

# Department of Family Services



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23rd November, 1989

Mr L.M.J. Gillespie  
General Secretary  
Queensland State Service Union  
G.P.O. Box 545  
BRISBANE Q 4001

*Laurie,*  
Dear Mr Gillespie,

I refer to previous discussions concerning staff complaints at the John Oxley Youth Centre.

I wish to advise that Mr Noel Heiner, a retired Magistrate, has accepted the responsibility to investigate the complaints made. He commenced duty on Wednesday, 22nd November, and is conducting his inquiries two days per week, Wednesdays and Thursdays. Arrangements have been made for members of staff at John Oxley to be interviewed.

I attach, for your information, a copy of the Terms of Reference under which Mr Heiner will be operating.

Yours sincerely,

A.C. Pettigrew  
Director-General



*Brian*

TERMS OF REFERENCE FOR THE INVESTIGATION OF COMPLAINTS BY  
CERTAIN MEMBERS OF STAFF AT JOHN OXLEY YOUTH CENTRE

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To investigate and report to the Honourable the Minister and Director-General on the following:

1. The validity of the complaints received in writing from present or former staff members and whether there is any basis in fact for those claims.
2. Compliance or otherwise with established Government policy, departmental policy and departmental procedures on the part of management and/or staff.
3. Whether there is a need for additional guidelines or procedures or clarification of roles and responsibilities.
4. Adequacy of, and implementation of, staff disciplinary processes.
5. Compliance or otherwise with the Code of Conduct for Officers of the Queensland Public Service.
6. Whether the behaviour of management and/or staff has been fair and reasonable.
7. The adequacy of induction and basic training of staff, particularly in relation to the personal safety of staff and children.
8. The need for additional measures to be undertaken to provide adequate protection for staff and children and to secure the building itself.