

# Response by Youth Justice to the CYDC Inspection Report, December 2018

Youth Justice welcomes the December 2018 quarterly Youth Detention Inspectorate report for the 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 also 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 the follow up of the March 2018 and June 2018 quarter recommendations. The Inspectorate's September 2018 quarter recommendations were undergoing consultation at the time of the inspection and were not subject to verification and therefore were not included in this report. Further, as part of organisational changes during 2018, five recommendations made prior to machinery-of-government changes were verified and closed in consultation with Youth Justice Services.

Other issues raised and discussed with relevant centre managers and the acting Senior Executive Director, Youth Justice Services during and immediately following the site visits were the focus of the December Inspectorate report.

Youth Justice Services continues to work actively 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.

The Youth Detention Inspectorate is thanked for their important work to improve the youth justice system. The efforts of youth justice staff around Queensland who are helping to build a better youth justice system and improve the lives of young people through the development of the Youth Justice Strategy are also acknowledged.

Also acknowledged are all youth detention staff who work in these challenging environments on a daily basis and Youth Justice is grateful for their 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 Child Safety, Youth and Women**

<b>March 2018 Recommendations</b>	
<b>March Recommendation 1</b>	<b>Status</b>
<p>Youth Justice investigates demand on detention centre capacity across the state to inform strategies to manage demand pressures, with the view to improving the safety and wellbeing of young people in youth detention centres and to reducing the need to hold young people in watch-houses for extended periods.</p> <p>At the same time, Youth Justice should position the imminent rollout of the revised Behaviour Development Model towards greater rehabilitation and reintegration of young people through on- and off-centre activities and rewards in an effort to reduce returns to custody.</p>	<b>Complete</b>
<b>June 2018 Recommendations</b>	
<b>June Recommendation 1</b>	<b>Status</b>
<p>It is recommended that CYDC:</p> <ul style="list-style-type: none"> <li>enforce compulsory staff usage of the tour guard system, where available, as per the August 2017 Standard Operating Procedure – Bed Check Process (SOP No: 9)</li> <li>update SOP No: 9 to include explicit direction to staff on how to record observations in cells not fitted with the tour guard system</li> <li>continue monthly monitoring of tour guard system printouts to ensure all suicide risk and base night time observations are conducted and recorded properly and maintain records of this assurance process and resulting actions.</li> </ul>	<b>Complete</b>
<b>June Recommendation 2</b>	<b>Status</b>
<p>The Inspectorate recommends that CYDC:</p> <ul style="list-style-type: none"> <li>increase and maintain suicide response training currency to the 85% target</li> <li>provide assurances that there is sufficient staff currently trained in suicide response to adequately cover every accommodation unit, particularly during night shift.</li> </ul>	<b>In progress</b>
<b>June Recommendation 3</b>	<b>Status</b>
<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</p>	<b>In progress</b>

accessible data and put at the forefront of future performance reporting in an effort to reduce separations.	
<b>June Recommendation 4</b>	<b>Status</b>
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.	<b>Complete</b>
<b>June Recommendation 5</b>	<b>Status</b>
It is recommended that collaborative working between professional staff (including case workers and psychologists) and accommodation staff be improved. Professional staff should spend considerable time in units to discuss the effectiveness of behavioural strategies with accommodation staff, as well as providing guidance and coaching to staff to refine those strategies detailed within behaviour plans. Accommodation staff should also be required to sign all plans to ensure accountability and communication flow.	<b>Complete</b>
<b>June Recommendation 6</b>	<b>Status</b>
It is recommended that the Executive Directors and Deputy Directors of Youth Detention Centres adopt a practice of conducting comprehensive, weekly, whole-of-centre rounds together to: <ul style="list-style-type: none"> <li>• lead by example for other management staff, and guide staff on setting clear and consistent boundaries about what is acceptable behaviour for young people (i.e. a 'minimum behaviour standard' that all young people should be expected to adhere to)</li> <li>• directly observe operational practice as it is happening on the front-line and provide guidance if required</li> <li>• speak directly with front-line staff and young people to hear and consider their concerns, clarify any queries and be the 'single source of truth' to prevent rumours/myths.</li> </ul>	<b>Complete</b>