

**LEGISLATIVE ASSEMBLY FOR THE  
AUSTRALIAN CAPITAL TERRITORY**

**STANDING COMMITTEE ON COMMUNITY SERVICES AND  
SOCIAL EQUITY**

**(Reference: the effectiveness of support services for families of people in custody  
from the ACT)**

**Members:**

**MR J HARGREAVES (The Chair)  
MS R DUNDAS (The Deputy Chair)  
MR G CORNWELL  
MRS H CROSS**

**TRANSCRIPT OF EVIDENCE**

**CANBERRA**

**THURSDAY, 25 MARCH 2004**

**Secretary to the committee:  
Ms J Carmody (Ph: 6205 0129)**

**By authority of the Legislative Assembly for the Australian Capital Territory**

Submissions, answers to questions on notice and other documents relevant to this inquiry which have been authorised for publication by the committee may be obtained from the committee office of the Legislative Assembly (Ph: 6205 0127).

## **The committee met at 4.06 pm**

**THE CHAIR (Mr Hargreaves):** Thank you very much for joining us, minister and officials, for this inquiry into support services for families of people incarcerated and, in particular, the Quamby side of that inquiry. You should understand that these hearings are legal proceedings of the Legislative Assembly protected by parliamentary privilege. That gives you certain protections but also certain responsibilities. It means that you are protected from certain legal actions, such as being sued for defamation for what you say at this public hearing. It also means that you have a responsibility to tell the committee the truth. Giving false or misleading evidence will be treated by the Assembly as a serious matter.

As you know, the committee visited Quamby and we are grateful for having had the opportunity to do so. Thank you very much for that. We wanted to talk to you today about and ask you for your advice on the changes to the infrastructure within Quamby. We are not particularly concerned about exploring in depth the escapes and things like that but about the services for kids, mostly the physical stuff. As Frank and Charlie will no doubt have advised you, this has been a bit of a pet of mine for about five years. When I first visited Quamby, I found that some of the facilities were in drastic need of upgrading and fundamental change—the reception area, the segregation, the cage, the ovals and all that sort of stuff—and wanted to come up to speed on what that is all about and, in particular, what is happening about the \$13 million.

After that introduction, I will flick to you, Minister, and we will see where that takes us. I indicate to you and to the committee that the hearing is destined to finish at 5 o'clock, and it will, even if it is in mid sentence.

**KATY GALLAGHER** was called.

**CHARLIE SHORE** was called.

**FRANK DUGGAN** was called.

**Ms Gallagher:** Thank you, Chair. I am sure that the officials and I will be happy to conform to the deadline of 5 o'clock, if not earlier. To begin with, it is important that I bring the committee up to speed with some recent decisions that cabinet has made regarding the upgrade to Quamby. We have not made this information public before today, as I was aware that the committee was inquiring into this matter and that I was due to reappear before the committee specifically to talk about it. I felt that this would be the most appropriate place to provide the community with this information.

As you know, the reports and inquiries into the facilities at Quamby and the inadequacy of those facilities date back to as late as 1996 in relation to the inquest into a death at Quamby. Since then there have been a series of reports outlining deficiencies and inadequacies at the facility. The original budget allocation provided last year to refurbish Quamby was \$13.2 million. The department took the \$13.2 million and had to go into more detail about how the money could be used to upgrade the facility. Throughout the detailed work it became clear that \$13.2 million was insufficient to meet the scope of works that were required due to a range of issues, including the increases in costs of

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building in the ACT, which brought about the majority of the increases in the costs.

There were inadequate original estimates provided to the department for fees. Also, the impact of having to schedule the work around having an operational centre provided, as you can imagine, some very significant constraints. Last month I took a submission to cabinet seeking to increase the redevelopment allocation from \$13.2 million to \$20 million and it was approved by cabinet.

**MR CORNWELL:** How much?

**Ms Gallagher:** \$20 million. A further \$6.8 million has been approved by cabinet and will be made available through the budget process.

**MR CORNWELL:** Sorry, you asked for \$20 million—

**Ms Gallagher:** We had \$13.2 million in the previous budget and I asked cabinet to approve an extra \$6.8 million, bringing the total to \$20 million.

**MR CORNWELL:** Did you get that?

**Ms Gallagher:** Yes. Cabinet has approved that.

**MS DUNDAS:** But that won't be seen until after the next budget.

**Ms Gallagher:** It will come through the budget. That further allocation was to not only meet the increases in costs that the department was made aware of but also provide for recommendations made by the Office of the Community Advocate in relation to improved educational and outdoor recreational facilities. These costs are included in the \$6.8 million increase that will be provided to Quamby as part of its redevelopment.

As to the detail and where we are going with it, the plans are that building work will commence in October. We have to be mindful of the fact that there are views that the AAT process will be used again. It has already been used three times, twice unsuccessfully, and there is a case still pending, and that is prior to it getting to the development application phase.

**MR CORNWELL:** In October.

**THE CHAIR:** That is presuming that the nearby residents do not wish to challenge it and therefore cause a further delay.

**Ms Gallagher:** That is right.

**THE CHAIR:** And the probability of that is reasonably high.

**MR CORNWELL:** Perhaps on 15 October, Minister?

**Ms Gallagher:** I think you have been around here too long, Greg. You are getting cynical.

**MR CORNWELL:** I have indeed.

**Ms Gallagher:** That will be when you are on your overseas trip, I imagine. With that in mind and bearing in mind that there may be some objections and appeals to what we are doing, construction will commence in October and will be due for completion by December 2006. Anne McGrath is joining the team. You would be aware of her background in managing big projects. Some of the planning work has commenced but is moving into a more intense phase, such as the processes we need to put in place to ensure that we have an operational facility whilst rebuilding the centre. That does provide us with some very significant challenges. For more detail of where we are at—I have to say that there is not a great deal of detail at the moment—I have Frank Duggan, Charlie Shore and, of course, Anne McGrath here to help move the discussions along.

**THE CHAIR:** It would be helpful, if it is possible, if you walked us through how you see that \$20 million being applied. Have you got to the stage where the design work is being done?

**Mr Shore:** I am the manager of the Quamby Detention Centre. John, we do have the PSPs from when we were originally going to start the project. However, there have been a lot of changes since then. There are particular areas within those plans that we will be able to use with the proposed upgrade now. We would like to start off with an intake assessment unit. Approximately 80 per cent of the young people that come into Quamby do so only on a short-term remand. We would like to be able to house those people in a purpose-built facility where we can observe them properly and ready them quickly for their court hearings and to get back out into the community. If a young person is going to stay with us for some time, they would be assessed in that unit before being moved up into one of the general population areas of the centre.

We see the centre being broken down into a number of units to be able to house 18-year-olds and above, young people from the age of 15 through to 18 years of age and, again, those from 10 years of age through to about 15 years of age. We are aware of the bill of rights that is about to come into effect. We need to be able to provide areas where young people on remand do not mix with young people who have received a period of committal.

**THE CHAIR:** And segregation on the basis of sex?

**Mr Shore:** Yes, definitely.

**THE CHAIR:** How is that going to materialise? How is it going to happen?

**Mr Shore:** We are going to have to be very clever with our designing and our planning and ensure that the proper facility is provided, John. We are also going to have to provide mothering units within those units as well.

**MR CORNWELL:** What does that mean?

**Mr Shore:** We are only just down the road from having a baby born in custody. We have a girl there at the moment who is almost nine months pregnant. If she has that child in custody, we need to provide a facility for her to be able to care properly for it.

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**MS DUNDAS:** At the moment are only the sleeping quarters segregated?

**Mr Duggan:** Individual rooms are separated but not the units. Every young person has a room.

**MS DUNDAS:** You are keeping the girls in a separate area?

**Mr Shore:** We have five young ladies there at the moment. I have one young man living in that area as well. He has a mental age which does not meet his physical age, so he is better off living down there with the females than putting him at risk with the older and bigger boys.

**MR CORNWELL:** Are the females at risk with him?

**Mr Shore:** There is close supervision down there at all times. There are always two staff within the area and the unit is under surveillance with CCTV monitors as well.

**MS DUNDAS:** What about the recreational facilities and the main overall educational facilities? Is the vision that they will be segregated for 24 hours or will there be co-educational facilities or mixing on the oval?

**Mr Shore:** A multi-purpose sporting facility is also being built and we are hoping that we will be able to have the girls partake in particular sporting activities within the gym. If the young girls are using the gymnasium it is going to be difficult to keep the other residents occupied as well. We will also have an oval, which will give us two recreational areas.

**MS DUNDAS:** So the aim is to keep them separated as much as possible but recognising that it is a small facility.

**Mr Duggan:** I am the Director of Family Services. We are going to have to become very innovative about how the set up is operational and that will be, as Mr Shore said, by trying to rotate people through different periods. I would not necessarily say there would not be co-educational opportunities. It would depend on some significant advance being made on what to put on and it would be co-educational, as it is in our schools. We are hoping to segregate them to residential units through the design. The young women would have their own residential unit, which is different from that of the young men, yes.

**THE CHAIR:** I am a bit concerned about reports that I have had that say that the opportunity for people of both sexes to mix during recreational activities might lead to emotional attachment. I have had reports that there seems to have been some affectionate demonstration in recent times. Is that something that you are consciously addressing or are you happy to just let that roll?

**Mr Duggan:** You consciously address it every day if a boyfriend and a girlfriend are co-offenders. That is the reality of the situation that we are faced in a jurisdiction of our size. We segregate people. We do not have boyfriends and girlfriends in the same unit. We are fairly aware of that. You can only manage what you have, John. Every day there will be a different and unique circumstance.

**MR CORNWELL:** How are you going to separate these units?

**Mr Duggan:** By their design. Both I and Mr Shore have been down to look at some of the Victorian models. There is a central operational point with three separate pods leading off. So you can put young males in one area and young females in another and they will never meet, but the staffing group meet in the middle. Designs can be built—

**MR CORNWELL:** Are you sure?

**Mr Duggan:** We have visited those units. We are doing it now with male and female living-in units. We are about to progress our design and it segregates it better than what we do from a human resource position at the moment.

**THE CHAIR:** A lump of money will come out of the extra \$6.8 million and go towards educational facilities. Will that be for the upgrade of materials, classroom stuff, airconditioning? What will it buy us?

**Mr Shore:** The proposal that was put forward to us indicates one rectangular building with three classrooms and two individual tuition areas. If a young person feels intimidated in the classroom, and many of them do, and if they display bad behaviour to get themselves ejected from the classroom, we will be able to put them into an individual tuition area. There will be one-on-one tuition in there with a youth worker or a recognised education person.

**Mr Duggan:** Each of the units will have program areas.

**THE CHAIR:** And they don't at the moment?

**Mr Duggan:** No. The problem we are always faced with is our population, the move and the mix. As Mr Shore said, we will use the five locations plus the units themselves. Education can come to the person. Just recently we increased our education provision. There are three teachers, a counsellor and a youth worker working in the Hindmarsh area.

**THE CHAIR:** The original \$13.2 million was to enhance the facility, to get it away from a jail concept and more into a restorative justice complex, which is fantastic. Without going into details, scopes and that sort of stuff, since then there has been a security issue. Is there a provision in this \$20 million to enhance the security of the place; if so, what proportion?

**Mr Duggan:** We always had a proportion in there for security. We are estimating that security—potentially through a block fence, CCTV monitors and individual alarms—could take about \$2 million off the project. The figure is around the \$2 million mark or maybe \$1.85 million.

**THE CHAIR:** The provision to enhance the security is already in the \$13.2 million?

**Ms Gallagher:** Yes, to maintain a medium facility standard of security.

**MR CORNWELL:** Thank you for bringing this up. We are talking about a 13.2 million upgrade. Is that right?

**Ms Gallagher:** No, a \$20 million upgrade.

**MR CORNWELL:** Then we talked about \$20 million. I would like a breakdown. Could that be provided to the committee, please?

**THE CHAIR:** Of the \$20 million?

**MR CORNWELL:** The \$20 million.

**THE CHAIR:** Is it possible or has that not yet been determined?

**Mr Duggan:** It has not yet been determined. I am giving you notional figures.

**MR CORNWELL:** Could we have that when it has been determined or is it not going to be determined for October?

**Ms Gallagher:** I will provide you with whatever details I can about the allocation of that money and the basis on which I took a submission to cabinet. Whatever details I can provide you with, I will, in relation to where we are today.

**MR CORNWELL:** I would be delighted. It is important that we are talking about these things.

**Ms Gallagher:** It is a lot of money.

**MR CORNWELL:** It is a lot of money. It is also, I would suggest, numbers of young people. I would like a breakdown if it is possible, please.

**Ms Gallagher:** Whatever we can give you, we will. Security was included in that. As you would be aware, I called for an immediate analysis of security following the second breakout. That report just made it to the department. Frank could talk a bit more about this, but it is my understanding that the department had to seek further information on the report. The report will be coming to me shortly for consideration. I anticipate that it will have some costs attached to it—what we need to do in the short term to fix some of the weaknesses that have been located by our clients.

**MS DUNDAS:** Will that short-term cost be met through the \$13 million that has already been appropriated?

**Ms Gallagher:** That was not considered in the approval of the \$20 million. That was a separate consideration.

**MS DUNDAS:** There may even be more.

**Ms Gallagher:** They will not be large costs. Considering the issues on how the young people got out, I imagine it will be about things that we can do in the short term to fix the fence or to make it stronger. That is my feeling because that is how these young people

got out. We are not going to build a whole new fence only to have to tear it down in six months and build another fence, which is incorporated in this project. I anticipate that there will be costs, but I am not sure how much it would be.

**MR CORNWELL:** Hopefully the fence will be stronger.

**Ms Gallagher:** Yes.

**MS DUNDAS:** Just to follow up on the issue of the relation of security breaches, the end result of that was that the client has been sent interstate. One of the focuses of this inquiry is the support services for families of people incarcerated. This is one specific case. More generally, when young people are shipped to New South Wales is specific support given to those families or to that young person to continue communication?

**Ms Gallagher:** Yes.

**MS DUNDAS:** Can you detail it?

**Ms Gallagher:** That young person is a good example because that is a case we have had recently. I am not aware of any other cases prior to him. If there were any, they preceded my time. There were enormous efforts made by the staff at Quamby and in Youth Services to discuss the transfer with his family. My understanding is that the department has provided financial assistance on two occasions to the family to go and see the young man since he has been moved interstate.

**MS DUNDAS:** Has the Department of Education and Family Services provided support funding to the family?

**Mr Duggan:** New South Wales pays it and we pay the bill. The system is that they furnish it to the family and that we actually bear the cost of the bill. I just let you know that we will pick up the bill for that. They are offered accommodation in a motel closeby and get a subsidy allowance.

**Mr Shore:** The New South Wales Department of Juvenile Justice covers the accommodation costs and ACT Youth Justice Services provides funding of \$230 per visit to the family, which they are very happy to receive and which means that they do not require any other backing. They are very pleased with the outcome of the young person going interstate. They think it has been a positive move for him and his family.

**MR CORNWELL:** Who thinks so?

**Mr Shore:** The father of the young person. I spoke to him only yesterday about this. Also, the family are considering relocating to the Central Coast of New South Wales to be closer to him. They believe that, when he is discharged from that detention centre, he will stand a better chance of getting his life back together in a new area away from his co-offenders down in the ACT.

**Mr Duggan:** When the young person was returned here to face court, we arranged for the family to be notified. They visited the young person in Quamby as well. We also have constant phone contact with the young person. If he had come to the ACT, about



six months out from release we were proposing to reactivate our case management processes with him and plan for that. If the family do not move, we will plan to reintegrate him back into the Canberra community, which would be a normal process we would want to engage.

**MR CORNWELL:** I hope you are right. It seems to me that far too often the offences that people have committed are forgotten in looking at the rehabilitation of some of these people. I just make that point.

**THE CHAIR:** If I could just take us back to refurbishment for a tick. I believe that \$6 million has been allocated in this current financial year in addition to the \$13.2 million. How much of that has been spent?

**Ms Gallagher:** I imagine only a small proportion on the design work. We can provide that.

**Mr Duggan:** It is really the design work.

**THE CHAIR:** The reason it did not happen was that, all of a sudden, the estimates of the costs were discovered to be rot.

**Ms Gallagher:** Through the design work it became clear that the \$13.2 million would not do what we had said it would do. We completed some of that work in order to inform us about the potential costs, which I think is your question, Mr Cornwell: what do you get for \$20 million?

**MR CORNWELL:** Yes, that is right.

**THE CHAIR:** You would hope, AAT proceedings allowing it, that someone will be chained to a bulldozer around October or something. How long do you think it will take to complete?

**Ms Gallagher:** If it kicks off in October it will be completed by December 2006 without any further delays. The length of time is very much about having to do the work in stages. We are faced with a couple of options: do we send everybody interstate, which is not an ideal outcome for anybody I would imagine, or do we manage the redevelopment through this staging process? My preference and that of everyone in Quamby and Youth Services is that it be done in a staged way. As I said, that presents us with some substantial barriers to completing the work quickly, to demolishing the bits that are going to be demolished, to issues about the fence: when and how the fence goes up—a whole range of things.

**THE CHAIR:** That was one of the major things used for the estimates, wasn't it? I recall you saying that the estimates of costs, the fact that costs had increased, were wrong. In the original \$13.2 million was that intended to be a staged redevelopment or was that one of the mistakes made by the estimators as well?

**Mr Duggan:** Everything would have to be staged. It is an operational facility.

**THE CHAIR:** Yes, I know. The reason I asked that question is that I am a bit surprised

because in all of the prison redevelopments or extensions that I have ever heard of and seen over the years it is has always been a case of doubling the security, which has a significant increase in the costs of 20 per cent and sometimes even higher because you are constantly doing things twice. You cannot just make something smaller, excise it and then fix it.

**Ms Gallagher:** That is right.

**THE CHAIR:** I am just a bit surprised that that was not in the original.

**Ms Gallagher:** That it was not adequately priced.

**THE CHAIR:** Yes.

**Mr Duggan:** No, it wasn't.

**Ms Gallagher:** The rise in the increase of the building costs will have rises in that as well because it will relate to how much you pay the contractors to do the work and how that work is done, which will then impact on staffing costs. Those figures were bound to change—just a general change in the costs of the building work. I think there are obviously some gaps in the numbers that were originally put together but we have dealt with that, I think. We have put together a proposal now which will deliver what we need out at Quamby. If there are objections and appeals, I am hopeful we will deal with them as soon as possible. This matter goes back to 1996. It is down to the staff at Quamby who have kept these young people together. It is certainly not the infrastructure that the staff work in.

**THE CHAIR:** Yes, quite so. I think that has been said a few times. When the place is enhanced, will the current facilities get an upgrade or will you add on? In your design brief, is the Quamby equivalent of maximum security, the time-out facility, for example, going to be enhanced?

**Mr Duggan:** Yes. It is going to be totally refurbished.

**THE CHAIR:** Good.

**Mr Duggan:** That area will be reduced and refurbished. Mr Shore has a more detailed copy of the report.

**Mr Shore:** You are talking about the one in Brindabella. The current suggestion is that that building will be refurbished. Four of the present six rooms will be refurbished.

**THE CHAIR:** And the other two?

**Mr Duggan:** We will refurbish four structurally and make them more secure. We will refurbish the time-out facility. Taking two of them out will create more living space. In the outside area, we will take down the cage and we will have a block wall so that it is private area. Any young person whose behaviour—

**THE CHAIR:** Are you telling me that the cage is going, that it is going to disappear?

**Mr Duggan:** Yes. The cage will absolutely go.

**THE CHAIR:** That is the best news I have heard in four years.

**Mr Duggan:** We will have a block wall security barrier there. This will allow the young people who are there to have privacy. There will be a very strong behavioural management unit. We will make it robust enough so that young people's behaviour will be challenged structurally if they want to get out pretty quickly.

**Mr Shore:** I would like to see a bulldozer go through it. I would like to see it demolished and rebuilt. My end concern is that we are only going to refurbish four rooms. We are going to increase our numbers from 26 to 40 but we are going to decrease our behaviour management area.

**THE CHAIR:** That is going to be a challenge.

**Mr Shore:** It certainly is.

**MR CORNWELL:** Did I hear you say earlier, Minister, that there were people over 18 years of age at Quamby?

**Ms Gallagher:** I don't think you heard me say it.

**MR CORNWELL:** I just wanted correct information.

**Ms Gallagher:** Yes, my understanding is that there are people over 18.

**MR CORNWELL:** Why?

**Mr Duggan:** They are young people sentenced by the Children's Court. They are sentenced before they are 18. They are on Children's Court orders and we maintain them there.

**MR CORNWELL:** But they are adults—

**Mr Duggan:** I accept that.

**MR CORNWELL:** under the law, aren't they?

**Mr Duggan:** No, under the law they are sentenced as children and youth. We maintain them there under their present order.

**Ms Gallagher:** Mr Cornwell, if you offend when you are 17 and are given a two-year sentence to serve under the Children's Court, you remain at Quamby until that sentence is served. However, if you offended at 19, you would be charged as an adult. So it is just a matter of the timing of the offence and the sentence you were given.

**MR CORNWELL:** I would like that monitored, please. Could we make a note of that, please?

**THE CHAIR:** That is pretty standard.

**MR CORNWELL:** It worries me. Okay, I take your point at the age of 17. What if they are one month short of 18 when they are sentenced?

**Mr Duggan:** Between the ages of 17 years and nine months to 18 years of age, under the act the court can deal with the matter in the adult jurisdiction if it so wishes. But we do not determine that. If they are dealt with in the Children's Court they are our responsibility. Regardless of age, it is our responsibility.

**MR CORNWELL:** Mr Chairman, I would like to know, from the point that Mr Duggan made, how many people still remain in Quamby. We are dealing often with very serious criminal offences by people who are regarded, for some extraordinary reason, as juveniles. It worries me.

**THE CHAIR:** Mr Cornwell, firstly, we ought not to be addressing this question to the minister because it is outside the minister's area of responsibility.

**MR CORNWELL:** It may be, but I would like it monitored. I will take it up myself.

**THE CHAIR:** We will ask the question about how many people fall into that category. I assure you that the issue of responsibility of these sentences rests with the court. For example, the Children's Court can sentence people to Quamby but they cannot sentence people to Goulburn. But a court can sentence people to Goulburn but cannot sentence them to Quamby. We need to consider that issue at a later stage.

**Ms Gallagher:** Mr Shore has just advised me that there are three people serving sentences in Quamby who are over the age of 18.

**THE CHAIR:** Thank you for that.

**MR CORNWELL:** I will be asking questions about those people. Thank you.

**MS DUNDAS:** I have a question about interstate transfers. We are focusing on how adult offenders are dealt with interstate in the rest of the inquiry. Minister, you indicated that this is the only case you know of. Has a protocol being developed if the need arises again to send people interstate? I think we have had discussion before about some programs being run by New South Wales that would benefit offenders in the ACT but there has not been a protocol in place to make sure that those people get into the right programs in New South Wales.

**Mr Duggan:** We have an MOU with New South Wales that allows us to transfer. There are a couple of issues about transfer. One is that the court can sentence people to New South Wales as it pleases. It depends on a number of circumstances the court may wish to engage. We have an administrative transfer provision with New South Wales. We gave you an example earlier. If a young person offended in the ACT and he lived in New South Wales we would administratively transfer the young person back to New South Wales. It is a reciprocal agreement. As for specialist programs, we have transferred someone previously through the courts for a specialist program but that was a joint

decision done by ourselves through a MAP process with the OCA. The actual numbers of transfers are very, very low.

**MS DUNDAS:** They are quite minimal.

**Mr Duggan:** Yes. And they are very irregular. It is a regular number when you think of our admission rating and how many people come through.

**MS DUNDAS:** When the young person is specifically transferred to a program interstate, such as the individual as discussed by the OCA, what are the return procedures that kick in?

**Mr Duggan:** This young person was case managed. They went interstate because of a range of mental health issues. They were jointly case managed by CAMHS and ourselves. The young person eventually returned to live in the jurisdiction. We were actively involved for a short period. If a young person is going interstate, we would notionally think that if they are going to come back to our jurisdiction we would still have the responsibility and we would be active with them.

**MS DUNDAS:** Sure. There seems to be an intensive level of support given to families of children serving terms interstate. What is the background level of support that families in the ACT get? Quamby is not the easiest place to get to, especially if you are living in west Belconnen, for example. What is the generic level of support?

**Mr Shore:** If any of the families have any difficulty visiting the centre, we will provide transport for them. We will go out and bring them into the centre and allow them their visit and social time with the young person. We will go out of our way to make sure that these visits occur. If the young person has not received a visit for some time, we will contact the families and ask if there is any difficulty in attending the centre. We will certainly go out of our way to make sure that the families can get into the centre.

**MR CORNWELL:** What sort of transport?

**Mr Shore:** Usually a car—a government vehicle.

**MS DUNDAS:** That is something that Youth Justice manages. If the young person needs to go back through the court process—if they have been on remand before they have been sentenced and are continually going to court—is Youth Justice communicating with parents at that point?

**Mr Duggan:** Absolutely.

**Mr Shore:** Yes.

**MS DUNDAS:** With the families at that point.

**Mr Duggan:** Absolutely. We case manage everyone. If a young person has a court appearance, we will phone the family and tell them the court dates. If the family have not been present, as Mr Shore says, we give them a ring and say that he is appearing in court. Mr Shore's staff will spend as much time as possible in locating a family member to

advise them that their young person is appearing in court and we will continue to do that by phone or any medium we can. Our system allows us to do that. We also have a court officer at every court appearance of young people. They are there to offer advice to the family or to seek legal advice on their behalf—a Legal Aid solicitor et cetera. We are open 24 hours a day. That is the system we have and that is how it works.

**MS DUNDAS:** That integrates quite seamlessly with the young person when they leave.

**Mr Duggan:** Yes, absolutely. They are case managed within the institution and Youth Services case manage them through the community unit outside the institution. It is quite a fluid case management framework that is working really well.

**MS DUNDAS:** How long does the case management happen when a person has finished their term?

**Mr Duggan:** What we are seeing quite often is that a young person will get a period of sentence disposition to youth detention with a follow-on sentence commencing on their discharge. We supervise them on their discharge as well. They often have dual orders. That allows us, as a statutory agency, to follow them up. If we are not following them up we will talk to the non-government sector. Quite often the non-government sector will follow up a young person when they are discharged if they are not on an order.

**MR CORNWELL:** What exactly is the non-government sector?

**Mr Duggan:** Youth centres or youth workers. People from youth centres or youth workers will follow them up for us. Our youth connections may be an option or—

**MR CORNWELL:** Funded by the government.

**Mr Duggan:** Funded by government.

**Mr Shore:** Agencies such as Barnardos.

**MR CORNWELL:** Mr Shore, you talk about a government vehicle. How exactly does that work? If somebody lives out in, say—

**THE CHAIR:** Put the key in the ignition, turn it on and push the pedal on the right.

**MR CORNWELL:** Thank you, Mr Chairman. If somebody lives out in Fraser, what do you do? Does somebody drive out there in a government vehicle and then drive you back to Quamby?

**Mr Shore:** Back to Quamby, yes.

**MR CORNWELL:** I beg your pardon?

**Ms Gallagher:** Drives the family.

**Mr Duggan:** Drives the family back.

**Ms Gallagher:** If they want to visit.

**MR CORNWELL:** So a driver goes out there—

**Mr Shore:** I supply a youth worker who will go out there, pick the family up and bring them back into the centre.

**Ms Gallagher:** This is for cases where the family might be having difficulty coming to visit their young person because they might not have a car.

**MR CORNWELL:** How do you assess that?

**Mr Shore:** Many of the young people who come into contact with Youth Justice, especially my area of Youth Justice, come from families in difficult socioeconomic areas. If they do not have any private transport themselves and are unable to get there we send a vehicle.

**MR CORNWELL:** It could be interpreted, could it not, that you have a sort of limousine service going out to collect them?

**Ms Gallagher:** Mr Cornwell, I think—

**MR CORNWELL:** Just a moment. Don't joke about this. It could be interpreted as such, couldn't it?

**Mr Shore:** It could be, but we are only supplying a Laser.

**MR CORNWELL:** That is fine.

**THE CHAIR:** This is a vehicle that has been stretched downwards.

**MR CORNWELL:** I want to pursue this. How do you assess this?

**Mr Shore:** I have to take people by their word as well, Mr Cornwell.

**MR CORNWELL:** I understand. I would like to know, please, how much it costs annually? Seriously, I am concerned about this.

**Ms Gallagher:** It would cost the lease of the vehicle, Mr Cornwell.

**MR CORNWELL:** I accept your point, Mr Shore, that you have to take people on their word. We all have to. It worries me and concerns me that we have this concept, if you like. Could we not give people vouchers or something like that?

**Ms Gallagher:** I have listened to what you have said, Mr Cornwell. I disagree completely. The situation we have here is—

**MR CORNWELL:** Of course you would, madam.

**Ms Gallagher:** that we are not picking people up and taking them on a shopping trip or

providing them with vouchers to go and have a tremendous day out. What we are doing is connecting them to their young people in a detention facility to facilitate that young person's right to be in touch with their family during their detention periods. It is extremely important. If someone rings Quamby and says, "I would like to visit my young person but I can't get there for a variety of reasons," then there is a responsibility on the government to facilitate that connection. If we didn't we would be negligent both to that family and to the young person. We can provide you with information about how much that costs but I think the reason why that service is offered is rather irrelevant.

**MR CORNWELL:** I would like to know the numbers, if you don't mind, Minister.

**THE CHAIR:** We will move on. I think your request has been registered, Mr Cornwell. We will see what response we receive. The committee will look at the information when it comes and will deal with it as a committee. Can I just ask you, when talking of these refurbishments, about visitor facilities. By way of background, the committee visited the Goulburn Correction Centre recently, in my view the worst prison in Australia, and had a look at the visitor facilities. We were told the centre was about to be refurbished and replaced and all that sort of stuff. I am going to sit on the Hume Highway and watch the pigs fly past. With the \$20 million refurbishment, are you going to attack—

**Mr Duggan:** Absolutely. For the new reception design, the concept we have is that there will be family visits, communal visits. There will even be an outdoor area. We hope that we can put into that the same feature which we are encouraging our indigenous community members to help us design. We really want to make families welcome at the facility and that will be part of the new induction unit.

**THE CHAIR:** When families—obviously mums and dads, brothers and sisters and a couple of little kiddies—come and visit, are you going to have the provision for really young people to be entertained?

**Mr Shore:** Yes. There is going to be a small creche area where the children will be able to play freely within the confines of the visit area itself.

**THE CHAIR:** Terrific stuff.

**MR CORNWELL:** I am still concerned about these young people. You are preparing design plans. Could we have an idea, by way of diagrams perhaps, of what is proposed? I think it is important.

**THE CHAIR:** I think the comment was made earlier on, if I remember correctly, that the original design did not match the amount of dollars allocated.

**MR CORNWELL:** Okay.

**THE CHAIR:** We have gone back to square one. We have taken out the good bits from the previous design brief and are creating another one. We are not in the position as yet where we have a mud map which we can see.

**MR CORNWELL:** When we get to that position, could the committee have a look at it please, Minister?



**Ms Gallagher:** Yes. It is important for a committee such as this to have access to the plans once they are finalised. I do not know the time frame for that. I am not sure whether that—

**MR CORNWELL:** That is all right. Nobody is pushing you.

**Ms Gallagher:** will occur after your inquiry reports. I do not know.

**THE CHAIR:** I think it probably will.

**MR CORNWELL:** Nobody is pushing you.

**MS DUNDAS:** As a final question I would like to clarify something that Mr Duggan said. In terms of the development of the new design for the new facilities at Quamby, Mr Shore indicated that you wanted to involve the indigenous community in that work. I assume that you are also involving the OCA and the official visitor.

**Mr Shore:** Yes, we are.

**Mr Duggan:** Absolutely.

**MS DUNDAS:** Can you provide me with a list of who you are hoping to involve in this project?

**Mr Duggan:** Yes.

**THE CHAIR:** A list of stakeholders?

**MS DUNDAS:** Yes. Who you hope to consult with.

**Mr Duggan:** We could do that, of the project teams. Absolutely.

**MS DUNDAS:** Thanks.

**Mr Shore:** We are trying to achieve a small community within the confines of Quamby. Young people will learn to live in that community and it will make their reintegration back into the community a lot easier for them.

**Mr Duggan:** We are doing that in partnership. Absolutely.

**THE CHAIR:** Thank you very much for your time.

**MR CORNWELL:** Thank you, Mr Chairman. I have finished.

**THE CHAIR:** Thank you very much, Mr Cornwell. Good on you. I thank the minister, our visitors and Hansard.

**The committee adjourned at 4.52 pm.**