

Recommendations

Section 82 of the *Human Rights Commission Act 2005* notes that if a recommendation in a final report recommends that action be taken, it must state the reasonable time within which the action should be taken.

Due to the number and breadth of the recommendations contained in this Report, the Commission was unable to nominate a realistic timeframe for each individual recommendation and, instead, nominated *within 18 months* for all recommendations to be implemented or substantially progressed.

In doing so, the Commission is of the view that a number of the recommendations have a higher priority than others, and that some of the recommendations could (and should) be implemented within a relatively short timeframe (within 6 months). Similarly, while full implementation of some of the recommendations may take longer than 18 months, the Commission expects that substantial progress could be made on those recommendations within 18 months.

Accordingly, the Commission asks that the ACT Government provide the Commission with a detailed *schedule of implementation* by 30 September 2011, and with a *detailed implementation report* by 31 December 2011, 30 June 2012 and 31 December 2012. The Commission would anticipate being consulted about the *schedule of implementation*.

CHAPTER 3: EMBEDDED IN THE COMMUNITY	
Number	Recommendation
3.1	The ACT Government develop an MOU between all key agencies which outlines the roles and responsibilities for the provision of services to young people while in Bimberi, and when exiting Bimberi.
3.2	The Community Services Directorate, in consultation with families and family support agencies, develop a Family Engagement Strategy that articulates how families will be supported throughout the youth justice system, and how their participation will be assisted.
3.3	The Community Services Directorate, in consultation with families and family support agencies, develop information resources that assist families to understand their rights, the nature of their child's engagement in the youth justice system, services available to support them, and how they might best work with Bimberi and Community Youth Justice throughcare.
3.4	The Community Services Directorate fund a Family Support Officer to be based at the ACT Childrens Court and to be available to support families, particularly those whose children are appearing in court for the first time.
3.5	The Community Services Directorate appoint a Family Liaison Officer to work within Bimberi to assist families to remain connected to their children and be provided with timely and appropriate information, and to advocate for families in decisions within Bimberi when they are not able to do so in person.
3.6	The Community Services Directorate develop a Youth Justice Participation Strategy.
3.7	The Community Services Directorate develop a Charter of Rights for Young People in Detention.
3.8	Agencies involved in the administration of the youth justice system, including ACT Policing, the Director of Public Prosecutions, Legal Aid ACT, and the Community Services Directorate: <ul style="list-style-type: none"> • Establish procedures to ensure they protect the rights of victims of crime, and are responsive to their needs • Report on the implementation of these procedures (using targets or performance measures) • Provide regular training for all staff on the needs and experiences of victims of crime • Periodically evaluate their responses to victims of crime.
3.9	The ACT Government allocate additional resources to Victim Support ACT to allow them to provide specialised services for children and young people who are victims of crime.
3.10	ACT Policing, the Department of Public Prosecution, the ACT Childrens Court and the Community Services Directorate refer all appropriate matters to the Restorative Justice Unit for conferencing.

CHAPTER 4: VISION

Number	Recommendation
4.1	The ACT Strategic Board establish a sub-committee on vulnerable children, young people and their families.
4.2	The ACT Government commit to introducing Child Impact Statements and work with the Commission and other relevant stakeholders to develop a suitable model.
4.3	The ACT Strategic Board sub-committee adopt a whole-of-government and whole-of-community approach to develop a clear and shared vision for vulnerable children, young people and their families; and that children and young people and the Legislative Assembly Standing Committee on Education, Training and Youth Affairs be meaningfully engaged in the vision-setting process.
4.4	The Community Services Directorate establish a Youth Justice Advisory Panel to guide the development of a statement of purpose for the youth justice system and to monitor the ongoing translation of this purpose into practice.
4.5	The Community Services Directorate adopt a whole-of-government and whole-of-community approach to develop a clear and shared statement of purpose for youth justice in the ACT.
4.6	The ACT Strategic Board sub-committee monitor and report on achievement of the vision for vulnerable children, young people and their families with specific reference to vulnerable young people in the youth justice system.
4.7	The Community Services Directorate adopt a whole-of-government and whole-of-community approach to develop a clear and shared statement of purpose for Bimberi.
4.8	The ACT Strategic Board sub-committee monitor and report on achievement of the vision for vulnerable children, young people and their families with specific reference to vulnerable young people in Bimberi.
4.9	ACT Strategic Board sub-committee translates the vision for vulnerable children, young people and their families into an outcome framework that includes the health, learning, development, safety and well-being of children and young people.
4.10	The Community Services Directorate translates the statement of purpose for the youth justice system into a youth justice practice framework with outcome measures and performance indicators.
4.11	The Community Services Directorate translates the statement of purpose for Bimberi into a Bimberi practice framework with outcomes measures and performance indicators.
4.12	The Community Services Directorate ensure the necessary capacity and skill are in place to develop an outcome based organisational performance measurement system and associated data collection system and translate the data into improved practice.
4.13	The Community Services Directorate consult with Bimberi staff about proactive steps to address any staffing culture concerns, and consider engaging a consultant to work with staff and management to develop a more positive culture.
4.14	The Community Services Directorate introduce matrix model of people performance management to assess measures of leadership behaviour as well as outcome measures.
4.15	The Legislative Assembly Standing Committee on Education, Training and Youth Affairs consider holding public hearings every two years on achievements towards the vision and outcomes for vulnerable young people in the youth justice system.
4.16	The external oversight bodies (the Public Advocate, the Official Visitor, and the Commission) report jointly and annually to the ACT Strategic Board sub-committee and the Legislative Assembly Standing Committee on Education, Training and Youth Affairs on achievements towards the vision and outcomes for vulnerable young people in the youth justice system.
4.17	The Community Services Directorate consider engaging a change management expert to assist with the significant cultural change required to instil a high performance culture across the youth justice system.

CHAPTER 5: STAFFING

Number	Recommendation
5.1	The Community Services Directorate include qualifications and experience in youth work as highly desirable criteria for youth worker positions at Bimberi.
5.2	The Community Services Directorate introduce training for Bimberi management on the AIFP psychometric profiling system to assist in the interpretation of test results and conducting structured interviews.
5.3	The Community Services Directorate ensure that applicants for supervisory staff and management at Bimberi are assessed using appropriate psychometric profiling.
5.4	The Community Services Directorate fill the Aboriginal and Torres Strait Islander Youth Liaison Officer position within Bimberi as a priority, and seek to better reflect the characteristics of the young people at Bimberi by recruiting more Aboriginal and Torres Strait Islander staff generally.
5.5	The Community Services Directorate continue to over-recruit youth workers for Bimberi, and to operate a casual staff pool at Bimberi. Casual youth worker staff who work full-time on an ongoing basis should be offered permanent employment where possible.
5.6	The Government increase resourcing for Community Youth Justice to allow for caseloads to be capped at eight to ten clients for each case manager.
5.7	The Community Services Directorate explore opportunities to work in partnership with local universities to offer practical placements and work experience in youth justice services to students of appropriate degree courses, with a view to recruitment as Community Youth Justice case managers on graduation.

CHAPTER 5: STAFFING

Number	Recommendation
5.8	The Community Services Directorate continue the practice of seeking internal expressions of interest for all temporary acting roles over four weeks in duration within Community Youth Justice to ensure transparency of decision making.
5.9	The Government review the pay structure for youth workers at Bimberi as part of the broader classification review to ensure that it is equitable and comparable to the pay structure for correctional officers in the ACT.
5.10	The Community Services Directorate engage their Learning and Community Education Team to conduct regular training needs assessments with all staff at Bimberi, and to develop a professional development framework to meet emerging needs.
5.11	The Community Services Directorate conduct an assessment of qualification requirements, and the comparability of classifications and minimum qualifications, among all client-related positions in Care and Protection Services and Community Youth Justice.
5.12	<p>The Community Services Directorate engage their Learning and Community Education Team, in conjunction with Bimberi management, to extend the current induction training program for new Bimberi youth workers to include more detailed and practical modules on:</p> <ul style="list-style-type: none"> • The vision of the ACT youth justice system and the role of Bimberi within that system • The role of a youth worker and strategies for managing competing responsibilities • Issues that influence young people's behaviours (such as trauma and abuse, mental health issues, intellectual disability, autism and Asperger's syndrome, cognitive incapacity) • Relationship-based behaviour-management techniques (including de-escalation and life space crisis intervention) • Human rights and how they might be integrated in day-to-day operations • Diversity and discrimination (including strategies to address racism, homophobia and transphobia), and cultural awareness.
5.13	The Community Services Directorate engage their Learning and Community Education Team, in conjunction with Bimberi management, to develop and implement an annual training plan to provide staff with ongoing professional development opportunities both within the Directorate and the broader youth sector, and that the Directorate allocate a budget for the ongoing provision of training to meet staff needs.
5.14	<p>The Community Services Directorate engage their Learning and Community Education Team, in conjunction with Bimberi management, to develop and implement an induction training program for all non-operational staff working at Bimberi which includes sessions on:</p> <ul style="list-style-type: none"> • Vision of the ACT youth justice system and the role of Bimberi • Role and nature of services provided at Bimberi • Fostering a collaborative, rehabilitative and human rights compliant culture • Responding to young people with difficult behaviours • Responding to disclosures of abuse or neglect (including but not limited to mandatory reporting requirements) • First Aid • Work safety • Emergency procedures • Complaints procedures and the functions of oversight agencies.
5.15	<p>The Community Services Directorate engage their Learning and Community Education Team, in conjunction with Bimberi management, to develop and implement a training package for team leaders and unit managers which includes sessions on:</p> <ul style="list-style-type: none"> • Supporting rehabilitation throughcare • Group work and advanced communication skills for working with young people • Youth participation (including receiving feedback, group decision-making and planning and peer support) • Managing staff (including those with difficult behaviours) • Supervision and performance management • Critical incident debriefing • Instilling Human Rights in practice • Respecting diversity and addressing discrimination, bullying and harassment • Managing complaints and grievances and the functions of oversight agencies.
5.16	The Community Services Directorate work with local training providers and universities to scope opportunities for developing and providing youth justice specific qualifications at the Certificate, Diploma and Degree levels.
5.17	The Community Services Directorate engage their Learning and Community Education Team to explore in-house training options that provide experienced workers with opportunities to more actively participate in the delivery of training at Bimberi. Where possible, this involvement would be recognised through accredited 'train-the-trainer' qualifications.

CHAPTER 5: STAFFING	
Number	Recommendation
5.18	<p>The Community Services Directorate engage their Learning and Community Education Team, in conjunction with Community Youth Justice (CYJ) management, to develop and implement an induction training program for CYJ case managers which includes sessions on:</p> <ul style="list-style-type: none"> • Vision of the ACT youth justice system and the role of CYJ • Case management and client supervision skills (including relationship based practice, provision of CHART and YLS/CMI) • Supporting rehabilitation throughcare • Introduction to the ACT legislation, and to the role of the courts and CYJ's responsibilities to them • Role and nature of services available to young people in the youth justice system • Responding to young people with difficult behaviours • Responding to disclosures of abuse or neglect (including but not limited to mandatory reporting requirements) • Complaints procedures and the functions of oversight agencies.
5.19	<p>The Community Services Directorate engage their Learning and Community Education Team, in conjunction with Community Youth Justice (CYJ) management, to develop and implement a training package for CYJ team leaders which includes sessions on:</p> <ul style="list-style-type: none"> • Vision of the ACT youth justice system and the role of CYJ • Case management and client supervision skills (including relationship based practice, provision of CHART and YLS/CMI) • Supporting rehabilitation throughcare • Introduction to the ACT legislation, and to the role of the courts and CYJ's responsibilities to them • Role and nature of services available to young people in the youth justice system • Responding to young people with difficult behaviours • Responding to disclosures of abuse or neglect (including but not limited to mandatory reporting requirements) • Complaints procedures and the functions of oversight agencies.
5.20	<p>The Community Services Directorate comply with the Office for Children, Youth and Family Support's <i>Supervision Framework and Supervision Policy</i> and report on compliance in their annual report.</p>
5.21	<p>The Community Services Directorate revise the staffing model for Bimberi to ensure that workers are not required to work in isolation with groups of young people, and that sufficient staff are rostered to allow workers to take breaks at reasonable intervals throughout their shift. The Directorate consult with staff regarding the revised staffing model, but the Commission's preferred model is that two youth workers be allocated to each residential wing on each shift.</p>
5.22	<p>The Community Services Directorate, in collaboration with professional experts and Directorate staff, develop and implement a critical incident debriefing or support model.</p>
5.23	<p>The Community Services Directorate assertively offer all Bimberi staff counselling and assistance to manage any ongoing emotional or mental health concerns connected with their work. This assistance be offered in paid hours and at a location preferred by staff (at the Centre or another location), and be in addition to entitlements under the Employee Assistance Program.</p>
5.24	<p>The Community Services Directorate, in consultation with Bimberi management and staff, develop and implement a Centre-wide performance appraisal scheme which clearly articulates when supervision will be conducted, by who, and how this process will be evaluated.</p>
5.25	<p>The Community Services Directorate, in consultation with Bimberi management, develop and implement an action plan to urgently address work safety issues at Bimberi including the following actions:</p> <ul style="list-style-type: none"> • Implement the ACT Government's RED Framework and Guidelines on Preventing Workplace Bullying, and the ACT Code of Practice on Workplace Bullying in full at Bimberi as soon as possible • Contact Officers be selected by staff and trained • Consultation arrangements with staff be improved to meet obligations under the Work Safety Act • Review record keeping obligations under the Work Safety Act and related legislation and ensure that Bimberi has all necessary risk-management documentation, including a risk-management register and emergency management plan • Request WorkSafe ACT to undertake a comprehensive inspection of Bimberi • Exit interviews be offered to all staff leaving Bimberi • Ensure that rostering allows staff to attend a reasonable number of daily briefings and weekly staff meetings • Consider having whole-of-centre staff meetings, involving as many youth workers as the roster will allow, along with all available non-operational staff. This might also be followed by a union meeting • Examine the peer-support model for staff operating at AMC to consider whether it should be adopted at Bimberi.
5.26	<p>The Community Services Directorate review whether 12-hour shifts for youth workers at Bimberi best serve the interests of the residents and staff of the Centre.</p>
5.27	<p>The Community Services Directorate enhance communication channels between management and case managers in Community Youth Justice to provide greater opportunities for case managers to receive information and contribute to decisions and policy issues relating to their practice.</p>

CHAPTER 6: EVIDENCE BASED

Number	Recommendation
6.1	The Community Services Directorate develop an evaluation framework, informed by the literature and by local experts, to assess the effectiveness of youth justice programs in meeting their goals, outcomes and key performance indicators.
6.2	The Community Services Directorate establish an expert advisory group with clear terms of reference to assist guide the development of evidence-based policy and practice. This advisory group should be made up of researchers, academics and youth justice experts as well as practitioners with expertise in the delivery of services to young people with offending behaviour and their families.
6.3	ACT Policing: <ul style="list-style-type: none"> • Publish data on both alleged young offenders and distinct alleged young offenders • Disaggregate data about alleged young offenders according to age, sex, Aboriginal or Torres Strait Islander status and other demographic characteristics • Report the country of birth and ethnic background of alleged young offenders • Report how they determine Aboriginal or Torres Strait Islander status • Publish data on diversion rates by status, gender and Aboriginal or Torres Strait Islander status.
6.4	The ACT Childrens Court disaggregate data by Aboriginal or Torres Strait Islander status, including offence types, sentencing outcomes, age of first appearance before the court, and rates of acquittal and conviction.
6.5	The Community Services Directorate: <ul style="list-style-type: none"> • Record offence types for which young people are placed under community based or detention based supervision • Disaggregate data on offence types by demographic characteristics such as age, sex and Aboriginal or Torres Strait Islander status • Consider ways to improve the current measure of recidivism to meet best practice standards.
6.6	The ACT Government: <ul style="list-style-type: none"> • Conduct qualitative research into the operation of police discretion to warn, caution, charge or refer a young person to diversionary programs • Examine why nearly one third of adjudications in the ACT Childrens Court are withdrawn, in comparison with a national figure of 10 per cent.
6.7	The Community Services Directorate undertake a comprehensive review of all record keeping systems at Bimberi and establish a plan for implementing improvements.
6.8	The Community Services Directorate provide Bimberi with an electronic database to help manage information.
6.9	The Community Services Directorate develop operational procedures to provide guidance to unit managers in Bimberi when investigating reportable incidents.
6.10	The Community Services Directorate comply with the Bimberi Records and Reporting Policy, and provide young people with the opportunity to record their version of events following reportable incidents.
6.11	The Community Services Directorate amend the Bimberi Record and Reporting Policy to require that all relevant CCTV footage be downloaded and saved following any reportable incident.
6.12	The Community Services Directorate upgrade the CCTV system at Bimberi to allow all footage to be kept for a period of 12 months, and to enable the system to include audio coverage.

CHAPTER 7: PREVENTION & DIVERSION	
Number	Recommendation
7.1	The Community Services Directorate offer training on assertive outreach and methods of engaging with hard-to-reach children, young people and families to all organisations funded under the <i>Youth and Family Support Service Delivery Framework</i> .
7.2	The Community Services Directorate require funded prevention programs to report on their level of effective engagement with Aboriginal and Torres Strait Islander children, young people and their families and communities.
7.3	The Community Services Directorate include boys aged eight to 12 years, particularly Aboriginal and Torres Strait Islander boys, as a target group in the <i>Youth and Family Support Service Delivery Framework</i> .
7.4	The Community Services Directorate include children and young people with a parent or sibling in custody as a target group in the <i>Youth and Family Support Service Delivery Framework</i> .
7.5	The Community Services Directorate require organisations funded under the <i>Youth and Family Support Service Delivery Framework</i> to prioritise young people at risk of offending.
7.6	The Community Services Directorate coordinate the development and implementation of strong relationships and referral pathways between ACT Police and schools, and the Information Engagement and Coordination Service, Network Based Services and Youth Engagement Services created under the <i>Youth and Family Support Service Delivery Framework</i> .
7.7	The Community Services Directorate work with the Youth Justice Advisory Panel to develop and implement a suite of risk and protective assessment tools for vulnerable children, young people and their families.
7.8	The Community Services Directorate work with key stakeholders to develop an ACT Prevention Plan which, among other things, clearly draws together the large number of existing plans and frameworks that focus either fully or in part on prevention.
7.9	The Community Services Directorate, in consultation with other Directorates, develop an effective executive oversight mechanism that minimises the critical 'grey area' between the secondary and tertiary prevention systems by identifying those children and young people whose level of need and/or risk is increasing, and by referring them to appropriate tertiary prevention services.
7.10	The ACT Government implement Phase 2 of the <i>Crimes (Restorative Justice) Act 2004</i> to allow young people to be referred to restorative conferencing for more serious crimes.
7.11	The Community Services Directorate liaise with ACT Police to determine the feasibility of young people and their families being referred by the police to Family Group Conferencing options within the Directorate.
7.12	ACT Police develop and implement guidelines regarding the use of discretion in diverting young people from the youth justice system, with these guidelines being as transparent and open as the effective operations of ACT Police allows.
7.13	ACT Police set targets for police referral to all diversionary options, particularly in relation to Aboriginal and Torres Strait Islander young people. Performance against these targets to be reported in the ACT Police annual report.
7.14	ACT Police collect and publish in their annual report data on diversion rates by age, gender and Aboriginal or Torres Strait Islander status.
7.15	The ACT Government amend the <i>ACT Aboriginal Justice Agreement 2010-2013</i> to include increased referral rates of Aboriginal and Torres Strait Islander young people to all forms of diversion.
7.16	ACT Police guidelines be updated to include a direction that young people being diverted from the youth justice system only be placed in police cells as a last resort. The level of compliance with this direction be reported in the ACT Police annual report.
7.17	ACT Police guidelines be updated to include a direction that young people dealt with by way of summons only be placed in police cells as a last resort. The level of compliance with this direction be reported in the ACT Police annual report.
7.18	The ACT Government introduce a mechanism that allows police to issue a summons to a young person without requiring their attendance at a police station.
7.19	The ACT Government amend the <i>Bail Act 1992 (ACT)</i> to remove the presumption against bail for young people accused of domestic or family violence matters.
7.20	The Community Services Directorate establish a Diversion from Custody Support Service for young people in police custody after hours.
7.21	The Community Services Directorate use Youth Level of Service/Case Management Inventory (YLS/CMI) risk assessments to assist ACT Police and the ACT Childrens Court draft bail conditions for young people.
7.22	The Community Services Directorate redraft the pro-forma pre-sentence report used by Community Youth Justice to better reflect the strengths of young people and the opportunities and resources available to them.
7.23	The Community Services Directorate develop and implement a model of supervision that allows Community Youth Justice workers to undertake outreach visits to young people in the community to, among other things, satisfy the reporting condition of a young person's bail.
7.24	The Community Services Directorate Directorate 'outsource' the supervision and support of low risk offenders to community service providers, particularly those funded under the <i>Youth and Family Support Service Delivery Framework</i> .
7.25	ACT Police finalise updating the police guidelines in relation to the legislative changes introduced by the <i>Human Rights Act 2004</i> and <i>Children and Young People Act 2008</i> , and ensure that all police officers receive training on the new guidelines.
7.26	The Community Services Directorate finalise guidelines on what Community Youth Justice case managers need to consider when exercising discretion to breach a young person's bail, and ensure that all case managers receive training on the new guidelines.
7.27	The Director of Public Prosecutions determine the reasons why so many adjudications are being withdrawn in the ACT Childrens Court and take any corrective action that may be warranted.

CHAPTER 7: PREVENTION & DIVERSION

Number	Recommendation
7.28	The Community Services Directorate and the Health Directorate work with the ACT Childrens Court to determine why recommendations by the Court Alcohol Drug Assessment Service for referral are not being implemented.
7.29	The Justice and Community Safety Directorate, in partnership with other Directorates, consider implementing and evaluating a two year pilot of a Youth Drug and Alcohol Court.
7.30	The Community Services Directorate: <ul style="list-style-type: none">• Work with the National Judicial College to develop and implement an annual training program for judges and magistrates on issues relevant to youth justice, including, for example, child development; Aboriginal and Torres Strait Islander culture; the structural causes of youth offending; the What Works principles; the provision of case management to young people involved in the youth justice system; the YSL/CMI risk assessment tool; the new Youth and Family Support Program Framework; and available supported accommodation services• Develop and implement an annual education program for the ACT Police, Director of Public Prosecution, Legal Aid, Aboriginal Legal Services and the private legal profession on a range of issues relevant to youth justice, including: child development; Aboriginal and Torres Strait Islander culture; the structural causes of youth offending; the What Works principles; the YLS/CMI risk assessment tool; the new Youth and Family Support Program Framework; and available supported accommodation services.
7.31	The ACT Government works with key stakeholders to develop an ACT Diversion Plan.
7.32	The ACT Government adopt a long-term Justice Reinvestment Strategy that addresses the underlying causes of crime.
7.33	The ACT Government develop meaningful mechanisms to partner with Aboriginal and Torres Strait Islander communities to design and deliver a long-term Justice Reinvestment Strategy that will reduce offending by Aboriginal and Torres Strait Islander young people. Consideration be given to conducting a thorough 'mapping' of all programs and services offered to Aboriginal and Torres Strait Islander communities, including the level of engagement by Aboriginal and Torres Strait Islander people.

CHAPTER 8: CASE MANAGEMENT

Number	Recommendation
8.1	The Community Services Directorate, in consultation with key stakeholders, develop a new Youth Justice Case Management Model that includes: <ul style="list-style-type: none">• Mechanisms for operationalising the Youth Justice Practice Framework• A single care team• A single case plan• A single case manager• An advocate for the young person• Timely and regular case conferences.
8.2	The Community Services Directorate develops a Memorandum of Understanding which clearly articulates how the Office for Children, Youth and Family Support's services work together to support implementation of a young person's case plan.
8.3	The Community Services Directorate, in consultation with key stakeholders, develop a new Bimberi Support Model that includes: <ul style="list-style-type: none">• A single Bimberi support team• A single Bimberi support plan• A single Bimberi support cordinator• Key workers for the young person.
8.4	The Community Services Directorate require that Community Youth Justice report against broad outcome based indicators (such as: achievement at school; ongoing participation in work or vocational education; minimizing alcohol or other drug use) rather than focusing solely on recidivism as a measure of success.
8.5	The Community Services Directorate consider alternative arrangements, including the development of multidisciplinary teams, for the provision of case management services to young people supervised by Community Youth Justice.

CHAPTER 9: PROGRAMMING

Number	Recommendation
9.1	The Community Services Directorate develop a 'program framework' for Bimberi which sits within the Bimberi practice framework (see Recommendation 4.11).

CHAPTER 10: INDIVIDUAL NEEDS	
Number	Recommendation
10.1	The Community Services Directorate work with and resource local Aboriginal and Torres Strait Islander organisations to develop programs addressing specific cultural needs for Aboriginal and Torres Strait Islander young people in Bimberi.
10.2	The Community Services Directorate consult local Aboriginal and Torres Strait Islander organisations regarding programs addressing key criminogenic needs for Aboriginal and Torres Strait Islander young people including drug and alcohol abuse, anger management, and offending behaviour, to ensure that these programs are delivered in a way that is culturally appropriate for Aboriginal and Torres Strait Islander young people.
10.3	The Community Services Directorate develop evidence based programs for young women at Bimberi to meet their specific needs on issues including body image, physical self care, sexuality, and respectful relationships with peers, family, partners and children. Young women should be consulted on their needs and preferences for specific programming.
10.4	The Community Services Directorate review and enhance rehabilitation programs provided at Bimberi to ensure that appropriate evidence based programs are developed to meet the criminogenic and developmental needs of young people 10-14 and young adults 18-21 years old.
10.5	The ACT Government review the age of criminal responsibility and consider raising this age to 12 years old in the ACT.
10.6	The Community Services Directorate develop a protocol to articulate the ACT Government's approach to working with young people with a disability in the youth justice system.

CHAPTER 11: HOUSING	
Number	Recommendation
11.1	The ACT Strategic Board sub-committee on vulnerable children, young people and their families make a commitment that every vulnerable young person in the ACT will have their housing needs meet in a way that serves their best interests.
11.2	The Community Services Directorate measure the level of unmet need for out of home care placements and supported accommodation placements, and provide adequate resources to address this need.
11.3	The Community Services Directorate identify and resource a wider range of supported accommodation options that are proven to meet the needs of young people with challenging behaviours and complex needs.
11.4	The Community Services Directorate increase funding to supported accommodation services to provide a higher number of dedicated places for young people on bail.
11.5	The ACT Government amend the <i>Children and Young People Act 2008</i> to allow the Public Advocate, or another party with leave of the court, to apply for a Therapeutic Protection Order.
11.6	The Community Services Directorate progress the implementation of the proposed Therapeutic Protection Place facility, and also consider the possibility of Therapeutic Protection Orders being applied in the context of other residential settings when in the best interests of a particular young person.
11.7	The Community Services Directorate undertake a review of residential institutions contracted to provide out of home care services for young people, particularly in relation to their practices regarding use of force and enforcement of bail conditions.
11.8	The Community Services Directorate continue to improve transition planning for young people leaving Bimberi by: <ul style="list-style-type: none"> • Progressing plans for a Transition Unit to help young people prepare for release into the community • Organising pre-release conferences at least several weeks before the young person's date of release, to facilitate case coordination between the agencies supporting the young person • Utilising conditional day release to allow young people to visit their proposed accommodation and develop relationships and familiarity before they exit Bimberi • Building relationships with supported accommodation service providers to strengthen communication and partnerships.

CHAPTER 12: EDUCATION	
Number	Recommendation
12.1	The Education and Training Directorate provide increased support for children and young people to remain engaged with education during periods of suspension from school.
12.2	The Education and Training Directorate and the Community Services Directorate work together to provide alternative support and resources to young people in the Murrumbidgee Education and Training Centre following the removal of youth workers from the classrooms, perhaps through teaching assistants or additional qualified teachers.
12.3	The Education and Training Directorate and the Community Services Directorate give direction and support to Murrumbidgee Education and Training Centre staff and Bimberi staff to: <ul style="list-style-type: none"> • Clarify their daily operational relationship and interactions, with the aim of improving education outcomes for young people • Negotiate mechanisms to exchange appropriate information about young people, centre operations and school operations, at the beginning and end of the school day.
12.4	The Community Services Directorate give direction and support to Bimberi management to ensure they consult with the Murrumbidgee Education and Training Centre before making decisions that impact on a young person's access to education.

CHAPTER 12: EDUCATION

Number	Recommendation
12.5	The Education and Training Directorate employ an onsite principal equivalent to the level and authority of Bimberi management.
12.6	The Education and Training Directorate communicate with the Community Services Directorate about any operational decisions that detrimentally impact on young people's education at Bimberi.
12.7	The Education and Training Directorate explore options by which the ACT education system can meet the needs of young people wishing to complete Year 12 qualifications while in Bimberi, instead of referring them to the NSW education system.
12.8	The Community Services Directorate assertively implement the provision in the <i>Children and Young People Act 2008</i> which allows for the conditional day release of young people in Bimberi for purposes of education, training or employment.
12.9	The Education and Training Directorate assist young people to submit applications for day release for education purposes, when it is in the best interests of that young person.
12.10	The Community Services Directorate, in consultation with the Murrumbidgee Education and Training Centre and Bimberi management, develop and implement flexible and accessible methods to facilitate parental involvement in young people's education.
12.11	The Education and Training Directorate and the Community Services Directorate facilitate greater flexibility for the Murrumbidgee Education and Training Centre to determine class composition. Extra resources may be required to allow smaller class sizes that take into account both classification issues and educational need.
12.12	The Education and Training Directorate consider how the Indigenous Education Section in the Directorate could assist Murrumbidgee Education and Training Centre staff with appropriate curriculum content that will support cultural learning for Aboriginal and Torres Strait Islander young people.
12.13	The Community Services Directorate consider the best means to engage government or community service providers to facilitate programs in legal education, sexual health education, drug and alcohol education, anger management groups, human rights education, swimming or lifesaving lessons, and other subject areas relevant to young people in Bimberi.
12.14	The Education and Training Directorate inform the Public Advocate and Official Visitor if a young person is denied permission to attend school for two consecutive days in a row, to ensure transparency of segregation or behaviour management decisions that impact on young people's right to education.
12.15	The Education and Training Directorate and the Community Services Directorate ensure young people receive equal access to appropriate education while in segregation.
12.16	The Education and Training Directorate consult with Murrumbidgee Education and Training Centre staff about the supports that can be provided to assist them in their work.
12.17	The Education and Training Directorate develop professional linkages between Murrumbidgee Education and Training Centre staff and other schools in the community. The Education and Training Directorate develop strategies to promote the Murrumbidgee Education and Training Centre as a place to work among teachers in the ACT.
12.18	The Education and Training Directorate and the Community Services Directorate negotiate funding for additional teaching resources, to ensure the wellbeing of staff at the Murrumbidgee Education and Training Centre, and improved education outcomes for young people at Bimberi.
12.19	The Education and Training Directorate ensure that young people in Bimberi are receiving the full level of service they are entitled to under existing departmental criteria for special education services.
12.20	The Education and Training Directorate reinstitute the extended school year (48 weeks) that previously existed at Quamby, or alternatively develop a planned and coordinated summer school program which provides young people access to quality education and training programs throughout the year.
12.21	ACT Government provide increased resources to the Education and Training Directorate to offer more coordinated and individualised support for young people to continue their educational opportunities when they leave Bimberi.
12.22	The Education and Training Directorate and the Community Services Directorate continue to focus on the following areas to ensure young people have full opportunity to access vocational opportunities while they are in Bimberi: <ul style="list-style-type: none"> • Provide a range of flexible options to meet individual needs • Evaluation of programs • Integrate vocational training and employment programs with other rehabilitative programs • Integrate vocational and employment pathways into Bimberi operations • Pre release planning • Day release for training or employment • Post release support • Partnerships with training providers and employers in the community • Attitudinal barriers and discrimination in the community.
12.23	The Community Services Directorate, in partnership with internal and external providers, develop a living skills program that addresses the needs of young people at Bimberi in relation to the Youth Coalition of the ACT's 12 Living Skills Domains and reflects best practice principles, and for this to be implemented through formal and informal supports.
12.24	The Community Services Directorate provide increased resourcing so that the existing 0.5 FTE living skills position can be made full-time.

CHAPTER 13: HEALTH	
Number	Recommendation
13.1	The Health Directorate increase the hours of on-site nursing at Bimberi to at least the levels provided at Quamby.
13.2	The Health Directorate provide access to general practitioners (GPs) for young people exiting Bimberi for a period of 3 months after release, either directly or through funding GPs in the community. This would ensure that a young person's care can be maintained and links with general practitioners in the community can be made.
13.3	The Health Directorate work with CSD to consider a model for young people existing care (including custody) to access ACT Government health services for free for a period of 12 months after release.
13.4	The Health Directorate and the Community Services Directorate consider nurses being able to see young people in their units where this is in the best interests of the young people.
13.5	The Community Services Directorate to develop and implement mechanisms to allow young people placed in the Coree Unit in Bimberi to call the nurse to seek primary health care.
13.6	The ACT Government amend the <i>Children and Young People Act 2008</i> and the Health and Wellbeing Policy to: <ul style="list-style-type: none"> • Better reflect that Bimberi management should follow the recommendations of treating health professionals regarding the treatment of young people, unless exceptional circumstances apply • Include an obligation that management report to the Chief Executive and Public Advocate where a recommendation for treatment has not been actioned in the time recommended by the health professional.
13.7	The Community Services Directorate develop and implement mechanisms to require Bimberi management to consult the Bimberi nurse on the programs and services provided in Bimberi.
13.8	The Health Directorate and Community Services Directorate ensure, in the short term, that only youth workers who are properly trained by Justice Health distribute medication. This should be done with appropriate oversight and auditing.
13.9	The Health Directorate consider in the medium to long term the need to increase nurse staffing at Bimberi, to deliver not only the enhanced services already identified, but also to administer medication.
13.10	The Community Services Directorate address the structural issues that prevent adequate supervision of young people at all times during health appointments.
13.11	The Health Directorate review the practices for order and delivery of supplies to the Bimberi Health Clinic to ensure that supplies are delivered promptly.
13.12	The Health Directorate amend its policy regarding the role of the treating doctor or nurse in relation to the documentation of injuries sustained by young people at Bimberi following the use of force, including the use of restraints.
13.13	The Health Directorate review its Consent to Treatment Policy and Procedures to: <ul style="list-style-type: none"> • Include the development of specific guidance on how consent should be considered in closed environments, particularly for young people at Bimberi. Guidance on how health professionals should involve parents should also be considered • Release corresponding guidance material for specific audiences on its Consent to Treatment Policy, including for children, parents and those in detention.
13.14	The Health Directorate have in place clear guidelines for young people and parents on when and how young people at Bimberi can seek second opinions and how arrangements of costs are to be determined. We recommend that second opinions from Health Directorate doctors be offered free of charge.
13.15	The Community Services Directorate be available at all times to provide consent to medical treatment, including urgent medical treatment. This should include providing Justice Health with alternative emergency after-hours contacts.
13.16	The Community Services Directorate only restrain young people during transfers to health appointments after a thorough risk assessment is conducted. Young people should not be restrained simply because they are remandees.
13.17	The Health Directorate undertake a comprehensive review of the mental health services provided to young people in the youth justice system. This should involve all key stakeholders, including non-government service providers. The result of such a review should be the development of an agreed model of care for young people which is applied consistently across the various service providers, noting that some may have particular expertise, such as in general counselling. This Review should also consider whether the current model of Forensic Mental Health Services providing care within Bimberi, and Child and Adolescent Mental Health Services having primary carriage for young people outside of Bimberi, promotes continuity of care.
13.18	The Health Directorate, as part of its review of mental health services for young people in the criminal justice system, consider how more general and specific counselling services can be provided at Bimberi, with a focus on ensuring such services can deliver throughcare and aftercare.
13.19	The ACT Government provide sufficient facilities and resources so that young people in the youth justice system who require mental health care are accommodated in a health facility for young people.
13.20	The Community Services Directorate and the Health Directorate jointly develop a protocol to resolve issues concerning the sharing of information between their staff, particularly regarding concerns about a young person's mental health at Bimberi.
13.21	The Health Directorate and the Community Services Directorate negotiate an overarching protocol on alcohol and other drug interventions in Bimberi. The Commission would suggest that a guiding principle to this protocol be that clinicians have the ultimate decision making authority for what interventions are utilised.
13.22	The Health Directorate and the Community Services Directorate ensure there is clarity among health providers at Bimberi about Nicotine Replacement Therapy. This should include amending the Local Operating Procedure to state nicotine patches as well as lozenges can be provided. We would see this as a short-term solution, until an over-arching protocol is developed.

CHAPTER 13: HEALTH

Number	Recommendation
13.23	The existing Bimberi alcohol and other drug working group established by the Health Directorate undertake an assessment of the AOD needs of young people in the youth justice system, and map the current supply of services, to ensure the appropriate provision of alcohol and other drug services
13.24	Bimberi management consider adopting a similar program to the Workplace Tobacco Management Project to reduce the impact of smoking behaviours for staff.

CHAPTER 14: CONDITIONS OF DETENTION

Number	Recommendation
14.1	The Community Services Directorate review the <i>Children and Young People (Behaviour Management Framework) Policy and Procedures 2008</i> in consultation with youth workers and young people.
14.2	The Community Services Directorate develop a transparent process of decision making for any restrictions on young people's access to education, vocational classes, mixing or other loss of entitlements on the basis of 'risk management', including those referred to police investigation. This should include objective criteria for decision-making, a clear written statement of reasons for the decision and how a young person can regain entitlement(s).
14.3	If Therapeutic Crisis Intervention (TCI) is to be adopted at Bimberi, the Community Services Directorate review the Behaviour Management System to ensure it is consistent with TCI.
14.4	The Community Services Directorate develop its own Practice Guidelines on Safe Physical Restraint, informed by relevant research.
14.5	The ACT Government amend the <i>Children and Young People Act 2008</i> and <i>Use of Force Policy and Procedure 2008</i> to define 'use of force' and remove references to use of force being used to maintain good order, to achieve compliance with a direction, and to prevent a behaviour breach.
14.6	The Community Services Directorate track use of force statistics at Bimberi more closely to monitor trends, particularly increases in incidents and uses of force, and respond appropriately.
14.7	The Community Services Directorate consider if there are additional areas of Bimberi that should be recorded by CCTV cameras, taking into account the privacy of young people and staff.
14.8	The Community Services Directorate: <ul style="list-style-type: none"> Record all uses of restraints, no matter how planned or authorised, in the use of force register Ensure that young people not be routinely restrained when they leave units (as opposed to Bimberi itself) Consider if mechanical restraints are needed at all within the Centre, where risk of escape is low Ensure that all mechanical restraints are removed as soon as practical, when a young person is in their room.
14.9	The Community Services Directorate: <ul style="list-style-type: none"> Train youth workers on identifying risk factors in uses of force including assessing deterioration in physical condition, as well as first aid and resuscitation. There must be a renewed emphasis on de-escalation techniques Amend the <i>Use of Force Policy and Procedure 2008</i>, Procedures and supporting training, to prevent the use of restraint in the prone position, double basket or the double-seated embrace Consider including de-identified stories or personal accounts of young people's experiences of being restrained as part of training.
14.10	The Community Services Directorate, if it continues to use TCI, ensure that: <ul style="list-style-type: none"> Any elements which utilise the prone restraint be removed Ensure the programs non-restraint elements are taught in their entirety The training is delivered by an accredited trainer.
14.11	The Community Services Directorate mandate specific debriefing procedures after a use of force with the young person concerned. Such debriefing should include an independent advocate, if the young person wishes, and be documented by appropriate record-keeping.
14.12	The ACT Government amend the <i>Children and Young People Act 2008</i> and <i>Use of Force Policy and Procedure 2008</i> to require that a doctor or nurse is notified every time a use of force is used, rather than relying on a young person to request their attendance.
14.13	The Community Services Directorate develop a procedure setting out a structured and transparent process for the review of segregation directions, focusing on objective risk rather than attitude while in segregation. Mental health professionals should be involved in each review to assess the effects of ongoing segregation on young people.
14.14	The Community Services Directorate cease segregating a young person after a segregation direction is revoked. The segregation register must accurately reflect the full duration of any segregation restrictions imposed on young people at Bimberi.
14.15	The ACT Government urgently amend the <i>Children and Young People Act 2008</i> to authorise the use of 'time out' in a controlled way, where de-escalation techniques and voluntary time out are used first where possible, and the period of time out is strictly limited. A policy and procedure for the use of time out should also be developed as soon as possible.
14.16	The Community Services Directorate cease the practice of segregating young people all day in Coree for school refusal as it is not authorised by the <i>Children and Young People Act 2008</i> .

CHAPTER 14: CONDITIONS OF DETENTION	
Number	Recommendation
14.17	The ACT Government amend the <i>Children and Young People Act 2008</i> and <i>Children and Young People Segregation Policy 2008</i> to provide criteria for the use of operational lockdowns, and to require that details of the duration of and reason for operational lockdowns be recorded in the segregation register.
14.18	The Community Services Directorate consider the duration of the period that young people are isolated in their cabin over the evening as a relevant factor in the review of youth worker shifts already recommended.
14.19	The Community Services Directorate direct staff to: <ul style="list-style-type: none"> • Cease conducting strip searching as a matter of routine including when young people go to court • Record further details about the evidence that lead to the reasonable suspicion for strip searching • Cease relying on members of the opposite sex to the young person or CCTV observations to conduct strip searches • Give proper consideration to whether a support person should be present or notified prior to a strip search.
14.20	The ACT Government remove 'good order' as a rationale for strip searching under the <i>Children and Young People Act 2008</i> .
14.21	The Community Services Directorate consider whether the best practice search method described in the Carlile Report be adopted rather than the current strip searching method at Bimberi.
14.22	The Community Services Directorate require staff to wait with a young person while a support person is called for a strip search.
14.23	Bimberi management remind staff of the obligations of the <i>Children and Young People (Search and Seizure) Policy and Procedures 2008</i> , that a young person must be present during a room search if privileged material is likely to be present, and any privileged material found is immediately returned to the young person. Items seized should be documented and this information provided to the young person.
14.24	The Community Services Directorate consult the Commission and other stakeholders prior to any introduction of sniffer dogs.
14.25	The Community Services Directorate: <ul style="list-style-type: none"> • Consider providing sufficient chef resources to cover leave periods and provide opportunities to offer programs for young people in the kitchen • Seek the advice of a nutritionist regarding the food provided at Bimberi.
14.26	The Community Services Directorate refit the cells in Coree with televisions that are secured and do not pose a risk of self-harm.
14.27	The Community Services Directorate segregate young people in a residential unit other than Coree where practicable (other than a direction for safe room segregation), and that young people who are not on a segregation direction be managed within their residential unit as far as practicable.
14.28	The Community Services Directorate classify remandees on objective considerations of individual risk. Young people on remand should be given access to programs and opportunities for leave on at least an equivalent basis to sentenced young people.
14.29	The Community Services Directorate: <ul style="list-style-type: none"> • Continue recent initiatives to review classifications more regularly, to facilitate greater access of young people to a full range of programs • Implement the <i>Children and Young People (Aboriginal and Torres Strait Islander Young Detainees) Policy and Procedure 2008</i> in relation to the use of conjoining rooms for Aboriginal and Torres Strait Islander young people where possible.
14.30	The Community Services Directorate <ul style="list-style-type: none"> • Remind staff that all young people should be offered a phone call at admission, and that young people must receive their minimum entitlements to call family, even when subject to disciplinary action or segregation • Regularly test young people's phones to ensure outgoing calls are operating correctly, and ensure a number of staff across all shifts are trained in using the phone system.
14.31	The Community Services Directorate consider providing properly monitored and supervised email and Internet access to young people at Bimberi.
14.32	The Community Services Directorate: <ul style="list-style-type: none"> • Immediately issue all young people at admission with new footwear in their size. If this is not practicable young people must be allowed to wear their own footwear until new footwear can be obtained for them • Seek advice from a podiatrist on the quality of footwear supplied to young people at Bimberi • Review the adequacy of winter clothing for young people and consider supplying gloves to young people during the colder months.
14.33	The Community Services Directorate consider placing a permanent employee in the position of front desk attendant at Bimberi.
14.34	The Territory and Municipal Services Directorate work with Community Services Directorate work with Bimberi management to provide a public transport service to Bimberi that is co-ordinated with visiting times during the week and on weekends.
14.35	The Community Services Directorate take further measures to properly inform young people at Bimberi of their rights and obligations at the Centre. This could include the development of a DVD to be shown at admission and at regular intervals during a young person's time at the Centre.
14.36	The Community Services Directorate fund Legal Aid ACT or a Community Legal Centre to provide legal advice and minor assistance to young people in Bimberi in relation to internal applications and appeals.

CHAPTER 14: CONDITIONS OF DETENTION

Number	Recommendation
14.37	<p>The ACT Government amend the <i>Children and Young People Act 2008</i> and <i>Children and Young People (Transfers) Policy and Procedures 2008</i> in regards to transfers to adult correctional facilities to provide:</p> <ul style="list-style-type: none"> • Better provision is made for a resident to put their views meaningfully, with the aid of an advocate if they choose • The Public Advocate is notified prior to a decision being made • Clearer review rights for the resident based on the existing behaviour management or segregation review process, which includes ultimately appealing to the Childrens Court • Clear transition planning with information provided to Alexander Maconochie Centre including case plan and health information.

CHAPTER 15: MANAGEMENT AND OVERSIGHT

Number	Recommendation
15.1	The Legislative Assembly Standing Committee responsible for youth justice annually invite ACT Policing, the DPP, the Childrens Court, Legal Aid ACT and peak bodies in the community sector to raise issues of interest or concern about the youth justice system.
15.2	<p>ACT Policing, the Director of Public Prosecutions, the Childrens Court and Legal Aid ACT continue to develop partnerships to:</p> <ul style="list-style-type: none"> • Collect data and measure outcomes of the youth justice system • Review practices across the youth justice system • Review the legislative framework for the ACT youth justice system • Identify and advocate for systemic improvements to the youth justice system.
15.3	The Human Rights Commission convene an annual Youth Justice Forum, in partnership with other stakeholders in the youth justice system.
15.4	The Community Services Directorate review and document all Bimberi operating procedures as a matter of urgency, and ensure staff are fully trained in procedures.
15.5	<p>The Community Services Directorate require Bimberi management to put renewed effort into analysing and responding to incidents, and:</p> <ul style="list-style-type: none"> • Ensure that unit managers conduct a thorough and impartial investigation of incidents, and provide all relevant information for review by senior management • Analyse the wider background factors contributing to an incident, including staff shortages, staff fatigue at the end of a 12 hour shift, and environmental factors • Analyse staff actions to ensure proper conduct, including fulfilling all legislative requirements before undertaking a search or use of force • Make appropriate reports, including police reports or mandatory child protection report in cases of inappropriate use of force or other situations of assault by staff • Engage young people in appropriate therapeutic services or support programs if there is concern that they are displaying self harming behaviour, or have difficulty managing emotions or interacting with other people • Review policies, procedures and staff training in the light of particular incidents, to ensure staff have the skills, guidance and support they need to work with young people effectively.
15.6	The Official Visitor, the Public Advocate and the Human Rights Commission ensure they practice a 'first door is the right door' approach when speaking with young people in Bimberi, and negotiate procedures for effective referrals to the relevant agency when a young person's complaint falls outside the receiving agency's jurisdiction.
15.7	<p>The Official Visitor, the Public Advocate and the Human Rights Commission:</p> <ul style="list-style-type: none"> • Establish a regular meeting schedule to discuss systemic issues at Bimberi and more widely across the youth justice system • Periodically schedule joint meetings with Bimberi senior management to discuss systemic issues.
15.8	The ACT Government amend the <i>Children and Young People Act 2008</i> to grant the Official Visitor, the Public Advocate and the Human Rights Commission legislative authority to inspect Bimberi incident reports when inspecting the other registers, and to require that the Public Advocate receive a copy of all incident reports as soon as practicable. The Public Advocate should receive additional resources from the ACT Government to enable them to monitor incident reports.
15.9	The ACT Government amend the <i>Children and Young People Act 2008</i> to extend the provisions of s.507 to include young people placed in Bimberi, and require the Public Advocate be informed as soon as practicable if there is an allegation of abuse of a young person in Bimberi. The Public Advocate should receive additional resources from the ACT Government to enable them to monitor allegations of abuse in Bimberi.

CHAPTER 15: MANAGEMENT AND OVERSIGHT	
Number	Recommendation
15.10	<p>The ACT Government amend the <i>Children and Young People Act 2008</i> (CYP Act) to require that Public Advocate, as the independent advocate for young people in detention, receive copies of the following documents as soon as practicable. The Public Advocate should receive additional resources to enable them to monitor these documents.</p> <ul style="list-style-type: none"> • Incident reports at Bimberi • Classification decisions and reviews of classification decisions under s.190 CYP Act • Behaviour management plans made under <i>Children and Young People (Behaviour Management Framework) Policy and Procedures 2008 (No 1)</i> • Charge notice of behaviour breach issued under s.296 CYP Act • Matters referred to the AFP or DPP for criminal investigation (including copies of the allegation report and any reports the administrator has of investigations already made about the alleged behaviour breach) under s.295(4)(d) and s.295(6) CYP Act • Disciplinary action taken under s.302 CYP Act • Behaviour management consequence imposed under s.317 CYP Act • Notice of disciplinary review under s.324 CYP Act • Record of proceedings of disciplinary review under s.329 CYP Act • Notice of disciplinary hearing under s.330 CYP Act.
15.11	The ACT Government fulfil the commitment made in 2004 following the review of the system of statutory oversight authorities, and place the Official Visitors for children and young people, mental health and corrections administratively with the Public Advocate.
15.12	The ACT Government amend the <i>Children and Young People Act 2008</i> to provide for an Aboriginal or Torres Strait Islander Official Visitor at Bimberi.
15.13	The Community Services Directorate upgrade the Starnet phone system to allow external oversight agencies and a young person's solicitor to call Bimberi and be connected to speak with a young person.
15.14	The Community Services Directorate adopt a practice of scheduling regular internal and external audits of Bimberi, to develop good practice in preparation for the future ratification of the Optional Protocol to the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment.
15.15	The ACT Government fund an independent statutory agency to undertake periodic human rights audits of closed environments.
15.16	<p>The Community Services Directorate require Bimberi management and staff to:</p> <ul style="list-style-type: none"> • Put renewed effort into providing information to young people, explaining reasons for decisions, listening to young people's concerns, and involving them in decision making wherever possible • Hold regular meetings with young people to listen to their concerns and suggestions.
15.17	The Community Services Directorate, in consultation with and Bimberi residents and staff, review the complaints handling policy and design more detailed complaints handling procedures using the manuals and guidelines provided by the Commonwealth Ombudsman and NSW Ombudsman.
15.18	The Community Services Directorate provide training to Bimberi management and staff on responding to complaints and improved recordkeeping for complaints.
15.19	The Community Services Directorate analyse complaints data to identify areas for improvement in the operation of Bimberi and Community Youth Justice.
15.20	The Executive of Community Services Directorate be provided with a monthly report of the issues raised in complaints relating to Bimberi and Community Youth Justice, the process used to manage complaints, and the response provided to complainants.