

Date: 3/2/2012Exhibit number: 72*9 letters***QSSU****Queensland State Service Union**

Mr. Brian Mann

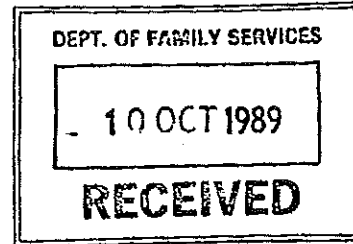
REF:

BGM:RL

LM.J. GILLESPIE - General Secretary
96 Albert Street, Brisbane.
07 221 1633 008 177 244
Fax: 07 221 5250GPO BOX 545, BRISBANE, QLD 4001
135 STURT STREET, TOWNSVILLE.
077 726 607

10th October, 1989.

PERSONAL AND CONFIDENTIAL

Mr. A.C. Pettigrew,
Director-General,
Department of Family Services,
Cnr. George & Elizabeth Streets,
BRISBANE Q 4000

Dear Mr. Pettigrew,

Reference is made to a meeting held on Thursday, 21st September, 1989 with Mrs. Janine Walker, Director of Industrial Services, regarding the unsatisfactory Probation Report of Mr. D.F. Lannen, Youth Worker, John Oxley Youth Centre.

During discussions, it was indicated that there were a group of Youth Workers at John Oxley Youth Centre who had expressed to the Union their concerns regarding the Manager of John Oxley Youth Centre, Mr. Peter Coyne.

The Union has now received a number of submissions from Youth Workers who have lodged complaints to the Union about the style of management of Mr. Coyne.

The Union wishes to point out that as well as receiving statements of complaint from Youth Workers, the Union has received from other Youth Workers letters supporting Mr. Coyne as Manager, John Oxley Youth Centre.

As requested, the Union has obtained statements from Youth Workers and these statements are now enclosed for your perusal.

Certain of the enclosed statements contain serious allegations. For that reason they are supplied to you personally on the understanding that they will not be circulated widely. As discussed in our meeting, they are supplied for the purpose of substantiating our concerns in relation to the management of the Centre.

If, after perusing these statements, you agree that there are grounds for concern, representatives of the Union would be available to have further discussions with you on this matter.

Yours faithfully,

J.M. WALKER,
DIRECTOR, INDUSTRIAL SERVICES.

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LANNEN	- re Probation Reports - Management/staff relations not promote positive working environment - directly impacting and resulting in affecting the quality of relationship between staff and resident children
SMITH	- believed subject to harrassment and work performance over-scrutinised subsequently to appointment as Union Delegate - inconsistency
PEARCE	- harrassment - inordinately lengthy interviews - irrational - ridicule - reduced to tears - domineering - overbearing - directed to resignation
MCGREGOR	- style of management - support only those who actively supported him - inconsistency towards staff - harrassed over trivial matters necessitating written reports - witnessed incidents of intimidation of Michael Roch and Lex Clements - specifically an incident at a 3pm shift change concerning allegations of unsupervised residents and compulsion of imputing blame - alienation of the experience of long serving staff
COLLINS	- working conditions and care of the children had deteriorated subsequently to Mr Coyne's appointment as Manager - staff morale had deteriorated
McNEVEN	- told not to associate with fellow workers in the Wings or at any other time as so many were out to "get" him (COYNE) and it would be unwise for him (McNEVEN) to be a part of it - such remarks inappropriate and unprofessional
UNSIGNED	- reports of use of handcuffs as a restraint - chains used to attach a child to a bed - handcuffed to permanent fixtures - medication to subdue violent behaviour - resident child attached to swimming pool fence for a whole night - all inappropriate management
CLEMENTS	- harrassed about his conduct or unsatisfactory performance of his duties - unjustified criticisms and treatment - oppressive and intimidating management attitude - over-reaction by management resulting in intimidation - trivial matters over-emphasised - victimisation - unwarranted reprimands forming part of his file - transfer to Floaters Roster allegedly for re-allocation of duties - believed demotion - told by Mr Coyne that persistent pressure on persons or harrassment would have desired effect of resignation by persons whom he saw as not supporting him - general management incompetences.
KONICANIN	- staff harrassed and victimised to point of resigning - management unprofessional, insensitive and inconsistent as well as devious and calculating

QCPCI 3 (e)

29th November, 1989

Date: 3.12.2012

Exhibit number: 72 A

3rd October, 1989

I began working at John Oxley Youth Centre in March, 1987.
I did not work at St. Leslie Wilson Youth Centre prior to this.

I enjoyed a positive relationship with the then manager Mr Terry McDermott. Mr McDermott promoted a fair, caring and positive attitude to both the residents and staff at J.O.Y.C. Mr McDermott's managerial skills resulted in high staff morale, a dedicated team approach, total support of management and most importantly, a very high standard of service delivery to the young residents of J.O.Y.C. The result of this standard of service delivery was illustrated by the -

- (1) ease in which serious behaviour problems were managed;
- (2) virtually no damage to property at J.O.Y.C.;
- (3) very few assaults on staff by residents and very few assaults on residents by residents.

When Mr Coyne was appointed manager, I continued to enjoy a positive relationship with management at J.O.Y.C. This was illustrated by the many letters of commendation that I received from the manager and senior staff. Mr Coyne consulted with me on a number of occasions seeking my input as a Youth Worker, on issues such as, the installation of a more sophisticated alarm system. I continued my support of management, that I had established when Mr McDermott was manager.

In July, 1989, I had discussions with Mr Coyne regarding my twelve (12) month probation report. This report was done four (4) months late, despite several requests by myself to have it done earlier. The process of my appraisal began with six (6) hours of discussion. During the many hours of discussion that followed, Mr Coyne informed me that I had an attitude problem dealing with Senior Staff. I replied in writing to Mr Coyne stating I was unaware of this perceived problem, however, I had twice assured him that I was most willing to address this issue and positively participate in any process that he felt appropriate.

Mr Coyne informed me that my probation was to be extended. He then informed me that he was recommending that my salary increment be withheld. My salary increase was not directly linked to my probation report.

This was followed by a letter stating, "Mr Lannen has displayed his dishonesty" (dated 14th July, 1989).

This was followed by a letter regarding a poem written by another Youth Worker. In this letter (14th July, 1989), Mr Coyne stated my actions were inconsistent with my responsibilities as a Youth Worker, of the Qld Public Service. I responded positively to this letter.

QCPCI 3 (e)

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Date:

3.12.2012

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72B

I was then given another letter (14th July, 1989) in which I was reminded of my obligation under the Code of Conduct, in relation to professional competence, integrity and honesty.

On the 18th August, 1989, I received a letter from Mr Coyne instructing me to cease using unnecessary physical force on resident children. He referred to an incident that he had witnessed on 9th November, 1988, some ten (10) months prior.

On 5th September, 1989, Mr Coyne wrote giving an inaccurate account of a discussion he had with me. He also stated, his intention to bring to the notice of the Chief Executive, that I was below a standard of honesty and integrity of officers of the Qld Public Service.

In addition, to these letters, many of which contained manufactured allegations, I have been repeatedly questioned on a number of other issues. I have been asked on five (5) occasions if I was the person responsible for telling staff that Mr Coyne kept unofficial files on staff. I made it clear to Mr Coyne I had not done this.

During the many hours I have spent in Mr Coyne's office over the past two (2) months, he has threatened civil action, as well as many punitive attacks on me, the most recent being an attack on my non-verbal communication.

In addition to the numerous visits to Mr Coyne's office, I have had many phone calls to my home from both Mr Coyne as well as Senior Youth Workers, approximately eleven (11) calls in 3½ weeks. The most recent call was at 6.10pm, 13.9.1989, Mr Coyne phoned my home and my wife answered the phone. Mr Coyne asked if he could speak to me and my wife replied, he is not here. Mr Coyne responded by saying, "I have heard that you husband has sent some derogatory information about me to the Director-General. I wish to speak to him to pursue this matter before I commence legal proceedings. When will he be back?" My wife responded, "in about 2 hours". Mr Coyne responded, "Will he be back in 2 hours, or shall I contact my solicitor to proceed?". My wife responded, "I hope that he will be". Mr Coyne replied, "Well I will phone back at 8.30pm", and hung up.

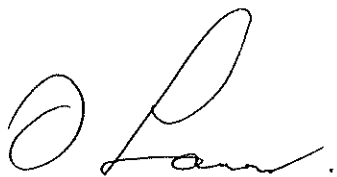
14.9.1989, I spoke to Mr Coyne and requested that in future if he needed to speak to me at home, and I was not there could he please leave a message for me to phone him and not discuss issues with my wife. (The conversation he had with my wife caused her great distress).

Mr Coyne replied, that I was to put out a memo to all staff informing them, that if they need to speak to me at home and I am not there, they could leave a message.

I later spoke to Mr Coyne, and attempted to explain, that my concern was with him speaking to my wife not "all staff". He replied in a very punitive manner, you agreed to put out the memo, now do it.

I have experienced many other encounters, such as these mentioned, and can provide details, if needed.

I feel that this style of management, when dealing with staff does nothing to promote a positive working environment, which has a direct impact on the quality of service delivery to residents.



DANIEL F. LANNEN

27 Harlin Road
Woodend / 305

3.10.89

Dear Mr Pettigrew,

My name is David Smith and I have worked for the Dept for six years as a Youth Worker and at times as an Acting Senior Youth Worker.

Much of the time Peter and I have had a positive working relationship, until most noticably when I became the Union Delegate for the Department. In this capacity I have tried to work towards a more harmonious relationship between Management and Youth Workers. It seemed to me that Peter took objection to me, believing that I was intending to support a Youth Worker's allegations rather than me acting as an intermediary in the situation. For a short time I was under surveillance by certain staff, looking to find issue in the performance of my work. I notified the Union, who then spoke to Ian Peers. I came in to work the next day and Peter informed me that all action against me would be dropped and that he was extending " an olive branch" to me. This I accepted.

However, as Union Delegate, I have been spoken to by various Youth Workers (who have given you statements) and I have come to the conclusion that in the foreseeable future I will be subject to harrassment by Peter when he believes that he can do without my services.

On Sunday 1.10.89 an article appeared in the Sunday Sun accusing Peter of being incapable of managing JOYC. On Monday morning 2.10.89 Peter proceeded to the Wentworth Section, arriving at 8:10am. He proceeded to carpet myself and my partner in front of the residents. When I related this experience to other workers, they informed me that this type of treatment by Peter was familiar to their experience. I have taken the opportunity to write to Peter to explain my concern about such a destructive process and I hope that he will accept my letter of concern.

I believe that Peter could learn to be a good manager by delegating the responsibility of the running of the wings to individual wing managers, who would handle the day-to-day running of the wing and personnel management, and be directly accountable to Peter. This would give staff a consistency which is now lacking and allow Peter to persue a greater role in the management of JOYC rather than giving his attention to individual Youth Workers and trivial matters. Part of the problem at the moment is our beauracratc structure and its inability to deal with our shift working environment. I have already discussed such a reorganisation with Peter but I understand that there are financial restraints which prevent him from implementing such a strategy.

Yours sincerely



QCPCI 3 (e)

Date: 3.12.2012

Exhibit number: 72 e

David Smith

Date: 3.12.2012

Exhibit number: 721

Statement by Mariana Pearce of
harassment by her son Peter Coyne
(Social Worker)

Sole last year perhaps Oct, Nov, or Dec.
Peter Coyne, my son, started to
frequently call me down to his office,
perhaps every day or every other
day, for lengthy interviews, sometimes
lasting some hours.

At times Peter narrowed his eyes,
sometimes glaring and speaking in
angry tones, at times appearing
to spit & hiss his words out, at
other times his manner was one of
ridicule. His interviews often reduced
me to tears and left me feeling
emotionally battered ^{and hopeless}. After a while
I became tearful as soon as I was
directed to go and see Peter, before
I had even entered his office.

About this time I felt my emotional
health suffering, and put myself under
the care of Peter Steber, Psychologist
of Toowong Village, and Dr a
Unwin, Psychiatrist of 40 Annexe Rd,
Woolloongabba. Both of these
professionals wanted to write to Peter
Coyne instructing him to stop harassing
me. I declined both their offers as
I feared it might inflame the

2.

situation and I was hoping to placate Peter.

Eventually, at this time I found it necessary to book myself into Reservoir Psychiatric hospital, as I had lost touch with reality and wasn't coping with any area of my life.

Peter has given many of my colleagues "the treatment", even joking about it with 2 of them, who have since resigned, about harassing them out of their jobs. Many people have left after being harassed.

At that time I did have some personal family problems, which I shared with Peter, expecting some empathy and understanding, perhaps even support, him being a social worker. Instead his persecution intensified. I distinctly "gained the impression he was "sticking the boot in" while I was down.

At one stage when my 21 year old daughter, was sitting crying, some miles from her home, with her baby, after a traumatising experience, and waiting for me to pick her up, which Peter knew, he made me stay

at work and write statements about things that had happened months before hand. I gained the impression he wanted me to throw in my job and walk out, and go to my daughter; which was very tempting, but I wanted my job.

Recently, 31st. Aug. 1989 on 3pm - 11pm shift Peter undermined me completely to the children I work with.

We had some trouble in my wing, Blackland, as we had recently admitted a 12 year old girl, who needed protecting from the other older, more sophisticated, street-wise children. (She has previously been suicidal.). Two of the boys became particularly angry, that I would not let them physically, verbally or emotionally batter her, and wrote to Peter saying she was receiving preferential treatment.

On the 31st Aug. 1989, Peter entered our wing, and invited the children to write to him, at the end of the shift, and let him know how the shift went. And give these letters, sealed, to my partner,

as he knew the 2 boys were angry with me in particular.

This undermined my authority in the wing completely, with 3 of the boys taunting me I all shift about writing to Peter Coyne. The 3 girls declined to be part of this.

This has freaked me out completely. It rocked me, my boss going young people, who have at times, lived on the streets, are very damaged, and aren't in the place for their honesty, this kind of power, over a worker.

I believe as a Social worker to have to realise that this would undermine me completely, and I wondered if he intended to use these letters as an excuse to start up the harassing treatment again.

at one time when Peter suggested my health wouldn't stand up to the job, I asked him what did he foresee if I stayed. He said he would foresee me making mistakes, and him charging me, and then me making more mistakes, and him having me charged again, and then they would be after my job! I have been very careful not to make mistakes.

QCPCI 3 (e)

Date: 3.12.2012

Exhibit number: 72 E

LORRAINE M^cGREGOR

1 WILLOW ST

WOODRIDGE

8083019

I FEEL THAT I SHOULD MAKE A STATEMENT TO THE EFFECT THAT I AM NOT HAPPY WITH THE STYLE OF PERSONNEL MANAGEMENT PRACTISED AT J.O.Y.C. SINCE NOVEMBER 1987 PRIOR TO THAT TIME THE PRIMARY CARE STAFF FELT THAT THEY HAD THE SUPPORT & BACKING OF THE MANAGEMENT. SINCE THAT TIME IT HAS BECOME OBVIOUS THAT THE MANAGER WILL SUPPORT ONLY THOSE WHO ARE ACTIVELY SUPPORTING HIM.

PETER COYNE HAS OFTEN EXPRESSED THE OPINION THAT PRIMARY CARE STAFF SHOULD LEAVE AFTER 2-3 YEARS AS THEY LOOSE THEIR EFFECTIVENESS AFTER THAT TIME, AND IF THEY DID NOT LEAVE VOLUNTARILY HE WOULD ENCOURAGE THEM TO DO SO. MANY STAFF HAVE LEFT BECAUSE OF HIS "ENCOURAGEMENT" I.E. B. COLLINS, T. GUZOWSKI, B. GUGGINS, A. VAN VLIEMEREN, C. EDWARDS, M. ROCH, G. M^cAULAN, D. HOOD, & K. MOUNTANY, G. GIBSON

PETER COYNE SAYS ONE THING & THEN DOES ANOTHER, I.E. HE HAS EXPRESSED CONCERN ABOUT THE OLDER (EX WILSON) STAFF AND THE NEWER STAFF NOT MIXING & HE FELT THAT THE OLDER STAFF WERE NOT GIVING THE NEW STAFF THE SUPPORT THAT HE FELT THEY NEEDED. BUT IN THE TEAM CHANGES, WHICH TOOK EFFECT IN SEPTEMBER, ONE TEAM WAS ALL OLD STAFF ONLY & THE OTHER TWO WERE PREDOMINANTLY NEW STAFF.

ANOTHER EXAMPLE IS THE JOHNNY AWARDS. THESE WERE TO BE GIVEN TO STAFF FOR EXEMPLARY SERVICE TO THE CHILDREN. THIS PRODUCED A FEELING OF COMPETITION BETWEEN STAFF. AT THE SAME TIME PETER COYNE WAS RUNNING SEMINARS ON TEAM BUILDING AND REMARKING THAT THE TEAMS LACK A SENSE OF UNITY.

THE INDIVIDUAL HARASSMENT OF STAFF (MAINLY X-WILSON) HAS BECOME AN ONGOING SAGA WITNESSED BY MANY. AN INDIVIDUAL IS SINGLED OUT AND PRESSURE APPLIED, UNTILL THE INDIVIDUAL RESIGNS OR TRANSFER~~RE~~ OUT OF J.O.Y.C.

I FELT THAT I MIGHT BE COMING INTO THE LINE OF FIRE LAST NOVEMBER. WHEN I WAS ASKED TO WRITE 3 STATEMENTS ABOUT WHAT I CONSIDERED TO BE VERY TRIVIAL MATTERS, I.E. WHY THE RUBBISH BIN HAD NOT BEEN EMPTIED ONE NIGHT (NORMALL DONE TWICE DAILY). AT APPROXIMATELY THE SAME TIME THE REDEPLOYMENT UNIT OF PERSONNEL APPROACHED ME ABOUT THE POSSIBILITY OF A RELIEVING POSITION AT NURSING SURVICES AT BAZIL STAFFORD TRAINING CENTRE AFTER MY RECREATION LEAVE IN JANUARY. AFTER SEVERAL DISCUSSIONS, ALWAYS WITH S.Y.W. DRAPER PRESENT, I AGREED TO GO FOR A PERIOD OF 11 WEEKS. TO RELIEVE WHILE THE SISTERS WERE ON LEAVE. RETURNING TO J.O.Y.C. AT THE END OF THIS TIME. IT WAS MADE CLEAR. THAT THIS WAS WHAT MANGEMENT WANTED. THERE WERE DIFFICULTIES AT J.O.Y.C. WHEN IT WAS TIME TO RETURN HERE.

ON MY RETURN I WAS TOLD TO SEE PETER COYNE BEFORE I WENT ON DUTY. DURING THIS MEETING IT WAS MADE VERY CLEAR THAT HE WISHED ME TO LEAVE ~~THE~~ J.O.Y.C. THE REASON GIVEN BEING THAT I WAS OVERPAID. FOR THE WORK I WAS DOING. I OFFERED TO TRANSFER TO EITHER OF TWO VACANT, MORE APPROPATE POSITIONS (BOTH OF WHICH I HAVE ~~HAD~~ EXTENSIVE EXPERIENCE) THAN THE ONE I HAD AT PRESENT. THE OTHER REASON BEING THAT THE SENIOR YOUTH WORKERS WERE OBJECTING TO HAVING TO SUPERVISE SOMEONE WHO WAS PAID MORE THAN THEM.

I AM OFTEN CALLED UPON TO USE MY NURSING EXPERIENCE FOR THE BENEFIT OF THE CHILDREN WHEN THE SISTER IS OFF DUTY.

ALTHOUGH THE HARASSMENT OF MYSELF HAS BEEN VERY MINOR. I HAVE BEEN A WITNESS TO THE MANY INCIDENCE OF HARRASSMENT AND ATTEMPTED INTIMIDATION OF MICHAEL ROCH AND LEX ELEMENTS. THESE INCIDENCE HAVE CAUSED MICHAEL TO ~~RE~~ TRANSFER & LEX TO SERIOUSLY CONSIDER RESIGNING

ONE INCIDENT I WAS A PARTICIPANT IN. LEX ELEMENTS & MYSELF ARRIVED IN OUR SECTION AT 3PM (SHIFT CHANGE TIME). SABINA KONICANIN & DAVE SMITH PREPARED TO GIVE US A REPORT ON THE MORNING ACTIVITIES. SABINA, LEX, & MYSELF MOVED INTO THE OFFICE & DAVE REMAINED IN THE SECTION WITH THE CHILDREN (12). DAVE INFORMED US HE HAD TO LEAVE THE SECTION FOR A SHORT TIME. LEX MOVED TO TAKE HIS PLACE IN THE CORRIDOR OUTSIDE THE OFFICE, BY THIS TIME PETER COYNE HAD ARRIVED. WE CONTINUED WITH THE CHANGE OVER REPORT (A PARTICULARLY COMPLEX ONE). AFTER THIS TIME PETER COYNE SENT DAVE HOME & THEN STATED THAT HE WANTED A WRITTEN REPORT ON WHY THE CHILDREN WERE LEFT UNSUPERVISED (3:15PM). IF THE CHILDREN HAD BEEN UNSUPERVISED IT WAS FOR A PERIOD OF LESS THAN 15-20 SECONDS. WHEN WE HANDED OUR STATEMENTS TO PETER COYNE HE DEMANDED THAT WE APPROPRIATE THE BLAME FOR THIS MISCONDUCT. HE CONTINUED IN THIS MANNER FOR APPROXIMATELY 15 MINUTES. DURING THIS TIME THE FIRE ALARM RANG. IT WAS IGNORED BY PETER COYNE. WHEN WE REFUSED TO APPROPRIATE BLAME HE BECAME MORE INSISTANT. THE FIRE ALARM CHANGED TO THE EVACUATION SIGNAL AT THIS TIME HE RELUCTANTLY ALLOWED US TO COLLECT A CHILD AND LEAVE THE BUILDING.

MOST OF HIS COMMENTS, REMARKS & DEMANDS WERE DIRECTED AT LEX IN AN INTIMIDATORY MANNER PRESENT DURING MUCH OF THIS WAS ANN DUTNEY & VINCE ROBINSON

OTHER STAFF MEMBERS WHO ARE NOT SO ABLE TO STAND UP FOR THEMSELVES. HAVE BEEN DEALT WITH IN

THIS MANNER. I.E. MARIANA PEARCE HAS ON OCCASIONS RETURNED TO THE SECTIONS IN TEARS AFTER A VISIT TO HIM.

I FEEL THAT A NEW MANAGER MOVING INTO A NEW FIELD OF WORK WHO DOES NOT TAKE ADVANTAGE OF THE EXPERIENCE OF HIS LONG SERVING EXPERIENCED STAFF IS MAKING AN ERROR IN JUDGEMENT BUT TO DELIBERATELY SET OUT TO ALIENATE THAT STAFF IS NOT AT ALL WISE

L Mc Gregor R.N.
L. MCGREGOR.

AFFIDAVIT

I, BRENDAN SEAN COLLINS, of 2/34 Sixth Avenue, South Townsville in the state of Queensland, make oath and say as follows:

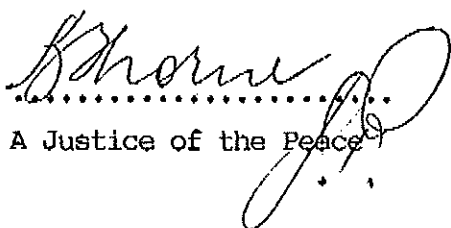
1. I was employed as a training officer at Sir Leslie Wilson Youth Centre from February 1986 until March 1987 when I transferred to John Oxley Youth Centre to work as a youth worker in March 1987. I remained in this employment until I resigned in July 1988.
2. John Oxley Youth Centre was initially managed by Mr Terry McDermott who was primarily concerned with the welfare and rehabilitation of the young people in his care. His managerial skills were such that staff members were highly motivated and worked well as a team, which in turn resulted in the Centre functioning well under his leadership and the young people in his care being dealt with in a just, caring and supportive environment. This was conducive to achieving the aims and objectives of the Centre.
3. Peter Coyne was appointed Manager and shortly thereafter several staff members, including myself, resigned. I felt that the working conditions and the care of the young people had deteriorated to such an extent that I felt no longer able to compromise my ethics as a youth worker. In my view, the most necessary component for rehabilitation of these young people is the quality of primary care and support which can only be offered if staff and management function as a team unfractured by rivalry and discontent. Under Mr Coyne's management, I felt that the staff morale had deteriorated to a point where I could no longer ensure that a caring and stable environment existed in my absence from duty, and therefore reluctantly resigned.

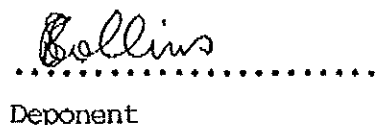
QCPCI 3 (e)

Signed before me at)
Townsville this 2nd)
day of October, 1989)

Date: 3.12.2012

Exhibit number: 72 F


.....
A Justice of the Peace


.....
Deponent

Date: 3.12.2012Exhibit number: 725

Dear Sir

I am a Youth Worker at John Oxley Youth Centre, and have been for 2 years now. At a meeting with Peter Coyne about 6 months ago he made a couple of statements which seemed unusual for a manager to tell a Youth Worker. During our conversation Peter told me not to associate with my fellow Youth Workers while working with them in the wings, or at any other time, which I might add is very hard to do when we are supposed to work as a team. Peter said this was because so many of them were out to get him, and it was not wise to be apart of this. It was at about this time Peter Coyne said "those excelsior staff sitting up in the wings think that they are safe, but I've got news for them. Peter then added just because their permanent doesn't mean I can't get rid of them. Peter then leaned back in his chair and smiled seeming very pleased with himself, he then leaned forward and said "anyone who doesn't conform to my way, is out, its as easy as that. I might also add that I am also an excelsior employee. and as I am still on probation feel that what Peter Coyne said to me is inappropriate and unprofessional

Yours Faithfully
PETER McNEVEN.

3/10/89.

I do not support the use of handcuffs as a form of restraint for a resident young person. I also do not support the action of handcuffing residents to chains attached to the beds in some bedrooms. Similarly I do not support handcuffing residents to permanent fixtures in the secure yard. I was also shocked when I learnt that one resident had spent one whole night attached to the fence of the swimming pool.

Recently one resident has been medicated to subdue their violent behaviour. I do not believe Jyce is in a suitable environment to medicate young persons and that youth workers are not qualified to deal with people that are medicated. Concluding I do not believe these incidents are appropriate management of the young resident.

Yours sincerely
"Very Concerned"

QCPCI

3 (e)

Date: 3.12.2012

Exhibit number: 72 H

Date: 3.12.2012Exhibit number: 72 I

TO WHOM IT MAY CONCERN,

I WOULD LIKE TO BEGIN BY SAYING, THAT I HAVE BEEN EMPLOYED WITH THE DEPARTMENT OF FAMILY SERVICES FOR OVER 12 YEARS. I HAVE ATTENDED COURSES IN MY OWN TIME WITHOUT REMUNERATION, AND OVER THE YEARS HAVE CONTRIBUTED CONSIDERABLE PERSONAL TIME IN AN EFFORT TO PROVIDE CARE AND SERVICES TO THE YOUNG PEOPLE I HAVE WORKED WITH. I HAVE WORKED WITH SEVERAL MANAGERS IN THAT TIME, AND HAVE ENJOYED A GOOD WORKING RELATIONSHIP WITH THEM ALL. I HAVE ALSO ENJOYED THEIR RESPECT FOR THE CARE AND SKILLS I HAVE DISPLAYED AS A YOUTH WORKER AND FOR THE MANNER IN WHICH I HAVE PERFORMED MY DUTIES. NEEDLESS TO SAY, PRIOR TO THE APPOINTMENT OF THE CURRENT MANAGER OF JOHN OXLEY YOUTH CENTRE, MY SERVICE RECORD WAS WITHOUT BLEMISH. SINCE THAT APPOINTMENT, I HAVE RECEIVED NUMEROUS LETTERS, REPRIMANDS AND 'TALKS' WITH REGARD TO MY CONDUCT AND ALLEGED UNSATISFACTORY PERFORMANCE OF MY DUTIES. THOSE CRITICISMS AND THE TREATMENT I HAVE RECEIVED, IN MY OPINION (AND FROM COMMENTS AND CONCERN EXPRESSED BY MY FELLOW YOUTH WORKERS) HAS BEEN UNJUSTIFIED.

I COULD SPEND CONSIDERABLE TIME RELATING ALL OF THE INCIDENTS THAT I FEEL DEMONSTRATE WHY I HAVE FELT HARRASSED BY THE CURRENT MANAGER OF J.O.Y.C., BUT I THINK RELATING BUT A FEW OF THESE WILL SERVE TO DEMONSTRATE THE SORT OF TREATMENT I HAVE BEEN SUBJECTED TO, AS WELL AS THE OPPRESSIVE AND INTIMADATORY ATMOSPHERE THAT CURRENTLY EXISTS AT J.O.Y.C.. I WOULD ALSO LIKE TO SAY THAT IN MY OPINION, IT IS TO THE CREDIT OF THE YOUTH WORKERS, THAT THEY HAVE CONTINUED TO PERFORM THEIR DUTIES, AND PROVIDE THE CARE AND SERVICES THAT THEY HAVE, IN THE ATMOSPHERE THAT CURRENTLY EXISTS AT J.O.Y.C. AN ATMOSPHERE, WHICH I THINK IS TO THE DETRIMENT OF J.O.Y.C. AND ITS GOALS.

OFTEN, IN THE PERFORMANCE OF MY DUTIES

AS A YOUTH WORKER, I HAVE TO DEAL WITH YOUNG PEOPLE WHO ARE ANGRY, HOSTILE, AND AGGRESSIVE. AT TIMES THIS RESULTS IN THEM HAVING TO BE PHYSICALLY RESTRAINED, AND OR PLACED IN A SECURE ROOM (TIME-OUT). EITHER TO PREVENT INJURY TO THEMSELVES, OTHERS, OR DAMAGE TO PROPERTY. SINCE THE APPOINTMENT OF THE CURRENT MANAGER, IT SEEMS OFTEN TO HAVE BECOME A NORMAL RESPONSE TO ACCUSE STAFF INVOLVED IN THESE SITUATIONS OF ASSAULT (AS WELL AS THREATENING TO SEE THE MANAGER AND HAVE THEIR JOBS TAKEN FROM THEM). ALTHOUGH, JUST AS OFTEN, ONCE THEIR TEMPERS HAVE 'COOLED', THEY WITHDRAW THESE UNFOUNDED ALLEGATIONS. (IT IS INTERESTING TO NOTE, THAT THE MANAGER'S ATTITUDE IS SUCH, THAT THE RESIDENTS, AFTER A SHORT TIME AT J.O.M.E., SHOULD FEEL THAT THEY HAVE THE POWER, TO THREATEN AND INTIMIDATE THE STAFF, BOTH PHYSICALLY AND VERBALLY).

ON ONE SUCH OCCASSION (AND THERE HAVE BEEN OTHERS), I WAS REQUIRED TO ASSIST TWO OTHER YOUTH WORKERS TO REMOVE A RESIDENT FROM HIS ROOM, AND PLACE HIM IN TIME-OUT.) WE DID THIS WITH AS MUCH CARE AS WE COULD, (DURING THIS PROCESS, HE MANAGED TO ASSAULT BOTH OF THE YOUTH WORKERS I WAS ASSISTING SEVERAL TIMES). THERE WERE OTHER STAFF PRESENT, AS WELL AS THE ACTING SENIOR YOUTH WORKER (A.S.Y.W.), AFTER HE HAD BEEN PLACED IN 'TIME-OUT', WE RETURNED TO OUR RELEVANT DUTIES, AND THE RESIDENT WAS LEFT IN THE CARE OF THE A.S.Y.W.

SHORTLY AFTER, I WAS NOTIFIED BY THE A.S.Y.W. THAT THE RESIDENT WAS CLAIMING I HAD ASSAULTED HIM, AND THAT HE WANTED TO HAVE ME CHARGED. AS THE RESIDENT WAS TO SPEND A CONSIDERABLE PERIOD IN 'TIME-OUT', IT WAS POLICY TO NOTIFY THE MANAGER, WHICH THE A.S.Y.W. DID, SHE ALSO MENTIONED THE ALLEGATION. THIS INCIDENT TOOK PLACE AT APPROX. 8.00 pm. AND THE MANAGER WAS AT HOME, IN SPITE OF THE FACT THAT THE MANAGER WAS VERY MUCH AWARE OF THE VOLATILE NATURE OF THIS RESIDENT,

AND OF HIS MANY UNFOUNDED ALLEGATIONS IN THE PAST, HE LEFT HOME AND PROCEEDED TO J.O.M.C. THIS WAS IN SPITE OF THE ALLEGATION HAVING BEEN WITHDRAWN, WHEN HIS TEMPER HAD COOLED.

ON HIS ARRIVAL AT J.O.M.C., THE MANAGER BEGAN TO CONDUCT AN INVESTIGATION INTO THE ALLEGED ASSAULT, THIS WAS IN SPITE OF THE FACT THE ALLEGATION HAD BEEN WITHDRAWN AND ASSURANCES FROM THE ASHW, THAT NO ASSAULT TOOK PLACE. THERE WERE 4-5 STAFF PRESENT WHEN THE ALLEGED ASSAULT WAS SUPPOSED TO HAVE OCCURRED AND THEY WERE ALL INTERVIEWED BY THE MANAGER. THEY WERE ALSO INSTRUCTED TO MAKE WRITTEN STATEMENTS. I WAS ALSO INTERVIEWED AND DURING THE COURSE OF MY INTERVIEW, THE MANAGER'S ATTITUDE WAS SUCH THAT I FELT INTIMIDATED AND THREATENED. THE OTHER YOUTH WORKERS WHO WERE INTERVIEWED ALSO EXPRESSED SIMILAR CONCERNS TO ME ABOUT THEIR INTERVIEWS.

IN SPITE OF THE FACT THAT I WAS TO HAVE FINISHED DUTY AT 9.30 pm., I WAS INSTRUCTED TO REMAIN ON THE PREMISES UNTIL I HAD BEEN INTERVIEWED, AND WAS INTERVIEWED LAST. AS A RESULT, IT WAS 11.20 pm BEFORE I LEFT THE PREMISES. THE OTHER YOUTH WORKERS EXPRESSED TO ME, THEIR CONCERN AT THE WAY IN WHICH THE INVESTIGATION WAS CONDUCTED, AS WELL AS THE ATTITUDE OF THE MANAGER TOWARDS ME DURING THE COURSE OF THEIR INTERVIEWS. THE WHOLE INCIDENT HAD AN UNSETTLING EFFECT ON MYSELF, AS WELL AS THE OTHER STAFF CONCERNED, FOR SOME DAYS AFTER. I SHOULD ADD THAT THE RESIDENT HAD NOT SUFFERED ANY PHYSICAL INJURIES.

I HAVE ALSO FELT SINGLED OUT WITH REGARD TO 'LETTERS OF INSTRUCTION' THAT WERE ISSUED TO ME BY THE MANAGER. ONE OF THOSE SAYS THAT, IN THE EVENT I AM LATE REPORTING FOR DUTY, I AM TO ^{PROVIDE} WRITTEN REPORT AS TO WHY I AM LATE, IMMEDIATELY UPON MY ARRIVAL. THIS IS IN SPITE OF THE FACT THAT I HAVE RARELY

BEEN MORE THAN A FEW MINUTES LATE. IN FACT, EXAMINATION OF MY TIME SHEETS, WILL SHOW THAT I HAVE OFTEN ARRIVED 15-45 MINUTES EARLY, AND HAVE OFTEN LEFT 1-1½ HOURS AFTER COMPLETION OF MY ASSIGNED SHIFT. I HAVE ALSO STAYED BACK (WITH NO REMUNERATION) AND HELPED OUT, (AS ON THE NIGHT OF THE 'RIOT'), ON NUMEROUS OCCASSIONS. TO MY KNOWLEDGE, NO OTHER YOUTH WORKER HAS RECEIVED A LETTER OF THIS KIND, IN SPITE OF OTHER YOUTH WORKERS HAVING A HISTORY OF ARRIVING LATE FOR DUTY.

I HAVE ALSO RECEIVED A LETTER OF INSTRUCTION REGARDING PROGRAMMES. THIS WAS AFTER BEING CALLED DOWN TO THE MANAGER'S OFFICE TO BE REPRIMANDED FOR NOT BEING IN MY ASSIGNED PROGRAMME AREA AT THE ASSIGNED TIME. THIS HAD ONLY OCCURRED ON TWO OCCASSIONS. ON THE FIRST OCCASSION I WAS ASSIGNED TO A PROGRAMME WITH ANOTHER YOUTH WORKER AND TWO RESIDENTS. ON THE PREVIOUS PROGRAMME WE HAD BOTH BEEN INVOLVED IN A GAME OF FOOTBALL WITH RESIDENTS. WE WERE BOTH SATURATED IN PERSPIRATION, AND TOOK IT IN TURN TO LEAVE THE AREA AND QUICKLY RINSE OFF OUR FACES AND ARMS IN A HAND BASIN.

THE SECOND OCCASSION (THE FOLLOWING DAY) RELATED TO MY FAILURE TO BE IN MY ASSIGNED AREA AT THE ASSIGNED TIME. AS IS NORMAL ON A 7-3 SHIFT, I WAS ASSIGNED TO A SERIES OF PROGRAMMES THROUGH THE DAY. NORMALLY THERE IS A BREAK FOR LUNCH BETWEEN 12.00pm AND 1.30pm. ON THIS OCCASSION, I FOUND THAT I HAD BEEN ASSIGNED TO AN ESCORT DURING THE LUNCH BREAK, (TO BEGIN IMMEDIATELY ON COMPLETION OF THE PREVIOUS PROGRAMME). I RETURNED FROM THE ESCORT AT 1.20pm. THIS ALLOWED ME 10 MINUTES IN WHICH TO HAVE SOME LUNCH BEFORE MY NEXT PROGRAMME WAS DUE TO BEGIN. AS I PROCEEDED THROUGH THE ADMINISTRATION AREA TOWARDS THE WINGS TO HAVE SOME LUNCH, I WAS STOPPED BY THE A.S.W. HE INSTRUCTED ME TO

ASSIST HIM WITH AN ADMISSION. I POINTED OUT THAT I HAD ONLY 10 MINUTES IN WHICH TO GET SOME LUNCH BEFORE MY NEXT PROGRAMME WAS DUE TO BEGIN, AND THAT I HAD BEEN ON AN ESCORT. HE INSISTED THAT I ASSIST HIM, WHICH I DID. BY THE TIME WE COMPLETED THE ADMISSION, IT WAS 1.35 pm. I PROCEEDED TO THE PROGRAMME AREA AND COLLECTED THE RESIDENTS THAT HAD BEEN ASSIGNED TO ME. I ASKED THEM TO COME WITH ME WHILE I MADE A SANDWICH FOR MY LUNCH. THEY SAT QUIETLY, WHILE I ATE MY SANDWICH AND WE THEN PROCEEDED TO OUR PROGRAMME.

IN SPITE OF MY EXPLANATION TO THE MANAGER, FOR THE ONLY TWO OCCASIONS WHEN I HAVE FAILED TO BE IN MY ASSIGNED AREA AT THE ASSIGNED TIME, I WAS GIVEN A LETTER. I WAS TOLD THE LETTER WOULD GO ON MY FILE, IT INSTRUCTED ME NOT TO LEAVE A PROGRAMME AREA WITHOUT PERMISSION FROM A SENIOR PERSON, FOR 'ANY' REASON. I THINK THE OBVIOUS IMPLICATIONS OF SUCH A LETTER ON MY FILE ARE OBVIOUS. I WOULD LIKE TO ADD THAT TO MY KNOWLEDGE, NO OTHER PERSON HAS BEEN ISSUED WITH A LETTER OF THIS KIND, IN SPITE OF OTHER YOUTH WORKERS LEAVING PROGRAMME AREAS.

APPROX. 12 MONTHS AGO, I WAS CALLED TO THE OFFICE OF THE PRINCIPAL YOUTH WORKER (P.Y.W.) IN CHARGE OF PERSONEL. I WAS INFORMED BY HIM, THAT IT WAS THE INTENTION OF THE MANAGER, TO REMOVE ME FROM MY YOUTH WORKER TEAM, AND PLACE ME ON THE FLOATER'S ROSTER. (THIS ROSTER, WAS NORMALLY WORKED BY NEW STAFF. AND DEPENDANT ON THEIR PERFORMANCE, THEY WOULD EVENTUALLY BE PLACED ON A PERMANENT ROSTER AND MADE A MEMBER OF A YOUTH WORKER TEAM.) THIS WAS SEEN BY ME, (AND MY FELLOW YOUTH WORKERS) TO BE A 'DEMOTION', AND ALSO RESULTED IN SOME LOSS OF INCOME. THE P.Y.W. REMINDED ME, THAT HE HAD PREVIOUSLY WARNED ME TO BE 'CAREFUL', AS I WAS BEING CLOSELY WATCHED BY THE MANAGER. HE WENT ON TO SAY

THAT PERSONALLY, HE WAS MORE THAN HAPPY WITH MY PERFORMANCE AS A YOUTH WORKER, AND THAT I 'WOULD DO HIM FOR A YOUTH WORKER ANY DAY'. HE ALSO TOLD ME THAT IT WAS NOT POSSIBLE FOR ME TO REMAIN NEUTRAL REGARDING THE INTERNAL POLITICS OF THIS FACILITY. HE SAID THAT IF I WAS NOT SEEN BY THE MANAGER TO BE 'FOR HIM', THEN I WOULD BE TREATED AS IF I WAS 'AGAINST HIM'. HE TOLD ME THAT I WOULD BE ON THE FLOATER'S ROSTER FOR A MINIMUM OF 12 MONTHS, AND THAT DEPENDANT ON MY PERFORMANCE, (AS DETERMINED BY THE MANAGER), HE SAID THAT AT THE END OF THAT TIME, I WOULD REMAIN ON THE FLOATER'S ROSTER, BE PLACED ON THE RELIEVER'S ROSTER, OR BE RETURNED TO A YOUTH WORKER TEAM.

I WENT TO THE MANAGER AND EXPRESSED MY CONCERN AT BEING PLACED ON THE FLOATER'S ROSTER. I ASKED HIM IF I SHOULD VIEW THIS AS A FORM OF REPRIMAND. HE INSISTED THAT THIS WAS NOT THE CASE. I WAS TOLD THAT HE HAD DECIDED TO ALLOCATE EXPERIENCED STAFF SO THAT THEY COULD BE MOVED TO ANY AREA, WHERE THEIR SKILLS MAY BE REQUIRED, AT A MOMENT'S NOTICE, AND THAT HE COULD FEEL CONFIDENT THAT THEY COULD DEAL WITH ANY SITUATION AND PROVIDE SUPPORT TO THE WING STAFF. (IN CONTRADICTION TO THIS RATIONALE, WHEN ONE OF THESE EXPERIENCED 'FLOATER'S' WAS LATER TRANSFERRED TO ANOTHER INSTITUTION, HE WAS REPLACED BY A NEW AND INEXPERIENCED YOUTH WORKER WHOSE STATUS, WAS 'TEMPORARY'.)

I TOLD THE MANAGER THAT ALTHOUGH I HAD NO PROBLEM DEALING WITH MY RE-ALLOCATION, ON A PROFESSIONAL BASIS, IT WOULD IMPOSE CONSIDERABLE HARDSHIP ON ME PERSONALLY. I EXPLAINED THAT WE WERE A ONE CAR FAMILY, AND THAT I HAD TWO CHILDREN OF PRE-SCHOOL AGE, AND ONE WHO HAD JUST STARTED SCHOOL. I TOLD HIM THAT DUE TO THE LOCATION OF MY RESIDENCE, I DID NOT HAVE ACCESS TO PUBLIC TRANSPORT TO TRAVEL TO AND FROM WORK. I TOLD HIM THAT AS MY WIFE NEEDED THE CAR TO TAKE

OUR SON TO AND FROM SCHOOL, I RELIED HEAVILY ON BEING ABLE TO TRAVEL TO AND FROM WORK WITH MY FELLOW YOUTH WORKERS. MY ALLOCATION TO THE FLOATER'S ROSTER WOULD MEAN THAT I WOULD NO LONGER BE ABLE TO DO THAT. TWO WEEKS LATER, I WAS ALLOCATED TO THE FLOATER'S ROSTER. THIS RESULTED IN MY FAMILY LIFE BEING CONSIDERABLY DISRUPTED. MY WIFE WOULD HAVE TO 'PICK UP' THE WHOLE FAMILY TO DROP ME AT WORK, AND TO PICK ME UP. (PARTICULARLY AWKWARD WITH A NEW BORN BABY). MY MARRIAGE HAS SINCE BROKEN UP AS A DIRECT RESULT OF THE INCREASED PRESSURE OF SUCH A HECTIC SCHEDULE. SHE STATED THAT SHE COULD NO LONGER COPE WITH THE INCREASED PRESSURE OF MY JOB. (THE MANAGER IS AWARE OF THIS) I SHOULD ADD THAT I WAS ALSO TOLD BY THE MANAGER, THAT I WOULD ONLY BE ON THE FLOATER'S ROSTER FOR A COUPLE OF MONTHS. (IN CONTRADICTION TO WHAT I HAD BEEN TOLD BY THE PMW.) IN FACT, I WAS ON THIS ROSTER FOR APPROX. 9 MONTHS.

APPROX. 6 MONTHS AGO, I HAD OCCASION TO PHONE THE MANAGER OF JOME., REGARDING A SHIFT CHANGE. I EXPLAINED THAT I WAS HAVING CAR TROUBLE, AND WAS CONCERNED THAT I MIGHT BE UNABLE TO COMPLETE THE REPAIRS IN TIME FOR MY ASSIGNED SHIFT. I TOLD HIM THAT I WOULD LIKE TO AVOID A SITUATION, WHERE I MIGHT HAVE TO GO TO THE EXPENSE OF TRAVELING BY TAXI. I ASKED, IF IT WERE POSSIBLE, AND NOT INCONVENIENT, WOULD HE MIND APPROVING A SHIFT CHANGE, THEREBY ALLOWING ME EXTRA TIME TO COMPLETE MY REPAIRS. HE ASSURED ME THAT THIS WAS NOT A PROBLEM AND APPROVED THE CHANGE OF SHIFT.

WHEN I ARRIVED FOR DUTY, I WAS TOLD BY THE A.S.W., THAT SHE HAD BEEN INSTRUCTED BY THE MANAGER, TO ASK ME FOR A WRITTEN STATEMENT, AS TO WHY I HAD REPORTED 'LATE FOR DUTY'. I SUGGESTED TO HER THAT THERE MUST BE

SOME MISTAKE, AS THE MANAGER HAD PERSONALLY AUTHORIZED A SHIFT CHANGE. SHE INSISTED THAT HE WAS VERY CLEAR ABOUT HIS INSTRUCTIONS, AND THAT SHE WAS ONLY FOLLOWING THOSE INSTRUCTIONS. I AGAIN INSISTED THAT THERE MUST BE SOME MISTAKE, AND THAT BEFORE I RESPONDED TO THOSE INSTRUCTIONS, I WOULD SPEAK TO THE MANAGER. WHEN I SPOKE TO HIM AND ASKED WHAT WAS GOING ON, HE RESPONDED BY SAYING THAT I WAS NOT 'IN ANY TROUBLE'. BUT HE STILL INSISTED THAT I PROVIDE A WRITTEN STATEMENT AS TO WHY I HAD REPORTED 'LATE FOR DUTY'. HE DID HOWEVER, SUGGEST THAT THERE WAS NO NEED FOR ME TO 'GO INTO MUCH DETAIL'. AS INSTRUCTED, I PROVIDED MY STATEMENT, BUT AS A PRECAUTION, I DID DESCRIBE THE CIRCUMSTANCES IN DETAIL.

IN JUNE OF THIS YEAR, I WAS OFFERED THE OPPORTUNITY TO TRANSFER TO SIR LESLIE WILSON YOUTH CENTRE. I ASKED FOR A FEW DAYS TO CONSIDER MY RESPONSE. I GAVE CONSIDERABLE CONSIDERATION TO MY RESPONSE, AND EVENTUALLY DECIDED TO REMAIN AT J.O.M.C. THIS WAS IN SPITE OF THE CONSIDERABLE PRESSURE I HAD FELT SUBJECTED TO. I TOLD THE MANAGER OF MY DECISION, AND COMMENTED THAT I HAD MADE MY DECISION TO STAY, AS I FELT I COULD OFFER MORE TO THE YOUNG PEOPLE WITHIN THE STRUCTURE OF THAT FACILITY. I ALSO TOLD HIM THAT IT WAS IN SPITE OF THE PRESSURES I FELT I HAD BEEN SUBJECTED TO. I ASKED HIM HOW HE FELT ABOUT MY DECISION. HE RESPONDED BY SAYING THAT I WAS FREE TO MAKE WHICHEVER DECISION I WISHED, BUT UNDER THE CIRCUMSTANCES, MY DECISION MAY HAVE BEEN 'UNWISE'.

ONE AFTERNOON IN AUGUST, I FINISHED DUTY AT 3.00pm. AS I WAS LEAVING I SAW THE MANAGER OF J.O.M.C. HE TOLD ME THAT HE WISHED TO SPEAK WITH ME BEFORE I LEFT. I TOLD HIM THAT I WAS VERY PRESSED FOR TIME AT THAT MOMENT, AND ASKED

IF IT COULD WAIT, HE INSISTED ON SPEAKING TO ME THEN, AND SAID IT WOULD ONLY TAKE 5 SECONDS. HE THEN ASKED ME TO WAIT A MOMENT BEFORE HE SPOKE TO ME. THAT MOMENT LASTED 10-15 MINUTES. HE THEN CALLED ME INTO HIS OFFICE. I AGAIN REMINDED HIM THAT I WAS URGENTLY PRESSED FOR TIME. DURING THE DISCUSSION THAT FOLLOWED, A NOTE WAS SLIPPED UNDER HIS DOOR. THE NOTE WAS ADDRESSED TO ME AND ADVISED ME, THAT BECAUSE OF A DOCTOR'S APPOINTMENT, THE PERSON WITH WHOM I WAS TRAVELING, HAD LEFT AS THEY COULD WAIT NO LONGER. THE 5 SECONDS HE WISHED TO SPEAK TO ME FOR LASTED 45 MINUTES. (THIS WAS ANOTHER OF MANY OCCASSIONS WHEN I RECEIVED NO REMUNERATION). AS A RESULT, I MISSED MY LIFT HOME, AND THE BANK (FROM WHICH I HAD PLANNED TO DRAW SOME MONEY). AS I HAD NO MONEY ON ME, I THEN HAD TO WALK HOME. (FROM WACOL TO COORPAROO, A DISTANCE OF 20 MILES) AS I WAS LEAVING THE MANAGER COMMENTED THAT I SHOULD HAVE TOLD HIM THAT I NEEDED TO LEAVE. I REMINDED HIM THAT I HAD TOLD HIM SEVERAL TIMES, TO WHICH HE DID NOT RESPOND, BUT WALKED AWAY. AS ON MANY OCCASSIONS, WHERE I WAS INSTRUCTED TO STAY BACK FOR 'TALKS' AFTER COMPLETION OF MY SHIFT, I WAS NOT PAID FOR THIS TIME.

THE MANAGER HAS ON SEVERAL OCCASSIONS, DURING THE COURSE OF DISCUSSIONS WITH ME, MADE SEVERAL COMMENTS THAT I HAVE FOUND CONCERNING. HE HAS TOLD ME THAT HE WILL LIE AND MANIPULATE TO ACHIEVE HIS AIMS. (HE HAS MADE THESE REMARKS WITH WHAT APPEARED TO BE, CONSIDERABLE PRIDE, AND HAS APPARENTLY MADE THESE SAME REMARKS TO OTHER YOUTH WORKERS). HE HAS ALSO TOLD ME ON SEVERAL OCCASSIONS THAT HE IS 'DANGEROUS' (ALSO WITH WHAT APPEARED TO BE CONSIDERABLE PRIDE.). HE HAS ALSO TOLD ME THAT IF HE WISHES

TO 'GET RID OF SOMEONE', HE WOULD APPLY ENOUGH PRESSURE TO ENSURE THEIR RESIGNATION, OR CAUSE THEM TO MAKE ENOUGH MISTAKES FOR HIM TO JUSTIFY THEIR DISMISSAL. EVEN IF THE LATTER PROCESS TAKES UP TO 2 YEARS TO ACHIEVE THE DESIRED RESULT. I DID ON ONE OCCASSION ASK IF I WAS BEING SUBJECTED TO THIS PROCESS, WHICH HE DENIED. HE ALSO TOLD ME, DURING THE COURSE OF ONE DISCUSSION, THAT IN THE EVENT HE FOUND HIMSELF IN A 'DIFFICULT SITUATION', THAT HE WOULD QUITE SIMPLY CLAIM 'STAFF INCOMPETENCE' TO SAVE HIMSELF.

IN VIEW OF THAT LAST COMMENT, I WOULD LIKE TO RELATE AN INCIDENT WHICH TOOK PLACE AT J.O.H.R. ONE SUNDAY, I WAS ON DUTY AT J.O.H.R., WHEN I SAW THE MANAGER IN THE HALLWAY OUTSIDE MY WING AREA. I ASKED IF I COULD SPEAK TO HIM ABOUT A MATTER THAT SERIOUSLY CONCERNED ME. I WENT ON TO TELL HIM THAT I HAD FOUND MYSELF IN A PARTICULARLY DIFFICULT SITUATION, WITH ONE OF THE RESIDENTS, ON THE PREVIOUS EVENING, AND THAT I HAD GRAVE CONCERNS FOR THE SAFETY OF THE STAFF AND THE RESIDENTS.

HE TOLD ME THAT HE WAS AWARE OF THE PROBLEMS REGARDING THE MANAGEMENT OF THIS PARTICULAR RESIDENT. HE WENT ON TO SAY THAT A FEW DAYS PRIOR TO THIS, HE HAD BEEN PRESENT, WHEN THIS RESIDENT HAD KNOCKED DOWN HIS LOCKED DOOR. AND THAT IT HAD TAKEN 7-8 MALE STAFF TO RESTRAIN HIM. (IT WAS FORTUNATE THAT THIS TOOK PLACE DURING OFFICE HOURS, AS OUTSIDE OF THOSE HOURS, THERE IS RARELY MORE THAN 2-3 MALE STAFF ON DUTY.) I TOLD HIM THAT IN MY OPINION, IN MY 12 YEARS OF SERVICE, I HAD NOT ENCOUNTERED A YOUNG PERSON AS POTENTIALLY VIOLENT AND DANGEROUS AS THIS PARTICULAR RESIDENT. HE ASSURED ME THAT HE WAS FULLY AWARE OF THE SITUATION, AND THAT HE INTENDED TO

TRANSFER THE RESIDENT TO THE WESTBROOK TRAINING CENTRE, WHERE THEY HAD THE FACILITIES TO CONTAIN A YOUNG PERSON WHO DISPLAYED THIS BEHAVIOUR. HE SAID THE TRANSFER WOULD TAKE PLACE ON MONDAY (THE NEXT MORNING).

THIS TRANSFER DID NOT TAKE PLACE, AND ON THE WEDNESDAY NIGHT, THERE WAS A RIOT AT J.O.M.E. A RIOT WHICH WAS INSTIGATED AND LED BY THIS RESIDENT. THIS RESULTED IN THOUSANDS OF DOLLARS WORTH OF DAMAGE, STAFF TAKEN HOSTAGE, THREATS OF VIOLENCE AND RAPE, AND STAFF AND SOME RESIDENTS IN SERIOUS FEAR OF THEIR SAFETY, THIS INCIDENT ALSO RECEIVED CONSIDERABLE MEDIA EXPOSURE.

SOME DAYS AFTER THE RIOT, THE STAFF ON DUTY THAT EVENING WERE TOLD THAT THERE WAS TO BE A 'DEBRIEFING', DESIGNED TO HELP THEM COPE WITH THE TRAUMA OF THEIR EXPERIENCE. MUCH TO THE DISMAY OF THE YOUTH WORKERS, THEY FOUND THAT THE 'DEBRIEFING', WAS NO MORE THAN AN OPPORTUNITY FOR THE MANAGER TO SEVERELY CASTIGATE THEM. THEY WERE DERIDED FOR THEIR FAILURE TO RETAIN CONTROL ON THE NIGHT OF THE RIOT, AND FOR THEIR FAILURE TO RESTRAIN AND CONTROL THE RESIDENT WHO INSTIGATED THE RIOT. IN MY OPINION, IF THE MANAGER HAD TAKEN THE APPROPRIATE ACTION, AT THE APPROPRIATE TIME, AND TRANSFERRED THAT RESIDENT AS HE ASSURED ME HE WOULD, THE ENTIRE INCIDENT WOULD HAVE BEEN AVOIDED. IT IS INTERESTING THAT HE TOOK NO RESPONSIBILITY FOR WHAT TOOK PLACE, AND LAID THE ENTIRE BLAME ON THE YOUTH WORKERS. PARTICULARLY IN LIGHT OF AN INSTRUCTION ISSUED BY THE MANAGER. HE INSTRUCTED THAT IN THE EVENT THAT THIS RESIDENT WERE TO SMASH HIS WAY OUT OF HIS ROOM, UNDER NO CIRCUMSTANCES WERE STAFF TO INTERVENE OR ATTEMPT TO RESTRAIN HIM, BUT WERE TO NOTIFY THE POLICE.

ON THE NIGHT OF THE RIOT, I WAS ROSTERED ON DUTY FROM 1.30pm TO 9.30 pm. HOWEVER, I REMAINED ON THE PREMISES UNTIL 10.25pm., SO AS TO PROVIDE SUPPORT AND ASSISTANCE DURING WHAT ALREADY APPEARED TO BE A DIFFICULT SITUATION. (I RECEIVED NO REMUNERATION FOR THIS AND WAS OFFICIALLY OFF DUTY AT 9.30 pm.) I CONTINUED TO FOLLOW DIRECTIONS AND HELP HOWEVER I COULD.

I WAS LATER INTERVIEWED BY THE MANAGER REGARDING MY KNOWLEDGE OF THE EVENTS LEADING UP TO THE RIOT. (THE RIOT ERUPTED AT APPROX. 10.30pm.) DURING THAT INTERVIEW, AND DUE TO THE MANNER AND ATTITUDE OF THE MANAGER, I WAS GIVEN THE IMPRESSION THAT HE WAS NOT PLEASED WITH MY ACTIONS. THIS IS IN SPITE OF MY INSISTANCE THAT I WISHED TO REMAIN ON THE PREMISES BECAUSE OF MY CONCERN ABOUT THE SITUATION THAT EXISTED, AND WAS ORDERED TO LEAVE BY THE PMW, ON DUTY. I WOULD ALSO LIKE TO SAY THAT I FELT I HAD CONTRIBUTED SIGNIFICANTLY TO RETAINING CONTROL OF THE SITUATION, PRIOR TO HAVING LEFT. I THINK IT IS SIGNIFICANT THAT THE SITUATION BEGAN TO GET SERIOUSLY OUT OF CONTROL, WITHIN MINUTES OF MY LEAVING THE AREA OF THAT RESIDENTS DOOR. AND THAT HE AND THE OTHER RESIDENTS WERE AWARE OF MY DEPARTURE.

DURING SEVERAL CONVERSATIONS, THE MANAGER HAS SUGGESTED TO ME THAT HE HAS GRAVE CONCERNS ABOUT YOUTH WORKERS WITH LENGTHY SERVICE RECORDS BEING RETAINED. AND THAT THEIR LENGTHY SERVICE RECORDS DID NOT MEAN THEY WERE 'SAFE'. HE HAS TOLD ME THAT YOUTH WORKERS WITH MORE THAN 2-3 YEARS LENGTH OF SERVICE, IN HIS OPINION, WERE OF LITTLE VALUE. I THINK IT IS SIGNIFICANT THAT MOST OF THE PEOPLE HE HAS ASSIGNED TO POSITIONS OF MIDDLE MANAGEMENT, IN MY OPINION POSSESS LIMITED SKILLS,

QUALIFICATIONS AND EXPERIENCE, AND IN MY OPINION THIS HAS CONTRIBUTED SIGNIFICANTLY TO THE DIFFICULTIES BEING EXPERIENCED AT THIS CENTRE.

I HAVE ALSO BEEN TOLD BY THE MANAGER ON SEVERAL OCCASIONS THAT HE DOES NOT TRUST ME. ON THE FIRST OCCASION THAT HE SAID THIS TO ME, I TOLD HIM THAT I WAS SURPRISED, AS I FELT I HAD DEMONSTRATED CONSIDERABLE HONESTY AND INTEGRITY, EVEN THOUGH AT TIMES IT HAS PUT ME PERSONALLY 'AT RISK'. I SUGGESTED THAT I THOUGHT IF HE COULD TRUST ANYBODY HE COULD TRUST ME, AS HE HAD ALWAYS BEEN ABLE TO RELY ON ME FOR 'STRAIGHT ANSWERS'. IN RESPONSE, HE TOLD ME THAT HE CERTAINLY HAD NO DOUBTS ABOUT MY HONESTY, BUT THAT HE DID NOT TRUST ME. I TOLD HIM THAT I THOUGHT THERE WAS A CONTRADICTION, AND THAT I DID NOT UNDERSTAND. IN EXPLANATION, HE TOLD ME THAT ALTHOUGH HE HAD NO DOUBTS AS TO MY HONESTY, HE DID NOT TRUST ME IN AN 'ORGANISATIONAL SENSE'.

I HAVE ATTACHED TO MY STATEMENT, TWO LETTERS, RECENTLY RECEIVED BY ME FROM THE MANAGER. I HAVE ALSO ATTACHED MY RESPONSES. IN THESE LETTERS HE HAS RECOMMENDED DISCIPLINARY ACTION AGAINST ME OVER TWO INCIDENTS. I THINK THEY DEMONSTRATE THE LENGTHS TO WHICH THE MANAGER IS PREPARED TO GO IN AN ATTEMPT TO HARRASS AND PROSECUTE CERTAIN MEMBERS OF THE STAFF, (IN A RECENT CONVERSATION, THE WORD HE USED TO DESCRIBE HIS TREATMENT OF ME WAS 'VICTIMISATION'). I FEEL THESE LETTERS, ARE THE CULMINATION OF A PROCESS WHICH HAS PROCEEDED AGAINST ME OVER THE LAST 18 MONTHS.

IN CONCLUSION, I WOULD LIKE TO SAY, THAT UP UNTIL NOW, I HAVE NEVER APPROACHED A UNION, OR

OR ANY OTHER ORGANISATION, OR PERSON OUTSIDE OF THIS INSTITUTION, WITH REGARD TO THE TREATMENT I HAVE BEEN SUBJECTED TO. IN FACT, I HAVE ALWAYS APPROACHED THE MANAGER DIRECTLY, AND ENTERED INTO MANY LENGTHY CONVERSATIONS WITH HIM, IN AN ATTEMPT TO SORT OUT THE DIFFICULTIES WE SEEMED TO BE HAVING. THIS IS IN SPITE OF THE FACT THAT OTHER YOUTH WORKERS, HAVE OFTEN EXPRESSED CONCERN AND OFTEN DISBELIEF AT THE PROBLEMS I HAVE BEEN EXPERIENCING. I HAVE OFTEN BEEN ADVISED TO GO TO THE UNION OR PERSONEL OVER MANY OF THESE PROBLEMS. I HAVE ONLY TAKEN THIS ACTION NOW, AT THE REQUEST OF FELLOW YOUTH WORKERS, (SOME OF WHOM ARE TOO INTIMIDATED TO SPEAK FOR THEMSELVES), AND THE P.S.S.U.

YOURS FAITHFULLY,

Lex Clements

LEX CLEMENTS

YOUTH WORKER, J.O.Y.C.

Date: 3.12.2012Exhibit number: 72 J 3rd October 1989

Mr. Pettigrew,

as a youth worker at John Oxley Youth Centre, I would like to begin by stating the perceived philosophy of the centre. To provide a caring, consistent, secure and just environment; certainly this is not reflective of the present management, in my opinion.

Within the past two years I have watched my fellow colleagues being harassed and victimized, resulting either in termination of their employment or voluntary resignation as they were unable to cope with the extreme amounts of pressure being placed upon them.

My concern is great; as you are probably aware, the stress factor involved in working with this particular youth population is high level and added emotional and psychological stresses as a result of unnecessary harassment by management, leads only to confusion and eventual disfunction of staff. Ultimately it is the child-in-care that becomes yet again the victim.

I have observed a number of staff being victimized over what seemed to be minor misdemeanours. Staff that have been asked to explain in writing, incidents that have been witnessed and misinterpreted by management, based on assumption rather than fact. Staff being singled out and continually having to justify their actions and their positions.

I find the style of management to be somewhat unprofessional, insensitive and inconsistent; I also find some management techniques to be quite devious and

calculating. Badgering staff to gain information on other staff, bribing children to gain information.

An incident arose where a child was told that if he didn't provide information on who was apparently supplying him with tobacco he would not be allowed to smoke for the remainder of his time at JOYC. This punishment was enforced but at a later date disregarded.

Another situation that affected me greatly occurred at a debriefing session following the riot in March 1989.

Most of the staff involved in the riot were present at the meeting; individual staff were then singled out by the manager who successfully managed to leave them feeling quite inadequate. After the stress that I had endured from being involved in the riot, the last thing I wanted to hear or feel was guilt, shame, inadequacy and incompetence. I feel that no-one deserved that kind of "rubbishing" as all who were involved in the riot had performed admirably in a highly stressful and delicate situation. I found this insensitive approach by the manager to be destructive and detrimental to my confidence and self-esteem.

I am concerned, as are other staff about my emotional and psychological well being; I have been at John Oxley Youth Centre since its opening and have always been secure in the knowledge that I could rely on the management for support. I cannot truly state that I will ever feel secure or supported

by the present management.

a management that uses anxiety as a tool for control can only, I believe, lead to ineffectiveness and disrespect, where staff are concerned.

In my eight and a half years with the department I have never felt the need to express my dissatisfaction and concern as I do now. Apart from the current management at John Oxley Youth Centre, I have always maintained a healthy and respectful working relationship with management of Sir Leslie Wilson Youth Centre and John Oxley Youth Centre.

Yours faithfully,
Sabina Konicanin.

(Sabina Konicanin
Youth Worker,
John Oxley Youth Centre).