

QCPCI Reference:

Date: 30.1.2013



Exhibit number: 298

QUEENSLAND CHILD PROTECTION
COMMISSION OF INQUIRY

Statement of Witness

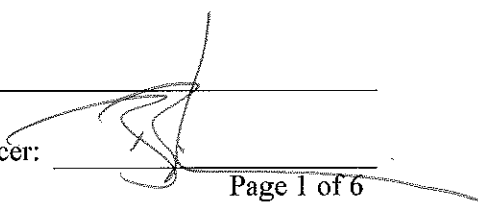
BALL

<i>Name of Witness</i>	Susan Elizabeth NEILSEN (nee <u>BALL</u>)
<i>Date of Birth</i>	
<i>Address and contact details</i>	Known to Det. Senior Sergeant Barber
<i>Occupation</i>	
<i>Officer taking statement</i>	Detective Senior Sergeant Brett Barber
<i>Date taken</i>	23/11/2012

I, Susan Elizabeth BALL ~~NEILSEN~~ (nee Ball) state;

1. I am a former employee of the Queensland State Services Union.
2. I started working for the QSSU in 1986, I think it was around March. I was originally employed as a field officer, which was to help with the recruitment. After about a year I was promoted to an organiser. A couple of years later, around 1988, I was made an industrial officer and we moved to a building in Albert Street. At about that time there was a big restructure and they employed a number of new 'organisers'. I believe that was the last year of the Bjelke-Petersen government. I commenced maternity towards the end of 1991 and later relinquished my position with the QSSU in 1992.
3. There was a transition over the course of '88, '89, '91, and '90 when I became the industrial officer. They changed things to have a number of senior industrial officers and we were all split and allocated different departments. We were also given a number of union sections, section committees, to look after. From memory, I had a number of sections and departments including the Department of Transport and the Department of Communities.

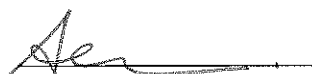
Signature of Witness: 

Signature of Officer: 

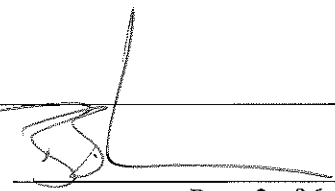
QCPCI Reference:

4. I remember there was a bit of a transition with some of those departments where previous industrial officers had looked after them. Brian Mann had previously had Corrections which included youth detention centres. Barry Watson had taken over corrections and the youth detention centres went to Department of Communities. Brian would help with previous Corrections issues, so we had a senior industrial officer to go. Overseeing the industrial officers we had an Assistant General Secretary, which was Laurie Gillespie. Jim Munro was the general secretary and then there was a transition where Jim retired. Laurie became the general secretary and they appointed Janine Walker as the director industrial services.
5. All the correspondence always went through Janine. She saw all the files and all the correspondence and then allocated us our work. If we drafted letters out, they all went back to her for signature. We would dictate correspondence on to a tape and it went into the typing pool to be prepared. The correspondence would be prepared with a notation on the top with the typist who prepared it and our initials as us being the originating officer. It would come back to us for checking and then it would go to Janine or Laurie for their signature and a copy would be attached to the file.
6. Brian Mann had been there for a very long time. One of his areas of responsibilities was the Corrections area. Brian also had a lot to do with Health so he had to devolve some of his responsibilities with Community Services to me. Parts of the Health Department however incorporated the intellectually handicapped services so there was a bit of overlap with some of these institutions and the youth detention centres. When they were all moved around, some of those departments fell into the Department of Community Services which I think later became the Department of Family Services. If I'd come across information that I thought was relevant to something that he needed to know, I would have gone to him.
7. I think Brian and the other senior industrial officers also relieved as Director Industrial Services for Janine when she was away. I think Janine was on a number of boards including the ABC and she had a number of other activities and would be away at times. It's definitely possible that they relieved in this position.

Signature of Witness:



Signature of Officer:



QCPCI Reference:

8. On becoming an industrial officer, my first involvement with the employees at JOYC was, in my mind, when a union delegate raised some issues with me at either the section meeting or after a monthly meeting I'd attended with the Human Resource (HR) section of the Department of Communities. Delegates came along to monthly meetings to discuss issues. Industrial officers attended as a support person to the delegate. The meetings were run by HR and there was always someone from HR at the meetings, often several from personnel. I can remember a senior person was named Sue (Crook) and there was someone with the surname Herbert. The other unions such as the AWA (Australian Workers Union) would also come along with their delegates.
9. I remember the QSSU delegate from JOYC raised the issue that they were very unhappy with the JOYC manager. I think he had been appointed as an acting manager at the Centre. The staff believed he was having an affair with an assistant manager who was a woman, and because of this affair, they felt that he was giving favouritism in terms of the rostering and the shifts and a whole raft of staffing issues. I think the manager's name was Peter. His surname may have been 'Coyne'. I think the assistant manager's name was Anne. I don't remember her surname.
10. I may have spoken to Brian or Barry Watson and I seem to have a memory that we visited the John Oxley Youth Centre and met this delegate out in the car park. We discussed the issues and the staff were very aggrieved as they had been raising this with a Director in town and nobody was listening. I think the Director's name was Alan Pettigrew.
11. After the meeting with the delegate, I organised a meeting with Pettigrew. There was also a representative from HR, a man, I can't think of his name. I'm pretty sure (David) Herbert was there and I think a lady as well. There were quite a lot of people from the Department and I'm pretty sure the delegate accompanied me. I'm not sure if there was another union rep there as well from the AWU. I think this was towards the end of '89, when Bjelke-Petersen government were still in power. Either then, or very early when Labor came in. I remember we were told in no uncertain terms that

Signature of Witness:



Signature of Officer:



QCPCI Reference:

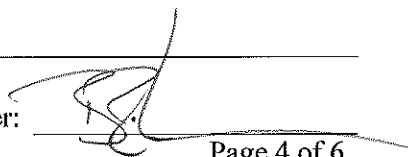
they would not be removing this manager. They indicated they were very confident in what he was doing.

12. At some stage after that the delegate came and delivered a number of handwritten letters to our union office. I take it, because the Department did not seem to respond to the staff concerns, the delegate took it upon himself to go and get these letters to give some substance to what they were saying. I don't know how the statements were obtained.
13. Detective Barber showed me a number of statements which appeared to me to be photocopies of the original handwritten statements provided by the delegate.
14. I believe the delegate wanted to meet with the Minister so we sought a meeting with the Minister's office. I think the new Minister was Anne Warner. I don't know whether Warner was actually present for the meeting, but the new Director General, Ruth Matchett was there and we handed the statements to her. I don't know if I was actually present at this meeting or if someone came back and told me this took place.
15. At some stage, I think the Department did commence an inquiry, but not because of the statements. I don't think the Department could use any of the statements because they were seen to be vexatious. I'm not sure if the inquiry was referred to as the Heiner inquiry. I believe the Department did interview some of the employees as part of their inquiry, but not necessarily union members. Nothing seemed to really come out of the inquiry. I don't know how, but we were notified that the investigation found no evidence of any wrongdoing, but circumstances had changed and the manager was moved out of the centre. Once the manager was moved, the staff were happy and I don't remember any real issues happening further from that.
16. Detective Barber then showed me a document regarding a meeting with Ms Ruth Matchett, Acting Director-General, Department of Family Services and Aboriginal and Islander Affairs held at 3:00pm on 19 January, 1990, to discuss issues concerning John Oxley Centre. The document indicated that present for the meeting was Ms. Matchett and Ms. S Crook from the Department, Mr. K. Lindeberg from the

Signature of Witness:



Signature of Officer:

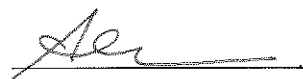


QCPCI Reference:

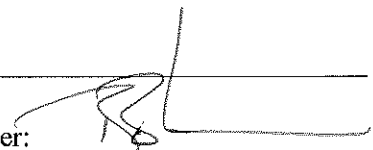
Professional Officers Association, and Mrs. J. Walker and me, Mrs. S. Ball from the QSSU. I recognised the name S. Crook as Sue Crook, the 'Sue' I referred to earlier.

17. Mr Lindeberg may have been at this meeting because the manager was concerned. The manager might have actually been a member of our union, but felt it was a conflict for us to represent the workers and him, so he went to the Professional Officers Association (POA). I don't recall.
18. I don't remember if this was the meeting when we handed over the employee statements. I don't recall what really came out of this meeting. I feel like they told us 'they would look into it' and that was about it. I didn't expect anything much would change.
19. Detective Barber then showed me a document dated 6 February 1990 which appeared to refer to a meeting between Ruth Matchett, Sue Crook, Brian Mann and me. I recall this meeting. I think the Department called the meeting to hand back the QSSU the written statements. The Departments view was that the workers should be raising their concerns through the Department because of grievance processes that were in place and I remember thinking the staff are going to be very dismayed that nothing's going to happen.
20. I don't actually recall the Department handing the documents back to us. They may have, I just don't recall. I may have thought that because Matchett said nothing can be used she handed them back to me, but I don't know if that happened. Later on when we found out documents had been destroyed, I think I assumed that everything had been, including the original statements.
21. Detective Barber then showed me a document which appeared to refer to a meeting held at 2pm on 16 February, 1990 at JOYC with members to discuss issues arising out of the visit and address by Ms R Matchett, Acting Director-General. The document indicated that that there were about 20 members present including Brian and I. I don't remember this meeting. It would have taken place if I have written it

Signature of Witness:



Signature of Officer:



QCPCI Reference:

up. I just remember the whole issue died. The manager was moved on and that would resolve all their problems.

22. Detective Barber then showed me a document which appeared a typewritten statement under the hand of Danny Lannen. I do not recall seeing this document before. I don't believe it was ever given to me.

23. I can state that I have no memory of any person at any stage raising any issue regarding child sexual abuse. I also have no memory of any allegation of child sexual abuse being raised in any of the correspondence I prepared or read in relation to the management issues at JOYC.

Susan Elizabeth NEILSEN (nee ~~Ball~~)

BALL

Declaration

This written statement by me dated 23/11/12 and contained in the pages numbered 1 to 6 is true and correct to the best of my knowledge and belief.

Signature

Signed at BRISBANE this 24th day of JANUARY 2013

Witnessed:

Signature

Name B. Barber Rank Det. Senior Sergeant Reg. No. 6382

Signature of Witness: _____ Signature of Officer: _____