

Views of Young People in Detention Centres Queensland 2011



Child Guardian



commission for
children and young people
and child guardian

Views of Young People in Detention Centres

Queensland 2011



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Abbreviations

BYDC Brisbane Youth Detention Centre
CYDC Cleveland Youth Detention Centre
CV Community Visitor
AJJA Australasian Juvenile Justice Administrators



September 2011

Dear Minister

I wish to present you with the Commission's report *Views of Young People in Detention Centres, Queensland, 2011*. This report details the Commission's third survey on the views and experiences of young people in our state's youth detention centres.

This survey recognises that allowing young people in youth detention to express a view about their care is an essential part of monitoring their safety and wellbeing. It also recognises that young people's views can help decision-makers, policy-makers and practitioners improve the lives of young people across the youth justice system.

Yours sincerely

A handwritten signature in black ink, appearing to read "E Fraser".

Elizabeth Fraser
**Commissioner for Children and Young People
and Child Guardian**

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Foreword

This report details the Commission's third Views of Young People in Detention Centres Survey. The survey provides an opportunity for young people in Queensland's youth detention centres to share their views and experiences of detention and the youth justice system, particularly on matters that affect their safety and wellbeing.

This survey is one of many ways the Commission is monitoring the safety and wellbeing of Queensland's most vulnerable children and young people. It is part of the Commission's Views of Children and Young People Survey series – an ongoing body of research that gathers the views and experiences of children and young people in foster and kinship care, residential care and youth detention. The Views Survey series is the largest repeated cross-sectional longitudinal study of its kind involving the direct participation of children and young people in state care. The Commission conducts these surveys so that the views and experiences of children and young people in state care can be heard and seriously considered in processes to continuously improve the safety, quality and effectiveness of Queensland's child protection and youth justice systems.

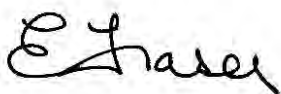
I am pleased to see that young people were positive about many of the aspects of their safety and wellbeing explored in this survey. I am encouraged to see that most young people reported feeling well treated on their admission, feeling safe and respected by others in their centre, receiving high quality health care, and receiving benefit from the centres' programs and activities.

Some of the findings, however, warrant further investigation. Chief among these are young people's reports of derogatory language by some youth workers toward young people and the large proportion of young people reporting that they have been placed in separation or been restrained. There is a need for further investigation of these issues by the Department of Communities.

The release of these findings comes at a time when the Cleveland Youth Detention Centre in Townsville prepares for a significant expansion in its capacity. This expansion will bring with it many challenges and many opportunities for the centre's staff and its young residents. It is my hope that despite the increased size of the centre, its ability to provide individualised care is maintained. The data in this report will help establish a baseline against which the impact of the centre's expansion on young people can be measured.

I will continue working closely with the Department of Communities and other government agencies to see that the voice of young people in our youth detention centres is heard and that these young people receive the highest standard of care possible. I will use the findings of this survey to support that work.

I want to thank very much the young people who participated in this survey for their trust in sharing their views and experiences with us. I also want to acknowledge the help of detention centre management and staff in facilitating this survey, with particular thanks to the centres' teaching staff.



Elizabeth Fraser
**Commissioner for Children and Young People
and Child Guardian**

Executive summary

- This report details the Commission's third Views of Young People in Detention Centres Survey. This survey provides an opportunity for young people in Queensland's youth detention centres to share their views and experiences of detention and the youth justice system, particularly on matters that affect their safety and wellbeing.
- This survey is a key part of the Commission's monitoring activities in youth detention centres. It also helps the Commission to engage a particularly troubled and marginalised group of young people, assisting the Commission to better understand their needs and circumstances and conduct research on the determinants of their safety and wellbeing.
- To ensure a reliable assessment of young people's views, this survey uses an anonymous self-report questionnaire with the same questions and administration methods used for each young person.

Research design and respondent characteristics

- The Commission's third Views of Young People in Detention Centres Survey was conducted in October 2010. In total, 109 of the 119 young people residing in the state's two youth detention centres (located in Brisbane and Townsville) responded to the survey. This represents a response rate of 92%. The characteristics of the survey respondents were largely representative of the characteristics of young people who were detained in the previous year.
- The survey questionnaire covered ten content areas: admission to detention, basic entitlements and self-expression, family and community contact, interactions with staff, education and other programming, health care, behaviour management, complaints and advocacy, legal matters, and transition planning and aftercare.
- The survey was administered simultaneously across several school classrooms within the detention centres. It was administered in groups of four to six young people in place of a usual school class. A support team was available in each classroom to help young people complete their questionnaires. These teams included teachers, teacher aides, the Commission's Community Visitors and members of the Commission's research staff.

Main findings

- Young people were positive about many of the aspects of their safety and wellbeing explored in this survey. For instance, most reported feeling well treated on their arrival in detention, feeling safe, and feeling respected by others in the centre. Most young people also reported getting high quality health care and benefiting from the centres' programs.
- Young people's responses to this survey also point to some areas of concern that should be investigated further. These include claims of derogatory language being used by some youth workers and the large proportion of young people who report being subject to separation and restraint during their stay in detention.
- Young people's responses also highlight some opportunities to enhance the quality of care provided to young people in detention – particularly in areas like complaints and advocacy, health screening, maintaining family contact, and transition planning and aftercare.

Recent social and health problems

- Most of the young people in this survey reported experiencing multiple social and health problems during the previous year. Most often these problems related to school (69%), peers (62%), family (50%), and drugs or alcohol (43%). These findings highlight the many challenges faced by young people at the most severe end of the youth justice system and indicate the sorts of services they are likely to require while they are detained and once they are released.

Admission to detention

- Young people's responses to this survey reflect well on the admission processes in Queensland's youth detention centres. Nine out of ten young people (91%) reported feeling well treated on their admission to detention and a similar proportion (92%) reported feeling safe on their first night. In addition, 94% of young people reported being told all the things they needed to know about the centre when they arrived.

- As expected, most young people reported presenting to detention with a range of problems. Three-quarters of those surveyed (75%) reported being satisfied with the help they received on admission. Those who weren't satisfied reported wanting more help with nicotine addiction, drug withdrawal and family contact. Centres are encouraged to review the assistance available to young people for these types of problems, and consider the need for any changes.

Sense of safety

- Almost every young person in this survey (98%) reported feeling safe in detention and around two-thirds (69%) reported feeling safe in detention *at all times*. A higher proportion of young people reported feeling safe in this survey (98%) than in the Commission's previous surveys in 2007 (90%) and 2008 (89%).
- Young people's comments suggest that positive interactions with other young people and staff are among the most important factors in helping them feel safe. Their comments also suggest that feeling unsafe in detention is usually triggered by problems with other young people in the centre or witnessing young people fighting in the centre. Further exploration and targeting of the circumstances in which young people feel unsafe would be beneficial.

Programs and activities

- Young people reported participating in a range of developmentally important programs during their detention, including school (98%), sport and fitness programs (93%), art classes (86%), recreational activities (84%) and work skills programs (73%). Moreover, most young people reported that these programs are helping improve their literacy (82%), helping them deal better with personal problems (65%), and will help them get a job (84%) and stay out of trouble (75%) when they leave detention.
- The collaborative efforts of the Department of Communities, Department of Education and Training, and Queensland Health to improve the programming in detention centres over the last decade is commendable. It should, however, be noted that any gains young people make through their participation in detention programs are likely to be short lived unless they are reinforced in the community. As such, it is important that young people be provided with appropriate opportunities and support to continue the types of programs they commence in detention once they return to the community.
- It should also be noted that the young people in this survey reported a relatively low rate of participation in therapeutic programs, particularly offender-specific programs. Only a third (33%) reported participating in offender-specific programs. Currently, these programs are only accessible to young people who are sentenced. The Department of Communities is encouraged to consider extending access to these programs to all young people in detention.

Interactions with staff

- It is encouraging that over two-thirds of the young people in this survey (72%) reported that all or most of the youth workers in detention are easy to talk to, and that a substantial number of young people commented about the youth workers being friendly and interactive. It is noted, however, that less than two-thirds of young people reported that the youth workers in the centres help them solve problems (63%), listen to them (61%), and act as good role models (58%). Further efforts to develop these qualities among the centres' youth workers through professional development and other appropriate means would be desirable.
- Fifteen per cent of the young people in this survey reported hearing a youth worker say something that they found offensive or hurtful, including the use of derogatory language. While acknowledging that these claims have not been verified, the seriousness of this matter necessitates further investigation and appropriate action by the Department of Communities.

Behaviour management

- It is positive that a large majority of young people in this survey reported knowing the rules for behaviour in their centre (99%), that the staff help them to manage their behaviour (90%), and that the behaviour management in their centre is 'generally fair' (82%).
- However, only three out of four young people (76%) reported feeling rewarded for showing good behaviour in the centre, suggesting that the functioning of the centres' reward and incentive schemes may be less than optimal. In light of this feedback, centres are encouraged to review the design and operation of their incentive and reward schemes against best-practice guidelines.

- The high proportion of young people who reported being separated or restrained during their stay in detention is a concern. More than half of the young people in this survey (59%) reported being placed in some form of separation during their current stay and just under half (44%) reported being physically restrained. Moreover, the likelihood of being separated or restrained increased markedly as the duration of young people's detention increased.
- There is a need for detention centres and the Department of Communities to continuously monitor the extent to which separation and restraint are being used. To this end, it would be appropriate for each centre to have a system in place that allows the total number of times and total amount of time that each young person has been separated and restrained to be easily calculated and reported. This information should be easily accessible for review by centre management as well as external and internal monitoring agencies. Moreover, it is important that centres continue to explore and trial new ways to reduce the use of separation and restraint of young people in their care.

Complaints and advocacy mechanisms

- It is positive that a large majority of young people in this survey reported knowing how to make a complaint about their care in detention (87%) and could identify at least one person they can talk to if something in their centre is worrying them (88%).
- However, this survey also shows that many young people lack confidence in the centres' complaints handling processes. Only around half of those surveyed (52%) reported believing that they would be taken seriously if they told a staff member they felt unsafe or worried about something. This measure of confidence in the complaints processes has shown no improvement since the Commission's last survey of young people in detention in 2008.
- This survey also indicates that at least half (56%) of those who consider making a complaint about their care in detention choose not to go ahead with their complaint. Young people cited four main factors for not proceeding with their complaints – a belief that they will not be taken seriously, a concern that they may lose privileges if they complain, a fear of getting into trouble with staff, and confusion over what they can and can not complain about. Centres are encouraged to consider what steps might be taken to strengthen young people's confidence in the complaints handling processes and better enable young people to voice problems that arise in their care.
- The Commission's Community Visitors (CVs) are independent advocates for young people in detention. Two-thirds of young people (66%) reported knowing what CVs do in detention and a similar proportion (63%) reported speaking with a CV during their stay. The proportion who reported speaking to a CV was higher than in the Commission's previous survey in 2008 (48%). Those detained for a month or less, and those detained for the first time, were the least likely to report knowing what CVs do and report speaking with a CV. The findings indicate a need for the Commission to review how it can more quickly communicate the role of CVs to young people during their first few weeks in detention.

Provision of health care

- Young people reported a low prevalence of physical health problems in this survey compared to studies using standardised screening tools. Only 8% of young people reported having health problems in the previous year (not including mental health or substance problems), 10% reported having health problems on admission, and 14% reported having health problems at the time of the survey.
- The low prevalence of self-reported health problems might be explained by young people having a poor ability to monitor changes in their health state and recognise the signs and symptoms of poor health. The findings highlight the importance of the routine health screening and examinations that young people undergo as part of their admission to detention. In light of the findings, health services are encouraged to consider re-screening young people at regular intervals during their stay, in addition to allowing young people to self-refer.
- A large majority of young people reported that it is easy to see a nurse or doctor or the mental health staff in their centre (87%), that the quality of the health care they get in detention is as good or better than the health care they get outside detention (79%), and that the staff in detention encourage them to take care of their health (93%).

Contact with family and loved ones

- Almost all the young people in this survey reported having some contact with their family and loved ones while they have been in detention (94%) and a large majority reported being

satisfied with the amount of contact they have had (84%). Even so, for almost half of those surveyed (45%), their contact with family and loved ones has not included visits. Of these young people, one in five (20%) reported having contact with family and loved ones through video conferencing. Given the importance of maintaining young people's family relationships, the Department of Communities is encouraged to investigate options for increasing young people's use of video conferencing as an adjunct to visits with family and loved ones.

- A large majority of young people in this survey (84%) reported liking the centres' visiting areas. Those who did not, cited a lack of privacy during visits, not being able to take toilet breaks, and wanting additional facilities for the benefit of visitors. In light of young people's feedback, centres are encouraged to review whether their current visiting arrangements are occurring in conditions that are dignified and relatively private, and consider ways they can further improve the visiting experience for young people and their visitors.

Transition planning and aftercare

- Most of the young people in this survey reported having input into plans concerning their transition from detention. Around three-quarters (73%) reported that someone has spoken to them about where they will live when they leave detention and a similar proportion (70%) reported that someone has spoken to them about what they will do with their time. In line with best practice literature, it would be desirable that all young people be involved in transition planning immediately after their admission to detention.
- A large majority of young people in this survey expressed a desire to pursue work, training and/or education after they leave detention. Moreover, most viewed working – along with strengthening their family, participating in sport, continuing their education, and changing their peer networks – as central to reducing the likelihood of further offending. The findings suggest that young people's engagement in aftercare programs may be enhanced by emphasising the practical elements of these programs, such as work, training, sports, and social networking.

Global assessments

- Young people were asked to rate how well they are cared for in detention on a ten-point visual analogue scale ranging from one ("not at all well") to ten ("very well"). Overall, 49% of young people rated their quality of care as a nine or ten on the scale. The average (median) rating was eight.
- Young people were asked to describe, in their own words, what they thought was the best thing about their centre. The most common themes in the Brisbane centre were participating in programs (particularly school and sports), interacting with other young people, and interacting with the staff. The most common themes in the Cleveland centre were participating in the programs, the availability of food, and interacting with other young people and the staff.
- Young people were also asked to describe what they would most like to have changed in their centre. The most common themes in the Brisbane centre were related to the use of lockdowns, the range of programs and activities available in the centre, and the food choices. The most common theme in the Cleveland centre was the range of programs and activities available.

Aboriginal and Torres Strait Islander young people

- Aboriginal and Torres Strait Islander young people gave very similar responses to their peers in this survey, suggesting that in many respects the state's youth detention centres are catering to the needs of Aboriginal and Torres Strait Islanders as well as any other group of detainees.
- One of the few differences to be observed was that Aboriginal and Torres Strait Islander young people were less likely than their peers to report speaking to a lawyer and being able to remember their lawyer's name – possibly suggesting a higher degree of disengagement with their legal proceedings. Recent reviews and inquiries have drawn attention to a range of difficulties experienced by Aboriginal and Torres Strait Islander young people in the legal system – including a shortage of quality legal representation in regional and remote communities and a lack of appropriate bail support, diversionary and rehabilitation programs.
- The Department of Communities and other agencies are encouraged to work with relevant Commonwealth Government agencies to implement the recommendations of recent reviews and inquiries on the involvement of Aboriginal and Torres Strait Islander young people in the justice system, including recommendations aimed at ensuring that these young people receive high quality legal representation.

Introduction

Most young people will never have contact with the youth justice system. A large majority of those who do will commit relatively minor offences and have no more than one or two contacts with the system. Very few young people who have contact with the youth justice system will progress to become serious or chronic offenders (Richards, 2011). Accordingly, Queensland's *Youth Justice Act 1992* includes a range of options for responding to youth offenders. These include cautions, reprimands, good behaviour orders, youth justice conferences, fines, probation, community service orders, intensive supervision, conditional release and detention. The Act's Charter of Youth Justice Principles places an emphasis on responding to young offenders in ways that hold them accountable, help them develop socially acceptable behaviours and strengthens their families. Young people are only to be detained as a last resort.

Around 700 young people are detained in Queensland's youth detention centres each year (Australian Institute of Health and Welfare, 2008, 2009, 2011). Around half of these young people are of Aboriginal or Torres Strait Islander descent, making Indigenous young people more than 15 times more likely to be detained than their non-Indigenous peers (Australian Institute of Health and Welfare, 2008, 2009, 2011). Around two-thirds of those detained on an average day are on remand and around a third are serving a sentence. The Australian Institute of Criminology reports that the most common types of offences committed by young people who are sentenced to detention in Australia are unlawful entry with intent (32%), acts intended to cause injury (28%), robbery, extortion and related offences (16%) and theft and related offences (10%) (Richards & Lyneham, 2010). Less than 3% of young people sentenced to detention have committed a sexual offence.

Young people in detention are some of the most troubled young people in the community and some of the most challenging of all young offenders. They are typically characterised by persistent offending behaviours, repeated involvement with the youth justice system, and multiple social and health problems. It is common for this group of young offenders to associate with deviant peers (Fasher, Dunbar, Rothenbury, Bebb, & Young, 1997) and live in economically depressed communities (Butler et al., 2008). Their family experiences are often marked by parental substance abuse and involvement in crime (Bickel & Campbell, 2002; Prichard & Payne, 2005), parental disengagement (Mazerolle & Sanderson, 2008), childhood abuse and trauma (Abram et al., 2004; Prichard & Payne, 2005) and/or involvement with the child protection system (Butler et al., 2008). Most have a history of psychological disorder (Bickel & Campbell, 2002; Stathis et al., 2008; Teplin, Abram, McClelland, Dulcan, & Mericle, 2002) and substance misuse (Prichard & Payne, 2005; Stathis et al., 2008). They are also likely to have a history of school truancy and suspensions (Prichard and Payne, 2005), limited education or work experience (Butler et al., 2008), and many experience homelessness (Commission for Children and Young People and Child Guardian, 2009).

The primary objective of youth detention, according to the Australasian Juvenile Justice Administrators (1999), should be to provide a humane, safe and secure environment, which assists young people to address their offending behaviour and make positive choices about their lives both during custody and after their return to the community. Among other things, this includes creating an environment in which young people have freedom from abuse, access to developmentally appropriate programs and activities, quality health care and education, contact with family and community, and assistance to make a successful transition back to the community.

Queensland's youth detention centres

Queensland operates two youth detention centres, both managed by the Department of Communities. The Brisbane Youth Detention Centre (BYDC) is located in the western suburbs of Brisbane and accommodates females from across the state and males from Rockhampton south. The centre has a built capacity to accommodate up to 118 young people. The Cleveland Youth Detention Centre (CYDC) is located in Townsville and accommodates males from north of Rockhampton. The Cleveland centre has a built capacity to accommodate 48 males and an interim capacity to accommodate 60 males. The centre will expand to accommodate up to 96 males and females by the end of 2012. The programs and services offered in Queensland's youth detention centres are delivered in partnership with the Department of Education and Training, Queensland Health, and community organisations. Education is a primary focus of Queensland's youth detention centres with young people participating in a specialised school and vocational program during normal school hours, delivered by the Department of Education and Training.

Monitoring the safety and wellbeing of young people in detention

The Commission for Children and Young People and Child Guardian (the Commission) has a legislated responsibility to monitor the safety and wellbeing of young people in Queensland's youth detention centres and advocate on their behalf. The Commission works in partnership with other agencies who are also involved in monitoring the welfare of young people in detention, including the Department of Communities Internal Audit and Compliance Services and the Queensland Ombudsman. The Commission undertakes its monitoring and advocacy work in several ways, as outlined in the *Commission for Children and Young People and Child Guardian Act 2000*. The Commission's main activities include:

- making regular visits to detention centres to assess and report on the safety and wellbeing of young people, the quality of their care and their living conditions, and facilitate a resolution to any matters of concern
- operating a confidential telephone complaints service for young people in detention and conducting investigations into complaints made by or on behalf of young people in detention or other areas of the youth justice system
- monitoring and reviewing legislation, policies and practices that impact on the safety and wellbeing of young people in the youth justice system – including regular analysis of harm reports relating to young people in youth detention centres
- conducting research on the rights, interests and wellbeing of children in the youth justice system – including the Views of Young People in Detention Centres Survey, and
- collating and analysing data on the effectiveness of the youth justice system using internal and external sources – including the development of the Commission's Youth Justice Monitoring Framework.

The Commission's current role in monitoring and advocating for young people in youth detention was established by the Queensland Government largely in response to the 1999 Forde Inquiry¹. This landmark inquiry found that the safety of young people in the state's youth detention centres was being placed at risk and their rehabilitative prospects undermined by inadequate facilities, overly punitive behaviour management, limited educational, vocational and recreational programs, and visiting arrangements that did little to help detainees maintain regular family contact. Moreover, it found that a lack of robust and independent monitoring and advocacy mechanisms was an important factor in allowing this situation to develop and persist. In making its recommendations, the Forde Inquiry called for the Children's Commissioner (now Commissioner for Children and Young People and Child Guardian) to be given wide powers of inspection, investigation, complaints resolution and monitoring in relation to youth detention. The Inquiry emphasised the need for this to include a comprehensive research function to enable research to be conducted into all matters relating to the rights, interests and wellbeing of young people in youth detention facilities.

Views of Young People in Detention Centres Survey

The Commission's Views of Young People in Detention Centres Survey provides an opportunity for young people in detention to share their views and experiences of detention and the youth justice system, particularly on matters that affect their safety and wellbeing. It captures young people's views about their care in their own words and allows changes in their views to be monitored over time. In addition to being one of the Commission's key monitoring activities in youth detention centres, this survey helps the Commission engage a particularly troubled and marginalised group of young people, helping the Commission better understand their needs and circumstances and conduct research on the determinants of their safety and wellbeing.

This report details the Commission's third survey of young people in detention since 2007. The survey focuses on ten areas, reflecting contemporary research on the safety and wellbeing of young people in detention and state and national standards of care. These areas are:

Admission to detention

These questions concern young people's first days in the centre, including their impressions of their early care and support and their initial feelings of safety.

¹ Commission of Inquiry into Abuse of Children in Queensland Institutions. (1999). *Report of the Commission of Inquiry into Abuse of Children in Queensland Institutions*. Brisbane: Author

Basic entitlements and self-expression

These questions relate to young people's basic entitlements like the right to feel safe, feeling respected, having a reasonable amount of privacy and having opportunities for self expression.

Family and community contact

These questions ask about young people's contact with their family and other significant people outside the centre, including their satisfaction with the amount of family contact they receive.

Interactions with staff

These questions focus on young people's interactions with youth workers. For example, they ask young people if the youth workers are easy to talk to, listen to them, help them solve problems and act as good role-models.

Education and other programming

These questions focus on the programs young people participate in while detained and whether they believe these programs help them with different aspects of their development.

Health care

These questions concern young people's self-reported health problems and young people's satisfaction with the quality of their health care.

Behaviour management

These questions ask about young people's experiences of the behaviour management system in detention, including whether they feel rewarded for good behaviour, if they feel the behaviour management is fair, and their experiences of separation and restraint.

Complaints and advocacy

These questions focus on how young people resolve problems that arise in their care, including access to and experiences of complaints procedures and the Commission's Community Visitors.

Legal matters

These questions focus on young people's access to legal representation and understanding of their legal matters. They also ask about any difficulties young people are having with these matters.

Transition planning and aftercare

These questions concern young people's experiences of the transition planning process, including their input into plans about their future living arrangements and post-release activities. They also ask about the supports young people believe would help them remain out of trouble in the future.

There are some important matters concerning young people's safety and wellbeing in detention that have not been included in the current survey, in an effort to keep the survey to a manageable length. Most notably the survey does not include questions about the quality of facilities, food, transfers, security measures, emergency procedures and responding to self-harm. These matters are no less relevant to young people's safety and wellbeing and may be covered in future surveys.

Applying the findings

There are several applications for the findings presented in this report. Firstly, the findings can help monitor the welfare of young people in detention centres over time. In this regard, the findings will be especially relevant to the monitoring activities of detention centres and departmental inspectors. They will also be used by the Commission to help set priorities for the Commission's other monitoring activities such as investigations, reviews, and audits. Secondly, the findings can help inform the development of policy and practice. They can be used to understand how changes in policies and practices may affect young people in detention. They can also inform interventions for young people leaving detention and those at risk of entering detention. Thirdly, the findings can help set priorities for staff development. They can also be used to help staff understand the way young people experience detention and the important role they play in shaping that experience. Finally, the findings can be used as an education tool for young people in detention. The *Your Views... Detention* companion report is a good starting point for talking to young people about the care they should be receiving in detention and the role of advocates in helping to secure that care.

Research design

The Views of Young People in Detention Centres Survey uses an anonymous self-report questionnaire. The questions and administration methods are identical for each young person who completes the survey, reducing sources of bias and ensuring reliable measurement of young people's views. The survey will be repeated at regular intervals with some questions remaining the same across time. This repeated cross-sectional design will allow changes in young people's responses to be monitored over time. The design of the latest survey conducted in 2010 is detailed below. The survey has previously been conducted in 2007 and 2008.

Respondents

All young people residing in the Cleveland Youth Detention Centre on 14 October 2010 and the Brisbane Youth Detention Centre on 26 October 2010 were invited to complete a survey. A total of 109 out of possible 119 young people completed a survey. This included 47 young people from the Cleveland centre and 62 young people from the Brisbane centre. The overall response rate was 92%. The response rate was 94% for the Cleveland centre and 90% for the Brisbane centre.

Instrument

The survey instrument is an anonymous 87-question self-report questionnaire with a mix of fixed-response and open-ended questions. The questions are designed to reflect contemporary research on the safety and wellbeing of young people in detention, and standards of care for youth detention centres that are recognised at the state and national levels. These standards are principally outlined in the *Youth Justice Act 1992 (Qld)*; *Youth Justice Regulation 2003 (Qld)*; Australasian Juvenile Justice Administrators Standards for Juvenile Custodial Facilities 1999; and the Youth Detention Inspectorates Draft Expectations for Youth Detention Centres 2011. The survey questions cover ten content areas:

- Admission to detention (e.g. Did you feel safe on your first night here?)
- Basic entitlements and self-expression (e.g. Do you get enough privacy?; Do you get enough say in decisions that affect you?)
- Family and community contact (e.g. Are you having enough contact with your family and loved ones?)
- Interactions with staff (e.g. Are the centre's youth workers easy to talk to?)
- Education and other programming (e.g. Do the programs and activities help improve your reading and writing?)
- Health care (e.g. Is it easy to see a nurse or doctor or mental health staff in the centre?)
- Behaviour management (e.g. Do you know the rules for behaviour in the centre?)
- Complaints and advocacy (e.g. Do you know how to make a complaint about your care in the centre?)
- Legal matters (e.g. Do you know how to contact a lawyer?), and
- Transition planning and aftercare (e.g. Has anyone spoken to you about where you will live when you leave detention?).

The survey questions are worded to take into account the varying literacy and language abilities of young people in detention. As far as possible, the questions use simple language, short sentences and basic punctuation. A draft questionnaire was provided to key stakeholders for feedback prior to finalisation. These stakeholders included representatives of the Department of Communities, Queensland Health and Education Queensland. The survey instrument was revised based on the feedback provided.

Procedure

The survey procedure was the same in each centre and was essentially the same as the procedure used in previous surveys. The survey was conducted on a single day in each centre. It was

conducted simultaneously across several school classrooms in the centres with groups of four to six young people instead of young people's usual class. A support team was available in each classroom to help young people complete their questionnaires. Most support teams comprised a teacher, one or more teacher aides and a staff member from the Commission's Community Visitor Program or Strategic Policy and Research Program. Youth workers were present in classrooms to provide security but did not help young people complete their questionnaire. Several young people in the Brisbane centre were in secure accommodation or attending court at the time the survey was being conducted. These young people were approached individually by teaching staff or a Community Visitor after the classroom-based administration and given the opportunity to complete a questionnaire.

The survey was introduced by a teacher, a teacher's aide or a Commission staff member. Young people were told that the survey was being conducted by the Commission for Children and Young People and Child Guardian and that the purpose of the survey was to *give you a chance to tell us what you think about detention*. They were told their answers would be private and that everyone's answers would be put together anonymously in a report for the Queensland Government. It was stressed that no one had to take part in the survey if they didn't want to or answer any questions they did not want to answer. Young people were also told that they could talk to a the Commission's Community Visitors (CVs) about any of the matters covered in the questionnaire and were reminded how to get in contact with a CV. This introductory information was also provided in writing on the front of the questionnaire. Before starting their questionnaire, young people were encouraged to seek assistance from a member of the support team if they wanted help reading the questions or writing their answers. They were also encouraged to sit apart to avoid their responses being influenced by other young people. Most respondents took between 30 and 45 minutes to complete their questionnaire.

The research team flagged for follow-up any questionnaire where the respondent reported not feeling safe in detention, or provided other information that might reasonably indicate a risk of harm. In these cases, the respondents' demographic information and the reasons for concern were provided to the Commission's Community Visitor Program, allowing them to identify the young people who were likely to be involved and arrange special visits. In the interests of maintaining privacy, these visits were explained to young people as routine random visits, with no reference made to their survey responses.

Data analysis and reporting

In this report, survey data are mostly presented as proportions (percentage of respondents) and in some cases as medians (average of respondents) or frequencies (number of respondents). The margin of error for proportions is generally +/-9% when calculated from the whole sample. Unless otherwise specified, the amount of missing data on any given variable is less than five percent. Data presented in tables and graphs have been rounded and may tally to more than 100%.

Some survey data were analysed and are reported only within particular subgroups. For example, the proportion of young people who talk to a Child Safety Officer about their worries was calculated from the subgroup of respondents who reported being in the care of the Department of Communities (Child Safety Services) during the past twelve months. Similarly, the proportion of young people who are satisfied with the amount of contact they are having with Aboriginal and Torres Strait Islander staff was calculated from the subgroup of respondents who identified themselves as being Aboriginal or Torres Strait Islander.

Between-group analyses were performed to determine if responses to selected questions differed between respondents according to characteristics such as cultural background, detention centre, and length of time in detention. Depending on the type of data, these analyses used chi-square, analysis of covariance (ANCOVA), Mann-Whitney U or Kruskal-Wallis statistical tests. All tests used a 95% confidence level. The term *statistically significant* is used in this report to indicate that the difference between two or more groups is sufficiently large that it is unlikely to have occurred by chance.

Respondents' open-ended comments were analysed using a thematic approach. Young people's comments were reviewed and coded into underlying themes. The report indicates how many respondents made a comment associated with each theme, allowing the reader to identify the most common themes.

Findings

Findings from the Commission's third Views of Young People in Detention Centres Survey conducted in October 2010 are detailed in the following sections. Findings from previous surveys conducted in 2007 and 2008 are also presented where comparable data are available and relevant.

Respondent characteristics

In total, 109 young people completed a survey, representing 92% of the detainees residing in the two centres at the time the survey was conducted. The self-reported characteristics of these respondents are summarised in Table 1 and examined in detail in the following pages.

The characteristics of the survey respondents were similar to the characteristics of young people who had been in detention over the previous year with respect to age, sex and cultural background.² However, the survey moderately under-represented young people detained on remand and those detained for short periods (less than a month). As such, the survey's findings may not generalise well to these groups.

Table 1. Summary of respondent characteristics, by centre (2010)

Characteristic	All respondents (N = 109)	Brisbane Youth Detention Centre (n = 62)	Cleveland Youth Detention Centre (n = 47)
Male	94%	90%	100%
Median age	16 years	16 years	16 years
Aboriginal and/or Torres Strait Islander* ³	61%	41%	87%
English as main language	93%	97%	87%
On remand	56%	64%	47%
Times in detention			
1 time	24%	21%	27%
2 to 4 times	40%	40%	42%
5 or more times	36%	39%	31%
Duration of detention at time of survey			
Up to 1 month	26%	25%	27%
More than 1 month to 3 months	29%	29%	29%
More than 3 months to 6 months	21%	16%	27%
More than 6 months	24%	30%	17%
Distance from place of residence* ⁴			
Less than 100km	45%	60%	26%
100km to 400km	38%	19%	62%
More than 400km	17%	21%	12%

* Differs significantly between centres.

Sex and age

Ninety-four per cent of survey respondents were male. Ninety per cent of respondents from Brisbane Youth Detention Centre were male and all respondents from Cleveland Youth Detention Centre were male.⁵ Survey respondents ranged in age from 10 years to 18 years, with 78% being aged between 15 and 17 years (Figure 1). The average (median) age was 16 years.

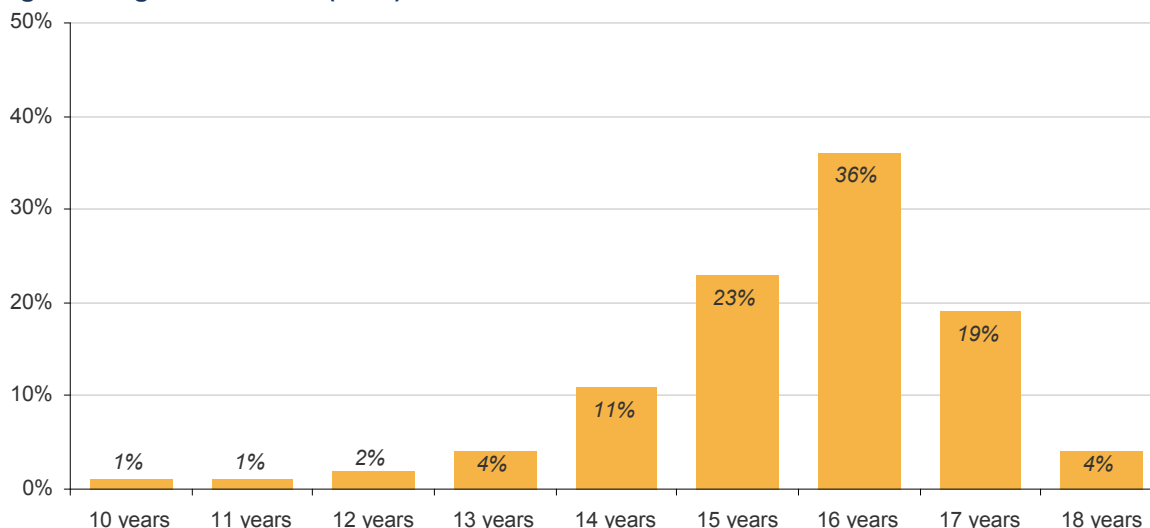
2 Data provided by the Department of Communities shows that during the 2009-10 financial year the average (median) age of young people in detention was 15 years, 84% were male, 53% were of Aboriginal or Torres Strait Islander origin, 76% were only detained on remand, and 52% were detained for less than 1 month.

3 Includes young people who identified themselves as both Caucasian and Aboriginal or Caucasian and Torres Strait Islander.

4 Distance by road between place of detention and place of previous residence, calculated using Google Maps Australia.

5 At the time of the survey, Cleveland Youth Detention Centre only accommodated males.

Figure 1. Age distribution (2010)



What is your cultural background?

Overall, 61% of respondents reported having an Aboriginal or Torres Strait Islander cultural background.⁶ Forty per cent of respondents identified themselves as Aboriginal, 9% as Torres Strait Islander, 11% as both Aboriginal and Torres Strait Islander and 18% as Caucasian Australian (Figure 2). A further 21% of respondents identified themselves as having another type of cultural background. Of these respondents, around three-quarters described themselves as Pacific Islander or New Zealander.

Figure 2. Cultural background (2010)



What language do you speak best?

Ninety-three per cent of respondents identified English as the language they speak best, with no significant difference between the two centres. The remaining respondents identified their best language as Creole (3 respondents), broken English (3 respondents) and Samoan (2 respondents).

Are you on remand, sentenced or both?

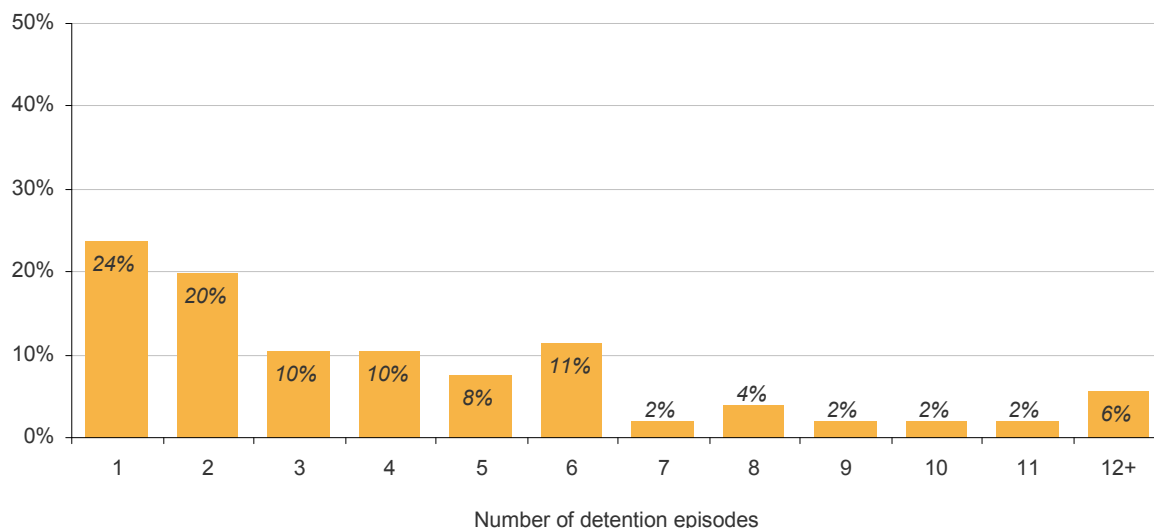
Just over half (56%) of the respondents reported being on remand, with the remaining respondents either sentenced (40%) or both sentenced and awaiting a court outcome for further charges (4%). The proportion of young people on remand did not differ significantly between the two centres.

⁶ For the purpose of this report, young people who identified themselves as part Aboriginal or part Torres Strait Islander were classified as Aboriginal or Torres Strait Islander. Four young people identified themselves as part Aboriginal or part Torres Strait Islander. Due to rounding, the proportions of Aboriginal, Torres Strait Islander, and Aboriginal and Torres Strait Islander young people tallies to 61%, rather than 60%.

How many times have you been in detention, including this time?

Twenty-four per cent of respondents reported being in detention for the first time (Figure 3). A further 40% reported having been detained between two and four times and 36% reported being detained five or more times. The average (median) number of detention episodes was three and did not differ between the two centres or between Indigenous and non-Indigenous respondents.

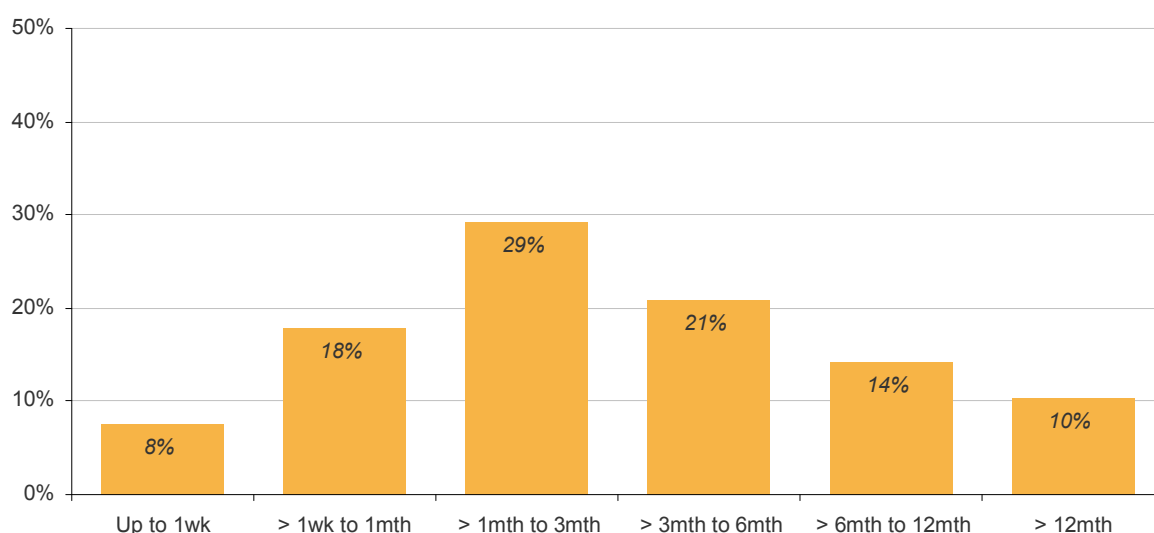
Figure 3. Number of times in detention including current episode (2010)



How long have you been in detention this time?

Around one-quarter of respondents (26%) reported being in detention for up to one month at the time of the survey, around a quarter (29%) for between one and three months, around a quarter (21%) for between three and six months, and around a quarter (24%) for more than six months (Figure 4). The duration of detention reported by young people did not differ significantly between the two centres. Of the 61 respondents who reported being on remand, around a third (33%) reported being detained for more than three months at the time of the survey.

Figure 4. Duration of detention at time of the survey (2010)



What city, town or community were you living in before coming to detention?

Ninety-five respondents identified the city, town or community where they were living before coming into detention. The most common locations were Cairns (22%), Brisbane (15%), Townsville (10%) and Logan City (8%). Forty-five per cent of respondents were being detained within 100 kilometres of their previous place of residence, 38% between 100 and 400 kilometres, and 17%

more than 400 kilometres.⁷ The farthest distance between a young person's place of detention and place of previous residence was 1800 kilometres. The distance between detainees' place of detention and place of previous residence differed between the two centres. Overall, 74% of young people in Cleveland Youth Detention Centre reported being detained 100 kilometres or more from their previous place of residence, compared to 40% of young people in Brisbane Youth Detention Centre. Indigenous young people also had a different profile to their non-Indigenous counterparts, with 68% being detained 100 kilometres or more from their previous residence, compared to 34% of non-Indigenous young people.

Have any of these things happened to you in the last year?

Respondents were shown a list of life events and asked which, if any, they had experienced in the last year (see Table 2). Ninety-two per cent of young people reported experiencing at least one of the life events, with an average (median) of four different types of life events selected. The most common events reported were not going to school or stopping school (66%), friends getting them into trouble (53%), problems with drugs or alcohol or sniffing (43%), being suspended from school (34%). In total, 69% of respondents reported having at least one school-related life event in the last year (skipping, stopping and/or being suspended from school), 62% of respondents reported having at least one peer-related life event (friends getting them into trouble or problems with a girlfriend or boyfriend), and 50% reported having at least one family-related life event (problems or troubles in their family, having no contact with their family, being under the care of Child Safety Services, or becoming or being a parent).

Table 2. Life events young people report experiencing in the last year (2010)

Life event	Per cent of respondents
Haven't been to school or stopped going to school	66%
Friends getting you into trouble	53%
Problems with drugs or alcohol or sniffing	43%
Suspended from school	34%
Couldn't find a job	33%
Problems or troubles in your family	32%
Problems with a girlfriend or boyfriend	22%
Had no money for food or other basic things	19%
Sadness or anxiety that wouldn't go away	17%
Had no contact with your family	16%
Been in the care of Child Safety	15%
Problems finding somewhere to live	14%
Been the victim of violence or bullying	13%
Becoming a parent or being a parent	11%
Had health problems	8%

⁷ Distance by road between place of detention and place of previous residence, calculated using Google Maps Australia.

Admission to detention

Each year, around 700 young people are admitted to Queensland's youth detention centres (Australian Institute of Health and Welfare, 2009). Most will have been admitted to detention before, having had their first experience of detention during their mid-adolescence (Commission for Children and Young People and Child Guardian, 2009; Department of Communities, 2011). Research conducted in the United Kingdom has found that most young people who present for admission to a detention facility will be experiencing at least one problem that needs immediate attention (Parke, 2008; Tye, 2009; Worsley, 2006). Some of the more common problems they experience are drug withdrawal, emotional distress and the need to let family members know their whereabouts. The same research shows that while most young people make a rapid adjustment to life in detention, many feel they are not given enough information about the centre when they first arrive. As might be expected, those being admitted to detention for the first time usually experience a more difficult adjustment than those who are returning. For instance, young people being detained for the first time are less likely to report feeling safe on their first day in the centre and are less likely to report being well-treated by detention staff.

Standards of care

State and national standards of care establish two priorities for the care of young people entering detention. The first priority is to assess and take steps to meet young people's immediate and longer term needs. For instance, the Australasian Juvenile Justice Administrators Standards for Juvenile Custodial Facilities (AJJA Standards) expects that on admission young people will be screened and assessed to *identify risk factors and individual needs that are relevant to the safe management of young people while in detention*. The second priority is to orient each young person to the centre. In this regard, the AJJA Standards expects that *young people and their families or significant others are provided with comprehensive information in accessible formats about their rights, obligations, programs and services at the centre, as soon as practicable after admission*. Similarly, the *Youth Justice Act 1992* requires that soon after admission each young person be given a document that outlines the rules governing the facility, the child's rights and responsibilities, how to make complaints, how to access legal services, the obligation for staff to report any harm the child suffers during their detention and any other appropriate information (s267). It also requires centres to explain this information to the young person orally, having regard to their age and ability to understand (s267).

Current practice

On their admission to a Queensland youth detention centre each young person undergoes an intake interview which includes a health screening and a suicide risk assessment. They are also searched for contraband and have their personal effects catalogued and placed in storage for the duration of their stay. Before being transferred to an accommodation unit, the young person is to be given an opportunity to take a shower, have a meal and make a telephone call to a family member or significant other. They are also to be given an induction booklet that details the centre's rules and routines and be provided with clean clothing, bedding and toiletries. In the absence of suicide or other risks, the young person is transferred to an accommodation unit for further observation and orientation. In the days after admission, the young person will participate in an induction program to further familiarise them with the centre's rules, expectations, and routines, assess their educational and health needs, address urgent social and health problems, and begin a case review.

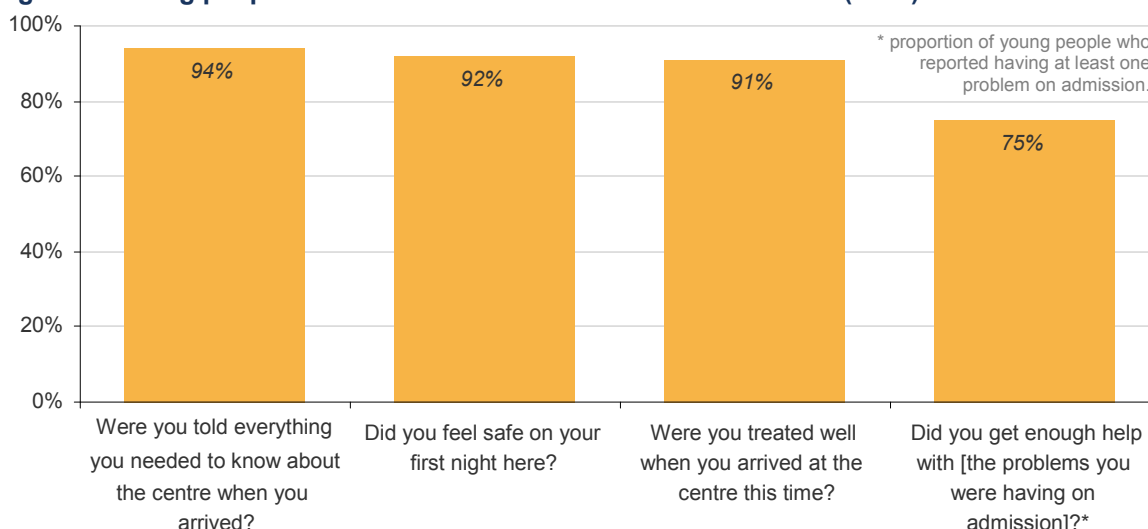
Young people's views

Through the Commission's Views Survey, young people in detention were asked about their experiences when they first arrived in detention. They were asked if they felt well treated, felt safe on their first night and if they felt they were told everything they needed to know about the centre when they arrived. They were also asked if they had been experiencing any problems on their arrival and if they had received help for those problems.

Were you treated well when you arrived at the centre this time?

Ninety-one per cent of young people reported feeling well treated on their most recent admission to detention (Figure 5), with no statistically significant differences between the two centres, between Indigenous and non-Indigenous respondents, or between young people who were detained for the first time and those who had been detained before.

Figure 5. Young people’s views about their admission to detention (2010)



What made you feel well treated or not well treated?

Respondents were asked to describe, in their own words, what made them feel well treated or not well treated when they arrived at the centre. Of the 95 respondents who reported feeling well treated, 48 gave a reason why. Their reasons are summarised in Table 3. Three main themes were identified – experiencing positive interactions with staff and other young people, receiving practical assistance and learning how the centre runs, and having been in the centre before.

Table 3. Reasons young people give for feeling well treated on admission

Theme*	Example responses
Positive interactions with staff and other young people (26 responses)	<i>Because everyone was nice and good and the food was great. I felt well treated when I saw that the staff and the boys here were friendly, welcoming and respecting. That someone cares in here. The bad stuff I thought would happen did not happen. The staff made me comfortable, and the teachers as well.</i>
Practical assistance and learning how the centre runs (9 responses)	<i>Got told how the centre runs. The staff members were trying to help me to get to know the centre. The way they took care of me and explained things. They cooked me a feed as soon as I got here. When staff helped me with my injuries.</i>
Having been in the centre before (6 responses)	<i>Because I'm always in here. Just knew most of the people from last time. The guards all know me.</i>

* Responses may be counted in more than one theme.

Of the 10 young people who reported not feeling well treated on admission, 5 gave a reason why. The reasons were: *because this ain't my home; mistreated by staff as well as youngsters; 50/50, some staff are as incompetent as a common weasel; hate them staff and respect.*

Did you feel safe on your first night here?

Ninety-two per cent of young people reported feeling safe on their first night in detention (Figure 5), with no significant differences between the two centres or between Indigenous and non-Indigenous respondents. Young people who were in detention for the first time were less likely to report feeling safe on their first night (79%), compared to young people who had been detained before (95%).⁸ Young people who reported not feeling safe on their first night were also asked why they felt unsafe. The reasons young people gave for not feeling safe on their first night were, *coming off drugs; first time in the centre; I was sad and I had memories; my first night in, I don't know what's gonna go down, thought it was gonna be like American juvies; and cause there was cameras watching me when I was showering.*

⁸ $\chi^2(1, 104) = 5.86, p = .016.$

Were you having any of these problems when you first arrived?

Respondents were shown a list of problems they might have presented to detention with, and were asked to indicate which, if any, they had experienced (see Table 4). Eighty-two per cent of young people reported presenting to detention with at least one of these problems, with most (54%) reporting that they had between one and three different types of problems. The most common problems young people reported having on admission to the centre were stopping smoking (60%), coming off drugs or stopping sniffing (44%), wanting to speak to family (42%) and feeling upset or down (33%).

Table 4. Problems young people report having on admission to detention (2010)

Type of problem	Per cent of respondents
Stopping smoking	60%
Coming off drugs or sniffing	44%
Wanting to speak with family	42%
Feeling upset or down	33%
Wanting legal advice	18%
Not having proper clothes	17%
Needing something to eat	16%
Health problems	10%
Worried what might happen in the centre	7%
Trying to find lost belongings	6%
Wanting to make a complaint	6%
Something else	4%

Did you get enough help with these problems?

Respondents who reported having at least one problem on admission were asked if they had received enough help with these problems. Seventy-five per cent reported that they had received enough help (Figure 5). Those who reported not receiving enough help were asked what they wanted more help with. Most cited problems related to nicotine and drug withdrawal, contact with family, and food and clothing (see Appendix A). Two of the respondents who reported not getting enough help indicated that the reason they did not receive enough help for their problems was that they had not told admissions staff that they were having problems. One boy stated *I didn't say anything about being depressed, I just bottle it up* and another stated *I didn't tell nobody [about coming off drug or sniffing]*.

Were you told everything you needed to know about the centre when you arrived?

Ninety-four per cent of young people reported being told everything they needed to know about the centre when they arrived (Figure 5). There were no significant differences between the two centres, between Indigenous and non-Indigenous young people, or between young people who were detained for the first time and those who had been detained before. Those who reported not being told everything they needed to know, were asked what else they would like to have known. Three young people responded, stating, *don't remember; how to do things and what not to do; and the book they give you*.

Have you made any friends in the centre?

Ninety-seven per cent of young people reported that they had made friends in the centre.

Basic entitlements and self-expression

State and national standards of care establish several basic entitlements for young people in youth detention centres, underpinned by international conventions.⁹ These entitlements include a safe living environment, respect for diversity and human dignity, individualised care, and a reasonable amount of privacy. For instance, the Australasian Juvenile Justice Administrators Standards for Juvenile Custodial Facilities (AJJA Standards) states that a centre that respects young people's basic entitlements is one that:

- *provides an environment in which young people, staff and others feel safe, secure and not threatened by any form of abuse or harassment*
- *promotes the individuality and diversity of young people, builds on their strengths, encourages their personal growth, and respects their dignity as human beings*
- *provides age-appropriate and gender-appropriate services in recognition of the differing needs of young people at different stages of development and the specific needs of young females, and*
- *recognises and responds appropriately to the right of each young person to privacy and confidentiality.*

State and national standards of care also establish the right of young people to express themselves while in detention. These rights are conveyed in a variety of ways. The AJJA Standards maintains that detention centres should maximise young people's choices in personal grooming and access to personal property. The Youth Detention Inspectorates Draft Expectations for Youth Detention Centres adds that young people should be allowed and encouraged to satisfy their religious, cultural or spiritual life. In addition, the *Youth Justice Act 1992* holds that young people in detention should be consulted about, and allowed to take part in, making decisions affecting their lives, particularly decisions about their participation in programs, contact with family, health and schooling (Schedule 1).

Young people's views

Through the Commission's Views Survey, young people in detention were asked if they feel their care is consistent with these basic entitlements and rights to self-expression. They were asked if they feel safe in detention and what makes them feel safe and unsafe. They were asked if they feel respected and feel they get enough privacy. Finally, they were asked if they feel they get enough choice of clothing and grooming, enough access to their personal property, and enough say in matters that affect them.

Do you feel safe in the centre?

Ninety-eight per cent of respondents reported feeling safe in their centre (Figure 6). The proportion of young people who reported feeling safe in detention is significantly higher than the proportion that reported feeling safe in both the 2007 (90%) and 2008 (89%) surveys.¹⁰ There were no significant differences between the two centres, between Indigenous and non-Indigenous respondents, or between young people who were detained for the first time and those who had been detained before.

How often do you feel safe?

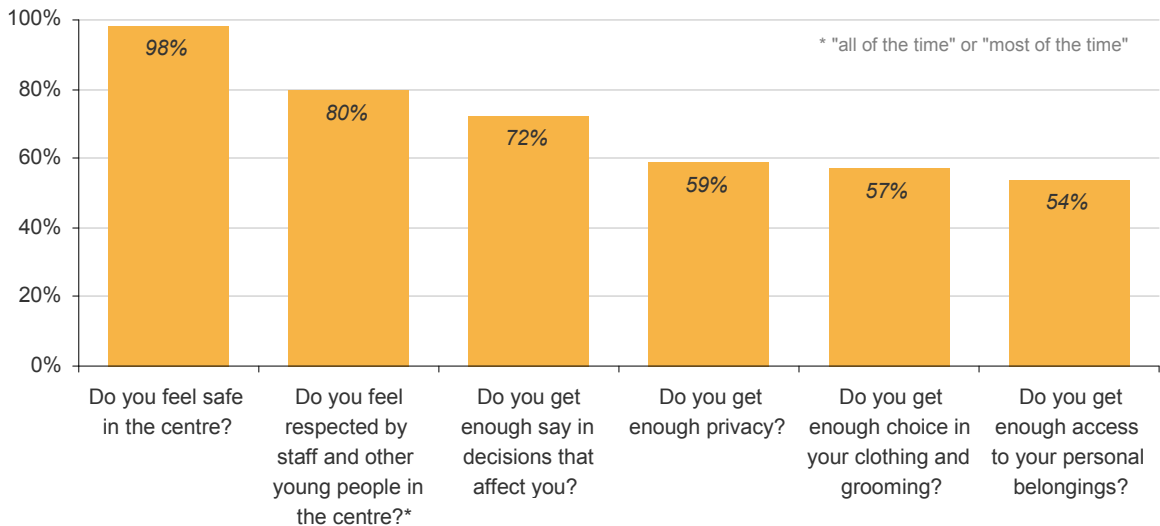
Respondents were asked to rate how often they feel safe by placing a mark on a ten-point visual analogue scale ranging from one ("never feel safe") to ten ("always feel safe"). Overall, 69% of young people gave a rating of nine or ten. The average (median) rating was ten. Young people in the Cleveland centre gave higher ratings (median rating = 10) than young people in the Brisbane centre (median rating = 9) (Figure 7).¹¹ Ratings did not differ between Indigenous and non-Indigenous respondents or between young people who were detained for the first time and those who had been detained before.

⁹ Principally the *United Nations Rules for the Protection of Juveniles Deprived of their Liberty*, the *Convention on the Rights of the Child* and the *United Nations Standard Minimum Rules for the Administration of Juvenile Justice*.

¹⁰ $\chi^2(1, 188) = 6.25, p = .012$ and $\chi^2(1, 219) = 7.53, p = .006$ respectively.

¹¹ $z(46, 61) = -2.12, p = .034$.

Figure 6. Young people's views about their basic entitlements and self-expression (2010)



What helps you feel safe?

All respondents were asked to comment on what helps them to feel safe in detention. Ninety-one young people answered the question and their responses are summarised in Table 5. Two main themes were identified in young people's responses – positive interactions with other young people in the centre and positive interactions with staff. Other comments included references to personal attributes, contact with family and friends outside the centre, and participation in programs and activities. The full list of comments is in Appendix A.

Table 5. Factors that help young people feel safe in detention

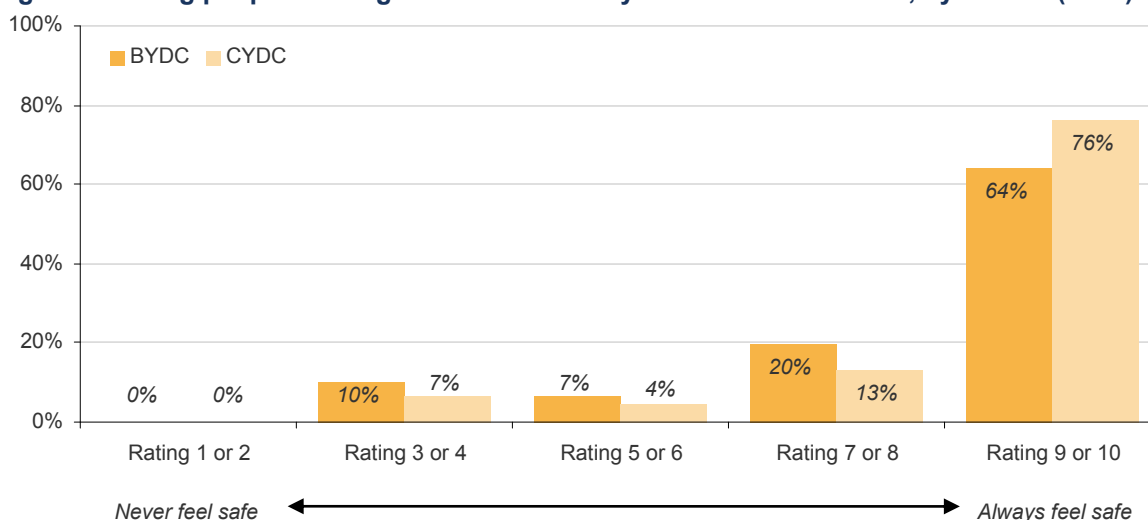
Theme*	Example responses
Positive interactions with other young people (50 responses)	<i>All my friends. Getting along with all the boys. Got a lot of friends. Having mates in here. I always feel safe because I got boys in here and people don't look to bash me, lol.</i>
Positive interactions with staff (30 responses)	<i>Knowing that they care about you. Staff are nice and are helping me not to sniff. The staff and caseworker. The staff, but at the same time it makes me angry that I can't go places. They treat me with respect when I treat them with respect. Your boys, teachers, youth workers.</i>
Other (23 responses)	<i>Doing programs and staff. I'm massive and I know Kung Fu. I've been here a long time. It makes me feel safe from myself. Talking to family and friends every night. Thinking positive.</i>

* Responses may be counted in more than one theme.

What makes you feel unsafe?

All respondents were asked to comment on anything that makes them feel unsafe in detention. A total of 67 young people made a comment, with 42 of these young people stating that *nothing* made them feel unsafe. The remaining comments mainly included references to other young people (13 responses) and fighting (3 responses). The full list of comments is provided in Appendix A.

Figure 7. Young people’s ratings of how often they feel safe in detention, by centre (2010)



Do you feel respected by the staff and the other young people in the centre? (including your opinions and your cultural and religious beliefs)

Eighty per cent of young people reported that they feel respected by the staff and the other young people in the centre “all of the time” (29%) or “most of the time” (51%) (Figure 6). Nineteen per cent reported feeling respected “some of the time” and one respondent (1%) reported “never” feeling respected. Young people in Cleveland Youth Detention Centre were more likely to report feeling respected all or most of the time (90%), compared to young people in the Brisbane Youth Detention Centre (73%).¹² There were no statistically significant differences between Indigenous and non-Indigenous respondents or between young people who were detained for the first time and those who had been detained before.

Do you get enough privacy?

(like when you are showering, making phone calls, having visits, being searched)

Fifty-nine per cent of respondents reported that they get enough privacy when doing things like showering, making phone calls, having visits and being searched (Figure 6). There were no statistically significant differences between the centres, between Indigenous and non-Indigenous respondents or between young people who were detained for the first time and those who had been detained before.

Do you get enough choice in your clothing and grooming (like your hairstyle)?

Fifty-seven per cent of respondents reported that they get enough choice in their clothing and grooming (Figure 6). There were no statistically significant differences between the centres, between Indigenous and non-Indigenous respondents or between young people who were detained for the first time and those who had been detained before.

Do you get enough access to your personal belongings?

Fifty-four per cent of respondents reported that they get enough access to their personal belongings (Figure 6). There were no statistically significant differences between the centres or between Indigenous and non-Indigenous respondents or between young people who were detained for the first time and those who had been detained before.

Do you get enough say in decisions that affect you?

(like the programs you do, your contact with family, your health care)

Seventy-two per cent of respondents reported that they have enough say in decisions that affect them, such as the programs they do, their contact with family and their health care (Figure 6). There were no statistically significant differences between the centres, between Indigenous and non-Indigenous respondents or between young people who were detained for the first time and those who had been detained before.

¹² $\chi^2(1, 108) = 4.46, p = .035$.

Would you like to say anything more about these answers?

Respondents were given an opportunity to comment further on any of their answers regarding their basic entitlements and self-expression. Fifteen young people elaborated on their answers. A full list of these comments is in Appendix A. Some notable responses were, *have better clothes and shoes; it would be good not to have anyone listening on the other end of the phone; I don't have enough choice in grooming – I want to go bald; we need hair gel; we need shower curtains; and what's the use, nothing is going to change.*

Family and community contact

Regular contact with family and community members is fundamental to promoting the overall wellbeing of young people in detention. The importance of fostering these relationships has been demonstrated repeatedly in the accounts of people whose childhoods were spent in institutional care (Commission of Inquiry into Abuse of Children in Queensland Institutions, 1999; Commission to Inquire into Child Abuse, 2009; Human Rights and Equal Opportunity Commission, 1997; Senate Community Affairs References Committee, 2004). These accounts illustrate the importance that strong relationships with families and communities have in terms of promoting young people's sense of identity and self-worth and capacity to develop future interpersonal relationships.

Relationships with family and other community members can also have a marked influence on the rehabilitative process. Lewis and her colleagues (Lewis, Yeager, Lovely, Stein, & Cobham-Portorreal, 1994) argue that even young offenders from the most dysfunctional family environments will usually have a caring relationship with at least one adult in their life – be it their mother, an aunt, a sibling or the parent of a friend. They hold that these relationships are crucial to rehabilitation because they can exert a particularly strong reinforcement for prosocial behaviours and model positive alternatives to the antisocial behaviours modelled by deviant peers. Consistent with this proposition, systematic reviews on the treatment of young offenders have observed some of the largest treatment effects in programs that have substantial family involvement or seek to deliver interventions in family-style residential settings (Dowden & Andrews, 1999; Farrington & Welsh, 2003; Lipsey & Wilson, 1998).

Standards of care

State and national standards of care emphasise the importance of promoting young people's contact with family and community while they are detained. The Youth Detention Inspectorates Draft Expectations for Youth Detention Centres identifies contact with family and friends as *essential to the young person's psychological wellbeing and to their successful reintegration into the community*. It also maintains that a young person's detention *should not emphasise their exclusion from the community, but their continuing part in it*. Consistent with this view, the *Youth Justice Act 1992* states that a young person in detention should be *dealt with in a way that strengthens the child's family and be helped to maintain relationships with the child's family and community* (Schedule 1). According to the Australasian Juvenile Justice Administrators Standards for Juvenile Custodial Facilities this includes ensuring contact with family and significant others *is not unreasonably limited by the centre, is responsive to individuals' needs, and occurs in conditions that are dignified and relatively private*.

Current practice

Queensland's youth detention centres are open to approved visitors for a minimum of 12 hours per week (26 hours in Cleveland Youth Detention Centre), with at least half of all visiting hours scheduled on weekends and evenings. Young people are also allocated a minimum of 90 minutes telephone contact with approved family and significant others per week, and can send and receive an unlimited number of letters. Both centres are equipped with video conferencing facilities which can be used to help young people stay in contact with family who are unable to visit the centre due to illness or distance. To further assist families maintain contact with young people in detention, visiting hours can be extended in special circumstances and families can also apply to detention centres for financial assistance to meet travelling expenses. Each centre runs a range of programs aimed at promoting young people's contact with community members and family. These include visits by Aboriginal and Torres Strait Islander elders, visits by sporting teams and family days. Community barbecues are also held in the Brisbane Youth Detention Centre, while the Cleveland Youth Detention Centre also runs a mentoring program. Young people's contact with family or significant others may be restricted in certain circumstances including by court order, at the request of a young person, at the request of family or carers, or to prevent contact with co-offenders.

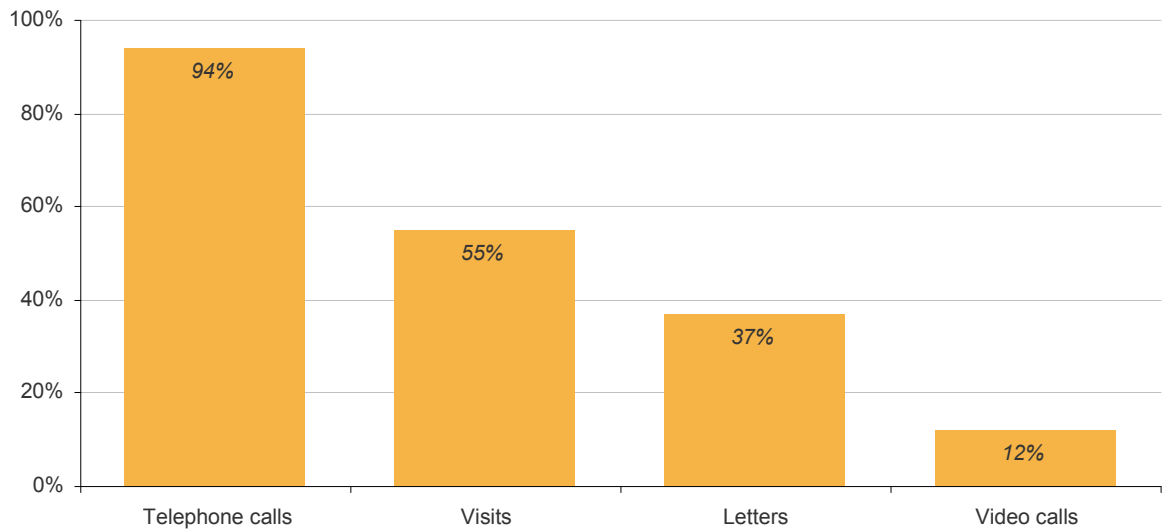
Young people's views

Through the Commission's Views Survey, young people were asked about the types of contact they have had with family and loved ones and if they feel they are having enough contact. They were also asked if there is anyone outside detention they want more contact with and if they were having any problems staying in contact with someone outside the centre. Finally, they were asked to give their impressions of the centres' visiting areas.

How have you had contact with your family and loved ones since you arrived at the centre?

Respondents were asked to indicate the types of contact they have had with their family and loved ones outside detention, selecting from a predefined list of options (Figure 8). Young people could select more than one option. Almost all young people (94%) reported having had contact with family and loved ones by phone, around half reported having visits (55%), over a third (37%) reported having contact through letters, and just over ten per cent (12%) reported having contact through video calls. Of those young people who reported not having visits from family or loved ones, one in five (20%) had had contact via video calls. Six per cent of respondents reported that they had not had any type of contact with their family since arriving at the centre. More than half of these young people had been detained for less than one week at the time of the survey (57%).

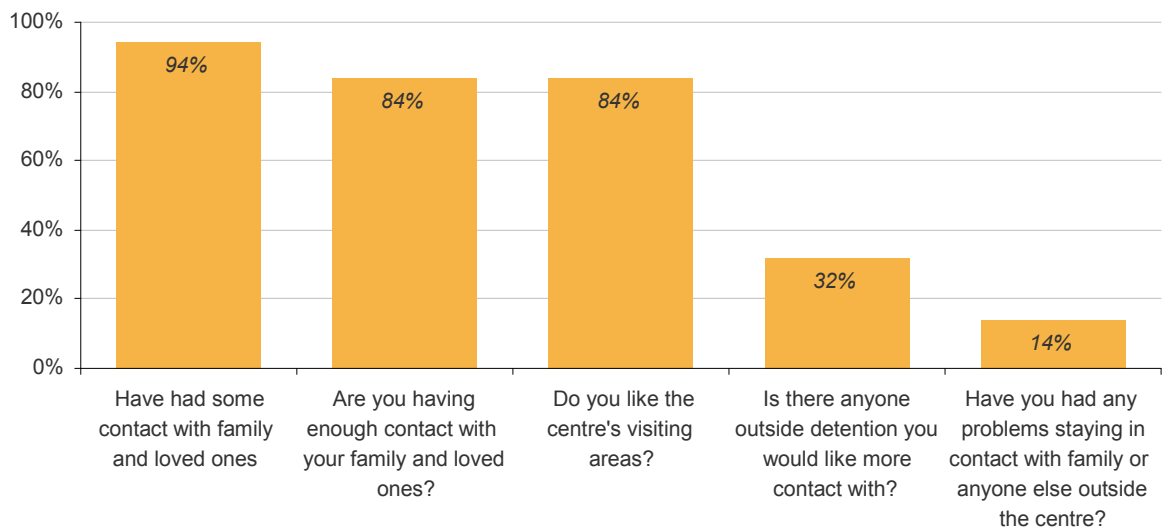
Figure 8. Types of contact young people report having with their families and loved ones (2010)



Are you having enough contact with your family and loved ones?

Eighty-four per cent of respondents reported being satisfied with the amount of contact they are having with their families and loved ones (Figure 9). There were no statistically significant differences between the centres, between Indigenous and non-Indigenous respondents, between young people who were detained for the first time and those who had been detained before, or between respondents aged less than 16 years and those aged 16 years and over.

Figure 9. Young people's views about their contact with family and community (2010)



Is there anyone outside the centre you want more contact with?

(like lawyers, child safety officers, Community Visitors, youth justice workers, elders)

Around one-third of young people (32%) reported that there was at least one person outside detention that they would like more contact with (Figure 9). Most of these young people nominated friends and partners as the people they would like more contact with, followed by family members (Table 6). The full list of responses is detailed in Appendix A. There were no statistically significant differences between the centres or between Indigenous and non-Indigenous respondents with regard to the proportion wanting more contact with someone outside detention.

Table 6. People respondents would like more contact with

Theme*	Example responses
Friends or partners (24 responses)	<i>Friends, boyfriend, sister. More of my friends. My best friend. My girlfriend. My girlfriend in which they do not allow contact with.</i>
Family members (10 responses)	<i>Mum and sisters. Mum, dad and girlfriend. My brother. My ex with my baby in *****.</i>
Other people (4 responses)	<i>Elders and Community Visitors. Family and Community Visitor. Lawyers. Youth Justice Workers.</i>

* Responses may be counted in more than one theme.

Have you had any problems staying in contact with family or anyone else outside the centre?

Fourteen per cent of young people reported experiencing problems staying in contact with family or someone else outside the centre (Figure 9). There were no statistically significant differences between the centres or between Indigenous and non-Indigenous respondents. Of the 14% of young people who reported having problems, the main problems they identified were having too little phone time (*credit runs out quick*); not having the relevant phone numbers on their phone list (*I don't have their number*); and being denied contact with a person outside the centre (*not allowed to ring my girlfriend*). The full list of comments is provided in Appendix A.

Do you like the centre's visiting areas?

Eighty-four per cent of respondents reported that they like their centre's visiting area (Figure 9), with no statistically significant difference between the centres. There were also no statistically significant differences between Indigenous and non-Indigenous young people or between young people who were detained for the first time and those who had been detained before.

What do you like about the visiting areas or not like about them?

Young people were asked to describe, in their own words, what they like or do not like about the centres' visiting areas. Those who reported liking the visiting areas mostly commented on their facilities and layout (*it is good the way it is set up, I like it; it's nice and cool, not so hot; the space and the facilities, but just not long enough; there's lots of room for my family and friends*); how much they enjoy having visits (*because you can visit your family; I like to visit a lot; you get to sit in a room with them*); or made a general comment about liking the visiting areas (*it's good; they're alright; just like everything*). Those who reported not liking the visiting areas mainly commented on a lack of privacy (*they are not private; you should be on your own*); not being able to take toilet breaks during visits (*I don't like that you can't use the toilets during visits; can't use the toilet*); or expressed a desire for additional facilities (*not enough activities for younger brothers and sisters in visiting areas; put the vending machine back in visit room*).

The full list of comments is in Appendix A.

Interactions with staff

Young people's interactions with staff can have a marked impact on their adjustment to detention, including their psychological adjustment. Biggam and Power (1997) have shown that detainees who are satisfied with the amount of practical and emotional support they get from detention staff also tend to have lower levels of anxiety, depression and hopelessness compared to those who are dissatisfied. Similarly, the Commission's previous surveys have shown that young people in detention identify caring and supportive interactions with staff as a major contributor to their overall feelings of safety (Commission for Children and Young People and Child Guardian, 2008, 2009). Young people's interactions with staff can also exert a strong influence on their behaviour. They can influence young people's use of prosocial behaviours while they are detained (Greene, Ablon, Hassuk, Regan, & Martin, 2006; Martin, 1977), and they may also be an agent for long-term behavioural change following release (Hosford, George, Moss, & Urban, 1975; Marsh & Evans, 2009). For instance, Marsh and Evans (2009) have found that young people who report high levels of engagement, positive affect and problem solving in their interactions with staff also report greater confidence in their ability to make post-release changes in their peer groups, drug use and offending behaviours.

Several authorities argue that, wherever possible, detention staff should adopt a mentoring or therapeutic approach to their interactions with young detainees (Marsh & Evans, 2009; Roush, 1996). This approach has been described as one that brings together the roles of guardian, counsellor, supervisor and role model (Roush, 1996). Moreover, it is one that places emphasis on modelling good behaviour and creating a positive climate that promotes change. It is maintained that this approach is ideal because it is both consistent with the rehabilitative philosophy of youth detention and because it helps to meet the complicated emotional needs of adolescents who have been separated from family and friends (Marsh & Evans, 2009; Roush, 1996).

Standards of care

State and national standards provide guidance on the way staff are expected to interact with young detainees. The Australasian Juvenile Justice Administrators Standards for Juvenile Custodial Facilities maintains that the care of young people in detention be achieved through *a culture of positive personal interactions rather than a culture of rules and regulations*. Under these standards, centres are expected to provide *a sufficient number of trained staff to ensure that young people are treated as individuals* and to *enforce a code of conduct that requires and assists staff to be positive role models for young people in custody*. The Youth Detention Inspectorates Draft Expectations for Youth Detention Centres echoes these principles and also expressly prohibits staff from using *racist or offensive* language toward a young person or acting in a manner that is *hurtful, disrespectful or provocative*.

Current practice

Queensland's youth detention centres are operated with a range of staff, including youth workers, teachers, teacher aides, youth justice caseworkers, nurses, Indigenous health workers, psychologists and visiting doctors and allied health staff. Young people spend the majority of their time in detention interacting with youth workers – and with teaching staff during school hours. Youth workers are employed by the Department of Communities and have responsibility for the day-to-day care of young people, managing young people's behaviour, and for maintaining the good order of the centre. Youth workers come from a range of employment backgrounds, and may or may not have previous experience working with young people. All youth workers must complete an induction program as a condition of their employment. The induction program begins with four weeks of class-based training that includes modules on legal and ethical principles, occupational health and safety, information management, security procedures and searches, adolescent development, communication skills, the management of challenging behaviours, suicide awareness, and cultural awareness. This training is followed by a minimum of 36 hours of supervised practice, a one week follow-up training session, and a competency assessment. The induction program is to be completed within six months of commencement.

Youth workers who wish to further their training may apply to undertake a fully funded Certificate IV in Youth Justice. This program is designed for frontline workers in the youth justice field and includes units on adolescent development, responding to challenging behaviours, crisis management, communication skills and team work. Staff in supervisory roles with a minimum of

three years experience in a centre may apply to undertake a fully funded Diploma of Youth Justice. This two year program includes units on supervising teams, supervising the provision of services to young people and managing responses to young people in crisis. Youth workers may also apply for financial assistance to complete work-related training of their choice through the Queensland Government's Study and Research Assistance Scheme (SARAS).

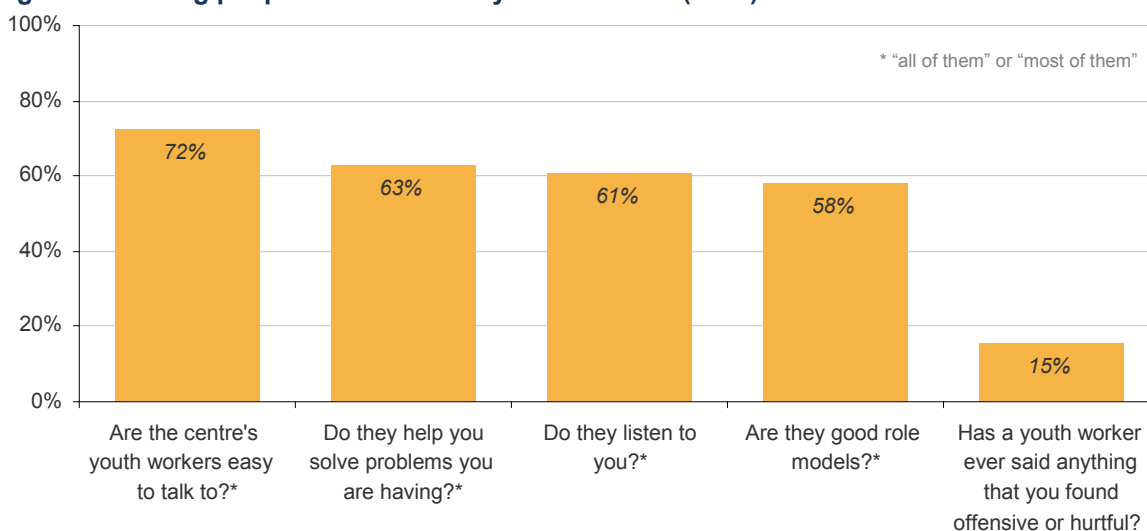
Young people's views

Through the Commission's Views Survey, young people in detention were asked about their interactions with youth workers. They were asked if they find the youth workers easy to talk to, feel they listen to them, believe they are good role models, and if the youth workers help them to solve problems they are having. Young people were also asked what they like most about the youth workers and if they are satisfied with the amount of contact they have with them. Finally, young people were asked if a staff member has ever said anything that they found offensive or hurtful.

Are the centre's youth workers easy to talk to?

Seventy-two per cent of young people reported that all or most of the centres' youth workers are easy to talk to (Figure 10). The remaining 28% of respondents reported that some of the youth workers are easy to talk to. There were no statistically significant differences between the centres, between Indigenous and non-Indigenous respondents, or between young people who were detained for the first time and those who had been detained before.

Figure 10. Young people's views about youth workers (2010)



Do they listen to you?

Sixty-one per cent of young people reported that all or most of the centre's youth workers listen to them (Figure 10). The remaining 39% of respondents reported that only some of the youth workers listen to them. There were no statistically significant differences between the centres, between Indigenous and non-Indigenous respondents, or between young people who were detained for the first time and those who had been detained before.

Are they good role models?

Fifty-eight per cent of young people reported that all or most of the centre's youth workers are good role models (Figure 10). Thirty-nine per cent of respondents reported that only some of the youth workers are good role models and three per cent reported that none of the youth workers are good role models. There were no statistically significant differences between the centres, between Indigenous and non-Indigenous respondents, or between young people who were detained for the first time and those who had been detained before.

Do they help you solve problems you are having?

Sixty-three per cent of young people reported that all or most of the centre's youth workers help them solve problems they are having (Figure 10). Thirty-three per cent of respondents reported that only some of the youth workers help them solve problems and four per cent reported that none of

the youth workers help them solve problems. There were no statistically significant differences between the centres, between Indigenous and non-Indigenous respondents, or between young people who were detained for the first time and those who had been detained before.

What do you like most about the youth workers?

Young people were given an opportunity to comment on the things they like most about the youth workers. Seventy-four young people made a comment. Their responses are summarised in Table 7 and detailed in full in Appendix A. Three main themes were identified in young people's comments – the friendly and interactive nature of youth workers, the way youth workers provide them with support and listen, and youth workers treating them with respect and politeness. Twelve of the respondents commented that there was *nothing* they like about the youth workers.

Table 7. What young people like most about the youth workers

Theme*	Example responses
They are friendly and interactive (36 responses)	<i>Good to talk to. Jokes. They are alright. Playing sports and other activities. They are easy to get along with. They make you laugh. When they act like little kids and they talk and mess around with you.</i>
They are supportive and listen (28 responses)	<i>They are there if you need anything. They are very good to you when you are angry. They give a chance and help us when we play up. They keep you company and if you have problems you can go see them. They sit down with you and listen to you. They try and help you with stuff you're going to do on the outside.</i>
They are respectful and polite (8 responses)	<i>How they talk to you. Nice, polite, good, helpful. Playing with us. Respect us. Some just have a lot of respect as we do with them.</i>

* Responses may be counted in more than one theme.

Do you get enough contact with the youth workers?

Ninety-one per cent of young people reported having enough contact with the centre's youth workers, with no significant difference between Indigenous and non-Indigenous young people (Figure 11). Female detainees were also asked if they felt they had enough contact with female youth workers. Eighty-three per cent reported that they did. Aboriginal and Torres Strait Islander detainees were also asked if they had enough contact with Aboriginal and Torres Strait Islander youth workers. Seventy-six per cent reported that they did. On all three questions there were no statistically significant differences between the centres or between young people who were detained for the first time and those who had been detained before.

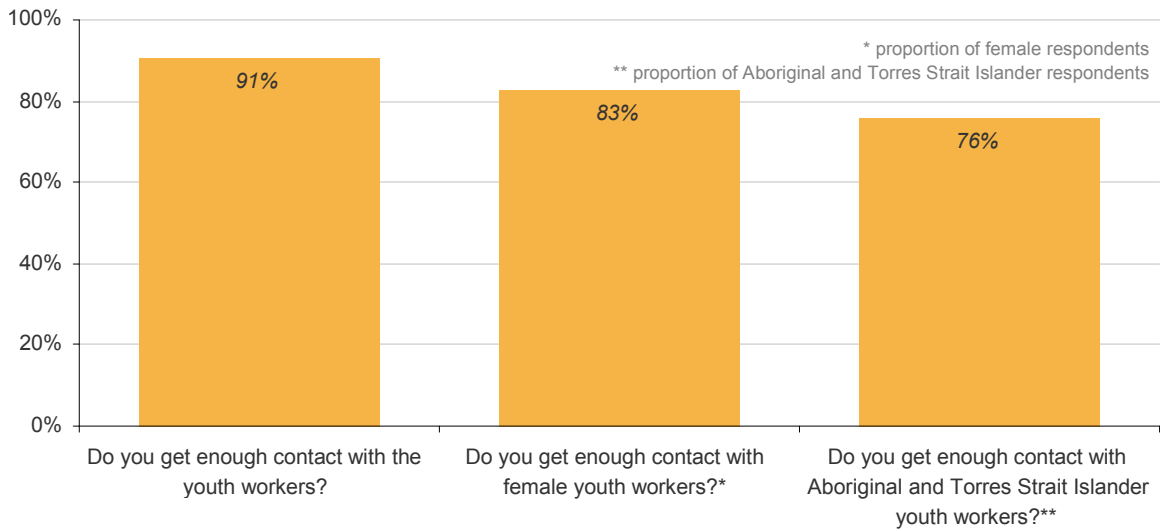
Has a youth worker ever said anything that you found offensive or hurtful?

Fifteen per cent of young people reported hearing a youth worker say something that they found offensive or hurtful (Figure 10). Young people who reported hearing something they found offensive were asked to provide a brief description of what was said. Young people gave the following descriptions: *you will never amount to sh*t; that I should give up; swearing at me; some of them tease me because of my hair colour; said you are black c**ts; lots of things, like run down my level of education and where I'm from; I don't care if your mum is sick, hope she dies; go back to your own country; f***ing mooksie dog; f*****n dogs; call me a dog.* Young people in the Brisbane centre were more likely to report hearing a youth worker say something offensive or hurtful (22%) than young people in the Cleveland centre (7%).¹³ Young people aged 16 years and over were also more likely to report hearing a youth worker say something offensive or hurtful (25%) than those aged less than 16 years (2%).¹⁴ There were no statistically significant differences between Indigenous and non-Indigenous respondents or between young people who were detained for the first time and those who had been detained before.

¹³ $\chi^2(1, 105) = 4.48, p = .034.$

¹⁴ $\chi^2(1, 103) = 10.30, p = .001.$

Figure 11. Young people's satisfaction with their contact with youth workers (2010)



Education and other programming

Programming refers to the mix of programs and activities provided in detention centres to support young people's development (Roush, 1993, 1996). Contemporary detention centre programming places special emphasis on supporting young people's educational needs, with education programs usually occupying a large portion of detainees' daily routines. These programs seek to enhance detainees' often limited literacy and numeracy skills, while simultaneously developing other academic, vocational, artistic, physical and life skills. In addition to education, detention centre programming typically includes:

- offender programs which seek to address factors directly influencing young people's offending behaviours, often through a focus on interpersonal skills
- counselling which engages young people in therapeutic relationships and, through these relationships, helps young people to negotiate personal problems, and
- recreation which keeps young people occupied during free time and includes physical activities to help maintain health and provide an outlet for excess energy.

There are good reasons to provide quality programming in detention centres. High quality programming helps create a positive environment that reduces stress on both detainees and staff, it alleviates boredom and uncertainty that can lead young people to act-out, and it fosters a sense of personal responsibility and self-worth that are necessary for long-term change (Roush, 1993). According to Roush, the 'inevitability rationale' is a particularly compelling reason to provide quality programming in youth detention centres. The inevitability rationale reasons that young people are inevitably changed by their experiences in detention and that the direction of that change is largely a product of the centre's programming philosophy. Roush argues that in the absence of education and other programming, detention centres are prone to become increasingly focused on punishment and control, exerting a largely counterproductive influence on detainees.

Detention provides an opportunity to engage young people in potentially life-changing programs. However, any gains are likely to be short-lived unless they are reinforced in the community – in young people's daily lives and their existing social networks (Altschuler, Armstrong, & MacKenzie, 1999). In the view of Altschuler and his colleagues, the chances of long-term change can be much improved by making detention programming as compatible as possible with the community-based programs available to young people following their release. They have identified a range of ways to foster this compatibility. These include bringing community-based service providers into detention to deliver services and programs, providing joint staff training, and adapting successful community programs for use in detention – and vice-versa.

Standards of care

State and national standards of care require centres to provide a range of programs to promote young people's development. The *Youth Justice Act 1992* requires that centres promote *the social, cultural and educational development* of detainees (s263), but the Act provides few other details. The Australasian Juvenile Justice Administrators Standards for Juvenile Custodial Facilities (AJJA Standards) is more detailed, calling on centres to provide detainees with education programs (*educational and accredited vocational programs are suited to individual needs, interests and market-place opportunities*); offender programs (*specialised programs that assist young people to understand why they offend and what measures they can take to stop or reduce their offending*); counselling (*opportunities for young people to resolve family and personal issues through supportive guidance and professional assistance*); and recreational activities (*a broad range of coordinated physical and passive recreational and leisure activities*).

Current practice

Young people in Queensland's youth detention centres attend an onsite school during regular school hours. The centres' schools, operated by the Department of Education and Training, provide a curriculum that emphasises core literacy and numeracy skills, vocational training, career education and personal development. Each school is equipped with its own library and facilities to support accredited vocational training in the visual arts, ceramics, information technology, hospitality, health and fitness, furniture making, building and construction, automotive work, business and financial services (in BYDC) and horticulture (in CYDC). Both schools can support the Certificate II in the Access 10 program, an accredited Year 10 alternative. School classes are

taught in groups of 4 to 6 young people. An individualised education plan is developed for each young person based on an assessment of their educational needs and strengths. This assessment is part of young people's induction program.

Offender programs are provided by the Department of Communities and delivered by the centres' casework teams. The centres offer two statewide offender programs – the Changing Habits and Reaching Targets (CHART) program and the Aggression Replacement Training (ART) program. The CHART program is delivered in an individual format and uses a cognitive-behavioural framework. This program is designed to assist young people to examine the beliefs and behaviours that contribute to their offending, explore their motivation for change, and learn skills in problem solving, achieving lifestyle balance and preventing relapse. Young people who are sentenced and assessed as having a moderate to high risk of reoffending are eligible to participate in CHART. Participation is voluntary. The ART program is a ten week group program that focuses on social skills, reducing and controlling anger arousal, and moral reasoning. To be eligible for the ART program, a young person must have a history of aggressive behaviours, be sentenced to detention for at least ten weeks and be assessed as having a moderate to high risk of reoffending. This program is also voluntary. Multi-systemic interventions are provided to eligible sexual offenders in both centres through a partnership with the Griffith Youth Forensic Service.

General counselling and drug and alcohol counselling are provided to young people in Queensland's youth detention centres by the centres' Mental Health Alcohol Tobacco and Other Drugs Services (MHATODS), while specialised psychological interventions can be provided either by MHATODS or a psychologist in the centres' casework teams. Some of the other programs and activities available to young people in detention include elders visits, Aboriginal and Torres Strait Islander arts, music and dance, parenting and life skills programs, chaplaincy services, sports, family days (in BYDC), Maori and Samoan cultural programs (in BYDC) and a mentoring program (in CYDC). To support young people's educational and recreational needs, the centres are equipped with gymnasiums, basketball courts, football fields and swimming pools.

Young people's views

Through the Commission's Views Survey, young people were asked about their experience of education and other programming in detention. They were asked what programs and activities they participate in and if they find the centre's programs and activities stop them getting bored, improve their literacy, and help them cope better with personal problems. Young people were also asked to report whether they believe the programs and activities will help them find a job and stay out of trouble when they leave the centre.

What types of programs and activities have you been doing in the centre?

Respondents were shown a list of programs and activities and asked to indicate which, if any, they are participating in while in detention (Table 8). On average, respondents reported participating in seven different types of programs and activities (median). The most common types of programs and activities young people reported participating in are school classes (98%), sports or fitness programs (93%), art classes (86%), recreational activities (84%) and work skills programs (73%). A third of all young people (33%), and around half of young people who were sentenced (51%), reported participating in anger management or other types of offender programs.

Do you think there are enough cultural and religious activities in the centre?

Seventy-three per cent of respondents reported believing that there are enough cultural and religious activities offered in their centre (Figure 12). There were no statistically significant differences between centres or between Indigenous and non-Indigenous respondents.

Do the programs and activities stop you getting bored?

Sixty-two per cent of respondents reported that the programs and activities in detention stopped them from getting bored (Figure 12). There were no statistically significant differences between centres, between Indigenous and non-Indigenous respondents, or between young people who had been detained for over three months and those detained for three months or less. Young people who reported getting bored in detention were asked to nominate the times they were getting bored, by selecting from a predefined list. The times young people were most likely to report feeling bored were weekday afternoons (61% of respondents who reported getting bored), followed by weekend afternoons (53%), weekend evenings (50%), weekend mornings (47%), weekday evenings (47%), and weekday mornings (42%). A similar profile was observed in both centres.

Table 8. Programs and activities young people report participating in while detained (2010)

Type of program or activity	Per cent of respondents
School classes	98%
Sports or fitness	93%
Art classes	86%
Recreation	84%
Work skills	73%
Cultural activities*	61%
Drug or alcohol programs	54%
Community programs	45%
Health education	39%
Personal counselling	35%
Personal development	34%
Anger management or other offender programs	33%

* Respondents who identify as Aboriginal or Torres Strait Islander or cultural background other than Caucasian.

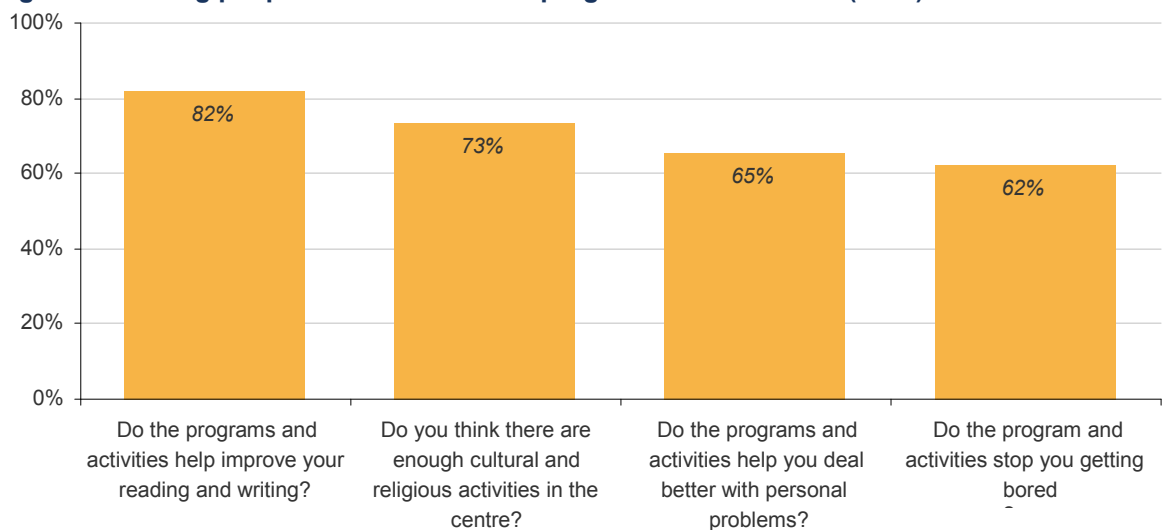
Do the programs and activities help improve your reading and writing?

Eighty-two per cent of respondents reported that the programs and activities in detention are helping them improve their reading and writing (Figure 12). There were no significant differences between centres, between Indigenous and non-Indigenous respondents, or between young people who had been detained for over three months and those detained for three months or less.

Do the programs and activities help you deal better with personal problems?

Sixty-five per cent of respondents reported that the programs and activities are helping them deal better with personal problems (Figure 12). There were no statistically significant differences between the centres or between Indigenous and non-Indigenous respondents. Respondents who had been detained for over three months at the time of the survey were more likely to report that the programs and activities are helping them deal better with personal problems (75%) than those who had been detained for three months or less (55%).¹⁵

Figure 12. Young people's views about the programs and activities (2010)



Do you think the programs and activities will help you get a job when you leave?

Eighty-four per cent of respondents reported believing that the programs and activities in detention would help them get a job when they leave (Figure 13). There were no statistically significant differences between centres or Indigenous and non-Indigenous respondents. Respondents who had been detained for over three months at the time of the survey were more likely to believe the

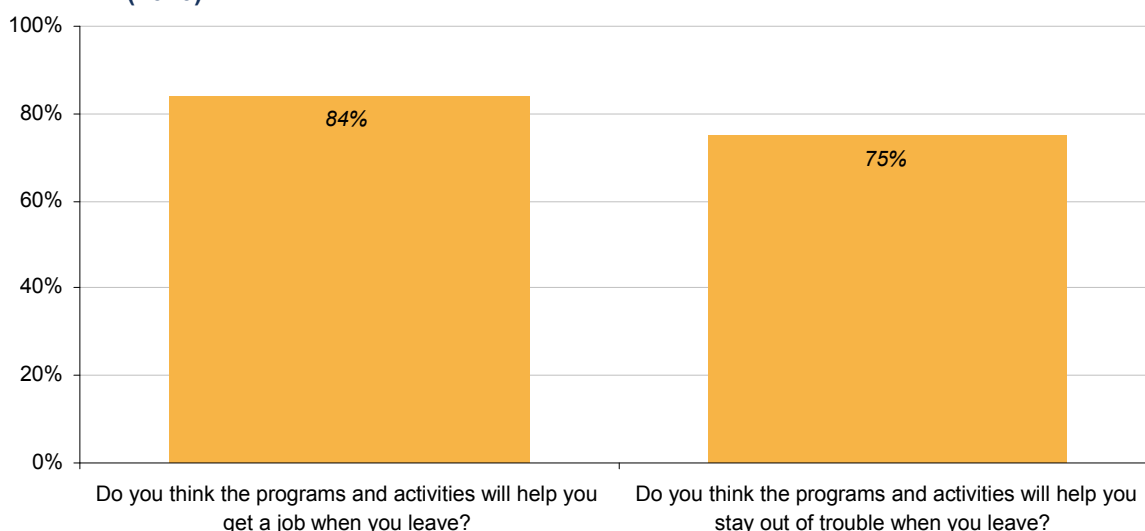
¹⁵ $\chi^2(1, 104) = 4.35, p = .037$.

programs and activities would help them get a job (96%) than those who had been detained for three months or less (73%).¹⁶

Do you think the programs and activities will help you stay out of trouble when you leave?

Seventy-five per cent of respondents reported believing that the programs and activities in detention would help them stay out of trouble when they leave (Figure 13). There were no statistically significant differences between Indigenous and non-Indigenous respondents or between young people who had been detained for over three months and those detained for three months or less. Respondents in the Cleveland Youth Detention Centre were more likely to believe the programs and activities would help them stay out of trouble (86%) than those in the Brisbane Youth Detention Centre (67%).¹⁷

Figure 13. Young people's views about the impact of programs and activities on their future (2010)



What programs and activities do you enjoy most?

Respondents were asked to describe, in their own words, which of the programs or activities in detention they enjoyed most. One-hundred-and-two young people responded to the questions. The four types of programs and activities most often identified were sports, gym and swimming (64 responses); art including music and ceramics (42 responses); vocational programs including horticulture, woodwork, and hospitality (18 responses); recreation (9 responses); and school classes (7 responses). The full list of responses is provided in Appendix A.

Are there any other activities that you would like to have in the centre?

Respondents were asked to detail, in their own words, any programs or activities they would like to have available in the centre. Thirty-three young people identified a program or activity they would like to be available. Suggestions with multiple responses included boxing (4 responses); hairdressing (3 responses); fishing (3 responses); more football or soccer games (3 responses); computer games (3 responses); bike riding (2 responses); and tennis (2 responses). The full list of responses is provided in Appendix A.

Are there any programs or activities you'd like to keep doing when you leave?

Respondents were asked to detail, in their own words, any of the programs or activities in detention that they would like to continue when they leave detention. Forty-three young people identified at least one program or activity they would like to continue when they leave. The most commonly cited programs or activities were sport, particularly gym (17 responses); art programs (14 responses); work related programs (11 responses); and school classes (4 responses). The full list of responses is provided in Appendix A.

¹⁶ $\chi^2(1, 104) = 9.67, p = .002.$

¹⁷ $\chi^2(1, 103) = 4.96, p = .026.$

Health care

Self-reports, diagnostic interviews and clinical examinations have consistently identified a high prevalence of health problems among young people in detention centres. Some of the more common conditions to be identified are psychological disorders, (Bickel & Campbell, 2002; Stathis et al., 2008; Teplin, Abram, McClelland, Dulcan, & Mericle, 2002), substance misuse (Lennings & Pritchard, 1999; Prichard & Payne, 2005; Stathis et al., 2008), sexually transmitted illnesses (Oh et al., 1998; Templeton et al., 2010), dental problems (Bolin & Jones, 2006), physical injuries and respiratory conditions (Butler et al., 2008; Fasher, Dunbar, Rothenbury, Bebb, & Young, 1997). This group of young people also frequently engages in behaviours that place their health at risk. For instance, a study in Queensland's youth detention centres found that four out of five sexually active detainees had been inconsistent in their use of condoms during sex and around one in five had shared a needle in the past (Lennings & Pritchard, 1999). In addition to a high prevalence of health problems and health-risk behaviours, most young people who enter detention have had little or no contact with community health services (Butler et al., 2008; Feinstein et al., 1998).

Detention provides an opportunity to identify young people's health conditions, initiate treatment for those conditions, and link young people with community health services for ongoing care (Butler et al., 2008; Feinstein et al., 1998; Hein et al., 1980; Jarvis, Beale, & Martin, 2000). Several commentators have stressed the importance of health education as a core part of the health services provided in detention. Jarvis et al. (2000), for example, argue that education is essential to promote continuity of care for young people once they leave the centre. They maintain that young people are more likely to use community health services after their release if they are made aware of the services available to them and get introduced to those services before they leave. This type of education may be particularly important given Feinstein et al.'s (1998) observation that detainee's families are often unable or unwilling to help them secure follow-up health care.

Standards of care

State and national standards of care require that young people in detention be provided with a comprehensive range of health services to maintain and promote their health and wellbeing. The *Youth Justice Act 1992* states that young people in detention *should have access to dental, medical and therapeutic services necessary to meet the child's needs* (Schedule 1). According to the Australasian Juvenile Justice Administrators Standards for Juvenile Custodial Facilities (AJJA Standards), the health services available in detention should include mental health and substance use assessments, treatments, and education, and interventions for self-harming behaviours. The Youth Detention Inspectorates Draft Expectations for Youth Detention Centres maintains that the standard of health care provided to young people in detention should be *equivalent to that which young people could expect to receive in the community*.

Current practice

Queensland's youth detention centres have onsite health services operated by Queensland Health. The health services are staffed by a multi-disciplinary team consisting of clinical nurses, Indigenous health workers, psychologists, visiting medical officers, dentists, and optometrists. At least one nurse must be on duty at all times. Each health service is equipped with consultation rooms, treatment and overnight observation rooms, a dental clinic and pathology and ophthalmology supplies. They are capable of delivering standard primary health care services, including minor surgical procedures and oral and sexual health services. Both centres also have a Mental Health Alcohol Tobacco and Other Drugs Service (MHATODS) that provides substance misuse and mental health programs with a focus on psycho-education, relapse prevention and community linkage.

On admission to detention, young people undergo a health screening by a duty nurse and a suicide risk assessment. In addition, young people are referred to a visiting medical officer for further examination, along with a sexual health consultation and vaccination check. Where indicated, young people are also referred to the MHATODS service. The need for ongoing medical treatment and further health check-ups is determined on a case-by-case basis. Young people may also self-refer to the centres' health services. Young people who require specialist medical services can be transferred under supervision to local hospitals or medical specialists. On release, a health summary is provided to a young person's community caseworker to assist with their aftercare, if considered appropriate.

Young people's views

Through the Commission's Views Survey, young people in detention were asked about their health and their experience of the health care provided in detention, including their opinion on the quality of their care and whether it is easy to access health staff. Young people were also asked whether staff in the centre encourage them to take care of their health.

Do you have any problems with your physical health?

(like injuries, or problems with breathing, hearing, sexual health or teeth)

Fourteen per cent of respondents reported having physical health problems, with young people detained for the first time more likely to report having physical health problems (28%) than young people who had been detained before (10%).¹⁸ There were no significant differences between centres, or between Indigenous and non-Indigenous young people. Those who reported having physical health problems were also asked if they feel they are getting enough help for these problems. Sixty-seven per cent reported that they are getting enough help (Figure 14).

Do you have any problems with your emotional or mental health?

(like feeling down or anxious, strange thoughts, problems with sleeping or eating)

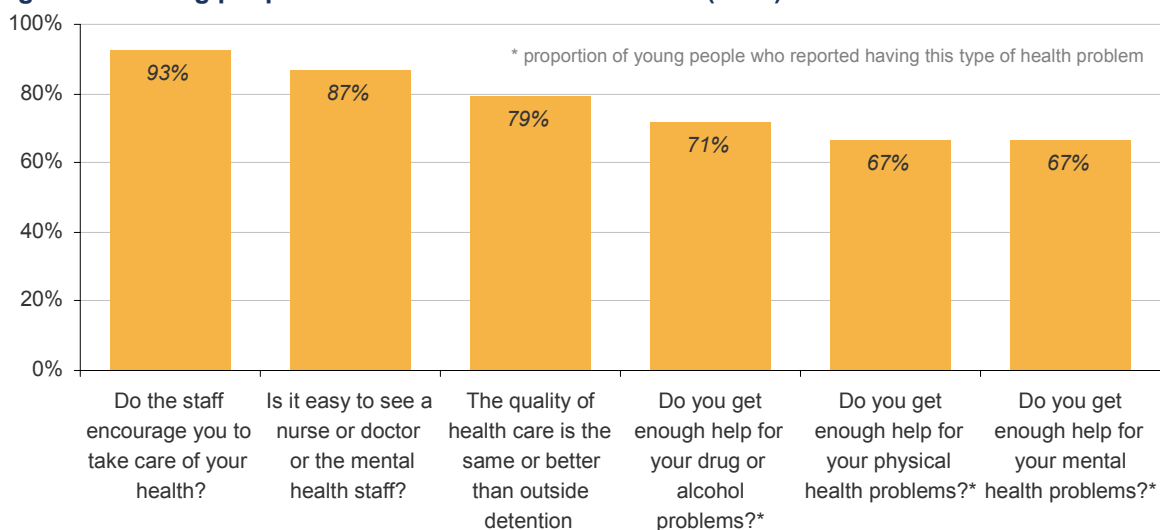
Seventeen per cent of respondents reported having emotional or mental health problems, with no significant differences between centres, between Indigenous and non-Indigenous young people, or between those detained for the first time and those who had been detained before. Those who reported having these problems were also asked if they feel they are getting enough help for these problems. Sixty-seven per cent reported that they are getting enough help (Figure 14).

Do you have any problems with drugs or alcohol?

(like sniffing, drinking, smoking)

Thirty-six per cent of respondents identified themselves as having problems with drugs or alcohol, including sniffing, drinking and smoking, with no significant differences between centres, between Indigenous and non-Indigenous young people, or between those detained for the first time and those who had been detained before. Those who reported having problems with drugs or alcohol were also asked if they feel they are getting enough help for these problems. Seventy-one per cent reported that they are getting enough help (Figure 14).

Figure 14. Young people's views about their health care (2010)



Is it easy to see a nurse or doctor or the mental health staff in the centre?

Eighty-seven per cent of respondents reported that it is easy to see a nurse or doctor or the mental health staff in their centre (Figure 14). There were no statistically significant differences between centres, between Indigenous and non-Indigenous respondents, between young people who were detained for the first time and those who had been detained before, or between respondents aged less than 16 years and those aged 16 years and over. There was also no significant difference between those who identified themselves as having a health problem and those who did not.

¹⁸ $\chi^2(1, 105) = 5.04, p = .025$.

Do you think the health care you get in the centre is better, about the same or not as good as you get outside the centre?

Respondents were asked to rate the overall quality of health care in the centre as either “better than you get outside the centre”, “about the same as you get outside the centre”, or “not as good as you get outside the centre”. Seventy-nine per cent reported that the quality of the health care they get in detention is as good or better than the health care they get outside detention (Figure 14). There were no statistically significant differences between centres, between Indigenous and non-Indigenous respondents, between young people who were detained for the first time and those who had been detained before, or between respondents aged less than 16 years and those aged 16 years and over. There was also no statistically significant difference between those who identified themselves as having a health problem and those who did not.

***Do the staff in the centre encourage you to take care of your health?
(like encourage you to exercise, eat good food, keep clean, take medications if you need them)***

Ninety-three per cent of respondents reported that the staff in detention encourage them to take care of their health (Figure 14). There were no significant differences between centres, between Indigenous and non-Indigenous respondents, between young people who were detained for the first time and those who had been detained before, or between respondents aged less than 16 years and those aged 16 years and over. There was also no statistically significant difference between those who identified themselves as having a health problem and those who did not.

Do you have any comments about the health care in the centre?

Young people were invited to make any comment they wished about the health care provided in detention. Ten young people made a comment. Most of these comments made reference to young people’s satisfaction with the health care being provided, such as *it’s very good*; *good job*; and *no, all good*. The full list of comments is provided in Appendix A.

Behaviour management

Managing disruptive and aggressive behaviours can be a significant challenge for detention centres. Many young people in detention have histories of conduct problems, impulsivity and aggression (Bickel & Campbell, 2002; Carroll et al., 2006; Teplin et al., 2002) and a limited range of conflict resolution skills (Bell & Jenkins, 1995). Moreover, young people in detention can be highly reactive to real and perceived provocation by others (Munoz, Frick, Kimonis, & Aucoin, 2008). Effective ways of managing aggression and other problem behaviours are necessary to protect the safety of both detainees and staff.

Behavioural problems can be managed in detention centres in a variety of ways, ranging from modifications to the physical environment through to restrictive interventions like restraint and separation. It is recommended that centres use the least restrictive methods possible to manage behavioural problems – due in large part to concerns about the negative psychological affects of restrictive interventions on young people and staff, and their potential to increase the occurrence of problem behaviours (Ellis, Pruett, & Sowers, 2001; Mitchell & Varley, 1990). Some of the less restrictive methods of managing problem behaviours in detention centres include:

- environmental modifications such as increasing young people's access to stimulating recreational and educational programs (Mitchell & Varley, 1990) and introducing low-stimulant diets (Schoenthaler, 1983)
- modelling prosocial behaviours, including conflict resolution, anger management and problem solving skills through staff-detainee interactions (Greene et al., 2006)
- incentive and reward schemes and behaviour level systems (Barrett, 1993)
- de-escalation techniques, including voluntary time-out (Ellis et al., 2001)
- tailored psychotherapeutic interventions for young people who display frequent and challenging problem behaviours (Cowles & Washburn, 2005; Trupin, Stewart, Beach, & Boesky, 2002), and
- selective use of psychoactive medications for young people with medical conditions that contribute to high levels of reactivity and aggression (e.g. psychosis, brain injury) (Ellis et al., 2001; Mitchell & Varley, 1990).

The use of separation and restraint can be highly effective at halting dangerous behaviours that may cause harm to young people and staff. However, these techniques can also have significant negative effects on the young people concerned, other detainees and detention staff, including the risk of physical injuries (Mitchell & Varley, 1990). Consequently, it is recommended that restraint and separation be used sparingly and only as a short-term safety measure – not as a punishment or routine method of behavioural modification (Brown, Genel, & Riggs, 2000; Ellis et al., 2001; Greene et al., 2006; Martin, Krieg, Esposito, Stubbe, & Cardona, 2008; Mitchell & Varley, 1990). The use of restraint and separation has been cautioned in particular for young people with signs of emotional disturbance or histories of abuse. Ellis and his colleagues (2001) argue that using restraint and separation with young people who have prior experience of abuse risks recreating past abusive situations, triggering severe distress and exacerbating behavioural problems.

Standards of care

State and national standards of care emphasise the need to explain to young people the behaviours expected of them while in detention in ways they understand. They also emphasise the need for detention centres to use the least restrictive methods of behaviour management possible to maintain good order. According to the Australasian Juvenile Justice Administrators Standards for Juvenile Custodial Facilities (AJJA Standards) detention centres and their staff should promote positive behaviours by providing young people with *opportunities and support to make decisions, and to responsibly manage their own behaviour* and by implementing an *incentive scheme [that] reinforces socially acceptable behaviours and promotes participation in programs through appropriate rewards*. The AJJA Standards expects centres to use restraint and separation *only in response to unacceptable risk of escape, immediate harm to the young person, or immediate harm to others*. The *Youth Justice Regulation 2003* requires that separation only occur for a young person's protection, the protection of others or the protection of property, for the purpose of restoring order in the detention centre, when the young person is ill, when the young person requests it, or for routine security purposes (s22).

Current practice

Queensland's youth detention centres operate a points and rewards system as part of their approach to behaviour management and development. Under these systems, young people receive or lose points based on their general behaviour and compliance with rules, including their completion of chores, respect for others, orderly movement around the centre, program participation and behaviour in school. Young people can redeem the points they earn for extra privileges, such as soft drinks (known as gold rewards) or a television or stereo for their room. Misbehaviour can result in a loss of privileges. Persistent misbehaviour or serious misbehaviour may result in a young person being placed on a Behaviour Development Plan. These plans outline actions and strategies to correct a young person's behaviour. They might include actions such as extra chores, changes to living arrangements, conditions being placed on program participation, participation in counselling and/or the provision of additional contact with support persons. Centres' operational procedures allow young people to be separated from the general population for the reasons outlined in the *Youth Justice Regulation (2003)* (see above). Operational procedures prohibit young people being separated for disciplinary reasons. Young people may be separated in their room, accommodation section or in a separation unit.¹⁹

Young people's views

Through the Commission's Views Survey, young people were asked about their experience of the behaviour management in detention. They were asked if they understand the rules in the centre, if staff help them to manage their behaviour, if they feel rewarded for good behaviour and if they believe the behaviour management in the centre is generally fair. Respondents were also asked if they had been separated and restrained during their current stay and why.

Do you know the rules for behaviour in the centre?

Almost all young people (99%) reported knowing the rules for behaviour in their centre (Figure 15).

Do the staff help you manage your behaviour?

(like help you calm down and help you sort out arguments)

Ninety per cent of respondents reported that the detention centre staff help them manage their behaviour (Figure 15). There were no statistically significant differences between the centres, between Indigenous and non-Indigenous respondents, between young people who were detained for the first time and those who had been detained before, between respondents aged less than 16 years and those aged 16 years and over, or between young people who had been detained for over three months and those detained for three months or less.

Figure 15. Young people's views about behaviour management (2010)



¹⁹ Each accommodation section in BYDC and CYDC has a room where young people can be separated as an alternative to be separated in their own room. Young people in BYDC may also be separated from the general population in the Oak section, a specialised section with high supervision. CYDC does not currently have an equivalent to the Oak section, but will have an 'Intensive Supervision Unit' once its expansion is completed in late 2012.

Do you feel rewarded for good behaviour?

Around three-quarters of respondents (76%) reported feeling rewarded for good behaviour (Figure 15). There were no statistically significant differences between the centres, between Indigenous and non-Indigenous respondents, between young people who were detained for the first time and those who had been detained before, between respondents aged less than 16 years and those aged 16 years and over, or between young people who had been detained for over three months and those detained for three months or less.

What kinds of rewards do you like most?

Young people who reported feeling rewarded for good behaviour were asked to describe which rewards they enjoy most. Fifty-six young people identified the type of rewards they liked most. The most common rewards nominated were access to televisions and stereos (25 responses) and gold reward packs (24 responses). The full list of responses is provided in Appendix A.

Is the behaviour management in the centre generally fair?

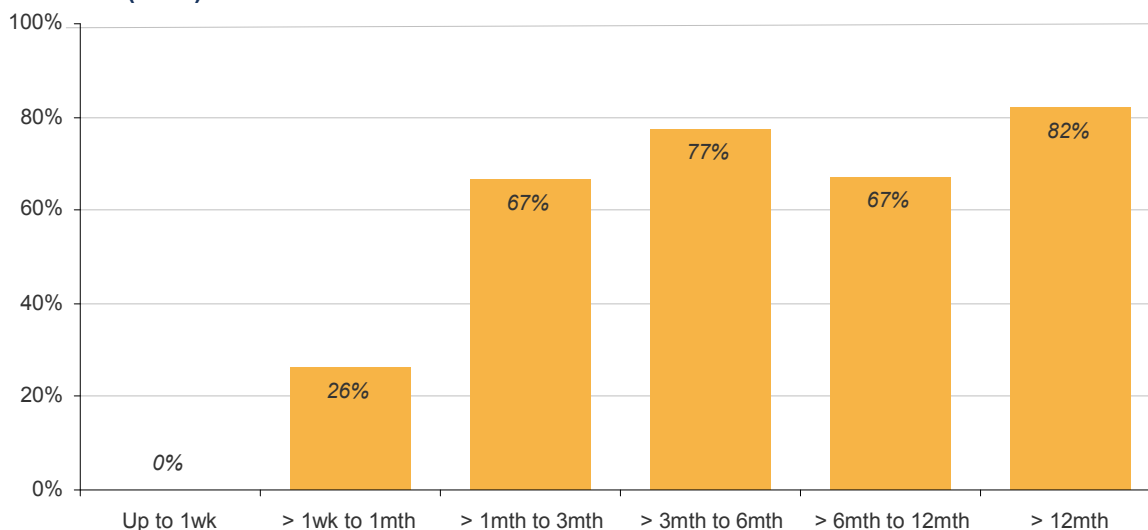
Eighty-two per cent of respondents reported that the behaviour management in detention is generally fair (Figure 15). Respondents in the Cleveland Youth Detention Centre were more likely to report that the behaviour management is fair (91%) than respondents in the Brisbane Youth Detention Centre (75%).²⁰ There were no significant differences between Indigenous and non-Indigenous respondents, between young people who were detained for the first time and those who had been detained before, between respondents aged less than 16 years and those aged 16 years and over, or between young people who had been detained for over three months and those detained for three months or less. Those who reported that the behaviour management is unfair were asked to give a reason for their response. Their responses are detailed in Appendix A.

Have you been put in separation while you have been here this time?

(made to stay in your room or a separation unit like Kingfisher in CYDC or Oak in BYDC)

Fifty-nine per cent of respondents (63 young people) reported being separated during their current stay in detention – 19% reported being separated once and 40% reported being separated more than once. The likelihood of being separated increased with the duration of detention (Figure 16).²¹ None of the respondents who had been detained for up to a week reported being separated (0%), compared to around one-quarter of those detained between a week and a month (26%), around two-thirds of those detained between one and three months (67%), and three-quarters of those detained for more than three months (75%). The proportion of young people who reported being separated did not differ significantly between the centres, between Indigenous and non-Indigenous respondents, between young people who were detained for the first time and those who had been detained before, or between those aged less than 16 years and those aged 16 years and over.

Figure 16. Proportion of young people reporting being separated, by duration of detention (2010)



²⁰ $\chi^2(1, 105) = 4.88, p = .027$.

²¹ $\chi^2(5, 105) = 26.20, p = .000$.

Why were you separated last time?

The 63 young people who reported being separated during their current stay were asked to describe why they were separated last time. Fifty-four gave a reason. The most common reasons were fighting or threatening others (32 responses), bad behaviour, disobedience or disrespect (13 responses) and for self-protection or emotional or health problems (4 responses) (Table 9). Only one young person reported not knowing why they were separated last time. The full list of comments is provided in Appendix A.

Table 9. Reasons young people give for being separated on the most recent occasion

Theme*	Example responses
Fighting or threatening others (32 responses)	<i>A fight. Code yellow for fighting. Fighting. Fighting and swearing. Threats.</i>
Bad behaviour, disobedience or disrespect (13 responses)	<i>Bad behaviour. Because I swore and had a bad attitude. Being bad and disrespectful. Not listening to staff and swearing at them.</i>
Self-protection or emotional or health problems (4 responses)	<i>Because I got upset. For self-protection. Medical problems. To calm down.</i>
Other reasons, including property damage (6 responses)	<i>Because they couldn't move anyone around. Don't know. Set fire sprinkler off. Tagging my name on the window.</i>

* Responses may be counted in more than one theme.

Have you been physically restrained while you have been here this time?

Forty-one per cent of respondents (44 young people) reported being physically restrained during their current stay in detention – 15% reported being restrained once and 26% reported being restrained more than once. The likelihood of being restrained increased with the duration of detention (Figure 17).²² None of the respondents who had been detained for up to a week reported being restrained (0%), compared to one-quarter of those detained between a week and a month (26%), a third of those detained between one and three months (33%), and more than half of those detained for more than three months (56%). The proportion of young people who reported being restrained did not differ significantly between the centres, between Indigenous and non-Indigenous respondents, between young people who were detained for the first time and those who had been detained before, or between those aged less than 16 years and those aged 16 years and over.

Why were you restrained last time?

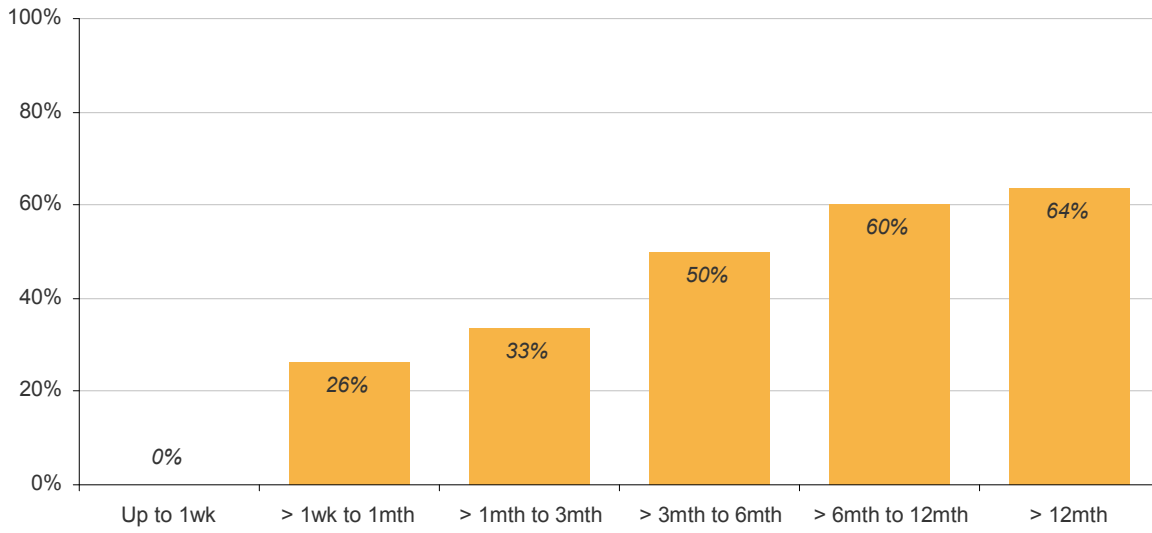
The 44 young people who reported being physically restrained during their current stay were asked to describe why they were restrained last time. Thirty-five gave a reason. The most common reasons were fighting or threatening others (27 responses) and bad behaviour, disobedience or disrespect (7 responses). The full list of comments is detailed in Appendix A.

Do you have any other comments about the rules or behaviour management?

Young people were invited to make any comment they wished about the behaviour management in their centre. Seven young people made a comment. Their comments are detailed in Appendix A.

²² $\chi^2(5, 105) = 13.35, p = .020$.

Figure 17. Proportion of young people reporting being restrained, by duration of detention (2010)



Complaints and advocacy

Young people in detention are typically reluctant to raise complaints as a way of resolving problems with their care. For example, Ireland et al. (Ireland, 1999; Ireland & Monaghan, 2006) have studied how young people respond to bullying by other detainees – one of the more common problems that can arise for young people in detention – and found that as few as 5% make a complaint about the bullying to staff. A fear of negative consequences and a culture of “keeping quiet” are believed to be particularly strong barriers to young people complaining about problems in detention centres (Ireland, 1999; Sbaraini & Carpenter, 1996; Wilson, 2004). Other potential barriers include not knowing what constitutes appropriate care, not knowing that complaints procedures exist, the complexity of the procedures, the power imbalance between young people and staff, a lack of cognitive skills to manage conflict, a lack of confidence in being listened to, and fear of losing privileges (Power, Dyson, & Wozniak, 1997; Sbaraini & Carpenter, 1996; Wood, 1996). Wood (1996) maintains that independent advocates can make a significant contribution to overcoming these barriers and improving the effectiveness of complaints processes.

While acknowledging that formal complaints procedures are an essential safeguard in institutional settings, Wood and others have cautioned against becoming overly focused on these procedures as a way of improving quality of care (van Nijnatten, Elbers, & van den Bogaard, 2006; Wood, 1996). In their view, overly bureaucratic complaints procedures lead services and their staff to become excessively cautious and risk adverse in order to avoid being the subject of complaints. They recommended that efforts be centred on building a culture that encourages the voicing of problems and educating all parties on how to resolve problems appropriately. Wood (1996) suggests services find ways to routinely involve young people in decision making and to encourage them to raise even relatively minor problems with their care. By doing so, young people can learn appropriate ways to raise their concerns, come to see that their concerns will be taken seriously, and may be less afraid to report serious matters should they arise. Similarly, staff can gain experience listening and responding to young people in relatively non-threatening circumstances.

Standards of care

State and national standards of care require that young people in detention centres have clear, accessible and fair avenues for resolving complaints about their care. The *Youth Justice Act 1992* requires that, at a minimum, young people be provided with written and oral information about *how, and to whom, the child may make a complaint (s267)*, be allowed to *complain directly to a Community Visitor (s277)* and be told *how the complaint will be dealt with (s277)*. The Youth Detention Inspectorates Draft Expectations for Youth Detention Centres emphasises the need for complaints handling procedures to be well-publicised and for complaints to be dealt with in a prompt, sensitive and systematic manner. Moreover, it establishes the expectation that young people will be able to seek the assistance of external authorities, family, friends, legal advocates and others to make a complaint, be able to make a complaint without censorship, and be made aware that they have the right to confidentiality when making a complaint.

Current practice

There are several avenues through which young people in Queensland’s youth detention centres can resolve problems with their care. In the first instance, young people are encouraged to speak with staff to seek an immediate resolution to the problem. They may also speak with Community Visitors (CVs) from the Commission for Children and Young People and Child Guardian who can advocate on their behalf. Alternatively, they can alert the Commission to any problems they are having by placing a note in one of the CV letter boxes located in each accommodation unit, or by contacting the Commission’s complaints service by phone or mail. Young people may also raise these matters through each centre’s Young Persons’ Liaison Committee, a monthly meeting between youth representatives and staff to discuss activities and any problems young people are having. Young people can make a formal complaint about their care in detention by lodging their complaint in writing to centre management. Staff are expected to assist young people to submit a written complaint when asked to do so. Young people may also seek the help of a CV or their legal representative. Where the complaint is not resolved to the young person’s satisfaction, the young person may appeal the decision to the centre Director, the Department of Communities, the Commission for Children and Young People and Child Guardian, the Queensland Ombudsman, the Crime and Misconduct Commission or the Human Rights and Equal Opportunity Commission. Family and carers may also lodge complaints through these avenues.

Young people's views

Through the Commission's Views Survey, young people were asked who they would tell if they felt worried about something in the centre, and if they thought they would be taken seriously if they told the staff. Young people were also asked if they had ever wanted to make a complaint. Those who went on to make a complaint were asked if they were satisfied with the outcome, while those who did not were asked why they chose not to. Finally young people were asked if they know what CVs do and if they had spoken to one before the day of the survey.

If something in the centre was worrying you, who do you think you would tell?

Respondents were asked to indicate who they think they would tell if something in the centre was worrying them, selecting from a predefined list of options (Table 10). Eighty-eight per cent of young people nominated at least one person (Figure 18). The median number of people nominated was three. The people nominated most often were a caseworker (63%), youth worker (61%) and family or friends outside detention (46%). Of those who nominated at least one person, 92% nominated one or more of these people.

Table 10. People young people would tell if something in the centre was worrying them (2010)

Type of person	Per cent of respondents
Caseworker	63%
Youth Worker	61%
Family or friends outside detention	46%
Section Supervisor	43%
Child Safety Officer*	38%
Youth Justice Worker	35%
Community Visitor (CV)	30%
Lawyer	28%
Another young person in detention	26%
Health staff	21%
Teaching staff	18%
Someone else	8%

* Proportion of respondents who reported being in the care of Child Safety in the last year.

Would you be taken seriously if you told a staff member you felt unsafe or worried about something?

Fifty-two per cent of respondents reported that they would be taken seriously if they told staff they felt unsafe or worried about something (Figure 18). A further 19% of respondents reported that they would not be taken seriously, while 29% reported being unsure. Young people who had been detained before were more likely to report that they would be taken seriously (60%) than those who were detained for the first time (32%). There were no significant differences between centres, between Indigenous and non-Indigenous respondents, or between young people who had been detained for over three months and those detained for three months or less. There was also no significant difference between the responses to this question in the current survey and the Commission's previous survey in 2008.

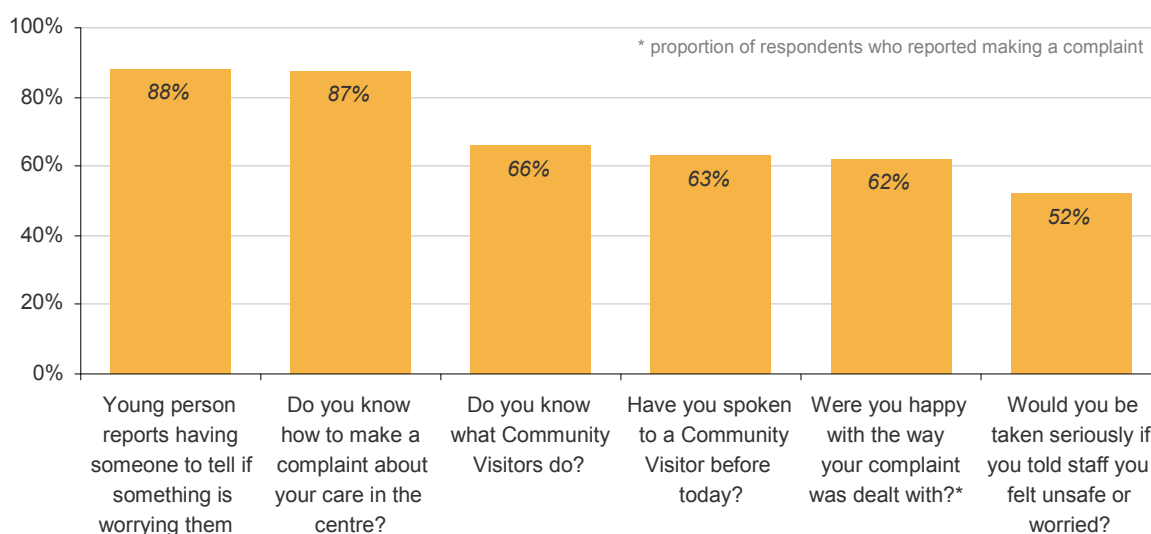
Do you know how to make a complaint about your care in the centre?

Eighty-seven per cent of young people reported knowing how to make a complaint about their care in detention (Figure 18). There were no significant differences between centres, between Indigenous and non-Indigenous respondents, between young people who were detained for the first time and those who had been detained before, or between young people who had been detained for over three months and those detained for three months or less.

Have you ever made or thought about making a complaint?

Around a third of young people (34%) reported having either made a complaint about their care in detention or having thought about making a complaint. Of these young people, around half (44%, 16 young people) decided to make a complaint and around half did not (56%, 20 young people).

Figure 18. Young people's views about complaints and advocacy (2010)



Were you happy with the way the complaint was dealt with?

The 16 young people who reported making a complaint about their care in detention were asked if they were happy with the way it was dealt with. Sixty-two per cent reported being happy with the way the complaint was dealt with (Figure 18). Those who were unhappy were asked to describe why they were unhappy. Their comments were *they didn't listen; because when you write a request an answer is slow to come back to you; they didn't do it properly; had the sh*ts with them staff; and no comment.*

Why didn't you make the complaint?

The 20 young people who had thought about making a complaint but didn't were asked to indicate why they decided not to make a complaint, selecting from a predefined list of options (Table 11). They could select more than one option. The most common reason young people gave for not proceeding with a complaint was that they did not believe they would be taken seriously (55%). The second most common reason given for not going ahead with a complaint was concerns about losing privileges or being treated differently (30%). Six respondents commented on why they did not make a complaint. These comments mostly concerned young people's belief that their concerns will not be acted on. These comments are detailed in Appendix A.

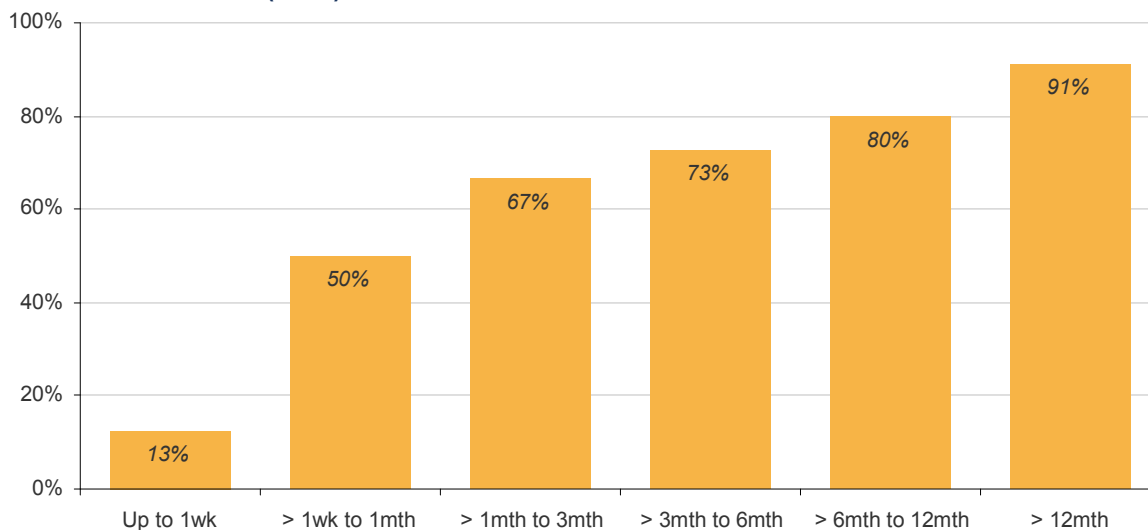
Table 11. Reasons young people do not proceed with complaints (2010)

Reason	Per cent of respondents
Didn't think you would be taken seriously	55%
Might have lost privileges or been treated differently	30%
Not sure it was something you could complain about	20%
Might have got in trouble with staff	20%
Worried everyone would find out	10%
Didn't know how to	10%
Might have got in trouble with other young people	5%
Embarrassed about the problem	5%
It was too hard	0%
Some other reason	20%

Do you know what the Commission's Community Visitors do?

Sixty-six per cent of respondents reported knowing what Community Visitors (CVs) do in detention (Figure 18). Young people were more likely to report knowing what CVs do as the duration of their detention increased (Figure 19).²³ Young people who had been detained before were also more likely to report knowing what CVs do (71%) than those detained for the first time (44%).²⁴ There were no differences between centres or between Indigenous and non-Indigenous respondents.

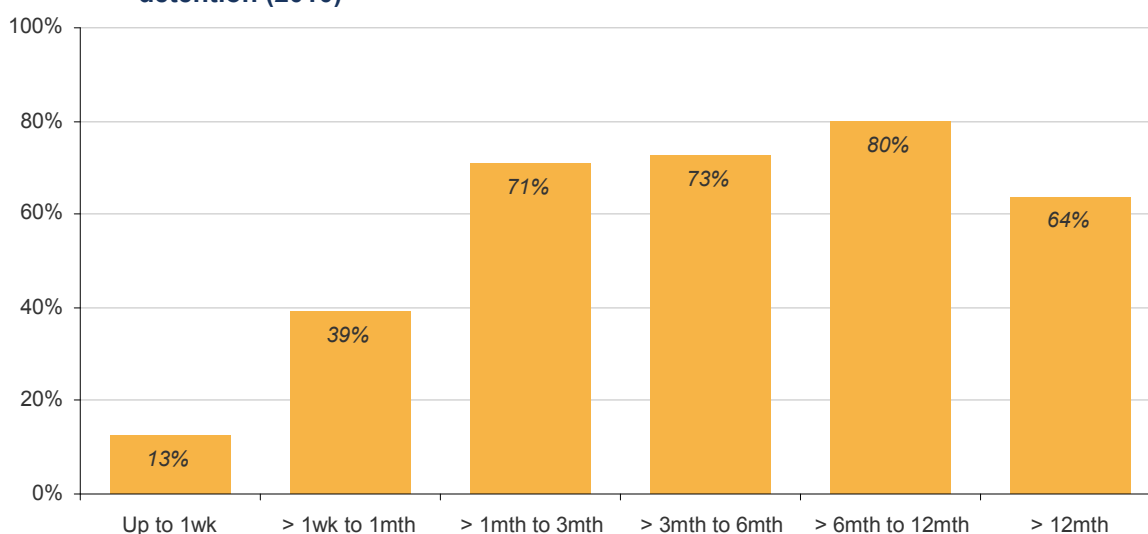
Figure 19. Proportion of young people who report knowing what CVs do, by duration of detention (2010)



Have you spoken to a Community Visitor before today?

Sixty-three per cent of respondents reported speaking with a CV before the day of the survey (Figure 18). The proportion of young people who reported speaking with a CV is significantly higher than the proportion that reported speaking with a CV in the Commission's 2008 survey (48%).²⁵ Respondents were more likely to report speaking to a CV as the duration of their detention increased (Figure 20).²⁶ Those who had been in detention before were also more likely to report speaking to a CV (69%) than those who were detained for the first time (42%).²⁷ There were no differences between centres or between Indigenous and non-Indigenous respondents.

Figure 20. Proportion of young people who report speaking with a CV, by duration of detention (2010)



23 $\chi^2(5, 104) = 16.90, p = .005$.

24 $\chi^2(1, 103) = 6.06, p = .014$.

25 $\chi^2(1, 216) = 4.85, p = .028$.

26 $\chi^2(5, 105) = 16.59, p = .005$.

27 $\chi^2(1, 104) = 5.78, p = .016$.

Legal matters

Young people have a need for special protections in the justice system. This has been well-evidenced by studies examining young people's understanding of their legal rights (Cooper, 1997; Grisso, 1980; Grisso et al., 2003; Peterson-Badali, Abramovitch, Koegl, & Ruck, 1999; Scott & Grisso, 1998). For instance, Grisso (1980) has found that, compared to adult offenders, juvenile offenders have much poorer comprehension of their basic rights to silence and legal representation. They demonstrate a poorer understanding of the terms used to inform them of these rights, the concepts that underpin these rights, and how these rights are applied in practice. Peterson-Badali and colleagues (1999) argue that poor comprehension, along with factors like not knowing how to enact legal rights (e.g. how to contact a lawyer) and feeling intimidated by the legal system, may explain why young people usually agree to waive their rights, even when it is not in their interests to do so.

A range of concerns have been raised by youth justice stakeholders about the experiences of young people in Queensland's justice system (Mazerolle & Sanderson, 2008). In particular, concerns have been raised about delays in processing young people through the courts and about the quality of the legal representation available to some young people. It has been suggested that a substantial number of legal practitioners in both the public and private sectors lack expertise in youth justice legislation. Furthermore, the work associated with youth justice cases can result in onerous case loads for youth justice practitioners and act as a financial disincentive for other practitioners to take on youth justice cases. Echoing the observations of Grisso and his colleagues (Grisso, 1980; Grisso et al., 2003; Scott & Grisso, 1998), concerns have also been raised that many young people in Queensland's youth justice system have a poor understanding of the legal processes they are involved in and the consequences of the choices they make (Mazerolle & Sanderson, 2008).

Aboriginal and Torres Strait Islander young people may experience particular difficulty interacting with the justice system. The Law Reform Commission of Western Australia (2005) has pointed out that many Aboriginal and Torres Strait Islander young people feel alienated from the justice system – the result of a deep-rooted distrust of law enforcement, communication and cultural barriers and negative experiences. Adding to these problems are a lack of Indigenous people involved in the administration of justice and limited diversion and rehabilitation programs specifically designed to meet the needs of Indigenous people. The Law Reform Commission of Western Australia (2005) and Mazerolle and Sanderson (2008) have both drawn attention to a shortage of quality legal representation for Indigenous young people in regional and remote communities. Mazerolle and Sanderson have also noted that maintaining good legal representation is further complicated for these young people when they are remanded a long way from their legal representatives.

Standards of care

State and national standards of care require detention centres to help young people progress their legal proceedings and maintain legal representation. The *Youth Justice Act 1992* states that young people in detention are to be given information about how to access legal services (s267), be given help gaining access to a lawyer (s275), be allowed to access a lawyer at all reasonable times (s276) and be allowed to meet and correspond with a lawyer in private (s276). The Australasian Juvenile Justice Administrators Standards for Juvenile Custodial Facilities (AJJA Standards) holds that detention centres should play an active role in helping young people with their legal matters. In addition to facilitating contact with legal services, the AJJA Standards expects that centres will *advocate for young people within the justice system and support and assist young people to ... assert their legal rights*.

Current practice

On admission to a Queensland youth detention centre, each young person is allocated a caseworker for the duration of their stay. Centre caseworkers share case planning responsibilities with young peoples' community caseworkers, including responsibilities for helping progress pending legal proceedings. Caseworkers work together with young people's community caseworkers and legal representatives to help young people obtain legal advice, facilitate their court appearances and provide them with support during court hearings. Their responsibilities also include keeping young people informed about developments in their legal matters and helping them to understand the legal processes and outcomes relevant to their case. Private rooms are available

in both centres for meetings between young people and their legal representatives. Young people may also contact legal representatives by phone or in writing. Video conferencing facilities are available in both centres and may be used as an alternative to attending court. Most young people appearing before Queensland's courts on criminal matters are eligible for legal advice and representation through Legal Aid Queensland or the Aboriginal and Torres Strait Islander Legal Service.

Young people's views

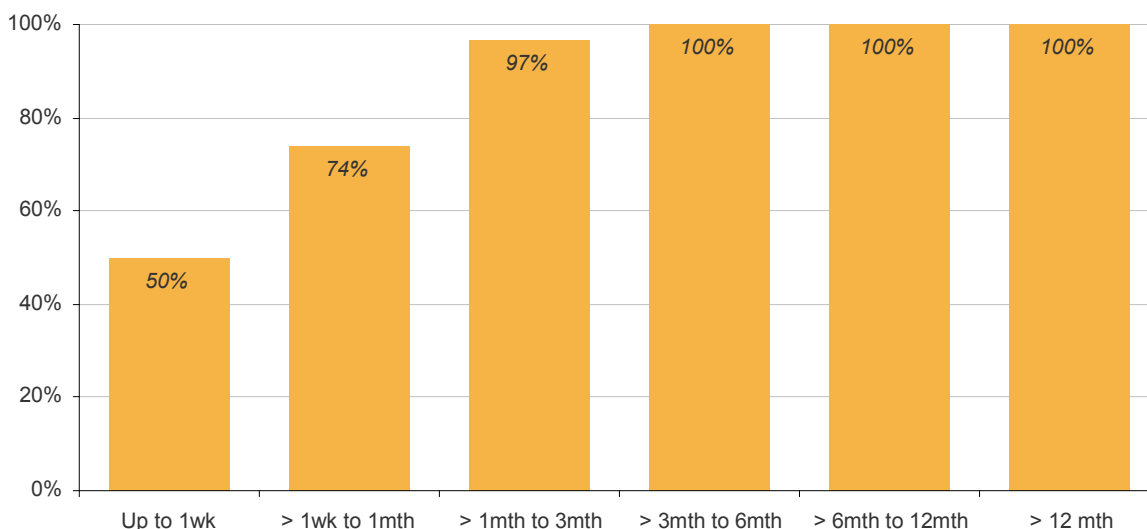
Through the Commission's Views Survey, young people were asked about their understanding of their legal matters. This included asking if they know the name of their caseworker, how they can contact a lawyer and if they know when they are next going to court. They were also asked if they have spoken to a lawyer since arriving at the centre and if they can remember the lawyer's name. Finally young people were asked if they are having any problems with their legal matters. Some of the data in this section are presented for all respondents as well as those on remand. Differences between the two groups are not statistically significant unless otherwise stated.

Do you know the name of your caseworker?

(the person in the centre who helps you with your court matters)

Ninety-one per cent of all respondents (and 84% of respondents on remand) reported knowing the name of their caseworker in detention. The proportion of young people who reported knowing the name of their caseworker increased as the duration of detention increased (Figure 21).²⁸ Half of the respondents who had been detained for up to a week reported knowing the name of their caseworker (50%), compared to around three-quarters of those detained between a week and a month (74%), almost all those detained between one and three months (97%), and all those detained for more than three months (100%). There were no significant differences between centres, between Indigenous and non-Indigenous respondents, or between young people detained for the first time and those who had been detained before.

Figure 21. Proportion of young people who know their caseworker's name, by duration of detention (2010)



Is it easy to speak with your caseworker if you want to?

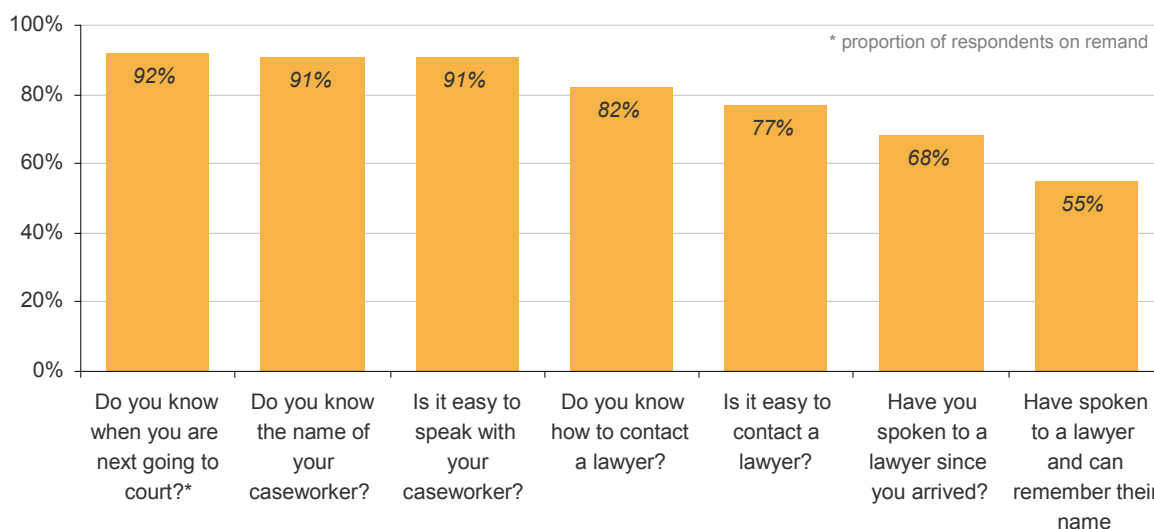
Ninety-one per cent of all respondents (and 89% of respondents on remand) reported that it is easy to speak with their caseworker if they want to (Figure 22). The proportion of respondents who reported finding it easy to speak with their caseworker did not differ significantly as the duration of detention increased. There were also no statistically significant differences between the two centres, between Indigenous and non-Indigenous respondents, or between young people who were detained for the first time and those who had been detained before.

²⁸ $\chi^2(5, 105) = 27.82, p = .000$.

Do you know how to contact a lawyer?

Eighty-two per cent of all respondents (and 79% of respondents on remand) reported knowing how to contact a lawyer (Figure 22). The proportion of respondents who reported knowing how to contact a lawyer increased as the duration of detention increased.²⁹ Half of those detained for up to a week reported knowing how to contact a lawyer (50%), compared to over three-quarters of those detained between a week and a month (79%), over three-quarters of those detained between one and three months (80%), and almost all those detained for more than three months (92%). Young people who had been detained before were more likely to report knowing how to contact a lawyer (90%) compared to young people who were detained for the first time (56%).³⁰ Young people in the Brisbane Youth Detention Centre were also more likely to report knowing how to contact a lawyer (93%) than young people in the Cleveland Youth Detention Centre (68%).³¹ There were no statistically significant differences between Indigenous and non-Indigenous respondents.

Figure 22. Young people's views about their legal matters (2010)



Is it easy to contact a lawyer if you want to?

Seventy-seven per cent of all respondents (and 73% of respondents on remand) reported finding it easy to contact a lawyer (Figure 22). The proportion of respondents who reported finding it easy to contact a lawyer increased as the duration of detention increased, though the trend was not statistically significant.³² Half of those detained for up to a week at the time of the survey reported finding it easy to contact a lawyer (50%), compared to around two-thirds of those detained between a week and a month (67%), around three-quarters of those detained between one and three months (73%), and over three-quarters of those detained for more than three months (89%). Young people who had been detained before were also more likely to report finding it easy to contact a lawyer (83%) than young people who were detained for the first time (56%). There were no statistically significant differences between the two centres or between Indigenous and non-Indigenous respondents.

Have you spoken to a lawyer since you arrived here?

Sixty-eight per cent of all respondents (and 75% of respondents on remand) reported speaking to a lawyer since arriving in detention (Figure 22). The proportion who reported speaking with a lawyer increased as the duration of detention increased.³³ Around a third of those detained for up to a week reported speaking to a lawyer (38%), compared to over half of those detained between a week and a month (58%), over half of those detained between one and three months (57%), and over three-quarters of those detained for more than three months (85%). There were no statistically significant differences between the two centres or between Indigenous and non-Indigenous respondents.

29 $\chi^2(5, 105) = 11.85, p = .037$.

30 $\chi^2(1, 105) = 14.59, p = .000$.

31 $\chi^2(1, 107) = 11.50, p = .001$.

32 $\chi^2(5, 103) = 10.53, p = .062$.

33 $\chi^2(5, 105) = 13.24, p = .021$.

Do you remember the lawyer's name?

Fifty-five per cent of respondents (and 59% of respondents on remand) reported that they have both spoken to a lawyer and remember the lawyer's name (Figure 22). Young people in the Brisbane Youth Detention Centre were more likely to report speaking to a lawyer and remembering their name (68%) than young people in the Cleveland Youth Detention Centre (38%).³⁴ Non-Indigenous respondents were also more likely to report speaking to a lawyer and remembering their name (67%) compared to Indigenous respondents (46%). The proportion of respondents who reported speaking to a lawyer and remembering their name did not differ significantly as the duration of detention increased.

Do you know when you are going to court next?

Ninety-two per cent of respondents on remand reported knowing when they are next going to court (Figure 22). There were no statistically significant differences between the two centres or between Indigenous and non-Indigenous respondents.

Are you having any problems with your court matters?

Nineteen per cent of respondents on remand reported experiencing problems with their court matters. These respondents were asked to detail, in their own words, what problems they were having. Most comments related to getting information about the progress of their court proceedings. The comments included: *I can't find out what my new charges are; I don't know how long I will be getting;* and *they keep sending me to court and back without reason*. A full list of responses is provided in Appendix A.

³⁴ $\chi^2(1, 107) = 9.61, p = .002$.

Transition planning and aftercare

Young people can face substantial challenges when making the transition from detention to the community. For instance, Kosky, Sawyer and Fotheringham (1996) surveyed young people twelve months after being in detention and found that most had experienced chronic social disruption and persistent mental health problems since their release. A third of the young people in Kosky et al.'s study had experienced multiple changes in their living arrangements, three-quarters were living outside their family home and one in ten was living in shelters or refuges. In addition, nine in ten reported being unemployed, half reported having problems with drugs or alcohol and around one-third reported clinically significant emotional or behavioural problems. The rate of reoffending among former detainees is also known to be exceptionally high (Cain, 1996; Lynch, Buckman, & Krenske, 2003).

Transition planning and aftercare seek to facilitate young people's return to the community and reduce their chances of reoffending. It is widely accepted that for transition planning and aftercare to be effective they must address the health, social and other challenges young people are likely to face after their release (Altschuler & Armstrong, 1994; Jarvis et al., 2000; Youth Justice Board for England and Wales, 2005). Commencing the planning process immediately after admission, or earlier, is also important. Starting early helps counteract a major obstacle to a good transition plan – the fact that most young people are in custody for short periods and released with little or no warning (Jarvis et al., 2000; Youth Justice Board for England and Wales, 2005). It is also recommended that young people and their families be encouraged to take an active role in the planning process to maximise the chance of a positive outcome (Barton, 2006; Youth Justice Board for England and Wales, 2005).

Several aftercare programs have been detailed in the youth justice literature, most based on the Intensive Aftercare Program (IAP) model developed by Altschuler and Armstrong (1994) (Barnoski, 2000; Greenwood, Deschens, & Adams, 1993; Sealock, Gottfredson, & Gallagher, 1997; Wiebush, McNulty, & Le, 2000). Central to the IAP model is a case management process consisting of frequent supervision, intensive therapeutic and support services, a graduated system of incentives and consequences, and the creation of links with community resources and social networks. While these programs have demonstrated some success in reducing offending behaviours (Altschuler et al., 1999; Wiebush, Wagner, McNulty, Wang, & Le, 2005), they also suffer from high levels of program drop-out and disengagement (Sealock et al., 1997). As such, there has been growing interest in how to best keep young people engaged in treatment and aftercare programs (Barton, 2006; Smallbone, Crissman, & Rayment-McHugh, 2009). For instance, a recent study by Smallbone et al. (2009) has found that young people's engagement in intensive sexual offender treatment can be improved by involving multiple therapeutic partners, such as parents, friends, and local community members. It has also been argued that post-detention aftercare programs may better engage young people and result in better outcomes if they pay less attention to risks and deficits and greater attention to young people's own goals and working with their strengths (Barton, 2006).

Standards of care

State and national standards of care recognise the importance of transition planning and aftercare for young detainees but provide little guidance on the nature of the support to be provided. The *Youth Justice Act 1992* states only that young people in detention *should receive appropriate help in making the transition from being in detention to independence* (Schedule 1). Similarly, the Australasian Juvenile Justice Administrators Standards for Juvenile Custodial Facilities states that young people's return to the community should happen in a *planned and supported manner*. However, it goes on to recommend that this include contact and involvement with the community prior to release where possible.

Current practice

In Queensland, responsibility for young people's casework, including their transition planning, is shared between detention and community caseworkers. Detention caseworkers undertake the majority of planning activities while the young person is detained and transfer that work to community caseworkers once the young person is released. Transition plans (or "reintegration plans") are to be based on a standard risk assessment that seeks to identify the factors contributing to a young person's offending. This assessment considers factors related to the young person's

personality, attitudes and behaviours, leisure and recreation, education and employment, family circumstances, substance abuse and peer relations. Transition plans identify interventions to mitigate the factors identified in the assessment, with priority given to factors associated with the highest risk of reoffending. Transition plans may include input from the young person, parents, detention and community caseworkers, education and health staff, and child safety officers.

The amount of transition planning that occurs for each young person while they are detained varies according to the duration of their detention. For those detained for short periods, planning focuses on immediate support needs, such as opening banking accounts, registering for financial assistance and linking with employment and accommodation services. Further planning and aftercare may be provided by community caseworkers if the young person remains under continued supervision after their release. For those detained for long periods (e.g. longer than six months), the planning process may include participation in the Community Assistance Program. This program gives young people supervised access to the community where they can attend education, traineeships and work and get experience with essential activities like banking, shopping, using public transport and job seeking. The types of aftercare provided to young people once they have left detention varies widely depending on their risk assessment, the resources available in their home community, and the arrangements that are in place for ongoing supervision.

Young people’s views

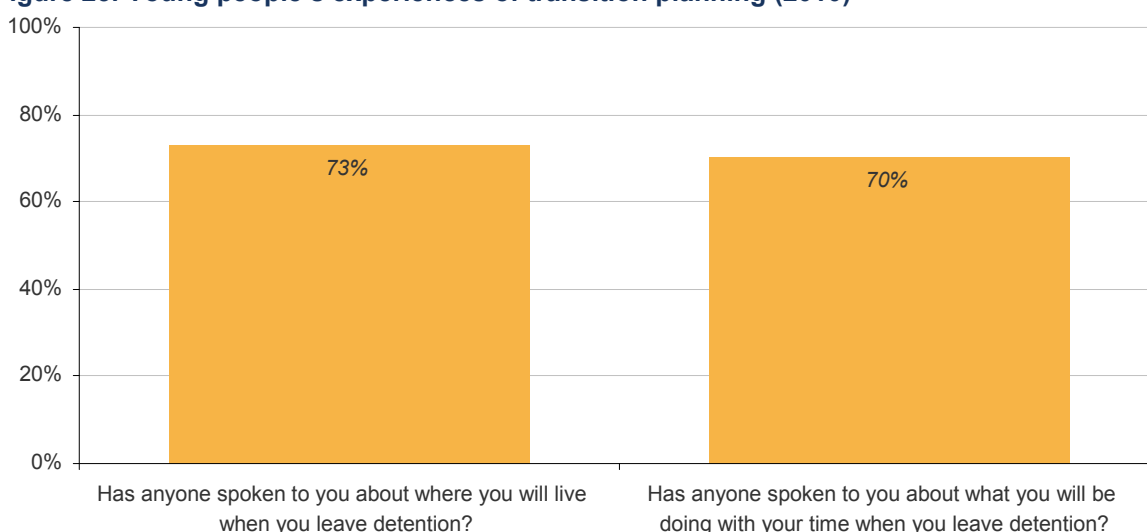
Through the Commission’s Views Survey, young people in detention were asked if anyone has spoken to them about where they will live and what they will be doing with their time when they leave detention. They were also asked what they would like to do with their time when they leave and the types of supports they thought would help them to stay out of trouble.

Has anyone spoken to you about where you will live when you leave detention?

(anyone inside or outside the centre)

Seventy-three per cent of respondents reported that someone has spoken to them about where they will live when they leave detention (Figure 23). The likelihood that someone has spoken to respondents about their living arrangements increased as the duration of detention increased.³⁵ Around half of the respondents who had been detained for up to a month reported that someone has spoken to them about their living arrangements (48%), compared to over three-quarters of those detained between one and three months (83%), and over three-quarters of those detained for more than three months (78%). There were no statistically significant differences between the centres or between Indigenous and non-Indigenous respondents.

Figure 23. Young people’s experiences of transition planning (2010)



³⁵ $\chi^2(5, 104) = 11.91, p = .036$.

Do you know where you will live when you leave?

Eighty-seven per cent of respondents reported knowing where they will live when they leave detention. There were no statistically significant differences between the centres, between Indigenous and non-Indigenous respondents, or according to the duration of detention.

Has anyone spoken to you about what you will be doing with your time when you leave detention?

(like school, work, training, youth justice programs)

Seventy per cent of respondents reported that someone has spoken to them about what they will do with their time when they leave detention (Figure 23). There were no statistically significant differences between the centres, between Indigenous and non-Indigenous respondents, or according to the duration of detention.

Do you know what you will be doing with your time when you leave?

Eighty per cent of respondents reported knowing what they will do with their time when they leave detention. There were no statistically significant differences between the centres, between Indigenous and non-Indigenous respondents, or according to the duration of detention.

What would you like to be doing with your time when you leave?

Respondents were asked to describe, in their own words, what they would like to do with their time when they leave detention. Ninety-seven young people responded to the question. Four main themes were identified in their responses (Table 12). The most common theme was getting a job or job training, followed by returning to school, getting involved in sport and strengthening relationships with family and friends. A full list of responses is provided in Appendix A.

Table 12. What young people would like to do when they leave detention

Theme*	Example responses
Getting a job or job training (57 responses)	<i>Apprenticeship in carpentry. Get a job or go back to school. Get out on the trawlers. Going to Jackaroo school. Try to get a job. Work, fixing things like motors.</i>
Returning to school (25 responses)	<i>Go back to school. School – a proper school. School and work experience. Stay out of trouble and get a job and go to school. Work or going back to school.</i>
Getting involved in sport (16 responses)	<i>Get a job, go to school and play footy. Gym. Playing sport and so on. Sports and a job. Sports and painting.</i>
Strengthening relationships with family and friends (8 responses)	<i>Going back to school and staying at my poppy and nana’s house and going camping, lol. I want to go back to the Islands. Live with my mum and go to school and YJ. Work and look after my family, like looking after my five little sisters.</i>

* Responses may be counted in more than one theme.

Would any of these things help you stay out of trouble when you leave?

Respondents were asked to nominate the types of supports they thought would help them stay out of trouble when they leave detention, choosing from a predefined list of options (Table 13). Ninety-four per cent of respondents nominated at least one type of support and the average (median) number of supports nominated was five. The supports most often nominated were getting a job or job training (80%), playing a sport (77%), doing more school (55%) and making new friends (51%). Respondents were less likely to nominate therapeutic supports, such as talking to someone about their offending (26%), getting help for drugs, alcohol or sniffing (26%) or getting help for emotional problems or anger (18%).

Table 13. Supports young people believe would help them stay out of trouble (2010)

Support type	Per cent of respondents
Getting a job or job training	80%
Playing sport	77%
Doing more school	55%
Making new friends	51%
Having some interesting things to do with your time	48%
A new place to live	39%
Help with money	39%
Help with family problems	26%
Someone to ask for help and advice (like a mentor)	26%
Talking to someone about your offending	26%
Help with drugs or alcohol or sniffing	26%
Help with emotional problems or anger	18%
None of these things	6%

What do you think would most help you stay out of trouble when you leave?

Respondents were asked to describe, in their own words, what would most help them stay out of trouble when they leave detention. Seventy-five young people responded to the question. Four main themes were identified in their responses (Table 14). Consistent with young people's responses to the previous questions, the most common themes were getting a job or job training, strengthening relationships with family and friends, returning to school, and getting involved in sport. A full list of responses is provided in Appendix A.

Table 14. What young people believe would most help them stay out of trouble

Theme*	Example responses
Getting a job or job training (28 responses)	<i>A job.</i> <i>Apprenticeship.</i> <i>Get a job and make money so I can help my mum out with the bills.</i> <i>Getting a job.</i> <i>If I get a job and start working.</i>
Strengthening relationships with family and friends (21 responses)	<i>Don't go near the boys who got me into trouble and go to school and stay with my nana and poppy.</i> <i>Live with my mum.</i> <i>Make better friends.</i> <i>Work and sport and helping your family.</i>
Returning to school (15 responses)	<i>Going back to school.</i> <i>Going to boarding school.</i> <i>Job and school.</i> <i>School and sport.</i>
Getting involved in sport (14 responses)	<i>Football.</i> <i>Playing soccer and school.</i> <i>Sports and a job.</i> <i>Sports, kick boxing again.</i>

* Responses may be counted in more than one theme.

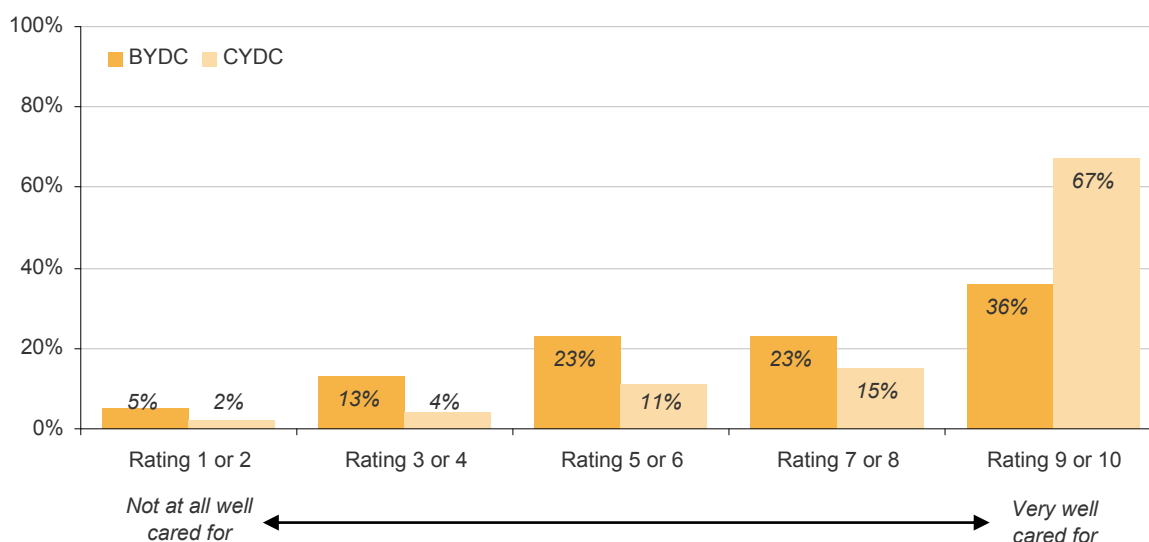
Global assessments

Through the Commission's Views Survey, young people in detention were asked to make several global assessments about their care. They were asked to provide an overall rating of the quality of their care. They were also asked to describe, in their own words, what they thought was the best thing about their centre and what they would most like to have changed.

How well do you feel you are cared for in this centre?

Respondents were asked to rate the quality of their care in detention by placing a mark on ten-point visual analogue scale ranging from one ("not at all well") to ten ("very well"). Overall, 49% of young people rated their quality of care as nine or ten on the scale. The average (median) rating was eight. Young people in the Cleveland Youth Detention Centre rated the quality of their care higher (median rating = 9) than young people in the Brisbane Youth Detention Centre (median rating = 7) (Figure 24).³⁶ Indigenous young people also rated their quality of care higher (median rating = 9) than non-Indigenous young people (median = 7).³⁷ However, this difference was no longer significant after controlling for the different cultural make ups of the two centres.³⁸ There was no statistically significant difference between young people who were detained for the first time and those who had been detained before.

Figure 24. Young people's global ratings of their quality of care, by centre (2010)



What is the best thing about this centre?

Respondents were asked to describe, in their own words, what they thought was the best thing about their centre. Ninety-nine young people responded to the question – 56 from the Brisbane Youth Detention Centre and 43 from the Cleveland Youth Detention Centre. The most common themes in the Brisbane centre were participating in the programs – particularly the school program and sports (31 responses) and interacting with other young people and with the staff (9 responses) (Table 15). The most common themes in the Cleveland centre were participating in the programs (13 responses), the availability of food (8 responses), and interacting with other young people and with the staff (5 responses). A full list of responses is provided in Appendix A.

³⁶ $z(45, 61) = -3.28, p = .001$.

³⁷ $z(41, 63) = -2.63, p = .009$.

³⁸ $F(1, 101) = 3.39, p = .452$.

Table 15. What young people believe is the best thing about their centre

Theme*	Example responses
Brisbane Youth Detention Centre (56 responses)	
Participating in programs (31 responses)	<i>Education and sport. School – teaching staff. Art, sport and horticulture. School and keeping busy. Swimming, music, gym. The activities during the day.</i>
Interacting with other young people and staff (9 responses)	<i>Finding more friends. Food, staff and inmates. Well treated and well mannered. Gym, teacher. The workers here and that this is like a boarding school, not like a jail.</i>
Cleveland Youth Detention Centre (43 responses)	
Participating in programs (13 responses)	<i>Hospitality. Learning new skills. Programs everyday. All kinds of activities. School, sports, music.</i>
Food (8 responses)	<i>You get fed well. You get to... eat up and get big, but not in the watch house, they just keep you in a cell and don't feed you.</i>
Interacting with other young people and staff (5 responses)	<i>Friends, football, swimming, some staff, Mr *****. The boys and sleep. The staff. You got people to talk to when you are feeling down.</i>

* Responses may be counted in more than one theme.

What would you most like to have changed in the centre?

Respondents were asked to describe, in their own words, what they would most like to have changed in their centre. Seventy-eight young people responded to the question – 46 from the Brisbane Youth Detention Centre and 32 from the Cleveland Youth Detention Centre (Table 16). The most common themes in the Brisbane centre were related to behaviour management – particularly the use of lockdowns (11 responses), the programs and activities available in the centre (8 responses) and the food choices (7 responses). The most common theme in the Cleveland centre was the programs and activities available (7 responses). A full list of responses is provided in Appendix A.

Table 16. What young people would most like to have changed in their centre

Theme*	Example responses
Brisbane Youth Detention Centre (46 responses)	
Behaviour management (11 responses)	<i>Get rid of lockdown. Having days out with family if you are good. Just for a day. How staff deal with situations. The amount of times you get locked up per day. Every time you do something you get locked up.</i>
Programs and activities (8 responses)	<i>More activities and cancel induction. More sport, fitness. That you can go do anything you want during the day.</i>
Food choices (7 responses)	<i>Better food. Food, privileges, vending machines in the centre back (visitors area). Samoan food and time off for good behaviour.</i>
Cleveland Youth Detention Centre (32 responses)	
Programs and activities (7 responses)	<i>Graffiti classes. More activities. More things to do like some horse riding and fishing on holidays and have the TV on anytime you like and play beats. More things to do on the weekend.</i>

* Responses may be counted in more than one theme.

Discussion and implications

The Commission's Views of Young People in Detention Centres Survey provides an opportunity for young people in detention to share their views and experiences of detention and the youth justice system, particularly on matters that affect their safety and wellbeing. This survey is a key part of the Commission's monitoring activities in youth detention centres. The survey also helps the Commission to engage a particularly troubled and marginalised group of young people, assisting the Commission to better understand their needs and circumstances and conduct research on the determinants of their safety and wellbeing.

Young people were positive about many of the aspects of their safety and wellbeing explored in this survey. For instance, most reported feeling well treated on their arrival in detention, feeling safe, and feeling respected by others in the centre. A large majority also reported getting enough say in decisions that affect them, finding it easy to speak with their caseworker, and finding the youth workers easy to talk to. In addition, most young people reported getting high quality health care and benefiting from the centres' programs and activities. Adding to these findings, most young people in this survey reported having at least one person they could talk to if they were worried about something in the centre and most reported understanding the role of the Commission's Community Visitors.

Young people's responses to this survey also point to some areas of concern that should be investigated further. These include claims of derogatory language being used by some youth workers and the large proportion of young people who report being subject to separation and restraint during their stay in detention. Their responses also highlight some opportunities to enhance the quality of care provided to young people in detention – particularly in areas like complaints and advocacy mechanisms, health screening, maintaining family contact, and transition planning and aftercare. The following sections discuss some of the most notable findings of the survey, and their implications for policy and practice.

Recent social and health problems

Consistent with existing research (Butler et al., 2008; Fasher et al., 1997; Prichard & Payne, 2005; Stathis et al., 2008), most young people in this survey reported a history of multiple social and health problems. More than two-thirds reported having problems with their schooling in the past year, such as not going to school, stopping school and/or being suspended. Just over half reported having family-related problems like having no contact with their family, being in the care of Child Safety Services or being or becoming a parent. Furthermore, over half reported problems with friends getting them in trouble, just under half reported problems with drugs or alcohol, and a third reported problems finding work. Around one in seven reported experiencing homelessness. While these factors may or may not impact on young people's offending, they do highlight the many challenges faced by young people at the most severe end of the youth justice system. They also indicate the sorts of services young people are likely to require while they are detained and once they are released.

Admission to detention

Young people's responses to this survey reflect well on the admission processes in Queensland's youth detention centres. For example, around ninety per cent of young people reported that they felt well treated on their admission to detention and a similar proportion reported feeling safe on their first night. In addition to feeling well treated and feeling safe, over ninety per cent of young people reported being told all the things they needed to know about the centre when they arrived. This stands in contrast to a series of surveys in the United Kingdom in which only half of all young people in detention centres report being told the things they need to know on their admission (Parke, 2008; Tye, 2009; Worsley, 2006). As expected, most young people in this survey reported presenting to detention with a range of problems, the most common being withdrawal from nicotine, alcohol or drugs, wanting to speak with their family, and feeling upset or down. In three-quarters of cases, young people were satisfied with the help they received for these problems. Those who were not satisfied reported wanting more assistance with nicotine addiction, drug withdrawal and getting in contact with family. **Centres are encouraged to review the assistance available to young people on admission for nicotine addiction, drug withdrawal and family contact, and consider the need for any changes.**

Sense of safety

Almost every young person in this survey (98%) reported feeling safe in detention – a higher proportion than in the Commission’s previous surveys in 2007 (90%) and 2008 (89%). Young people’s comments suggest that having positive interactions with other young people and staff are among the most important factors in helping them feel safe during their stay. While these findings are positive, it should be noted that only around two-thirds of young people indicated feeling safe *at all times*. Young people’s comments suggest that feeling unsafe is usually triggered by problems with other young people in the centre or witnessing young people fighting in the centre. **Further exploration and targeting of the circumstances in which young people feel unsafe in detention would be beneficial.**

Programs and activities

Quality programs and activities are important for creating a positive climate in detention centres, supporting young people’s development, promoting prosocial behaviours, and promoting longer term change in young people’s offending behaviours (Roush, 1993). It is, therefore, positive that the young people in this survey reported participating in a range of developmentally important programs during their detention. A large majority reported participating in school, sport and fitness programs, art classes, recreational activities and vocational skills programs. Moreover, most young people in this survey reported that the programs they are doing in detention are benefiting them by helping improve their literacy and helping them deal better with personal problems. Most young people also reported believing that the programs they are doing in detention will help them to get a job when they leave, and help them stay out of trouble.

These findings are especially welcome given the Forde Inquiry’s assessment of the programming in Queensland’s youth detention centres a little over a decade ago (Commission of Inquiry into Abuse of Children in Queensland Institutions, 1999). This inquiry concluded that the programs in the state’s youth detention centres were extremely limited, resulting in boredom and disaffection, and contributing to an environment that was doing more to hinder than to promote rehabilitation. The collaborative efforts of the Department of Communities, Department of Education and Training, and Queensland Health to improve the programming in Queensland’s youth detention centres over the last decade is commendable. It is, however, important to note that any gains young people make through their participation in detention programs are likely to be short-lived unless they are reinforced in the community – in young people’s daily lives and their existing social networks (Altschuler et al., 1999). **As such, it is important that young people be provided with appropriate opportunities and support to continue the types of programs they commence in detention once they return to the community.**

It should also be noted that while young people in this survey reported high rates of participation in education, sports, and recreation programs, they reported relatively low rates of participation in therapeutic programs. Participation in offender-specific programs was especially low, with only one-third of young people reporting that they participate in these types of programs while in detention. Offender-specific programs are those that primarily target the cognitive and behavioural factors that contribute to young people’s offending behaviours – such as aggression and anti-social attitudes. These types of programs are considered an important adjunct to education, employment, and training programs in reducing young people’s risk of future offending (Altschuler and Armstrong, 1994; Lipsey & Wilson, 1998). Currently, these programs are only accessible to young people who are sentenced to detention, who represent only one-third of those detained at any given time (Australian Institute of Health and Welfare, 2008, 2009, 2011). **The Department of Communities is encouraged to consider extending access to offender-specific programs to all young people in detention. This might be achieved by revising the eligibility criteria for these programs to include young people on remand or developing an alternative program that would be suitable for those on remand.**

Interactions with staff

Young people’s interactions with staff can have a marked impact on their adjustment to detention, including their psychological adjustment (Biggam and Power, 1997; Commission for Children and Young People and Child Guardian, 2009). Young people’s interactions with staff can also exert a strong influence on their behaviour, including young people’s engagement in prosocial behaviours (Greene et al., 2006; Martin, 1977). It is recommended that, wherever possible, detention staff should adopt a mentoring or therapeutic approach to their interactions with young detainees (Marsh & Evans, 2009; Roush, 1996). This approach has been described as one that brings together the

roles of guardian, counsellor, supervisor and role model (Roush, 1996). Moreover, emphasis should be placed on modelling good behaviour and creating a positive climate that promotes change.

In Queensland's youth detention centres, youth workers have responsibility for the day-to-day care of young people, managing young people's behaviour, and for maintaining the good order of the centre. It is, therefore, encouraging that over two-thirds of the young people in this survey reported that all or most of the youth workers in detention are easy to talk to, and that a substantial number of young people described the youth workers as friendly and interactive. ***It is noted, however, that less than two-thirds of young people reported that the youth workers in the centres help them to solve problems, listen to them, and act as good role models. Further efforts to develop these qualities among the centres' youth workers through professional development and other appropriate means would be desirable.***

Fifteen per cent of the young people in this survey reported hearing a youth worker say something that they found offensive or hurtful. This included a substantial number of reports of youth workers using derogatory language in their interactions with young people. ***While acknowledging that the claims young people have made in this survey about the use of derogatory language have not been verified, the seriousness of this matter necessitates further investigation and appropriate action by the Department of Communities.***

Behaviour management

National standards for the care of young people in detention centres emphasise the need for young people to be made aware of the behaviour expected of them in detention and the need for detention centres to manage problem behaviours using the least restrictive methods possible. These methods should include environmental modifications, the modelling of prosocial behaviours, the implementation of incentive and reward schemes, and the use of de-escalation techniques (Ellis et al., 2001; Mitchell & Varley, 1990).

It is positive that a large majority of young people in this survey reported knowing the rules for behaviour in their centre (99%), that the staff help them to manage their behaviour (90%), and that the behaviour management in their centre is 'generally fair' (82%). However, young people's responses to this survey also point to opportunities for improvement in the area of behaviour management – including the operation of the centres' incentive and reward schemes. The primary goal of these schemes is to ensure that all young people feel rewarded for demonstrating good behaviour. In this survey, only three out of four young people reported feeling rewarded for their good behaviour, suggesting that the functioning of the centres' reward and incentive schemes may be less than optimal. ***In light of this feedback, centres are encouraged to review the design and operation of their incentive and reward schemes against best-practice guidelines.***

The large proportion of young people in this survey who reported being subject to separation and restraint is a concern. These techniques have the potential for significant negative effects, including the risk of physical injury to young people and staff. As such, it is recommended that these techniques be used sparingly and only as a short-term safety measure (Brown et al., 2000; Ellis et al., 2001; Greene et al., 2006; Martin et al., 2008; Mitchell & Varley, 1990). Despite these recommendations, more than half of the young people in this survey reported being placed in some form of separation during their current stay and just under half reported being physically restrained. Moreover, the likelihood of being separated or restrained increased markedly as the duration of young people's detention increased. When asked why they were separated or restrained last time, one in four young people reported that they were separated or restrained as a result of general misbehaviour (e.g. swearing, not listening). The management of general misbehaviour is not a recommended or authorised reason to use these techniques.

It is not clear from this survey where, for how long, or under what specific circumstances young people have been separated or restrained. In the case of separation, young people were asked to report any occurrence of separation, whether it be in their room, accommodation section, or a separation unit. It may be that the high level of separation reported by young people in this survey is largely the result of short-term separation of young people in their rooms in a way that is entirely appropriate. For instance, placing a young person in short-term separation in their room may help de-escalate a situation in a way that prevents them being subject to more restrictive forms of separation or restraint at a later point.

Nonetheless, the high proportion of young people who are reporting being subject to separation and restraint during their stay in detention warrants further examination. ***In particular, there is a need for detention centres and the Department of Communities to continuously monitor the extent to which separation and restraint are being used. To this end, it would be appropriate for each centre to have a system in place that allows the total number of times and total amount of time that each young person has been separated and restrained to be easily calculated and reported. This information should be easily accessible for review by centre management as well as external and internal monitoring agencies.***

Moreover, it is important that centres continue to explore and trial new ways to reduce the use of separation and restraint of young people in their care. In this regard, the Commission welcomes a recent initiative by Education Queensland in partnership with the Department of Communities to implement a Responsible Thinking Classroom in the Brisbane Youth Detention Centre. The Responsible Thinking Classroom provides a quiet space for young people to reassess their choices and to focus on thinking responsibly. Its introduction in the Brisbane Youth Detention Centre is aimed at reducing the use of separation associated with program refusal.

Complaints and advocacy mechanisms

This survey highlights some positives about the complaints and advocacy mechanisms in Queensland's youth detention centres, and some opportunities for improvement. For example, it is positive that a large majority of young people in detention report knowing how to make a complaint about their care and that most young people can identify at least one person they can talk to if something in their centre is worrying them – usually a caseworker, a youth worker, or family or friend outside the centre. However, this survey also shows that many young people in the state's youth detention centres lack confidence in the centres' complaints handling processes. Only half of all young people in this survey reported believing that they would be taken seriously if they told a staff member they felt unsafe or worried about something. This measure of confidence in the centre's complaints handling processes has shown no improvement since the Commission's last survey of young people in detention in 2008.

This survey also indicates that at least half of those who consider making a complaint about their care in Queensland's youth detention centres choose not to go ahead with their complaint. This is largely consistent with research conducted in other detention facilities (Ireland, 1999; Ireland & Monaghan, 2006), and does not necessarily reflect poor performance on the part of detention centres. Four main factors were found to be hindering young people from proceeding with their complaints – a belief that they will not be taken seriously, a concern that they may lose privileges if they complain, a fear of getting into trouble with staff, and confusion over what they can and can not complain about. The most significant of these factors appears to be young people's belief that their complaint would not be taken seriously. Half of those who reported not going ahead with a complaint cited this belief as the reason they did not proceed.

Finding ways to routinely involve young people in decision making and encouraging them to raise even minor problems with their care is one way to strengthen complaints mechanisms in institutional settings. Doing so can help overcome some of the barriers to young people making complaints, including concerns that they will not be taken seriously (Wood, 1996). In this regard, both Queensland's youth detention centres have established Young Persons' Liaison Committees, a monthly forum where youth representatives and staff discuss activities and problems young people are having in the centre. ***Centres are encouraged to consider what other steps might be taken to strengthen young people's confidence in the complaints handling processes in detention and better enable young people to voice problems that arise in their care.***

Independent advocates, like the Commission's Community Visitors (CVs), have a role to play in strengthening complaints mechanisms in institutions, particularly in educating young people about the care they should be receiving and assisting them to resolve problems and navigate complaints procedures (Wood, 1996). In this survey, around two-thirds of young people reported knowing what CVs do in detention and a similar proportion reported speaking with a CV during their stay. The proportion of young people who reported speaking to a CV was higher than in the Commission's previous survey in 2008. Young people who were detained for a month or less and those detained for the first time were the least likely to report knowing what CVs do and report speaking with a CV. ***The findings indicate a need for the Commission to consider how it can more quickly communicate the role of CVs to young people during their first few weeks in detention.***

Provision of health care

Young people reported a surprisingly low prevalence of physical health problems in this survey. Only 8% reported having health problems (not including mental health or substance problems) in the previous twelve months, 10% reported having health problems on admission and 14% reported having health problems at the time of the survey. These rates are considerably lower than those reported in studies that have assessed health status using standardised screening tools. For instance, Butler et al. (2008) used a symptom checklist to assess the health status of young people entering youth detention centres in New South Wales and estimated that at least 80% had experienced one or more physical health symptom or complaint in the previous four weeks. At least 20% had experienced dental problems, at least 20% had experienced a musculoskeletal symptom, at least 18% had experienced cardiovascular or respiratory symptoms, at least 8% had experienced gastrointestinal symptoms and at least 5% had experienced genitourinary symptoms.

The discrepancy between the rate of health problems reported in this survey and the rate of problems reported in Butler et al.'s (2008) study might be explained by young people having a poor ability to monitor changes in their health state and recognise the signs and symptoms of poor health. Hence, few young people identified themselves as having health problems in this survey because, unlike Butler et al.'s study, they were not asked about specific symptoms. A poor ability to recognise the signs and symptoms of poor health may also go some way to explaining why young people in detention centres have such little contact with health services in the community. The main implication of these findings is that detainees' health problems are likely to go undetected and untreated if it is left to them to identify problems with their health and self-refer. The findings highlight the importance of the routine health screening and examinations that young people undergo as part of their admission to youth detention centres. ***In light of the findings, health services in detention centres are encouraged to consider re-screening young people at regular intervals during their stay, in addition to allowing young people to self-refer.***

Young people were largely positive when responding to measures of health care quality in this survey. A large majority reported that it is easy to see a nurse or doctor or the mental health staff in their centre (87%), that the quality of the health care they get in detention is as good or better than the health care they get outside detention (79%), and that the staff in detention encourage them to take care of their health (93%).

Contact with family and loved ones

Having regular contact with family and loved ones is important to young people's overall wellbeing. It promotes young people's sense of identity and self-worth and their capacity to develop future interpersonal relationships (Commission of Inquiry into Abuse of Children in Queensland Institutions, 1999). It may also play a role in reducing the risk of future offending (Lewis et al., 1994). In this survey, almost all young people reported having some contact with family or loved ones while detained, and a large majority reported being satisfied with the amount of contact they have. Even so, for almost half of the young people surveyed, their contact with family and loved ones did not include visits. This could be for a range of reasons. Some families may find the travelling distance, cost or logistics prohibitive, others may not be sufficiently engaged to commit to regular visits, while others may be prohibited from visits on security grounds.

For some young people, video conferencing technology has provided an alternative way of having face-to-face contact with family and loved ones. In this survey, one in five young people who had not had visits with family and loved ones reported having contact through video conferencing. This technology has a number of benefits as a means of contact – it is low cost compared to long distance travel, it may allow for more frequent contact, and it may pose a lower security risk than visits. ***The Department of Communities is encouraged to investigate options for increasing young people's use of video conferencing as an adjunct to visits with family and loved ones. Any such investigation should include determining the need for upgrades to video conferencing facilities in detention and in locations accessible to young people's families.*** The potential for community case workers, child safety officers, legal representatives, and health specialists to also use video conferencing to communicate with young people in detention, may help offset the cost of any upgrades.

A large majority of young people in this survey reported that they like the centre's visiting areas – pointing to facilities or aspects of the layout that they like (such as the amount of space available) or the enjoyment they receive from getting visits. Those who reported not liking the visiting areas

explained that this was due to a lack of privacy during their visits, not being able to take toilet breaks during visits, or wanting additional facilities in the centre for the benefit of their visitors. For example, one young person expressed a desire for more activities that his younger brothers and sisters would enjoy. ***In light of young people's feedback, centres are encouraged to review whether their current visiting arrangements are consistent with their obligations to ensure visits occur in conditions that are dignified and relatively private, and consider ways they can further improve the visiting experience for young people and their visitors.***

Transition planning and aftercare

Most of the young people in this survey reported having input into plans concerning their transition from detention. Around three-quarters of the young people in this survey reported that someone has spoken to them about where they will live when they leave detention and a similar proportion reported that someone has spoken to them about what they will do with their time. ***In line with best practice literature, it would be desirable that all young people be involved in transition planning immediately after their admission to detention (Barton, 2006; Youth Justice Board for England and Wales, 2005). It is also desirable that young people and their families be encouraged to take an active role in the planning process to maximise the chance of a positive outcome.***

A large majority of young people in this survey expressed a desire to pursue work, training and/or education after they leave detention. Moreover, most viewed working – along with strengthening their family relationships, participating in sport, continuing their education, and changing their peer networks – as central to reducing the likelihood of further offending. Young people were much less likely to view therapeutic services like offender programs, drug and alcohol programs, and mental health services as likely to prevent future offending. These findings have important implications for the design and delivery of aftercare programs for young people leaving detention. It is currently considered best practice for aftercare programs to include frequent supervision along with intensive therapeutic and support services (Altschuler & Armstrong, 1994; Altschuler et al., 1999; Lipsey & Wilson, 1998). While these programs have demonstrated some success in reducing offending behaviours, they also suffer from high levels of program drop-out and disengagement (Sealock et al., 1997). As such, there has been growing interest in how to best keep young people engaged in these types of programs (Barton, 2006; Smallbone et al., 2009). Barton (2006) has argued that post-detention aftercare programs may better engage young people and result in better outcomes if they pay greater attention to young people's own goals and working with their strengths. ***Building on this research, the findings of this survey suggest that young people's engagement in aftercare programs might be enhanced by emphasising the practical elements of aftercare programs, such as work, training, sports, and social networking.*** It is these practical elements that most young people identify as both desirable and central to reducing their reoffending.

Aboriginal and Torres Strait Islander young people

Comparisons were made between the responses of Aboriginal and Torres Strait Islander young people and their peers for almost all of the survey questions. These analyses identified very few statistically significant differences, suggesting that in many respects Queensland's youth detention centres are catering to the needs and circumstances of Aboriginal and Torres Strait Islanders as well as any other group of detainees. Aboriginal and Torres Strait Islanders were just as likely as their peers to report feeling well treated on admission, feeling safe on their first night and at the time of the survey, feeling respected by others, feeling that staff listen to them and help them solve problems, being satisfied with their level of family contact, finding it easy to see medical staff, finding the behaviour management fair, and knowing how to make a complaint about their care. Aboriginal and Torres Strait Islander young people also rated the overall quality of their care the same as their peers.

One of the few differences to be observed in this analysis was that just under half of all Aboriginal and Torres Strait Islander detainees reported speaking to a lawyer and being able to remember the lawyer's name, compared to around two-thirds of other detainees – possibly suggesting a higher degree of disengagement with their legal proceedings. Recent reviews and inquiries have drawn attention to a range of difficulties experienced by Aboriginal and Torres Strait Islander young people in the legal system – including a shortage of quality legal representation in regional and remote communities and a lack of appropriate bail support and diversionary and rehabilitation programs (House of Representatives Standing Committee on Aboriginal and Torres Strait Islander Affairs, 2011; Law Reform Commission of Western Australia, 2005; Mazerolle & Sanderson, 2008).

These difficulties can be compounded by young people being placed on remand long distances from their legal representatives (Mazerolle & Sanderson, 2008). ***The Department of Communities and other agencies are encouraged to work with relevant Commonwealth Government agencies to implement the recommendations of recent reviews and inquiries on the involvement of Aboriginal and Torres Strait Islander young people in the justice system, including recommendations aimed at ensuring Aboriginal and Torres Strait Islander young people receive high quality legal representation.***

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Appendix A: Qualitative responses

This section details the comments made by young people in their surveys. The comments are grouped into underlying themes. Comments may be included in more than one theme.

Admission to detention

What made you feel well treated? (48 responses) (p. 16)

Positive interactions with staff and other young people (26 responses)

- Because everyone was nice and good and the food was great.
- Cause the staff was nice.
- Friendly.
- Friends I knew.
- From the staff (youth workers).
- Got help with phone numbers and staff treated me good.
- I felt well treated when I saw that the staff and the boys here were friendly, welcoming and respecting.
- I wasn't treated special or like a victim.
- Just the workers being nice.
- Made new friends.
- Members of the staff.
- Respectful.
- Staff is good (2 responses).
- Staff was nice to me, and the boys.
- That someone cares in here.
- The bad stuff I thought would happen did not happen. It is practically like a big camp with forced participation.
- The people.
- The staff (2 responses).
- The staff and the other young people.
- The staff made me comfortable, and the teachers as well.
- The staff were respectful.
- They made me feel safe.
- They were nice (2 responses).

Practical assistance and learning how the centre runs (9 responses)

- Give me food, bed and clothes.
- Got help with phone numbers and staff treated me good.
- Got told how the centre runs.
- Lots of food.
- The staff members were trying to help me to get to know the centre.

- The way they took care of me and explained things.
- They cooked me a feed as soon as I got here.
- They helped out.
- When staff helped me with my injuries.

Having been in the centre before (6 responses)

- Because I'm always in here.
- Cause I know everyone.
- Friends I knew.
- I know the workers already, so yeah.
- Just knew most of the people from last time.
- The guards all know me.

Other responses (11 responses)

- Everything (2 responses).
- Gold (2 responses).
- Good.
- I was well treated when I arrived at the centre.
- Made me feel like I'm at home.
- Nothing.
- Programs and school.
- Well treated (2 responses).

Don't know (5 responses)

What made you feel not well treated? (5 responses) (p. 16)

- 50/50, some staff are as incompetent as a common weasel.
- Because this ain't my home.
- Hate them staff.
- Mistreated by staff as well as youngsters.
- Respect.

What made you feel unsafe on your first night? (5 responses) (p. 16)

- Coming off drugs.
- First time in the centre.
- I was sad and I had memories.

- My first night in, I don't know what's gonna go down, thought it was gonna be like American juvies.
- Cause there was cameras watching me when I was showering.

What did you want more help with? (17 responses) (p. 17)

- Anger issues.
- Coming off drugs.
- Finding where my clothes and shoes are.
- Food.
- Getting bigger clothes.
- Had to wait to get phone list and pin.
- I didn't say anything about being depressed, I just bottle it up.
- I didn't tell nobody.
- I want help to stop smoking.
- No help.
- Not for one – smoking. No nicotine patches in here. I am still getting nicotine cravings and phlegm. I'm spitting up phlegm!
- Not really in the beginning.
- School work.
- Seeing my family.
- Stopping smoking.
- Wanting to speak with my dad.
- With it all.

Basic entitlements and self-expression

What helps you feel safe? (91 responses) (p. 19)

Positive interactions with other young people (50 responses)

- All my friends.
- Being outside and around my family and people I know.
- Boys.
- Cousin, friends.
- Cousins in the centre.
- Everyone.
- Friends (11 responses).
- Friends in here and the workers.
- Friends, staff.
- Getting along with all the boys.
- Got a lot of friends.
- Having friends around.
- Having friends.
- Having mates in here.
- I always feel safe because I got boys in here and people don't look to bash me. lol.
- Joining in with everyone.

- Mates (4 responses).
- Me and my brothers.
- My brother.
- My friends and the staff (2 responses).
- My friends, staff and caseworker. My family.
- Myself and friends.
- Not being bashed and picked on.
- Other cousins and friends.
- People around me.
- People around/friends.
- Staff and friends (2 responses).
- Staff and other kids sometimes.
- Staff are nice and helping me not to sniff.
- The girls.
- The people around me.
- The staff and my friends.
- They treat me with respect when I treat them with respect.
- Thinking of my friends.
- Your boys, teachers, youth workers.

Positive interactions with staff (30 responses)

- Doing programs and staff.
- Everyone.
- Friends in here and the workers.
- Friends, staff.
- Knowing that they care about you.
- My friends and the staff (2 responses).
- My friends, staff and caseworker. My family.
- People around me.
- Staff (9 responses).
- Staff and friends (2 responses).
- Staff and other kids sometimes.
- Staff are nice and are helping me not to sniff.
- The people around me.
- The staff and caseworker.
- The staff and my friends.
- The staff, but at the same time it makes me angry that I can't go places.
- The workers.
- They treat me with respect when I treat them with respect.
- Your boys, teachers, youth workers.
- Youth workers.

Other (23 responses)

- Because I am.
- Being big.
- Doing programs and staff.
- Drawing.
- Everything (2 responses).
- I'm massive and I know Kung Fu.

- It makes me feel safe from myself.
- I've been here a long time.
- Me and my brothers.
- Me.
- Myself (2 responses).
- Myself and friends.
- Puzzles, or smoking, and talking to my girlfriend and seeing her.
- Reading.
- Relatives.
- Sleep.
- Smoking.
- Talking to family and friends every night.
- Talking to my family.
- Thinking positive.
- Waking up in the morning.

Don't know (4 responses)

Nothing (2 responses)

What makes you feel unsafe? (67 responses) (p. 19)

Other young people (13 responses)

- Boys.
- Enemies (3 responses).
- Gangs.
- If I have a problem with another kid.
- Nothing, just the fact that other young people trying stuff.
- Other boys sometimes.
- Other kids.
- Other young people.
- Snitches.
- Some of the boys.
- Young people.

Fighting (3 responses)

- Fighting.
- Fights.
- When trouble starts.

Other (9 responses)

- Anxiety.
- Everyone.
- Family (2 responses).
- Staff.
- The cameras.
- The pain.
- Thinking back to what happened.
- When I sniff with my cousin.

Nothing (42 responses)

Would you like to say anything more about these answers? (15 responses) (p. 21)

- Have better clothes and shoes.
- I don't get enough say in programs.
- I don't have enough access to belongings cause I don't have my mobile. And I don't have enough privacy because there are cameras watching me.
- I don't have enough choice in grooming – I want to go bald.
- I feel that my privacy is being violated often and that makes me feel I have no dignity.
- I would like more privacy and more clothing.
- It would be good not to have anyone listening on the other end of the phone.
- Nothing will happen out of this survey!
- There is no access to personal property.
- Um like na, nufink really!
- We need hair gel.
- We need more clothing and grooming choices.
- We need shower curtains (2 responses).
- What's the use, nothing is going to change.

Family and community contact

Is there anyone outside the centre you want more contact with? (34 responses) (p. 24)

Friends or partners (24 responses)

- ***** (friend).
- ***** (friend).
- Friends (5 responses).
- Friends, boyfriend, sister.
- Mates.
- More of my friends.
- Mum, dad and girlfriend.
- My best friend.
- My boyfriend.
- My friends and other family like cousins.
- My girlfriend (7 responses).
- My girlfriend in which they do not allow contact with.
- My homies in the south.
- The people I lived with.

Family members (10 responses)

- Brother.
- Family and Community Visitor.
- Friends, boyfriend, sister.
- Mum and sisters.
- Mum, dad and girlfriend.
- My brother.
- My ex with my baby in *****.
- My friends and other family like cousins.
- My godchildren.
- Uncle *****.

Other people (4 responses)

- Elders and Community Visitors.
- Family and Community Visitor.
- Lawyers.
- Youth Justice Workers.

Have you had any problems staying in contact with family or anyone else outside the centre? (14 responses) (p. 24)

- Aunty.
- Credit runs out quick.
- Don't get enough call time.
- Drinking, smoking dope, fighting.
- Family (2 responses).
- Haven't had any contact with my family.
- I don't have their (family and friends) number.
- Need more phone time.
- Never got my contacts.
- Not allowed to ring my girlfriend.
- Not being able to call girlfriend.
- With my brother (inter-prison phone call).
- Yes, I'm on no contact for no reason. They accused me of smoking but I wasn't.

What do you like about the visiting areas? (26 responses) (p. 24)

Facilities and layout (10 responses)

- Coffee.
- It's big. A lot of room.
- It's good the way it is set up. I like it.
- It's nice and cool, not so hot.
- Room in area.
- The space and the facilities, but just not long enough.
- There's lots of room for my family and friends.
- They are clean.
- Vending machines.

- You can have privacy with your family.

Enjoy having visits (4 responses)

- Because you can visit your family.
- Having visitors.
- I like to visit a lot.
- You get to sit in a room with them.

General comments (6 responses)

- It's good.
- It's just a room.
- Just like everything.
- They're alright (3 responses).

Don't know (4 responses)

What do you not like about the visiting areas? (12 responses) (p. 24)

Lack of privacy (4 responses)

- They are not private.
- Want them to be more private.
- You need more privacy.
- You should be on your own.

No toilet breaks (3 responses)

- Can't use the toilet.
- I don't like that you can't use the toilets during visits. Also, the chairs are very uncomfortable.
- They're fine but they should allow toilet breaks.

Additional facilities wanted (5 responses)

- I don't like that you can't use the toilets during visits. Also, the chairs are very uncomfortable.
- More food choice.
- Not enough activities for younger brothers and sisters in visiting areas.
- Put the vending machine back in visit room.
- Would be good to have an outside smoker's square.

Other comments (2 responses)

- Don't like my family seeing me in here.
- It's small as.

Interactions with staff

What do you like most about the youth workers? (74 responses) (p. 27)

They are friendly and interactive (36 responses)

- ***** treats me right.
- Friendly and helpful.
- Friendly.
- Good to talk to.
- Jokes. They are alright.
- Make you laugh.
- Nice, polite, good, helpful. Playing with us.
- Personality.
- Playing sports and other activities.
- Some are easy to get along with.
- Some are good to talk to, but not all of them.
- Some of them are fun to be around.
- Some of them treat you well.
- That they are friends.
- They are normal people.
- The young ones are easy to get along with.
- They are choice to work with.
- They are easy to get along with.
- They are funny (2 responses).
- They are good to get along with.
- They are good to talk to.
- They are kind and generous. They will always give chances.
- They are kind and helpful.
- They are kind.
- They get involved in sport.
- They keep you company and if you have problems you can go see them.
- They make you laugh (2 responses).
- They take us to programs and play sports.
- They're friendly (2 responses).
- They're nice.
- When they act like little kids and they talk and mess around with you.
- You can talk about some things.
- You get along with them.

They are supportive and listen (28 responses)

- ***** treats me right.
- Because they always help you if you need something.
- Friendly and helpful.
- Help us out when we are sick.
- Nice, polite, good, helpful. Playing with us.
- She takes care of you.

- Some of them treat you well.
- They are helpful.
- They are kind and generous. They will always give chances.
- They are kind and helpful.
- They are there if you need anything.
- They are very good to you when you are angry.
- They can help you (2 responses).
- They do stuff for us.
- They give a chance and help us out when we play up.
- They help me out.
- They help me with my problems.
- They help you if you need anything.
- They keep you company and if you have problems you can go see them.
- They listen to me when I speak.
- They listen to you.
- They sit down with you and listen to you.
- They take us to programs and play sports.
- They try and help you with stuff your going to do on the outside.
- They want to help me out.
- They're helpful.
- You can talk about some things.

They are respectful and polite (8 responses)

- ***** treats me right.
- How they talk to you.
- Nice, polite, good, helpful. Playing with us.
- Respect us.
- Some just have a lot of respect as we do with them.
- Some of them treat you well.
- They listen to me when I speak.
- They're straight out.

Other responses (3 responses)

- Anything.
- Good.
- They are good.

Nothing (12 responses)

Has a youth worker ever said anything that you found offensive or hurtful? (11 responses) (p. 27)

- Call me a dog.
- F****n dogs.
- F***ing mooksie dog.
- Go back to your own country.
- I don't care if your mum is sick, hope she dies.

- Lots of things, like run down my level of education and where I'm from.
- Said you are black c**ts.
- Some of them tease me because of my hair colour.
- Swearing at me.
- That I should give up.
- You will never amount to sh*t.

Education and other programming

What programs and activities do you enjoy most? (102 responses) (p. 32)

Sports, gym, swimming (64 responses)

- Art and sports (2 responses).
- Art, literacy and numeracy, and sports.
- Art, music, ceramics, sport, fitness, Maori program, dance (funk and groove).
- Fitness.
- Football (2 responses).
- Football and basket ball.
- Gym (3 responses).
- Gym (want more).
- Gym and art.
- Gym and pool.
- Gym and sleep.
- Gym and sports.
- Gym, art, sport.
- Gym, leatherwork, Maori program, furniture making.
- Gym, on centre work party.
- Gym, sports centre, pool.
- Gym, sports, pool, TV.
- Gym, swimming, horticulture.
- Gym, woodwork.
- Music and swimming.
- Pool, sports, painting.
- Pool, touch, art, basketball.
- School classes, sports, work skills.
- Sport and GLA7 [school].
- Sport and gym.
- Sport, art, automotive.
- Sport, art, music, horticulture, hospitality.
- Sport, ceramics, horticulture.
- Sports (14 responses).
- Sports and art.
- Sports and fitness. I want to do parenting.
- Sports and gym and music.
- Sports and music.
- Sports centre and gym and music.
- Sports centre, pool.
- Sports, art, gym.

- Sports, art, music.
- Sports, cultural, music, gym.
- Sports, metal work.
- Sports, music, Indigenous art.
- Swimming and gym (2 responses).
- Swimming, basketball and horticulture.
- Swimming, gym, music.
- Swimming, music, art.
- Swimming, sport, TV, hospitality.
- Swimming.

Arts (42 responses)

- Art (4 responses).
- Art and ceramics (2 responses).
- Art and furniture.
- Art and sports (2 responses).
- Art classes (2 responses).
- Art classes and work skills (2 responses).
- Art, literacy and numeracy, and sports.
- Art, music, ceramics, sport, fitness, Maori program, dance (funk and groove).
- Art, music, ceramics.
- Gym and art.
- Gym, art, sport.
- Hospitality, sewing, Indigenous art.
- Metalwork, music and GLA4 [school].
- Music (4 responses).
- Music and swimming.
- Music, recreation, art classes.
- Pool, sports, painting.
- Pool, touch, art, basketball.
- Sport, art, automotive.
- Sport, art, music, horticulture, hospitality.
- Sport, ceramics, horticulture.
- Sports and art.
- Sports and gym and music.
- Sports and music.
- Sports centre and gym and music.
- Sports, art, gym.
- Sports, art, music.
- Sports, cultural, music, gym.
- Sports, music, Indigenous art.
- Swimming, gym, music.
- Swimming, music, art.
- Woodwork, ceramics.

Vocational programs (18 responses)

- Art and furniture.
- Art classes and work skills (2 responses).
- Gym, leatherwork, Maori program, furniture making.
- Gym, swimming, horticulture.
- Gym, woodwork.
- Hospitality, sewing, Indigenous art.

- Metalwork, music and GLA4 [school].
- School classes, sports, work skills.
- Sewing, but all of them.
- Sport, art, automotive.
- Sport, art, music, horticulture, hospitality.
- Sport, ceramics, horticulture.
- Sports, metal work.
- Swimming, basketball and horticulture.
- Swimming, sport, TV, hospitality.
- Woodwork, ceramics.
- Woodwork.

Recreation (9 responses)

- Gym, sports, pool, TV.
- Music, recreation, art classes.
- Playing guitar hero.
- Recreation (4 responses).
- Swimming, sport, TV, hospitality.
- Television.

School classes (7 responses)

- Art, literacy and numeracy, and sports.
- HPE (Health and Physical Education).
- Metalwork, music and GLA4 [school].
- School classes, sports, work skills.
- School classes.
- Schooling.
- Sport and GLA7 [school].

Other responses (12 responses)

- All of them (4 responses).
- Art, music, ceramics, sport, fitness, Maori program, dance (funk and groove).
- Everything.
- Gym and sleep.
- Gym, on centre work party.
- I don't know.
- Most of them.
- Sports, cultural, music, gym.
- Sports, music, Indigenous art.

Are there any other activities that you would like to have in the centre? (33 responses) (p. 32)

- Bike riding.
- Boxing.
- Cigarettes and more programs.
- Computer programs.
- Cultural dancing.
- Fishing (Barra farm).
- Fishing.
- Fitness program.
- Graffiti classes.

- Grooming.
- Hairdressing and boxing (2 responses).
- Hairdressing.
- Horsing riding and fishing. lol.
- I want to do parenting.
- Jewellery making (silver and gold).
- Leather work.
- More football games.
- More games.
- More gym.
- More sporting activities.
- More time out of the cell.
- Moto riding.
- PlayStation 3.
- Shot put, brandy, boxing.
- Smoking.
- Soccer program again.
- Swimming all the time, woodwork.
- Tennis court.
- Tennis, ping pong.
- Touch football with JCU girls.
- Work experience.
- Xbox 360 in my room.

Are there any programs or activities you'd like to keep doing when you leave?

(43 responses) (p. 32)

- Anger management.
- Art (5 responses).
- Art classes.
- Automotive.
- Ceramics.
- Drug and alcohol programs.
- Engines, gym.
- Fitness.
- Football (2 responses).
- Gym (5 responses).
- Gym and football.
- Gym, sports, swimming.
- Gym, sports.
- Horticulture, art, hospitality, anger management.
- If hairdressing becomes available, then hairdressing.
- Indigenous art.
- Learner's.
- Leatherwork.
- Metalwork, woodwork.
- Music and art.
- School (2 responses).
- School classes like reading and writing.
- Skills to get a job.
- Sports (2 responses).
- Sports and work skills.
- Sports, music and gym.
- TAFE for year 10.

- Woodwork.
- Work skills.
- Working.
- Yeah, art and reading and writing and going to school.
- Yes, gym.

Health care

Do you have any comments about the health care in the centre? (10 responses) (p. 35)

- Doctors should be at the centre fulltime for the health of young people.
- Good job.
- It is alright.
- It is good.
- It's a bit hard to see a doctor or nurse.
- It's great.
- It's very good.
- No, all good.
- Really slack nurses.
- Wonderful.

Behaviour management

What rewards do you like most? (56 responses) (p. 38)

Televisions and stereos (25 responses)

- Gold, TV, stereo.
- Points, TV.
- The TV at night.
- TV (17 responses).
- TV in my room (2 responses).
- TV, games, staying up longer.
- TV, more say and respect.
- TV, stereo, and pool sometimes.

Gold reward packs (24 responses)

- Gold (7 responses).
- Gold / gold packs / any good rewards.
- Gold pack (10 responses).
- Gold packs, cokes and lollies.
- Gold, TV, stereo.
- Reward packs (4 responses).

Drinks and snacks (6 responses)

- Anything, like drinks or going to the pool.
- Chocs.
- Coca Cola.
- Coke and lollies.
- Gold packs, cokes and lollies.

- Soft drinks.

Other responses (8 responses)

- Anything, like drinks or going to the pool.
- Getting to go outside to play.
- Good comments is good enough for me.
- Guitar.
- Points, TV.
- TV, games, staying up longer.
- TV, more say and respect.
- TV, stereo, and pool sometimes.

What is unfair about the behaviour management in the centre? (8 responses) (p. 38)

- Boys get more things to do most of the time.
- Getting moved down from sections for little things when heaps of others don't.
- If someone in our section stuffs up we all suffer for it.
- If you have a fight you can't go to the gym.
- No, it's bull****.
- One example. I got bashed up and was separated and punished two days later. Why was I punished?
- Swearing should not get (lose) you points. It should be written into the law in here. Freedom of Speech.
- They don't listen to us.

Why were you separated last time? (54 responses) (p. 39)

Fighting or threatening others (32 responses)

- A fight.
- Code yellow for fighting.
- Code yellow.
- Code yellows, bad behaviour.
- Fighting (22 responses).
- Fighting and swearing.
- Fights (3 responses).
- For being bashed and staff had assumed it was my fault.
- Threats.

Bad behaviour, disobedience or disrespect (13 responses)

- Bad behaviour.
- Because I swore and had a bad attitude.
- Behaviour.
- Being bad and disrespectful.
- Being naughty.

- Being rude.
- Code yellows, bad behaviour.
- For swearing at the teacher.
- I've been naughty.
- Mucking up.
- Not listening to staff and swearing at them.
- Playing tag.
- Swearing at teachers.

Self-protection or emotional or health problems (4 responses)

- Because I got upset.
- For self-protection.
- Medical problems.
- To calm down.

Other responses including property damage (6 responses)

- Because they couldn't move anyone around.
- Can't remember.
- Don't know.
- Had dramas with my brother.
- Set fire sprinkler off.
- Tagging my name on the window.

Why were you restrained last time? (35 responses) (p. 39)

Fighting or threatening others (27 responses)

- Code yellow (2 responses).
- Fighting (22 responses).
- Fights (2 responses).
- When I got in a fight.

Bad behaviour, disobedience or disrespect (7 responses)

- Behaviour.
- Called staff a f***** midget.
- For yelling at a young person.
- I've been naughty.
- Non-compliant with staff.
- Not listening.
- Talking sh*t.

Other responses (1 response)

- Cause I'm a hard mofo.

Do you have any other comments about the rules or behaviour management? (7 responses) (p. 39)

- Heaps of trouble and no consequences.
- If someone tries to bash you and you swear the staff take away points for swearing.

- No more scrubbing.
- No. Do your job.
- On the weekend days they should let us stay up and watch TV late.
- Stay out more.
- Yes, staff need to listen more then use force.

Complaints and advocacy

Why didn't you make the complaint? (6 responses) (p. 43)

- Didn't care, just wanted to do my time.
- Heaps of people have complained and there's never results.
- I changed my mind, and I always forget.
- Just didn't want to.
- No action was taken.
- Staff do not listen to how I feel, only what they want. They do not care.

Legal matters

Are you having any problems with your court matters? (11 responses) (p. 48)

- Bail.
- Everything.
- Getting sentenced.
- I can't find out what my new charges are.
- I don't know how long I will be getting.
- I don't know if I'm getting out.
- I'm feeling really scared.
- That I don't get to see my family before I go to court.
- They are taking too long.
- They didn't give me a notice to go to court.
- They keep sending me to court and back without reason.

Transition planning and aftercare

What would you like to be doing with your time when you leave? (97 responses) (p. 51)

Getting a job or job training (57 responses)

- A job.
- Apprenticeship in carpentry.
- Automotive mechanic.

- Engines and gym.
- Find work.
- Fixing bikes, making slingshots.
- Get a good job.
- Get a job (8 responses).
- Get a job and playing sports and starting a new life.
- Get a job or go back to school.
- Get a job or stay at school.
- Get a job, go to school and play footy.
- Get out on the trawlers.
- Go back to hairdressing.
- Go back to TAFE and get a job.
- Go back to TAFE.
- Going back to school and getting a job and working.
- Going to Jackaroo school.
- Hairdressing, going to the gym often, playing footy, and looking after my family.
- I'm starting an apprenticeship as a diesel fitter next year.
- School – a proper school. Job, some sort of income.
- School and boxing and trying to get an apprenticeship as a carpenter.
- School and work experience.
- School, work, sports.
- Sports and job.
- Stay out of trouble and get a job and go to school.
- TAFE, work and my baby.
- Try to get a job.
- Trying to find a job or go to TAFE or football.
- Work (5 responses).
- Work and art.
- Work and look after my family, like looking after my five little sisters.
- Work and sport.
- Work in a gym.
- Work or going back to school.
- Work, fixing things like motors.
- Work, university, sport.
- Working (5 responses).
- Working and attending youth justice programs.
- Working at *****.
- Working or going back to school.
- Working, looking after my family.

Returning to school (25 responses)

- Get a job or go back to school.
- Get a job or stay at school.
- Get a job, go to school and play footy.
- Go back to school (4 responses).
- Go to school.

- Going back to school and getting a job and working.
- Going back to school and staying at my poppy and nana's house and going camping, lol.
- Going to school (2 responses).
- Going to school, going to see my dad and boyfriend and playing soccer again.
- Live with my mum and go to school and YJ.
- School – a proper school. Job, some sort of income.
- School (3 responses).
- School and boxing and trying to get an apprenticeship as a carpenter.
- School and work experience.
- School, work, sports.
- Stay out of trouble and get a job and go to school.
- Work or going back to school.
- Work, university, sport.
- Working or going back to school.

Getting involved in sport (16 responses)

- Engines and gym.
- Get a job and playing sports and starting a new life.
- Get a job, go to school and play footy.
- Going to school, going to see my dad and boyfriend and playing soccer again.
- Gym.
- Hairdressing, going to the gym often, playing footy, and looking after my family.
- Playing sport and so on.
- Playing sports when I leave.
- School and boxing and trying to get an apprenticeship as a carpenter.
- School, work, sports.
- Sport.
- Sports and painting.
- Sports and a job.
- Trying to find a job or go to TAFE or football.
- Work and sport.
- Work, university, sport.

Strengthening relationships with family and friends (8 responses)

- Going back to school and staying at my poppy and nana's house and going camping, lol.
- Going to school, going to see my dad and boyfriend and playing soccer again.

- Hairdressing, going to the gym often, playing footy, and looking after my family.
- I want to go back to the Islands.
- Live with my mum and go to school and YJ.
- TAFE, work and my baby.
- Work and look after my family, like looking after my five little sisters.
- Working, looking after my family.

Other responses (25 responses)

- Art.
- Don't know (3 responses).
- Drink.
- Driving.
- Fixing bikes, making slingshots.
- Fun stuff.
- Get drunk and have a smoke.
- Having fun.
- Live with my mum and go to school and YJ.
- Move on with life and have a fresh start.
- My own thing.
- Never come back, learn from my mistakes.
- Nothing (2 responses).
- Nothing, smoke bongs.
- Smoking cones.
- Something constructive.
- Sports and paintings.
- Stay out of trouble.
- Stop doing crime and sort my life out straight.
- Work and art.
- Working and attending youth justice programs.
- Youth justice activities.
- Youth worker.

What do you think would most help you stay out of trouble when you leave? (75 responses) (p. 52)

Getting a job or job training (28 responses)

- A job and training.
- A job (4 responses).
- Apprenticeship.
- Finding a job or school or TAFE or football.
- Get a job and make money so I can help my mum out with the bills.
- Getting a job (4 responses).
- If I get a job and start working.
- Job and my little sisters and my girlfriend and grandmother.
- Job and school.
- Job, friends.

- Money and a job so I don't have to steal.
- School and apprenticeship.
- School and getting a job and working.
- Sport (football) and work.
- Sports and a job (2 responses).
- Work and playing sport and helping out your family.
- Work.
- Working (4 responses).

Strengthening relationships with family and friends (21 responses)

- Being with family and girlfriend.
- Don't go near the boys who got me into trouble and go to school and stay with my nana and poppy.
- Family (7 responses).
- Friends and family.
- Get a job and make money so I can help my mum out with the bills.
- Having friends.
- Job and my little sisters and my girlfriend and grandmother.
- Job, friends.
- Kicking it with the boys.
- Live with my mum.
- Make better friends.
- My family.
- School, friends.
- See my girlfriend and my sis, and mum.
- Work and sport and helping your family.

Returning to school (15 responses)

- Don't go near the boys who got me into trouble and go to school and stay with my nana and poppy.
- Finding a job or school or TAFE or football.
- Going back to school (3 responses).
- Going to boarding school.
- Going to school and playing sport.
- Job and school.
- Playing soccer and school.
- School and apprenticeship.
- School and getting a job and working.
- School and sport (2 responses).
- School, friends.
- Schooling.

Getting involved in sport (14 responses)

- Finding a job or school or TAFE or football.
- Football.
- Going to school and playing sport.
- Playing soccer and school.

- Playing sport.
- School and sport (2 responses).
- Sport (football) and work.
- Sports (2 responses).
- Sports and a job (2 responses).
- Sports, kick boxing again.
- Work and playing sport and helping out your family.

Other responses (16 responses)

- A new place to live (2 responses).
- Don't know (2 responses).
- Finding a new place to live.
- Finding something to do.
- Having a place to live.
- Keeping occupied.
- Myself. I can't blame anyone else.
- Not sure.
- Nothing (2 responses).
- Nothing! Only you can help yourself to stay out and step your game up I suppose.
- Start a new life.
- Stop shooting up.
- Think before I do things.

Global assessments

What is the best thing about this centre? (99 responses) (p. 53)

[Responses from the Brisbane Youth Detention Centre, 56 responses]

Participating in programs (31 responses)

- Activities, food and caring staff.
- Education and sport.
- Foxtel, pool and laughs.
- Gym and pool (3 responses).
- Gym and work.
- Gym, teacher.
- Gym (3 responses).
- Playing sport.
- Pool, sport.
- Programs (2 responses).
- Recreational activities (2 responses).
- School – teaching staff. Art, sport and horticulture.
- School and all the things we do in here.
- School and keeping busy.
- School (2 responses).
- Sport (3 responses).
- Sports and TV.
- Swimming, music, gym.
- The activities during the day.
- The gym.
- The staff and the school and all the sports.

- TV, food, sport.

Interacting with young people and staff (9 responses)

- Activities, food and caring staff.
- Finding more friends.
- Food, staff and inmates. Well treated and well mannered.
- Foxtel, pool and laughs.
- Gym, teacher.
- School – teaching staff. Art, sport and horticulture.
- The staff and the school and all the sports.
- The workers here and that this is like a boarding school, not like a jail.
- You're around people that do the same thing as me homie.

Other (12 responses)

- Activities, food and caring staff.
- Food!
- Food, staff and inmates. Well treated and well mannered.
- Get help.
- Getting healthy.
- It's not too bad, it doesn't feel like jail, it feels like boarding school, but not enough freedom.
- It's unisex.
- Not jail, more like camp.
- The help and support.
- The workers here and that this is like a boarding school, not like a jail.
- TV, food, sport.
- When I go to sleep. I don't feel so bad when I sleep.

Nothing (9 responses)

Don't know (4 responses)

[Responses from the Cleveland Youth Detention Centre, 43 responses]

Participating in programs (13 responses)

- Art, sports.
- Cooking.
- Friends, football, swimming, some staff, Mr *****.
- Hospitality.
- Learn alot of new things.
- Learning new skills.
- Play sports.
- Programs everyday. All kinds of activities.
- School and not having to hide what I've done.
- School, sports, music.
- Schooling programs.

- Schooling.
- You get to do things like walk around and go to school and eat up and get big, but not in the watch house, they just keep you in a cell and don't feed you.

Food (8 responses)

- Good food and good health.
- The food and staff.
- The food (4 responses).
- You get fed well.
- You get to do things like walk around and go to school and eat up and get big, but not in the watch house, they just keep you in a cell and don't feed you.

Interacting with young people and staff (5 responses)

- Friends, football, swimming, some staff, Mr *****.
- The boys and sleep.
- The food and staff.
- The staff.
- You got people to talk to when you are feeling down.

Other (13 responses)

- Everything is taken care of, I can relax.
- Everything.
- Gold (3 responses).
- Great.
- It's all good.
- Keeping out of trouble.
- Leaving (2 responses).
- School and not having to hide what I've done.
- The privileges.
- You're safe.

Nothing (4 responses)

Don't know (2 responses)

What would you most like to have changed about the centre? (78 responses) (p. 54)

[Responses from the Brisbane Youth Detention Centre, 46 responses]

Behaviour management (11 responses)

- Always getting locked up in your room.
- Food, privileges, vending machines in the centre back (visitors area).
- Get rid of lockdown.

- Having days out with family if you are good. Just for a day.
- How staff deal with situations.
- Less lock down time.
- Less time in your room.
- Lock down never.
- Lockdown.
- Samoan food and time off for good behaviour.
- The amount of times you get locked up per day. Every time you do something you get locked up. There are too many lockdowns. GLA [school] is nothing but crap!

Programs and activities (8 responses)

- Food, want our singlets back, better shoes, more comfy jocks, better Xbox games for deadly section, free to air TV.
- More activities and cancel induction.
- More gym (2 responses).
- More sport, fitness.
- Structured day.
- That you can go do anything you want during the day.
- TV every night.

Food choices (7 responses)

- Better food (Island food).
- Better food.
- Food (2 responses).
- Food, privileges, vending machines in the centre back (visitors area).
- Food, want our singlets back, better shoes, more comfy jocks, better Xbox games for deadly section, free to air TV.
- Samoan food and time off for good behaviour.

Other (13 responses)

- A lot of things.
- Drug habit.
- Food, privileges, vending machines in the centre back (visitors area).
- Food, want our singlets back, better shoes, more comfy jocks, better Xbox games for deadly section, free to air TV.
- Getting locks in our rooms.
- Me and work.
- More phone call time.
- Smoking (2 responses).
- Stop smoking and doing drugs.
- The colouring out of the magazines.
- You can smoke in here. The boys and girls mix more, not just at school.
- You were allowed to smoke.

Nothing (6 responses)

Don't know (5 responses)

[Responses from the Cleveland Youth Detention Centre, 32 responses]

Programs and activities (7 responses)

- Better programs.
- Graffiti classes.
- More activities.
- More games.
- More things to do like some horse riding and fishing on holidays and have the TV on anytime you like and play beats.
- More things to do on the weekend.
- Sports.

Other (10 responses)

- Change my life.
- Lockdowns.
- My life.
- Stay out longer.
- Stop violence.
- That we were allowed to smoke.
- The clothes.
- The food (2 responses).
- We can smoke.

Nothing (12 responses)

Don't know (3 responses)

Appendix B: Standards of care for youth detention centres

The following documents detail standards for the care of young people in youth detention centres that have been recognised at the state and national levels. The Views of Young People in Detention Centres Survey is designed to reflect the standards outlined in these documents.

Youth Justice Act 1992

The *Youth Justice Act 1992* (the Act) is the primary legislation governing the administration of Queensland's youth justice system. The Act includes a number of provisions regarding the care of young people in youth detention centres. Part 8 of the Act relates to young people's admission to detention, obligations on staff to report harm to young people, the transfer of young people to adult prisons, and young people's access to Community Visitors, legal representatives and complaints procedures. The Act also contains a Charter of Youth Justice Principles which underpins the operation of the Act. This charter specifies that detention should only be used as a last resort and establishes some basic requirements related to the provision of health care and education to young people in detention, the maintenance of family and community relationships, participation in decision making, and privacy. The provisions of the *Youth Justice Act 1992* are legally binding.

Youth Justice Regulation 2003

The *Youth Justice Regulation 2003* (the Regulation) provides additional guidance on the administration of Queensland's youth justice system, including the care of young people in the state's youth detention centres. The regulation includes provisions regarding young people's admission to detention, the management of behaviour within detention centres, the use of restraints and separation, searches, contact with people outside detention, health and medical services, and the management of young people's property. The *Youth Justice Regulation 2003* is legally binding.

Australasian Juvenile Justice Administrators Standards of Care for Juvenile Custodial Facilities 1999

The Australasian Juvenile Justice Administrators Standards of Care for Juvenile Custodial Facilities (AJJA Standards) were developed by a national working party of the Australasian Juvenile Justice Administrators (AJJA). The membership of the AJJA includes a minimum of one senior executive officer from each Australian state or territory department responsible for the delivery of youth justice services. The AJJA Standards were developed with the intention of promoting a standard of care in detention that is *not just humane treatment of young people, but also imparting of skills to enable community integration*. The standards cover areas such as basic entitlements and rights of expression, entry to detention, personal and social development, family and community contact, health care, behaviour management, security procedures, the design of centres, staffing and staff development and ethical conduct. The AJJA Standards are not legally binding.

Youth Detention Inspectorates Draft Expectations for Youth Detention Centres 2011

The Youth Detention Inspectorates Draft Expectations for Youth Detention Centres were developed by the Queensland Department of Communities' Youth Detention Inspectorate. They *establish a benchmark from which detention centre's procedures, policies and rules can be developed to help ensure the highest level of safe custody and wellbeing of young people*. The expectations are based on youth justice legislation, the recommendations of judicial inquiries, national and international standards and international law. The expectations cover matters such as community and family contact, self harm and suicide prevention, the reporting of harm by staff, health and medical services, bullying, cultural and religious issues, complaints, legal rights, the facilities and environment in detention, young people's relationships with staff, education and training, recreational time, and behaviour management and development. The main purpose of these expectations is to serve as a tool to aid Departmental inspectors in their regular monitoring activities. These expectations are not legally binding and are not publicly available.

Related publications

The Commission produces a range of publications related to the youth justice system. The information contained in this report should be considered alongside these related publications.

Youth Justice Monitoring Framework: Consultation report

In late 2011, the Commission will release a consultation report detailing its proposed Youth Justice Monitoring Framework, which has been developed in consultation with key agencies such as the Department of Communities and the Queensland Police Service. This framework is being developed to support the Commission's future systemic monitoring of Queensland's youth justice system. The proposed framework comprises three outcome areas:

- *Domain 1 – Youth Offending and Prevention:* will explore the extent of supports and services that provide communities, families and young people the opportunity to address risk factors linked to potential offending
- *Domain 2 - Diversions:* will explore the way in which the youth justice service system provides young people an opportunity to address offending behaviours through strategies such as cautions and conferencing aimed at diverting them from further progressing into the youth justice system, and
- *Domain 3 – Supervision, Interventions and Reintegration:* will explore the use of statutory youth justice interventions to prevent young people from re-offending, including the success of detention and reintegration supports.

The report will also detail a number of systemic reviews and investigations undertaken or being undertaken by the Commission in relation to the youth justice system. These include: an audit of the Department of Communities' internal inspections processes for youth detention centres; an investigation into the use of force and restraint in detention centres; a review of the complaints and investigations processes in detention; and an analysis of harm reports in detention centres.

Feedback on the consultation report will be used to develop the Commission's inaugural annual *Child Guardian Report – Youth Justice System 2010-11*, which is scheduled for release in 2012.

Seventeen year olds in Queensland's adult prisons

In this 2010 policy position paper, the Commission details its concerns about the practice of detaining 17 year olds in Queensland's adult prisons. Queensland is currently the only Australian state or territory to hold 17 year olds in adult prisons. The Commission believes the practice is potentially harmful to the young people concerned and reduces their chances of rehabilitation. The Commission is particularly concerned about these young people:

- having limited access to developmentally appropriate programs
- being exposed to excessive security measures
- being isolated from others to ensure their safety in adult populations, and
- having limited access to complaints, monitoring and advocacy services.

In this paper, the Commission has called for the transfer of 17 year old offenders to the youth justice system. The paper also explores some alternatives to detaining young people that could be implemented more widely to reduce youth offending and demand on youth detention centres.

Snapshot 2011: Children and young people in Queensland

This report draws together population-level data to monitor the status and changes in the safety and wellbeing of children and young people in Queensland. The *Snapshot* report covers a broad range of safety and wellbeing indicators, including data on families, health, lifestyle, mortality, child protection and education and childcare. It also details key data on children and young people's involvement in crime and the justice system, both as victims of crime and perpetrators.

Copies of the Commission's publications are available online at www.ccypcg.qld.gov.au

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