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Date: 3.12.2012

Exhibit number: 90

To Mr Heiner

30/11/89

Dear Sir,

Sometime ago two Youth Workers had been found asleep (dozed off) by Mr Lyne. This is all documented. However, on coming on duty the next night myself and the two Youth Workers were escorted to our respective offices by Mr Ray Bentley Mr Lyne Draper and Mr Lyne. Other Youth Workers were kept back to cover absence. We were instructed not to talk to or even say hello to our fellow workers. We were then told to write out our reports with either one of the above standing guard at the door. To ensure we did not talk to anyone. I know I felt like I was being treated as a child who was being proceeded before his class mates. I still feel this was unethical and unprofessional and in breach of the Code of Conduct 2.2. in that employees of the Department should treat other employees with respect and dignity.

Yours faithfully
Fred Young
Youth Worker.

SUBMISSION
To: Mr. N. Heiner
ENQUIRY
JOHN OXLEY YOUTH CENTRE
1989

Compiled by F.J. Feige
Youth Worker
John Oxley Youth Centre

PS
My name is Frederick John Feige, I have completed an Associate Diploma in Residential Care and the In Service Certificate in Residential Child Care.

I am employed at John Oxley Youth Centre as a Youth Worker.

My previous position was as a Senior Training Officer at Sir Leslie Wilson Youth Centre, from where I was seconded to John Oxley Youth Centre as an acting Senior Youth Worker. A position I held for over 12 months, during which I acted as a Principal Youth Worker for a short period.

The issues and/or problems at John Oxley Youth Centre as I perceive them.

There appears to be an overly high expectation placed on Youth Workers at John Oxley Youth Centre.

Youth Workers are expected to ::

1. Work for 8 hours without a break.
2. Perform their duties at the highest possible level, constantly and consistently without fault.
3. Follow all directions without question, whether lawful or not.
4. Devote their lives to the centre.

To work 8 hours without a break can be and is very stressful, without all the added stress of working with young offenders whose offences can be and at times are those which carry a life sentence, if they were adults. However, if a Youth Worker wishes to go to the toilet he/she must first make sure that there is another Youth worker to take his/her place. As staffing levels are kept to a minimum, this is often not possible or at the very least difficult. I have often gone for hours without being able to answer the call of nature which places myself and fellow Youth Workers at risk of developing medical conditions associated with not being able to go to the toilet when necessary. I feel that this policy of keeping staffing levels at a minimum, is a failure by our employer to provide a safe working environment, in that medical conditions which are debilitating could be directly attributed to this policy.

This issue has been raised with both the centre management and Departmental Industrial Officers.

The answers that we have received have been ::

1. It is a centre problem and should be resolved within the centre's programming.
2. The centre states that there is not enough staff and that personell will not allocate any more staff to the centre.

Both parties agree that Youth workers should be able to go to the toilet and have a stress break. But there appears to have been no real attempt by either party to resolve this issue.

If and when you do get to go to the toilet, you sit there waiting and half expecting to have to jump up and go to the aid of someone. Just this aspect causes undue stress. This whole issue could be resolved with a little common sense.

Working with both emotionally and physically abused young people is difficult enough, but working without a break just compounds the degree of difficulty. Just to sit down and have a cup of coffee with another adult, without the young people present, would be like a present from heaven.

To be able to perform at your highest possible level at all times would be nice but humans and machines are not infallible. The trouble at John Oxley seems to be that this expectation of excellence is not just an expectation, but a demand. As I see it, the performances of Youth Workers are placed under a microscope and only the negatives or failures are noted or remarked upon. I have experienced this, in that the result was what was desired, and in hindsight, the approach may not have been the most desirable, but instead of being complemented on the end result, I found myself defending not only my actions but my honour. I feel it may have been more productive to explain where I had gone wrong than to attack my person. I feel a great opportunity for a learning experience to take place was lost. Only to be replaced with an anxiety producing experience, which seems to be the most common experience Youth Workers have with management.

Often I have had the urge to question the directions given by a senior staff member, as to if it was lawful or even morally right. I refer to the use of handcuffs and suppressant drugs. Having been involved in most instances where young people have been handcuffed, I feel I can give a firsthand account of these incidents. While I abhor the use of such restraints, I feel that they were the only options left to control the behaviour of the young people involved as the centre had neither the facilities nor the manpower to control this type of behaviour.

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page 3.

However, there were times when I felt that their use was not necessary, but refrained from doing so because of the negative reactions I had received in the past for speaking up.

I understand that just recently there was a meeting between senior personnel to discuss the issue of the use of handcuffs. I was told by Mr. Rudy Pekocharing and Mr. Trevor Cox that Mr. Peter Coyne asked for consensus on the issue and that any person who had an objection to their use should speak up. Both people said that Rudy exercised this option, and Mr. Coyne left the room because of this saying that they could stay there all day, if need be. I understand that Rudy agreed that while he objected, he would consent to their use under special circumstances. I understand that Rudy was called into see Mr. Coyne and that Mr. Coyne asked him if he wished to remain at John Oxley Youth Centre. I have experienced a similar situation.

Over the last 2 years or so, I have felt there has been little or no consideration given to Youth Workers or their families in regards to the many roster changes that have taken place at John Oxley Youth Centre. While the award conditions have been complied with, it seems unfair that the lives of people and their families can be disrupted with the stroke of a pen. Though some consultation had taken place, I feel that the Youth Worker's comments have in general been ignored. Having worked shiftwork for over 16 years, I have found that plans can be made for such family occasions as weddings, birthdays and such family events which mainly fall on weekends, if you work a constant roster. But now when I am asked what weekend I will have off, I can give no assurance of whether I will be working or not. While I acknowledge that this is one of the perils of working shiftwork, I fail to see the need for the number of roster changes that have taken place at this centre. For over 13 years, I worked at Sir Leslie Wilson Youth Centre, I experienced very few roster changes and only after a majority had agreed to the changes. In truth, I can see no advantages gained by the numerous roster changes at this centre.

There also seems to be an expectation for Youth Workers to be on call 24 hours a day, 365 days a year. Recently a Youth Worker was called in while he was on his recreation leave. Also, in one two week period a number of Youth Workers were required to work upto 50 hours overtime. My family has come to expect phone calls at any time of the day or night requesting me to report for duty. Though I am not on call as such, I am expected to respond without question.

The reasons seem to range from riotous situations, staff shortages due to either sickness or unplanned absents. I feel that these are the direct result of planned

staffing levels, sickness, the changes to the functions of the centre (now holding and admitting young people on remand) and over stressed Youth Workers taking a stress break.

There is a log book at the front desk which must be filled in by all staff on leaving or returning to the centre during working hours. This is in case of fire or any other such incident where people have to be accounted for. If this book is not filled out then someone has to go looking for that person or persons endangering their lives. Recently it was brought to my attention that there are a number of people who don't. The main offenders seem to be Mr. Colin Bray, Lynne Draper (both Principal Youth Workers) and Karen Mersadies (programmes, the spelling of this name may be incorrect). To me this seems to be a blatant disregard for centre policy and places others at risk. My fellow Youth Workers see this as "one rule for them and one for us". I see it as a total disregard for others. If senior people can disregard centre policy then why can't Youth Workers. I am sure that if I did not sign in or out I would be asked to explain my actions in writing.

There appears to be an extraordinary amount of letter or report writing in regards to staff performance.

For example::

Lorriane Hayward acting Senior Youth Worker recently instructed Paul Hamson Youth Worker to search for any reference to specific subjects. Shortly after Mariana Pearce Youth Worker received a number of letters which I understand were in relation to these subjects, from Colin Bray acting Principal Youth Worker. I feel that the issues involved could have been resolved by Lorriane Hayward speaking directly to Mariana, without the anxiety provoking letters which she received.

I understand that Mr. Coyne was overheard saying that we need to apply pressure to Mariana, and we must do it now. It would seem that this conversation was between Colin Bray and himself. I have no direct proof of this but it was just before she received the letters.

On one particular night there was a disturbance at the centre, causing the Youth Workers not involved to concentrate on keeping the young people not involved settled as there was indications that a full scale riot could erupt at any time. I was heavily involved in the major disturbance, but became involved in a minor incident. All of which is documented in a report submitted to Mr. Coyne. After

Things had settled, Lola Nolan Youth Worker approached me asking about a segment of the minor incident. I recounted that as I recall, it ^{was} during the situation where we were dealing with a disturbed young person and Lola said something to Marje and Marje had her back to us, concentrating on the young people who were liable to erupt at any time. Lola replied that she had explained this to Lorriane Hayward acting Senior Youth Worker, but she insisted that a report be written. Lola stated that she was reluctant to do so as she believed that Marje did not hear her. I do not know if a report was written, but it is a fine example of the pressure placed on Youth Workers to write reports on each other, against their better judgement or ethics. This whole incident could have been resolved by Lorriane accepting the honest answers of the Youth Workers involved.

Another example was when I was called in because of a perception that a riotous situation could develop. I was rostered on the 11pm-7am shift. I recall passing a remark during that shift to Lorriane Hayward about feeling alone while dealing with several disturbed young people during the disturbance earlier. Lorriane quickly said, as I recall "put it in writing. As Peter won't do anything if it is not in writing." I declined to do so as I felt it unnecessary, as I could speak to those involved. However, when I was going off duty at 7am, both Scott Healing acting Senior Youth Worker and Lorriane started to apply pressure on me to write a report. They both appeared intent in discrediting Trevor Cox acting Principal, Irene Colmer acting Senior Youth Worker and Warren Christensen Youth Worker. I was somewhat taken back by their aggressive attitudes. I again declined. However, I did write a letter to Mr. Coyne suggesting that it should be used as a learning experience, rather than a performance issue. I only wrote the letter out of fear of recriminations.

There seems to me to be a small group intent on discrediting others for their own ends.

Both Archie Olde Wolbers and myself have experienced being reported to have said that we do not wish to undertake the role of Senior Youth Worker, but this is not true. It seems that it is the same person each time who indicates this to Mr. Coyne.

page 6.

Sometime ago the young people in Blaxland wing staged a minor riot. I was called in to assist. On arriving, I was directed to Blaxland wing, where I found Mr. Coyne and a number of staff talking about the events. I recall, Mr. Coyne saying that he would order pizza for the staff and that the young people would eat shepherds pie off tin plates while the staff would be eating pizza. At the time I thought that he was joking, but later found out from Mr. Ray Bentley that it was indeed true. Mr. Bentley was at the time a Principal Youth Worker and has since left. I still find it difficult to understand this action as it is inconsistent with appropriate child care principals.

A number of Youth Workers have alleged that the intercom system had been used to listen in on private conversations between Youth Workers in the Youth Workers office.

The circumstances leading up to the removal of the intercoms from the Youth Workers offices are as best I can recall. On coming upstairs one day, I noticed Colin Bray (then acting Senior Youth Worker) standing at the night control panel. I thought at the time it was strange that the night control panel intercom was on at that time of the day. I noticed that the last light on the first panel was on indicating that the system was activated. Colin turned and saw me, he quickly turned the panel off and stated he was just testing the system. As I recall I was approached by a number of Youth Workers complaining about the intercom being used to listen in on their private conversations in their offices. In conjunction with a number of Youth Workers, I conducted a test. This confirmed that it was possible to listen in on the Youth Workers office. I noticed that the panel during the test was similar to that observed when Colin was doing his test. I concluded that if I could do it under test conditions then it could be done at anytime. I reported this to Ms. Lynne Draper Principal Youth Worker. A demonstration was arranged, with the co-operation of the Youth Workers. The intercoms in the Youth Workers offices were removed.

Unfortunately, I did not have enough evidence to take the alleged offender to task, but I have since found out that a similar situation had occurred with another Youth Worker, Marje Judd.

Bruce Cassidy Senior Youth Worker in a conversation with me, recounted an incident where Colin Bray and Lorriane Hayward went to his home and told him

page 7.

that he would not get a senior position as he did not kick enough arss, meaning Youth Workers. Though secondhand, I have no doubts about it occurring as I have had a similar thing said to me.

Mr. Ray Bentley (former Principal Youth Worker) advised me that if I wanted to be a senior, I should socialize with the management - I refused to do so as I felt it was unethical to gain advancement through flattery, rather than performance.

Another thing which disturbed me was that on the 22/11/89, I was called to reviews. As the normal venue was not being used I had to enquire where it was being held. Mr. Colin Bray offered to help me find which room was being used. I thought that this was nice. But was shocked when he walked upto the manager's door which was closed but not locked and without knocking just opened the door. I feel it was just luck that no one was in there having a private and confidential conversation. I am disturbed in that it displays a lack of concern for other people's privacy. Protocol requires at least a knock before opening a private office door.

A resident young person recently wrote a letter to Mr. Coyne, which was returned unanswered. I find this rather unusual as etiquette would require at least some comment or answer.

In a conversation with Peter Coyne, I expressed concern about what I perceived as misinformation being presented to him by some of the middle managers. Peter's reply as far as I recall, was that some people are willing to prostitute themselves to get one rung up the ladder. I was pleased that Peter was aware, but concerned that he did not appear to be discouraging this type of behaviour.

In reference to the above, in a further conversation Peter revealed that he was in a "Catch 22" situation. I tend to believe this as it has been the practice for some considerable time.

The changing roles and functions of the centre and those of the principal Youth Workers has in my opinion been a significant factor in the creation of the situation that now exists. If there was a return to the original concept of only committed young people without severe behavioural problems and that the Principal Youth Workers fulfilled their roles instead of feathering their own nests. I can not recall the role of Principal Youth Worker Direct Care being

page 8.

carried out as set down in the original concept. This has meant others have had to undertake these duties as well as their own.

I can recall Chris Edwards Youth Worker, on secondment to Sir Leslie Wilson Youth Centre, informing me about an experience he had with Mr. Coyne. It appeared that he was asked his opinion of how things were handled on the night of the major riot by Trudy Lewis alarm watcher. (Ms. Ann Dutney's sister) He said that he replied that he thought that Lynne Draper could have handled things better. He reported to me that he had been told by Mr. Coyne to write out his reasons for his remarks and that he was to have no contact with other Youth Workers or make or receive any phone calls. He stated that he made out this report and presented it to Mr. Coyne who read it and then put it through the shredder. It appears that no further action was taken.

As stated earlier, I was on secondment from Sir Leslie Wilson Youth Centre as a Senior Youth Worker, when these positions were filled, I sought to establish my status within the Department. I met a wall of procrastination. My enquiries started in January 1989 and I did not receive an answer until October 1989. It was during this period that I started to receive numerous please explains. On one occasion I was called down to Mr. Coyne's office at 6.30pm to receive at least 6 letters as I recall. Present were Colin Bray, Mr. Coyne and myself. I thought at the time that this was most unusual as in normal circumstances this would have occurred during office hours. It did not become clear until the following Thursday when I phoned personally and was informed that Mr. Coyne would have received a letter from them advising him of their recommendation that I be appointed as a Youth Worker at John Oxley Youth Centre. I can only see this as an attempt to discredit.

Just recently I was called to Mr. Coyne's office and handed a letter requesting an explanation as to why I had worn a pair of grey trousers which were part of the issued uniform at Sir Leslie Wilson Youth Centre, there were also, I feel, a number of other letters waiting as well, but I did not receive these, even though Mr. Coyne indicated they were for me. The reason I feel that I did not receive these is that I agreed to support him. After a short talk about teamwork and such, Mr. Coyne handed me the letter telling me to put it through the shredder. I did this and have had no further letters from Mr. Coyne.

The criteria for advancement seems rather obscure to both others and myself. At present we have as acting Senior Youth Workers, a person reprimanded for

page 9.

sleeping on night duty and another who was a Youth Worker Cook who after a short period as a Youth Worker (who was involved in a serious incident where through his inexperience allowed himself to be locked in a resident's room leaving his partner to be assaulted and threatened with rape and death, and for an absconding to take place) was made an acting Senior Youth Worker. There seems to be a common link but it does not appear to be ability, experience or responsibility. In recent times I have experienced both these people's lack of knowledge of the behaviour management scheme from which all sanctions are given for the young people's inappropriate behaviour. A knowledge of this would seem to be at least a criteria for being a Senior Youth Worker.


On numerous occasions we approached the Department about the short comings of the physical nature of the centre. Some have been addressed, but most remain in the same condition.

1. The alarm system does not work and it is costing around \$100.00 a year. But does not provide any safety for both the young people or the staff.
2. Staffing levels have not changed, but become worse.
3. There is a need for a special needs unit at the centre to contain those young people who are likely to be dangerous. I understand that this is being addressed, but is 5 years away.
4. Staff training, I feel this can be addressed with a little common sense. The provision of 2 practical Youth Workers would help.

In closing I would like to express that these are but a few of the issues as I perceive them. The number of temporary and casual Youth Workers concerns me as Mr. Coyne has been heard to say that in 2 years there will be no permanent Youth Workers at John Oxley.

I would also like to point out that a number of casual and temporary Youth Workers would like to have their say, but fear for their jobs.

The above submission is as objective as I can make it, and feel that, if required I can at least support my perceptions.



F.J. FEIGE YOUTH WORKER

ISSUES

Staff training.. Procedures Manual, Practical Training in Youth Work in relation to this centre, in the expectations of the centre.

Communication.. Policy and Procedure changes made at Senior Youth Worker meetings, not being passed onto Youth Workers. Lack of consultation with Youth Workers in regards to team changes, roster, movement and placement of young people within the centre, case plans for resident young people, the role of Youth Workers within the centre.

Accountability.. This appears to be a one way street, only downwards with no accountability upwards.

Principal Youth Workers.. Return to original roles, more involvement by these people in the residential aspects of the centre rather than administrative roles.

Security and safety aspects of the centre.

The change in function of the centre.. It's affect on the practical functioning of the centre.

Proposal to finding practical answers to the functioning of the centre.. Formation of a working party of experienced Youth Workers to review the centre's functioning from a grass roots aspect. The function of these people would be to formulate recommendations and/or options to the practical running of the centre. These recommendations could then be reviewed by the Department; who could either reject, modify or accept.



CRIMINAL JUSTICE COMMISSION

Telephone: (07) 3360 6060

Facsimile: (07) 3360 6333

Our Reference: 502/25/60/583 WGS / NF
Contact Officer: Mr T McMenamin

IN-CONFIDENCE

3 November 1997

PRIVATE AND CONFIDENTIAL

Mr Fred Feige
10 Amy Drive
BEENLEIGH Q 4207

Dear Sir

RE: YOUR COMPLAINT

I refer to your letter of 9 October 1997, and your telephone conversation with Mr McMenamin of the Commission of 23 October 1997.

You have raised a number of concerns in relation to the treatment of young offenders, and senior staff allegedly misusing their positions for personal benefit, relating to the John Oxley Youth Detention Centre. I note that your concerns relate to matters occurring in the period from 1987 to 1990. I also note that a number of your concerns have previously been referred to the Heiner Inquiry.

In so far as it relates to the investigation of the conduct of public officials, the jurisdiction of the Commission to investigate is limited to matters which reasonably raise a suspicion of any official misconduct.

Official misconduct is defined in the Criminal Justice Act 1989. Essentially, that limits the investigative jurisdiction of this Commission to instances in which the conduct complained of:

- is not honest or is not impartial;
- involves a breach of the trust placed in a person by reason of their holding a position in a unit of public administration;
- involves the misuse by any person of information/material that he has acquired in or in connection with the discharge of his functions or exercise of his powers or authority.

Furthermore, the conduct will not amount to official misconduct unless it constitutes a criminal offence or provides reasonable grounds for termination of a person's services from a unit of public administration.

IN-CONFIDENCE

557 Coronation Drive, Toowong, Qld, 4066, Australia
PO Box 137, Brisbane, Albert Street, Qld, 4002, Australia