



Youth detention: Information for parents and carers

Queensland's youth detention centres

Brisbane Youth Detention Centre (BYDC)

Address	99 Wolston Park Road, Wacol
Postal address	PO Box 450 Archerfield BC Q 4108
Phone	07 3271 0605
Visits	07 3271 0720 (to arrange a visit)

Cleveland Youth Detention Centre (CYDC)

Address	27-79 Old Common Road, Belgian Gardens (Townsville)
Postal address	27-79 Old Common Road Belgian Gardens Q 4810
Phone	07 4421 5222
Visits	07 4421 5204 (to arrange a visit)

West Moreton Youth Detention Centre (WMYDC)

Address	99 Wolston Park Road, Wacol
Postal address	PO Box 450 Archerfield BC Q 4108
Phone	07 3021 0900
Visits	07 3021 0900 (follow the prompts to arrange a visit)

Why your child is in detention

Youth detention centres are established under the *Youth Justice Act 1992* to:

- protect the safety of the community
- provide consequences for offending
- prepare detained young people to live productively in the community.

Your child has been sent to a youth detention centre because they are on remand (waiting to go to court) or have been sentenced.

Remand

A court or police watchhouse manager may have remanded your child in custody. Your child must stay in detention until they go to

court. You can talk to your child's caseworker or lawyer to see if bail is an option.

Sentenced

A court has sentenced your child to a detention order. This means your child has been found guilty and the court said they must spend a certain amount of time in a youth detention centre.

If you or your child think the decision the court made was wrong, you can ask for the decision reviewed or appealed. Talk to your child's caseworker or lawyer to find out how.

Visiting your child

We encourage you to visit your child while they are in detention. Contact the visits staff at the centre where your child is staying to arrange a visit.

Most centres have set visiting times but you can make special arrangements if you cannot visit during these hours.

Our visits staff will answer any questions you have about visiting your child and talk to you about the rules when you visit, such as:

- everyone who enters a detention centre must pass a security check
- you cannot bring food or gifts to your child
- you cannot bring banned items like cigarettes or drugs
- the personal items that must be stored in a locker while you visit
- how to dress when you visit.

If you live a long way from the centre, you may be eligible to receive financial support to travel to visit your child or you can ask for a video call with your child.



Other visitors for your child

Family, friends (children must have an adult with them) and community members, like Elders, can also ask to visit your child.

Sending letters to your child

You can send as many letters to your child as you like. Staff at the centre check all letters before children receive them. Staff also check letters your child sends to you. They will remove any restricted or inappropriate material.

Staff won't check letters to or from your child's lawyer. If you have any questions about mail contact your child's caseworker.

Phone contact with your child

All phone calls to the centre for young people will be referred to a caseworker, team leader or shift supervisor. You may leave a message for your child to phone you back at a convenient time.

Your child is allowed 120 minutes of phone time each week to talk to people on their approved phone list. Their caseworker will talk with you and decide who will be on your child's list. Your child's caseworker will tell you about any restrictions on who your child can talk to. You must not help your child talk to someone who is not approved for their list.

Your child can speak to their lawyer, YJSC caseworker or the community visitor. These calls have no time limit and don't count toward their 120 minutes.

If you have to tell your child something that may upset them, let staff know so that they can support your child.

Who to talk to about your child

When your child is admitted to the centre, they are given a caseworker. The caseworker will contact you. They will also have a caseworker from a Youth Justice service centre. Your child's caseworkers are the best people to talk to about your child's progress.

The caseworkers will talk to you about your child's case plan. The case plan identifies

things that may have contributed to their offending behaviour. The case plan also identified activities for your child to do, to help them to develop skills to reduce their risk of reoffending. We consider your child's views when developing their case plan.

How we look after your child

Your child's safety is our first priority. We will treat your child with respect and dignity at all times. They will be encouraged to treat others with respect and dignity also.

We will provide everything your child needs including:

- meals and snacks
- clothing and shoes
- bedding
- toiletries
- books for school.

They can have some things sent to the centre, like family photos and their own clothes to wear to court.

Your child will have their own room wherever possible. The room has a bed, toilet, shower, desk and shelf. Your child is safe in their room. There are times during the day and night when they will be locked in their room.

Health services are provided at the centre 24 hours a day, seven days a week. You can talk to the health staff at the centre if you have concerns about your child's health.

Staff who work at the centre to help with your child's health include:

- nurses
- doctors
- psychologists
- speech and language pathologists.

The centre also organises visits from:

- psychiatrists
- dentists
- optometrists
- counselors
- other medical professionals.



Support for Aboriginal and Torres Strait Islander children

Our youth detention centres have cultural teams with Aboriginal and Torres Strait Islander staff who support Aboriginal and Torres Strait Islander children in detention. These teams also help other staff understand the best way to look after your child.

Elders from communities that the young people live in, work with our staff and may also visit the centre.

Giving your child money

Your child will receive a weekly allowance of \$6.40 from the government, (jointly funded by Commonwealth and State Governments).

If you bring or transfer money for your child, we put it in a trust account for them. You can direct deposit money for your child, using the details for the centre they are at:

BYDC/WMYDC

Bank	Commonwealth Bank
BSB	064144
Account	10088025
Account name	Brisbane Youth Detention Centre Trust Account
Reference	(your child's name)

CYDC

Bank	Commonwealth Bank
BSB	064817
Account	00916724
Account name	Cleveland Youth Detention Centre Trust Account
Reference	(your child's name)

We will return any money in your child's trust account to them when they are released.

Incentives and rewards

Young people have access to rewards and buy ups for positive behaviour. This helps them set and work towards goals through their behaviour. They can take these items home when they leave.

Buy ups include items such as:

- snacks
- magazines
- playing cards
- photo albums.

Behaviour expectations

Your child is expected to behave in line with these principles:

- be respectful
- be safe
- be responsible
- be active.

They will:

- go to school
- take part in programs
- show respect to staff and other young people
- follow staff instructions
- do chores in their unit
- use good manners
- maintain good hygiene
- go to bed at bedtime.

What your child will do each day

Your child will go to school at the centre and do education and training programs.

Your child will do programs to help them not break the law.

They will also be involved in cultural, sporting and recreational activities.

Temporary leave

Your child may get leave from the centre to go to:

- significant family events (such as funerals, Sorry Business or Sad News)
- medical appointments
- education and pre-employment appointments.

The centre director must approve any leave. Leave will only be given if staff assess that your child will follow their leave conditions



and their behaviour in detention has been stable.

If your child does not follow the conditions, the leave may be cancelled and your child will be returned to the centre immediately.

If your child needs to go to court while in detention

Your child may leave the centre to go to court or participate in a video conference. They can wear their own clothes to court.

Parents must attend court with their child. If you have any concerns, please speak with your child's Youth Justice service centre caseworker.

Making a complaint

Your child can make a complaint at any time about anything at the centre. You can also make a complaint for them. Your child won't get into trouble because a complaint is made.

You can talk to any youth detention staff member to make a complaint.

If your child wants to make a complaint, they can:

- fill out a complaint form and give it to a youth detention staff member
- talk to a youth detention staff member about their complaint
- fill out a complaint form and give it to a youth detention staff member to send to the police (if it is about something that might be a criminal offence)
- phone the Office of the Public Guardian on 1300 653 187 from the phone in their unit
- talk to the community visitor when they visit the centre
- leave a message for the community visitor (from the Office of the Public Guardian) in the communication box in their unit.

Complaints are taken seriously and will be kept confidential, although a few people will need to know about it so it can be investigated.

You can call the centre at any time to ask for an update on the complaint.

If you're not happy with the outcome of your complaint, you can also contact the:

- Queensland Ombudsman on 1800 068 908
- Human Rights Commission on 1300 130 670.

Your child's safety in detention

We will do everything possible to ensure your child is safe and secure while in detention.

We do not tolerate inappropriate behaviour, sexual harassment and discrimination in youth detention centres.

Staff are trained regularly to ensure they perform their duties safely and effectively. Body worn cameras and CCTV cameras are used in the centre. Audio and video footage is recorded.

Only some staff can watch the video and we will only share it with another person if the law tells us to. CCTV and body worn camera recordings may be used as evidence. This is to keep everyone safe.

You can contact the centre about any concerns.

A caseworker will contact you if anything happens to your child.

More information

Contact the centre that your child is in if you need more information.

You can also get information online at www.qld.gov.au/youthjustice