

# Department of Family Services



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Refer to:  
Section:  
Your Ref.:

*Approved by  
Minister  
2/11/89*

1st November, 1989

## HON. THE MINISTER:

I refer to our discussions regarding an inquiry into the complaints and union representations in respect of the John Oxley Youth Centre.

Mr. Nix and myself have met with former Stipendiary Magistrate, Mr. Noel Heiner, on two occasions and he has now agreed to head up the inquiry. Mr. Heiner has had considerable experience over the years in the Children's Court.

The attached Terms of Reference have been drafted and are submitted for your approval.

It will be necessary to provide Mr. Heiner with support staff comprising a Secretary/Stenographer and an officer who has a sound knowledge of the workings of the Department and residential care facilities. I propose approaching Mrs. Jan Cosgrove, who formerly was my Executive Secretary and is now working part-time for the Department, and the Regional Director (Central), Mr. Lex Burgess.

Mr. Burgess has had a wide experience in many parts of the Department's operations and a good deal of experience in residential care. Apart from that, he is being considered because disruption to his Office will be less than in the cases of others who would be suitable.

Mr. Heiner proposes carrying out his investigations on two or three days each week and accommodation is being found for him away from the John Oxley Youth Centre.

He accepted my offer of \$300 a day for a six weeks inquiry. I arrived at the fee after checking with the Justice Department and the Health Department who have former Stipendiary Magistrates engaged on projects. The figure is slightly above a Magistrate's salary rate.

Mr. Heiner is confident that he could complete the inquiry within our time limit which will end in the second week in December. Therefore, the total cost is not expected to exceed \$5,000.

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Date: 3.12.2012

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Exhibit number: 30



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As you will recall, some of the union representatives at their recent meeting with you also raised a couple of issues affecting Westbrook.

I have not recommended that the inquiry be extended to Westbrook because all of the matters raised by the union are being dealt with departmentally and good progress has been made. For instance, I am advised that the area from which the recent escapes took place has already been made secure by the Works Department with some temporary meshing over the windows. Planning for a permanent solution has commenced.

In regard to staff security, steps have already been taken to include self defence in a new training program for the Westbrook staff.



A.C. Pettigrew  
Director-General

DRAFT 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.