <p>Recommendation remains Open</p> <p>As at the December inspection, CYDC has awaiting clear advice from YDO about the appropriate use of PPE, particularly in the use of PPE to with soft shields. Recent examples were communicated to Inspectors where the use of helmets would have prevented injuries (e.g. form projectiles) to staff during response incidents where soft shields were used.</p>
March 2019 - Rec 1 (PPE Use) - cross reference BYDC March 2019 - Rec 1	<ul style="list-style-type: none"> Legal advice requested 29 March 2019 and received 11 April 2019. Policy consultation, amendment and endorsement. Prior to January 2020. This is being considered as part of the current PAC review. 	 <p>Recommendation remains Open</p> <p>Training considerations contingent on outcomes from the PAC review, which commenced on 25 July 2018. It is recommended that following the reviews of PPE policy and procedures Youth Detention and Operations consider 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</p>
March 2019 - Rec 2 (PPE Training) - Cross reference BYDC March 2019 - Rec 1	<ul style="list-style-type: none"> Training considerations contingent on outcomes from the PAC review, which commenced on 25 July 2018. It is recommended that following the reviews of PPE policy and procedures Youth Detention and Operations consider 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 	 <p>As per anticipated completion date of July 2020, YDO implementation is in progress. Although, Incident Controller training was delivered at CYDC in 2018, this was some time ago and with a high ratio of new staff, regular training would be beneficial. 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>Staff responsible for oversight of the PPE report that PPE is still not being used consistently and staff are unsure how to use it effectively. Training in PPE is</p>

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
<p>scenarios, to be delivered on a regular basis at both centres.</p> <p>March 19 - Rec 3 (PAC Training Frequency) – Cross reference YDC March 2019 - Rec 3</p> <p>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. 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. 	<ul style="list-style-type: none"> • In progress, PAC review commenced on 25 July 2018 and curriculum enhancement expected completion prior to July 2020. • A review of PAC is currently underway, led by the Youth Justice Capability and Learning business unit. • The review is driven by enhanced trauma informed practice, more detailed behaviour support plans and the introduction of revised rewards and incentives schemes. These are important considerations when examining the verbal skills required to implement de-escalation techniques. • Training requirements will be extensively explored as part of this review, including curriculum content, frequency and modality of delivery. All amendments will be made in close consultation with YDCs, Youth Detention and Operations and Union Representatives. • The provision of training in Youth Detention Centres may be impacted by the MoG transition to the Department of Youth Justice. The resulting organisational structure and associated impacts will be monitored accordingly. 	<p>only how to fit the equipment but, lacking in how to actually use it and training in reasonable use would be beneficial.</p> <p>Recommendation remains Open</p> <p>As per YDO implementation actions, the PAC review is in progress with an expected completion in July 2020 with revised training to follow.</p>

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
March 2019 - Rec 5 (Security Alerts) – Cross reference BYDC March 2019 – Rec 5	<ul style="list-style-type: none"> • BYDC and CYDC agree that the timely and formalised sharing of security breach concerns will proactively contribute to risk prevention. • Senior Intelligence Officers at each detention centre will assume responsibility for sharing security alerts between centres and determine applicability for dissemination as appropriate. • Methods of communication will be established via approved departmental channels in alignment with record keeping requirements. • Initial consultation to establish formalised intelligence sharing mechanisms to commence July 2019. • It is expected that this will be embedded in practice by 31 December 2019. 	<p>Recommendation remains Open</p> <p>There is currently no formalised sharing of information about security breaches/issues. Currently information is shared informally about contraband trends, but not significant incidents on centre</p> <p>The Senior Intelligence Officer would consider this a positive move towards improved safety. Senior Intelligence Officers at each centre now have access to the other centre's DCOS information – this change has occurred in the last year, influenced by the Senior Intelligence Officer at CYDC.</p>
March 2019 - Rec 7 (Management of High Risk Behaviour) – Cross reference BYDC March 2019 – Rec 7	<ul style="list-style-type: none"> • A number of key deliverables have commenced and are ongoing. • Behaviour Support Plans were introduced in November 2018. • Speech and Language Pathologists commenced as part of the Behaviour Support Team in April 2018. • Additional specialist training requirements will be considered amongst the Youth Detention Review Implementation, Youth Justice Strategy and associated Action Plan. • It is expected that this recommendation will be complete by July 2020. • A new Behaviour Support Plan will go live in the upcoming DCOS release. Additional specialist training from Dr Tracy Westerman and the Queensland Centre for Mental Health Learning has been provided to on-centre BST staff and senior operational staff. Training • contracting the services of appropriately trained staff to work at a detention centre 	<p>Recommendation remains Open</p> <p>As per the Youth Detention and Operations response, this recommendation is expected to be completed by July 2020 and will be subject to verification in December 2020.</p>

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(when required) with young people with extreme psychological/behavioural needs;	<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>for any new staff will occur later in the year once the COVID restrictions are lifted.</p>
June 2019 Recommendations (CYDC)		<p>N/A June 2019 recommendations are to be monitored in the December 2020 verification inspection.</p>

June 2019 - Rec 1 (Coordinated Programs and Services) – Cross reference CYDC June 2019 – Rec 1

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.

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
June 2019 - Rec 2 (Coordinated Reintegration Planning) - Cross reference YDOC/June 2019 – Rec 2	<ul style="list-style-type: none"> Reintegration plans are discussed at the scheduled case review which involve YDOC, CS, family and other stakeholders as relevant. This is common practice and ensures collaboration, noting that reintegration plans are also reliant on external stakeholders. A review of the relevant procedures is currently underway. 	N/A June 2019 recommendations are to be monitored in the December 2020 verification inspection.
June 2019 - Rec 3 (Reintegration Planning for Remandees) – Cross reference YDOC/June 2019 – Rec 3	<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> <ul style="list-style-type: none"> Both centres are working with YDO to utilise suitable risk assessment tools (RADAR, intelligence sharing) and planning tools (YI Framework for Practice reintegration toolkit) that are necessary to support external reintegration activities for young people on demand. 	N/A June 2019 recommendations are to be monitored in the December 2020 verification inspection.

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
June 2019 - Rec 4 (Reintegration and LOA Staffing) – Cross reference BYDC June 2019 – Rec 4 <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>	<ul style="list-style-type: none"> Current practice involves young people identifying key Youth Workers to accompany the young person on the LOA and this is built into the reintegration and LOA proposal on DCOS. Young people attending reintegration LOA's are also accompanied by the Transition Officer, Cultural Unit, Restorative Practice Team or Caseworker depending on the type of activity. The availability of Youth Workers attending the LOA can be impacted by staffing pressures within detention however, this has little impact on the other stakeholders attending. 	N/A June 2019 recommendations are to be monitored in the December 2020 verification inspection.
June 2019 - Rec 5 (Support Post Release) – Cross reference BYDC June 2019 – Rec 5 <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>	<ul style="list-style-type: none"> BYDC and CYDC have local practices to support DC staff to maintain supportive relationships with young people post their release (if approved by relevant management) This is managed with the relevant YDOC to ensure consistency and accountability regarding contact occurring outside of a YDCS staff members normal role. It is important that community contact has a purpose and end date to ensure the young person re-connects with their community and steps away from detention. Recommendation considered closed. 	N/A June 2019 recommendations are to be monitored in the December 2020 verification inspection.

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
June 2019 - Rec 6 (CYDC Employment Resources) – cydc Specific	<ul style="list-style-type: none"> Youth Justice has analysed searching practices and policy and procedure changes will be progressed to improve the guidance provided by staff. It is anticipated that this work will be completed by December 2020. <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>	N/A June 2019 recommendations are to be monitored in the December 2020 verification inspection.
September 2019 Recommendations (CYDC)		
September 2019 - Rec 1 (Admissions - Wellbeing Intake) – Cross reference CYDC September 2019 – Rec 2	<ul style="list-style-type: none"> Both centres are collaborating to develop a shortened intake process. <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>	N/A September 2019 recommendations are to be monitored in the December 2020 verification inspection.

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
September 2019 - Rec 2 (Search Practice Review) – Cross reference BYDC September 2019 – Rec 3 The Inspectorate recommends that the centres review searching practices based on the effectiveness of current search methods as shown in the data.	<ul style="list-style-type: none"> The department's Property Services division is undertaking a market scan of products that may be able to meet the centre's security needs and thereby reduce the need for partially clothed searches. Youth Justice has also analysed searching practices and policy and procedural changes will be progressed to improve the guidance provided by staff. It is anticipated that this work will be completed by December 2020. 	N/A September 2019 recommendations are to be monitored in the December 2020 verification inspection.
September 2019 - Rec 3 (Contraband Records) – Cross reference BYDC September 2019 – Rec 4 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.	<ul style="list-style-type: none"> Youth Justice has analysed practices regarding the recording of restricted, prohibited and illegal items. As a result, a number of policy and procedural changes will be progressed, with a view to complete these amendments by December 2020. 	N/A September 2019 recommendations are to be monitored in the December 2020 verification inspection.

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
<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 Inspectorate by 30 September 2020.</p>	<ul style="list-style-type: none"> Youth Justice has ongoing discussions with the Department of Education 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. Additionally Both YDCs 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. Given the vocational training requirements and available funding through DESBT changes from term to term, it is proposed that the existing planning mechanisms available alongside the implementation of T2S in detention centres is a more suitable process than a one off gap analysis. 	<p>N/A March 2020 recommendations are to be monitored in the December 2020 verification inspection.</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 where appropriate, uploaded onto the relevant departmental client</p>	<ul style="list-style-type: none"> Youth Justice recognises that education and training opportunities are critical to young people's successful rehabilitation. Youth Justice and the Department of Education will continue to work together to support young people's education and training needs. As part of the transition and reintegration planning process, plans will be discussed at each case review and shared accordingly on the relevant information sharing systems. Future Quality Assurance processes in Youth Justice Service Centres may focus on the community side of the transition planning which is currently out of scope for the Inspectorate. 	<p>N/A March 2020 recommendations are to be monitored in the December 2020 verification inspection.</p>

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
<p>Information sharing system (e.g. ICMS, iDocs, Unity).</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>N/A March 2020 recommendations are to be monitored in the December 2020 verification inspection.</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>	<ul style="list-style-type: none"> • A dedicated Restorative Practice operational policy and procedure has been developed and implemented as part of the updated Youth Detention Centre Operations Manual. Restorative Practice has also been included in an updated version of the 'Youth Detention Philosophy'. These documents complement and support the work of the on-centre Restorative Practice Coordinators. • This work was part of the Youth Detention Review Implementation and included the development of detailed youth detention specific training. • CYDC can also confirm the recent permanent appointment of a new Restorative Practice Coordinator that will work within the multi-disciplinary CYDC Client Services Team. • To support the above and to provide central oversight, a Restorative Practice 'Community of Practice' has been established. Membership will include restorative practice champions from regions, both centres and central office. 	

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter/2019 Verification (21 to 26 November Inspection)
March 2020 - Rec 4 (Restorative Practice and Trauma Informed Practice Training Prioritisation) - Cross reference BYDC March 2020 – Rec 4	<ul style="list-style-type: none"> • The Inspectorate may wish to note that it is not anticipated nor expected that restorative practices would be embedded at each Youth Detention Centre at this point in time. The establishment of these trial processes occurred as a part of a broader change process for behaviour management strategies in youth detention. • Whilst recognising the value of this initiative Restorative Practices are development in this environment and will continue to be ongoing. Further the Department alongside Unions agreed to additional training of staff through the recent Enterprise Bargaining Agreement which will assist in behaviour management strategies including the use of restorative practices. • The department notes the establishment recommendations from the Inspectorate and will include these details in the approach when sufficient learning and development resources are available. 	<p>N/A March 2020 recommendations are to be monitored in the December 2020 verification inspection.</p>

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
<ul style="list-style-type: none"> • Cultural Liaison Officers and staff assigned to suitable duties, where appropriate, are trained in the facilitation of formal Restorative Practice meetings. 		<p>June 2020 Recommendations (CYDCC)</p> <p>N/A June 2020 recommendations are to be monitored in the December 2020 verification inspection.</p> <p>Note: The first part of this recommendation regarding inter-agency collaboration, is closely related to March 2019 inspection Report (March 2019 - Rec 7) where the Inspectorate recommended that:</p> <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 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>CYDCC Actions:</p> <ul style="list-style-type: none"> • We support the recommendation for high level discussions with relevant agencies. 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 CYDCC 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>State-wide Actions:</p> <ul style="list-style-type: none"> • The department supports the recommendation and acknowledges the need for high quality assessments and integrated responses to meet the high support system, particularly high risk young
<ul style="list-style-type: none"> • Cultural Liaison Officers and staff assigned to suitable duties, where appropriate, are trained in the facilitation of formal Restorative Practice meetings. 		

Inspection Period and Recommendation	YDO Implementation Actions YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
<p>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 comprehensive neurodevelopmental assessments.</p>	<p>needs of individual young people. The department also recognises the need for a multi-agency approach given the complexity of these issues.</p> <ul style="list-style-type: none"> • The department will facilitate discussions at the local level on this recommendation through the Interdepartmental Steering Committees (or equivalent) established under the authority of Section 263(3)a of the Youth Justice Act 1992 (comprising QH, YI and EO). • The Interdepartmental forum recognises the importance of agencies functioning as a single organisational unit within the restraints of their own legislation, policy and procedures, and establishes a cooperative, shared, multi-disciplinary approach to the provision of services to young people in youth detention centres. Key functions include: <ul style="list-style-type: none"> • Joint decision-making of services to young people • Strategic planning and decision-making • Advocating for resources using collaborative and supportive processes • Reporting on financial position and pressures of each agency • Reviewing, supporting and overseeing strategic projects • The reports provided by these forums will be used to inform ongoing senior executive level discussions regarding this recommendation.

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
<p>June 2020 - Rec 2 (Case Planning - Cross Agency Information Sharing) - Cross reference to PC 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 collection of information to guide more effective case planning to better support the holistic needs of young people.</p>	<p>CYDC Actions:</p> <ul style="list-style-type: none"> Whilst we acknowledge from a local level, the need for improved information sharing systems, it is noted that the introduction of UNIFY has been specifically designed to address the identified issues. Working groups across all disciplines within the Centre have contributed to the design and development of the integrated system, to ensure evidence based information mapping, case planning, transition and reintegration. The Department's Framework for Practice was designed and developed to enhance standards in relation to the way in which all staff within the Department work with young people, families and stakeholders. The Framework is currently being embedded across the Department, and within the Detention Centre. Specific resources and training have been developed for detention centre staff. The introduction of iDocs in June 2020 has delivered on the significant ability for identified stakeholders to have a centralised system, allowing for readily available access to current up-to-date information, as well as historical context. <p>State-wide Actions:</p> <ul style="list-style-type: none"> The Department supports this recommendation and acknowledges the information provided by CYDC with respect to UNIFY and the Practice Framework. In addition, and as part of the planning for a new youth detention centre, the department has engaged a business analyst to work alongside content experts to review business processes for admission of a young person; and case management of a young person. The aim of the business mapping is to streamline any replication / duplication of business processes and reinforce client-centred practices. 	<p>N/A June 2020 recommendations are to be monitored in the December 2020 verification inspection</p>

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
<p>confirmation and outcomes of assessments and testing (if relevant) for intervention and case planning with young people.</p>	<ul style="list-style-type: none"> Learnings from this process will be used to inform future policy / procedural frameworks across all three Queensland Youth Detention Centres. 	<p>N/A - June 2020 recommendations are to be monitored in the December 2020 verification inspection.</p> <p>Note: The first part of this recommendation regarding inter-agency collaboration, is closely related to March 2019 Inspection Report (March 2019 - Rec 7) where the Inspectorate recommended that:</p> <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. <p>CYDC Actions:</p> <ul style="list-style-type: none"> CYDC is committed to upholding this recommendation, and will work in collaboration with UQ to address identified opportunities for enhancement of training, workforce capability, and confidence of staff working with young people requiring specialised care. <p>State-wide Actions:</p> <ul style="list-style-type: none"> The department supports this recommendation and specific inclusions for improved staff training to support mental health, alcohol and drug misuse issues have been included in the Youth Detention Centre Certified Agreement 2019. In addition, an experienced staff member has been temporarily allocated to review youth detention worker training in readiness for new youth worker recruits to BYDC. This staff member will also work alongside the New Youth Detention Centre Project team to assess, develop and review induction and training resources for all occupational groups at the new centre. This content will be available to all centres at a later stage.
<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 to increase workforce capability and confidence in managing behaviours associated with neurodevelopmental and other cognitive impairments.</p>		

Inspection Period and Recommendation	YDO Implementation Actions	YDI Observations and Status from December Quarter 2019 Verification (21 to 26 November Inspection)
<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>		

RECOMMENDATION REGISTER

Statement Of ComplaintComplainants

Person	Type	Address
[Redacted]	Young Person	[Redacted]

Complaint To Centre: [Redacted]**Complaint To Police:** [Redacted]**Complaint To Crime and Corruption Commission:** [Redacted]Complaint**Date Complaint Signed:** [Redacted] 20**Complaint Type:** An incident at the centre**Received Date:** [Redacted]**Completed By Staff 1:** [Redacted]**Completed By Staff 2:** [Redacted]Human Rights**Is this potentially a Human Rights Complaint?** NoAssociated Incidents

Incident Number	Date	Incident Level/Codes
[Redacted]		

Complaint DetailsPerpetrators

Person	Type	Address
[Redacted]		

Details**Date Complaint Relates to:** [Redacted] 20 [Redacted]

Details Of Complaint: Complained that [REDACTED] partially clothed searched [REDACTED]

Desired Outcome: [REDACTED]

Assessment

Risks

Complaint Category: Category 1

Risk Rating: Low

Assess Complaint

Recommendation: Investigate

Further Clarifying Advice: ----- Added or [REDACTED] 20 [REDACTED] at Brisbane Youth Detention Centre

Matter reviewed.

Summary of Findings: ----- Added on [REDACTED] 20 [REDACTED] at Brisbane Youth Detention Centre

Nil issues identified. Staff have acted appropriately

[REDACTED] Appropriate action by staff taken.

Outcome: Investigated and unsubstantiated - general

Actions/Remedy

Referrals/Actions/Remedies

ID	Type	Description	Assigned to	Due Date	Completed Date	Completed By	Status
No Records							

Attachments

Attachment	Dated	Author	Description
No Records			

Review

Reviewed By	Reviewed Date	Reviewed Comments	Last Updated
[REDACTED]			

Notifications

To	Description	Created on	Status	Status By
[REDACTED]				

No Records

History

Event	Date	Status	Officer	Notes
'Complete' workflow action performed		Complete		
'Endorse' workflow action performed		Endorse		
'Endorsement of Outcomes' workflow action performed		Endorsement of Outcomes		
'Remedies and Actions' workflow action performed		Remedies and Actions		
'Complete' workflow action performed		Complete		
'Endorse' workflow action performed		Endorse		
'Endorsement of Outcomes' workflow action performed		Endorsement of Outcomes		
'Remedies and Actions' workflow action performed		Remedies and Actions		
'Investigation' workflow action performed		Investigation		
Complaint Created		Log and Assess		

END OF REPORT

RTI REPORT



Statement Of ComplaintComplainants

Person	Type	Address
[Redacted]	Young Person	[Redacted]

Complaint To Centre: [Redacted]**Complaint To Police:** [Redacted]**Complaint To Crime and Corruption Commission:** [Redacted]Complaint**Date Complaint Signed:** [Redacted] 21**Complaint Type:** An incident at the centre**Received Date:** [Redacted] 21**Completed By Staff 1:** [Redacted]**Completed By Staff 2:** [Redacted]Human Rights**Is this potentially a Human Rights Complaint?** Yes**Category/s of possible Human Right breached:** 17 - Protection from torture and cruel, inhuman or degrading treatmentAssociated Incidents

Incident Number	Date	Incident Level/Codes
[Redacted]		

Complaint DetailsPerpetrators

Person	Type	Address
[Redacted]		

Details

Date Complaint [REDACTED] 20 [REDACTED]

Releates to: [REDACTED]

Details Of Complaint: [REDACTED]

[REDACTED] has alleged [REDACTED] alleged that [REDACTED] was strip searched [REDACTED]

Desired Outcome: [REDACTED]

Assessment

Risks

Complaint Category: Category 2

Risk Rating: Moderate

Assess Complaint

Recommendation: Investigate

Further Clarifying Advice: ----- Added on [REDACTED] at Brisbane Youth Detention Centre

Review of emails provided by staff after incident had occurred.

Summary of Findings: ----- Added on [REDACTED] at Brisbane Youth Detention Centre

Matter investigated and no evidence to support allegation [REDACTED]

There is no evidence to support allegation made.

Outcome: Investigated and unsubstantiated - general

Actions/Remedy

Referrals/Actions/Remedies

Attachments

Review

Reviewed By	Reviewed Date	Reviewed Comments	Last Updated
No Records			

Notifications

To	Description	Created on	Status	Status By
No Records				

History

Event	Date	Status	Officer	Notes
'Complete' workflow action performed		Complete		
'Endorse' workflow action performed		Endorse		
'Endorsement of Outcomes' workflow action performed		Endorsement of Outcomes		



Status: Complete

Event	Date	Status	Officer	Notes
'Investigation' workflow action performed		Investigation		
Complaint Created		Log and Assess		

END OF REPORT

RT RELEASE