



# Contacting a young person in a youth detention centre

Fundamental to a young person's rights, wellbeing, and rehabilitation while in youth detention is the support and maintenance of the relationship with their legal representative. This factsheet provides legal representatives with key information to ensure requests for contact with young people are facilitated in a timely manner.

Each young person in a youth detention centre (YDC) has a caseworker assigned to them. Legal representatives can directly contact their client's caseworker.

Please contact the caseworker or casework team directly if:

- there is an issue with accessing a client
- you have a particular request
- the matter is urgent.

## Access to a young person

Legal representatives are able to access a young person by:

- visiting in person at the YDC
- connecting via videolink
- speaking over the phone.

Young people have access to a phone in their accommodation units (except for Wacol Youth Remand Centre, which has slightly different infrastructure, and phones available in another location). Once their legal representative has been added to their phone list, they are able to phone their legal representative as many times as they need to, without time limits. Legal phone calls are not part of the phone time a young person is allocated.

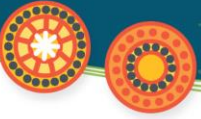
It is important to note young people are engaged in education, programs and activities during the day. This includes going to structured day, health appointments, cultural activities and visits.

During normal routine, young people can contact their legal representative when they are not at school or doing programs. For BYDC, WMYDC and CYDC, the best times for a young person to contact their legal representative are when they have returned to their accommodation unit:

- for morning tea
- at lunch
- after school.

To ensure your contact with young people is as effective as possible, consider:

- giving as much notice as you can when requesting contact
- providing clear requirements about what might be needed during each contact
- requesting any particular technology that is needed as part of the visit
- a weekend visit if more time is required with a young person.



## How to make contact

### Brisbane Youth Detention Centre

To contact a young person at Brisbane Youth Detention Centre, contact one of the following:

- casework team – phone (07) 3021 0731 or email [bydccasework@youthjustice.qld.gov.au](mailto:bydccasework@youthjustice.qld.gov.au) or [bydcteamleaders@youthjustice.qld.gov.au](mailto:bydcteamleaders@youthjustice.qld.gov.au)
- visits centre – phone (07) 3021 0720 or (07) 3217 0657 or email [bydcvisits@youthjustice.qld.gov.au](mailto:bydcvisits@youthjustice.qld.gov.au)

To arrange an in-person visit, phone (07) 3021 0720. Provide contact and visit requests as soon as possible to allow sufficient time for contact to be arranged. Professional visiting times are:

- Monday to Friday 9.00am to 5.00pm
- Saturday morning visits are available by special request only.

### Cleveland Youth Detention Centre

To contact a young person at Cleveland Youth Detention Centre, contact one of the following:

- casework team – phone (07) 4421 5162 or email [cydccasework@youthjustice.qld.gov.au](mailto:cydccasework@youthjustice.qld.gov.au)
- visits centre – phone (07) 4421 5204 or email [cydcvisits@youthjustice.qld.gov.au](mailto:cydcvisits@youthjustice.qld.gov.au)

To arrange an in-person visit, phone (07) 4421 5204 or email [cydcvisits@youthjustice.qld.gov.au](mailto:cydcvisits@youthjustice.qld.gov.au). Provide contact and visit requests as soon as possible to allow sufficient time for contact to be arranged. Professional visiting times are:

- Monday to Friday 12:00pm to 4:00pm (appointments before 12:00pm are dependent on court videolink requirements)
- Monday to Friday 4:00pm to 6:00pm (urgent requests only, accommodated where possible)
- Saturday and Sunday 10:00am to 4:00pm.

To arrange an urgent visit:

- email request to [cydcvisits@youthjustice.qld.gov.au](mailto:cydcvisits@youthjustice.qld.gov.au)
- indicate time sensitivity in subject line e.g. 'Urgent visit required'
- provide details of visit and time frame.

### West Moreton Youth Detention Centre

To contact a young person at West Moreton Youth Detention Centre, contact one of the following:

- casework team – phone (07) 3021 0911 or email [WMYDC\\_casework@youthjustice.qld.gov.au](mailto:WMYDC_casework@youthjustice.qld.gov.au)
- visits centre – phone (07) 3021 0903 or email [WMYDC\\_Visits@youthjustice.qld.gov.au](mailto:WMYDC_Visits@youthjustice.qld.gov.au)

To arrange an in-person visit, phone (07) 3021 0903. Provide contact and visit requests as soon as possible to allow sufficient time for contact to be arranged. Professional visiting times are:

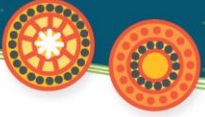
- Monday to Friday 8:30am to 4:30pm
- weekend visits are available on request.

### Wacol Youth Remand Centre

To contact a young person at Wacol Youth Remand Centre, contact one of the following:

- client services team – email [wyrcc\\_clientservices@youthjustice.qld.gov.au](mailto:wyrcc_clientservices@youthjustice.qld.gov.au)
- visits centre – phone (07) 3021 0819 or email [wyrcc\\_visits@youthjustice.qld.gov.au](mailto:wyrcc_visits@youthjustice.qld.gov.au)

To arrange an in-person visit, phone (07) 3021 0819. Provide contact and visit requests as soon as possible to allow sufficient time for contact to be arranged. Please note that Wacol Youth Remand Centre operates as a reception centre, and young people will be transferred to another YDC as soon as possible.



## Questions

If you have any questions about contacting a young person, please contact:

- BYDC – Joshua Land on (07) 3271 0730 or [Joshua.Land@youthjustice.qld.gov.au](mailto:Joshua.Land@youthjustice.qld.gov.au)
- CYDC – Ashleigh Dawe on (07) 4796 6843 or [Ashleigh.Dawe@youthjustice.qld.gov.au](mailto:Ashleigh.Dawe@youthjustice.qld.gov.au)
- WMYDC – Julie Andrews on (07) 3021 0909 or [Julie.Andrews@youthjustice.qld.gov.au](mailto:Julie.Andrews@youthjustice.qld.gov.au)
- WYRC – Rohula Rezaie on (07) 3021 0742 or [Rohula.Rezaie@youthjustice.qld.gov.au](mailto:Rohula.Rezaie@youthjustice.qld.gov.au)