

Department of Family Services  
and Aboriginal and Islander Affairs



Family Services Building  
George and Elizabeth Streets  
Brisbane, Queensland. 4000

GPO Box 806  
Brisbane, Queensland. 4001

Telephone (07) 227 7111  
Facsimile (07) 221 2728

Telephone:  
Reference:  
Refer to:  
Section:  
Your Ref.:

18th January, 1990

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QCPCI

Mr K.M. O'Shea,  
Crown Solicitor,  
State Law Building,  
50 Ann Street,  
BRISBANE QLD 4000

Date: 3.12.2012

Exhibit number: 116

Dear Mr O'Shea,

Thank you for the opportunity to discuss with you yesterday some of the concerns which have been raised in relation to the investigation of complaints by certain staff members at the John Oxley Youth Centre, currently being conducted by Mr Noel Heiner.

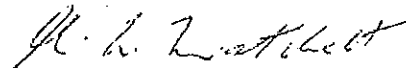
Following our discussions, I have forwarded to you for comment, under separate cover, a draft letter to Mr Heiner, seeking clarification of his interpretation of his authority to request certain documents pursuant to his investigations. I shall await your advice on the contents of the letter before proceeding further.

I have also forwarded to you, under separate cover, instructions in relation to a letter I received yesterday from a solicitor representing two staff members employed at the John Oxley Youth Centre. Your urgent advice on this matter would be greatly appreciated.

I anticipate a number of other matters in relation to the John Oxley Youth Centre investigation on which I will be seeking your advice, including your opinion on the legal validity of the investigation. Specific instructions on this matter will be forwarded to you shortly.

In the meantime, thank you once again for your assistance in this matter.

Yours sincerely,

  
R.L. Matchett (Ms.)  
Acting Director-General.

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8 JAN 1990

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17 JAN 1990

17th January, 1990

Mr N. Heiner,  
10 Langura Crescent,  
FERNY HILLS Q 4055

PRIVATE AND CONFIDENTIAL

Dear Mr Heiner,

I refer to your recent request to be provided with copies of certain correspondence, forwarded to me by persons who did not wish to appear before you in the course of your investigation of staff complaints at John Oxley Youth Centre.

Having perused the documentation relating to the establishment of the investigation, its terms of reference (copy attached) and your appointment to undertake the investigation, I find I am unclear as to certain aspects of the source of your authority to initiate such a request.

It would assist me in resolving this issue if you were to meet with me on Friday, 19 January 1990 at 9.30am to provide some clarification of your interpretation of the matter.

Please contact my secretary on 224 7052 to confirm that these arrangements are satisfactory.

Yours sincerely,

R.L. Matchett (Ms.)  
Acting Director-General



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Yours sincerely,

R.L. Matchett (Ms.)  
Acting Director-General



FOI 94 2223.3

**TERMS OF REFERENCE FOR THE INVESTIGATION OF COMPLAINTS BY  
CERTAIN MEMBERS OF STAFF AT JOHN OXLEY YOUTH CENTRE**

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To investigate and report to the Honourable the Minister and Director-General on the following:

1. The validity of the complaints received in writing from present or former staff members and whether there is any basis in fact for those claims.
2. Compliance or otherwise with established Government policy, departmental policy and departmental procedures on the part of management and/or staff.
3. Whether there is a need for additional guidelines or procedures or clarification of roles and responsibilities.
4. Adequacy of, and implementation of, staff disciplinary processes.
5. Compliance or otherwise with the Code of Conduct for Officers of the Queensland Public Service.
6. Whether the behaviour of management and/or staff has been fair and reasonable.
7. The adequacy of induction and basic training of staff, particularly in relation to the personal safety of staff and children.
8. The need for additional measures to be undertaken to provide adequate protection for staff and children and to secure the building itself.

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