

**The ACT Youth  
Justice System  
2011:  
A Report to  
Young People  
by the ACT Human  
Rights Commission**

bimberl  
youth justice centre



ACT HUMAN RIGHTS  
COMMISSION  
Australian Capital Territory

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## An introduction from the Children & Young People Commissioner and the Human Rights & Discrimination Commissioner.

In 2010, members of the **Legislative Assembly for the ACT** were concerned about how things were going at Bimberi and in Community Youth Justice and asked the Children & Young People Commissioner and the Human Rights & Discrimination Commissioner to find out more about what was happening. They hoped, as we do, that by learning more about some of the challenges that exist, **things could be made better for young people, workers and others who are a part of the system.**

For six months in 2011, a team from the ACT Human Rights Commission talked to over 120 young people, families, workers at Bimberi and in the community, and others who were interested in Bimberi and Community Youth Justice and put together a report for the government about what it found.

**We have given the government a copy of the report, and we wanted to put together a summary of what we found to give to you. It gives us great pleasure to present to you this summary of our findings.**

**We believe that every young person in the ACT deserves every opportunity to have a say about what is important to them, how they would like to be treated, how they are supported, and what they believe should be done to make the Territory a better place in which to live.**

We believe that **young people who are part of the youth justice system deserve these same opportunities**, particularly when they relate to how young people are being treated, what things are working well and what things aren't, and how the system might be improved.

As part of our Review, we met with young people both at Bimberi and outside and, through interviews, group discussions and surveys found out more about the system and what it is like to be involved in it. **We would like to thank all young people** who gave us their time and thoughts and hope that, through the Review, the good things being done might continue, and that any problems are fixed or avoided in the future.

**All young people in the youth justice system, including those in Bimberi, have rights** and it is the responsibility of all of us to make sure that these rights are being met. We believe that even though young people might have made mistakes and done the wrong thing in the past, that they still **deserve to be treated with dignity and respect** and for the system to do everything possible **to help them learn new skills, make better decisions and to lead the lives that we believe that they can lead.**

We also believe that **those who work with young people deserve to work in an environment that is safe** and where they are **given the best training, support and encouragement** so that they can be the best workers that they can be. We believe that they also deserve to be treated with respect and should **be recognised for the important job that they do.**

Throughout the Review, the Commission met many people who believed that **young people in the youth justice system were valuable** and that every attempt should be made to **help them make improvements in their lives.** Although it is the responsibility of Bimberi and Community Youth Justice

to help young people in this way, we also heard **about how important it is for schools, businesses, communities, and governments to each play their part** so that things could be improved.

Many people told us that **life could be incredibly difficult for young people** in the ACT and that we needed to **get in earlier to help families** so that they never felt alone, that they could be helped early so things didn't get out of control and that the very real problems (such as family violence, drug use, homelessness etc) could be fixed as soon as possible.

We heard that this **help should be available to young people when they most need it**: before they get involved in crime, when they first go to court, when they get incarcerated and when they leave Bimberi. We think it should be provided by people with good skills, who young people trust, and who have got the time and resources to support them to the best of their ability. This means that programs also need to have enough staff and enough resources to make sure that this is possible.

We realise that young people in the youth justice system have committed crimes and that often **there are people who are affected by these crimes**. We believe that the youth justice system **needs to help keep the ACT community safe and to give young people opportunities to make amends to victims**.

We also heard about how **important it was that Bimberi be a safe place**: where workers can do their jobs and where young people can go to school, get involved in programs, play sport and deal with any problems that they might have. We believe that it is important for there to be rules at Bimberi but that **everything at the Centre should be about helping young people** learn and grow rather than about being punished or controlled.

Throughout this Review we heard about workers, programs, families and communities who were **doing a great job in supporting young people** and we would like to acknowledge them. We would also like to recognise that many **young people are determined to 'make good', and that many of the young people we met and spoke with were doing so**. We believe that we can learn from each of these groups and continue to improve the system for young people.

Things at Bimberi and in the youth justice system **haven't always worked out** the way that people would have liked, but we believe that the problems that exist can be fixed in partnership with young people, families, the community, and the government.

**We hope that our report will give the government, and the people who run Bimberi and Community Youth Justice, some ideas about how to do things differently and better, and help make Canberra a safer and more supportive place to live.**

Alasdair Roy

Children & Young People Commissioner

Dr Helen Watchirs

Human Rights & Discrimination Commissioner

## The stuff you said was important...

We spoke with 25 young people in Bimberi, held four focus groups, and received 19 surveys from young people. We also received 74 postcards from other young people in the community. From all this, we heard some fairly strong messages about what young people thought about Bimberi and youth justice and what they would like to see happen. Some of these messages were:

**Most things are OK:** Young people told us that they were generally happy about their time at Bimberi and in Community Youth Justice. They liked a lot of the workers, felt good about school and activities, loved the pool and basketball court, enjoyed programs like the barista course and bricklaying.

**Treat us better:** Young people told us that they thought it was unfair to stay in their units for long periods of time, to be restrained unnecessarily, to be classified as being 'high risk' even when they hadn't done anything wrong.

**Let us do more things:** Young people told us that they would like more time doing sports and recreational activities, more time in school, more job training, more cooking.

**“Back in the day if you lost privileges you still got to go to education and to get out, you just didn't have TV and stuff, now you just stay in your cell. Imagine a month without telly staying in your cell, you just go crazy in that little box.”**

**Let us spend more time together:** Young people told us that they wanted to mix more often, spend more time with boys and girls and young people of different ages, and less time in their units and in segregation.

**Treat us fairly:** Young people thought that different groups were treated better than others, that their complaints weren't dealt with well, that sometimes their incentives weren't given to them, and that sometimes they were punished as a group for things that were done by a few.

**Help us more:** Young people wanted more help in dealing with their drug and alcohol problems, wanted nicotine patches or gum, medication to help them when they were coming down from drugs, and someone to talk to about their feelings and worries.

**Give us better incentives:** Young people said that the new incentive system wasn't as good as what it was at Quamby. They thought that not being able to earn remissions wasn't a good idea, and that they'd like better rewards - like being able to purchase hair products, buy time outside of the Centre and have more visits.

**Improve conditions:** Although most young people were happy with the Centre and the quality of things they received, most were unhappy about the standard of clothes and shoes they wore and the food they ate when chefs weren't on-site.

**Keep us connected:** Young people told us they'd like more visits and for more of their friends and families to be allowed to see them. They thought longer visits would be good and at times when it was easier for their families to come. Their families said that transport to Bimberi isn't good, and that makes visiting difficult for families, especially when they've got other kids.

**Give us more of a say:** Young people were keen to have a say about their time at the Centre, about how things were going, how they might be improved when they went wrong, and how they should be supported.

**Help us at Bimberi and in the community:** Young people said that they were sometimes set up to fail: that there wasn't much help when they got out of Bimberi and that sometimes when they didn't have any money, anywhere to stay, or anyone to help when they got out, that they thought getting in trouble was their only option.

***"The system needs to support them to meet the conditions. It is such a huge change coming back out. When you are in there you are totally reliant on them for everything, they tell you what to do, and do everything for you, then when you are out, you're suddenly on your own, it's really hard."***

**Help us stay out:** Young people said that their bail conditions and reasonable directions were often unfair and hard to meet. They thought that they would do OK if they were treated like other teenagers and if police, Community Youth Justice and the courts gave them more of a chance.

# 1. Rights matter

## *We believe:*

- We believe that all young people have rights as members of the community and that, due to their age, they should be given extra protections to keep them from harm

**“There is a book in the library you can read about Bimberi, but most kids don’t read it, some of them can’t even read well.”**

- We believe that young people have a right, among other things to:
  - Be treated with respect and dignity and to be kept safe from harm
  - Be treated fairly and for any punishments to be appropriate
  - A quality education, including programs that will help them with their reading, writing and maths, with developing living skills, and skills that will help them get and keep a job
  - Ongoing relationships with family, friends and others in the community
  - Programs and supports that will help them deal with personal problems, to make changes and set goals so that they can keep away from crime and achieve their potential
  - Be given enough information and to have a say about what they’d like to achieve, what happens to them, how they’re supported and how things are run. They also have a right to raise their concerns and for these to be dealt with appropriately
  - Be consulted before they are transferred into the adult system
- We believe that people in the community have a right to be safe and to be protected from others who might hurt or harm them as victims of crime
- We believe that workers at Bimberi and CYJ also have rights that should be protected. They have the right to be safe, to be treated fairly and to have a say about their work and any problems they might face
- We believe that it is the responsibility of governments, communities, and Centres such as Bimberi to uphold these rights and to provide community members with everything they are entitled to

## *We found:*

- We found that many rights were being upheld at Bimberi and in Community Youth Justice but that sometimes young people, workers and others were not protected, supported or given the things that they deserved. We will talk more about these throughout this booklet

***We'd like:***

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- We'd like the ACT government and community to work with young people and families to come up with ways to make sure that everyone's rights are being upheld, particularly at Bimberi and in Community Youth Justice
- We'd like young people's views to be considered before they are transferred to the adult jail, and we believe that young people shouldn't be threatened with being transferred
- We'd like a charter of rights that helps people understand how young people should be treated, what rights they have and what will be done if they're unhappy
- We'd like young people to be given easy to understand information about their rights and responsibilities at Bimberi

**“Using punishment doesn't always work, some kids will behave because they just want to keep their head down and get through it, others just don't care, they don't have anything better outside. Sometimes it just doesn't work.”**

## 2. It takes a whole village to raise a young person

### *We believe:*

- We believe that things can change and that young people in the youth justice system can be helped to stay out of trouble
- We know that sometimes this is difficult and that every young person needs people around them to help them make the changes they'd like to make and to achieve the things they'd like to achieve
  - These support people might be family, friends, teachers, bosses, co-workers, sports coaches, mentors or support workers – its best when young people have a whole team of people helping
- We also know that it is sometimes hard to support young people and that caring adults need their own supporters
  - Families sometimes need assistance to deal with family problems
  - Workers in youth justice and at Bimberi need good training and someone to talk to so that they can deal with any stress they experience, and
  - Bimberi needs people in the community to give it encouragement and to ensure that its staff and young people at the Centre don't feel as though they are doing it alone

**“[My son’s] workplace is holding his job for him in metal roof plumbing and is prepared to support him and mentor him.”**

### *We found:*

- We found that young people, families and workers often felt as though they were facing things alone
- We found that young people, families and workers often felt judged and attacked: by others, in the media, in the community, by people who said that they would support them but didn't
- We found that the best outcomes were achieved when people worked together and when young people had a say in how things might best be done

**“Every young person needs someone who believes in them, can see the best in them. Schools, work, sports, friends, anyone can be that.”**

***We'd like:***

- We'd like more help available to families and young people when they need it most
- We'd like more opportunities for governments, schools, families, and young people to get involved and have a say about youth justice in the ACT
- We'd like Bimberi to be more active in finding out who might help young people and help them stay in touch while young people are incarcerated
- We'd like more information for young people and their families about the youth justice system, how it works and what help is available when they need it

**"It was good having someone believe in you,  
who was going to make sure that you did OK.  
All of us need that."**

### 3. There has to be a shared purpose

#### *We believe:*

- We believe all parts of Government and the whole community should work together to make sure young people and their families get the help they need
- We believe the Government has an important role to play and that it should talk to the community and young people when working out how this might best be done
- We believe that Government should be accountable to the community for the job it does

#### *We found:*

- We found people working in Government want to do the right thing for young people
- We found that the Government can improve the way it makes plans for working with young people and for the way it runs Community Youth Justice and Bimberi
- We found that sometimes Governments, workers and services have different ideas about what needs to be done and the best way to do it. We think that this is good except when people are doing the same thing or when what they're doing makes things harder for others

#### *We'd like:*

- We'd like all the parts of Government (school, health, community justice, family support etc) to work together to design a system that meets the needs of all young people and their families
- We'd like the government to talk more to the community and to young people when it makes plans for the way it will support young people and meet their needs
- We'd like the Government to say up-front how it will help young people and in what ways

**"Bimberi is supposed to rehabilitate young people so they don't come to places like this."**

## 4. Good workers help young people do well

### *We believe:*

- We believe that workers can have a huge impact on the lives of young people
- We believe that happy, well trained and supported workers make the best workers

**“Fortunately some good staff stayed. They were stubborn and resilient and they couldn’t leave the kids or their teammates.”**

- We believe that the work that youth justice workers do is invaluable

### *We found:*

- We found that most staff were doing a great job even though there was a lot of pressure and people felt incredibly stressed
- We found that sometimes staff were in unsafe situations: when there weren’t enough workers available, when they didn’t get the support they needed, when they were attacked by young people and when they weren’t given the time to get the help that they needed
- We found that staff wanted more training so that they could do their jobs better

### *We’d like:*

- We’d like more good workers to be employed and trained so that there are always enough staff for everyone to feel supported, for young people to be able to get the help they need and to be able to go to school, to do programs, to have visits and to get out into the community
- We’d like more training for staff. In particular we’d like to see some more training on how to help young people deal with anger, how to listen to young people better and to help them deal with problems, on human rights and what they mean for young people in detention, and on how to cope during tough times
- We’d like staff to be treated better and to be given more support so that they enjoy working at Bimberi and can be the best workers possible

**“A good worker has to have a lot of patience and to take time to understand the person’s background. The kids there might have got into drugs through their family, they might not have known any other way. Workers need to understand where the kids come from.”**

## 5. There's much to learn

### *We believe:*

- We believe that change is possible and that young people should be given the best chance for making change while they're in Bimberi and while they're being supported by CYJ
- We believe that there's a lot to learn from other youth justice centres and programs and that we should be using the best programs, activities and supports available
- We believe that when people work together, when they talk to experts and find out what's going on in other places the best programs can be developed and provided for young people
- We believe that to know how Bimberi and Community Youth Justice are going we have to keep records, talk to young people, families and others, and then we need to use this to make our programs better
- We believe that if things go wrong everyone involved, including young people, should have a say about what happened.

### *We found:*

- We found that there are a lot of new and good programs and supports being provided for young people in youth justice which we think will make a difference
- We found that often not enough time has been put aside to find out how well things are going at Bimberi and Community Youth Justice and that's it can be hard to find information
- We found that people (including the police, the courts, workers at Bimberi and in CYJ) need to keep better records and to share information better

**"Nah, I don't think they're good at rehab – you are just there waiting to get out. Maybe you'll change just cos you want to but its not cos you're inside."**

- We found that there wasn't a lot of research being done in the ACT and that young people, families, workers and communities didn't have enough opportunities to talk about how things are going and what might be done better

### *We'd like*

- We'd like to see more opportunities for young people, workers, services and others to think about how things are going and to make changes when needed
- We'd like for people to keep more records and share more information to get a better picture of what young people are in youth justice and how they are doing
- We'd like for Bimberi and CYJ to use information they get to help inform their plans and improve what they do and how they do it
- We'd like Bimberi to deal with incidents and problems a bit better and for young people to have their say about what happened and what they'd like to see done

## 6. Getting in early and keeping young people out

### *We believe:*

- We believe that most young people don't need to be in the youth justice system and that it's better for them and their families and cheaper for the community if we do keep them out
- We believe that if young people and their families are helped early, many problems can be avoided
- We believe that it is the responsibility of the whole community to help young people and families as soon as they start experiencing problems and to give them the best support possible

**"I don't think they do enough in the beginning, they should be bombarded with help and support in the beginning trying to find out what is happening."**

### *We found:*

- We found that there are lots of good programs available to young people and families but that not everyone knows about them or gets support from them
- We found that when different services work together to help families better outcomes are achieved.

**"We got in early and helped the family, stuck with them, didn't care when things were rough we just hung in there. It was tough going but they needed us and we weren't gonna give up."**

### *We'd like:*

- We'd like to see most young people kept out of detention and that those who are imprisoned get support to make serious changes in their lives
- We'd like police, the courts and others working with young people and families to come up with new ways to keep them out of trouble and out of detention
- We'd like to see the number of breaches reduced and other ways of dealing with problems developed so that young people aren't always detained if they haven't committed new crimes

**"If someone had helped when I was little maybe I wouldn't be in here."**

## 7. Making the most of time inside

### *We believe:*

- We believe that instead of just being a punishment, spending time at Bimberi should be about developing new skills and coming up with new ways of living on the outside which don't include committing crime or having to face big problems
- We believe that at Bimberi young people should get good support, have enough things to do, learn and grow with their peers, develop positive relationships with adults inside and outside of the Centre, and help them prepare for living in the community
- We believe that programs at Bimberi should work together with CYJ and other adults who are important in the lives of young people to find out what they need, what they want and how best they might be supported. We believe that Case Management is a good tool for doing this
- We believe young people should only be physically restrained or held down to protect their safety or the safety of someone else. Even then, youth workers should try all other options before restraining a young person and should use a safe method of restraint
- We believe that as a rule, young people should never be strip searched. If a strip search is required these searches should not make young people feel humiliated. Only members of the same gender should be present

**“They lose their dignity and then they think that if it is ok for people in authority to do that to them, to make them strip.”**

- We believe that young people shouldn't be prevented from mixing with all other young people unless it is absolutely necessary, and never as a punishment. This should be for the shortest time possible

### *We found:*

- We found that Bimberi and CYJ weren't always clear about what they were hoping to achieve for young people or given enough time or money to do what they'd like
- We found that young people weren't always given enough opportunities to 'rehabilitate' (to be helped to make changes) and that their time at Bimberi might have been used better
- We found that sometimes Bimberi didn't have enough things for young people to do, didn't have the programs that would help them the most, services didn't work together to make sure they had the same goals or spend enough time with young people and families to make sure that things were on track

- We found that young people didn't always get enough support after they left Bimberi, even when time had been put into planning. We found that case managers in Bimberi and CYJ often were doing a great job but that they often had too much work, weren't able to get out of the office and didn't have enough opportunities to work together to do what they'd like
- We found that young people were often physically restrained before other options to protect them or others were tried
- We found that strip searching was happening less than at Quamby, the former youth detention centre. However, sometimes young people were being strip searched without prior suspicion, for example every time they went to court, or returned from court. Sometimes a support person should have been present or at least considered for a young person being strip searched
- We found that young people at Bimberi who hadn't been found guilty of an offence are automatically classified as high risk upon admission, and are required to 'work their way down' the classification ladder before they can have access to many opportunities

**"You know most of the kids in here have talents that could be developed. Like kids that steal cars all the time, most of them can draw cars better than most people. [They] should be getting an apprenticeship in mechanics, building cars."**

#### ***We'd like:***

- We'd like Bimberi and Community Youth Justice to do better assessments with young people to make sure that what they're doing is the best and that young people feel like they're involved in making decisions
- We'd like all services at Bimberi (including school, health, drug and alcohol, mental health, sports etc) to work together to plan a program that meets the needs of all young people at Bimberi
- We'd like programs at Bimberi to be about helping young people make the changes they need so that they can return to the community and achieve their goals (and to stop offending)
- We'd like for staff to get more training on how to avoid using physical force, and for there to be enough staff to reduce force being used. We'd prefer that young people not be restrained using handcuffs or other devices when they are at Bimberi
- We'd like young people to only be isolated for the shortest periods of time possible. This should be correctly recorded
- We'd like alternatives to strip searching to be trialled
- We'd like young people to have one case plan and one case manager across youth justice so that they know what's happening, can make sure that things that are supposed to be done are done and that young people feel as comfortable as possible

## 8. Living, learning and earning

### *We believe:*

- We believe that young people deserve the best education possible during the time at Bimberi. They should have at least the same opportunities inside as they do in the community
- We believe that education can make a huge difference in young people's lives and that except in very serious situations they should always be allowed to go to school
- We believe that young people should be given lots of opportunities to learn new things: like how to live on their own, to cook and clean and budget, to deal with problems, make and keep good relationships and find help when they need it
- We believe that young people should be given opportunities to develop skills that will help them find and keep a job

**“We knew that this might be the only time in their lives that they had the opportunity to have a positive educational experience.”**

### *We found:*

- We found that many young people hadn't had a great time at school before they got to Bimberi and that sometimes learning was hard
- We found that young people were pretty happy with education at Bimberi and really liked art, music and woodwork. They often enjoyed vocational education such as bricklaying and the barista course and would like some more
- We found that sometimes young people weren't able to go to school because there weren't enough staff or because they were in trouble
- We found that sometimes young people didn't get the same opportunities they might at a mainstream school: that those who'd finished year 10 didn't always do year 11 and 12, that they didn't get to do things like sex education or relationship programs
- We found that there were some good living skills programs but that there should be more opportunities for young people to do cooking and budgeting and shopping, for example
- We found that there weren't many opportunities for young people to apply for jobs or keep jobs while they were at Bimberi
- We found that sometimes it was hard for young people to keep up with education after they got released

**“Art was great for me. I did woodwork, that was good too even though the other kids stole my stuff, I didn't care. It was good just to see some achievement. I just wanted to be doing more.”**

***We'd like:***

- We'd like all young people to be able to go to school as often as possible and for them to get help that matches their needs and wishes
- We'd like to see teachers in the school work closer with Bimberi staff and we think that having a principal on-site would help
- We'd like to see more teachers and support staff at Bimberi to help young people more
- We'd like to see more support available so that young people who want to go to school after Bimberi can do so
- We'd like to see more opportunities for young people to prepare for, get and hold down a job
- We'd like to see more living skills programs to prepare young people for when they go back to the community

**"I wrote some of my best ever songs in there and did some of my best paintings because you can have total focus there, don't have to worry about paying the rent and all of that. You can try to take the opportunities to fix yourself."**

## 9. Healthy and happy

### *We believe:*

- We believe that all young people deserve to be happy and healthy and have the right to services that will help them be this. We believe that Bimberi and Community Youth Justice have a responsibility to help them get this support and that they should work with other services to ensure this happens
- We believe that while at Bimberi, young people have the right to supports that will help them with any health or mental health problems, with any drug or alcohol issues, with their teeth, their eyes and their ears. We believe this type of support should also be available when they go back into the community
- We believe that young people sometimes feel unsafe, angry, depressed, anxious or upset while in detention and that everything should be done to help avoid things that make them feel this way

**“While they are at Bimberi they have already got a good start because they are off the drugs, going cold turkey. They don’t get acknowledged for that, only some of the workers will actually see that.”**

### *We found:*

- We found that most young people were happy with the support they got at Bimberi but that they didn’t think they got enough help to talk about or deal with feelings or mental health problems
- We found that young people wanted better help in dealing with addictions to cigarettes, alcohol and other drugs. They sometimes wanted medication (such as nicotine patches, pain relief) to help them manage the side effects of not using and programs on how to keep off them when they left the Centre
- We found that health workers weren’t always available when young people needed them and that because visiting times were limited young people often had to wait to be seen
- We found that support wasn’t always well planned or continuous: that often assistance provided at Bimberi wasn’t available outside (including treatments, medications, counselling support)
- We found that sometimes health workers didn’t have enough of a say about what went on at Bimberi and that this meant that some decisions weren’t always the best for young people
- We found that sometimes young people were treated harshly when going to appointments outside of the Centre (like being handcuffed)

***We'd like:***

- We'd like for young people to be able to see doctors, nurses and other health workers when they need them. This might mean that more staff are placed at Bimberi and that the Centre does more to allow young people to see them more
- We'd like more counselling available to young people, including counselling related to anger management, drug and alcohol problems and coming up with ways of dealing with difficulties outside Bimberi
- We'd like things that doctors, nurses and other health workers ask for to be provided to young people
- We'd like young people who leave the Centre to be restrained only when its absolutely necessary
- We'd like the support that young people get at Bimberi to continue or be matched in the community

**“Some workers are good at talking to you but others don't know what to do.”**

## 10. Helping youth justice be the best it can be

### *We believe:*

- We believe that Bimberi and Community Youth Justice sometimes need support and guidance to make sure they're doing the best that they can do. This sometimes requires people outside of youth justice coming in to check things out
- We believe that if staff at Bimberi talk to each other, support each other and come up with ways for dealing with problems that solutions are possible
- We believe that complaints can help programs improve and that they should be taken seriously and dealt with appropriately

**"I just really care about the kids there and I worry about them. I know how much they want to change. They just want what they see other people have and take for granted."**

### *We found:*

- We found that sometimes mistakes were made and that problems at Bimberi weren't dealt with very well
- We found that sometimes staff and young people didn't think that the complaints process was very good and that their concerns weren't taken seriously
- We found that those people who are responsible for keeping an eye on Bimberi might not have been at the Centre enough or talked enough to each other and management about what could be done better

**"Sometimes people come in and ask you about what's going on but I don't think they can do much. They say they will but not much changes. That needs to be fixed."**

### *We'd like:*

- We'd like regular opportunities for young people, workers, managers, families and community people to have their say about how things in Bimberi and youth justice are going
- We'd like the complaints process to be fixed so that everyone can have their say when things aren't good and that these problems are solved together
- We'd like a group of experts, workers, families and young people to get together to help Bimberi and Community Youth Justice and to give them ongoing feedback and encouragement about how things are going
- We'd like the Public Advocate, the Official Visitor and our team at the Human Rights Commission to spend more time at Bimberi and to work together to raise any issues that we discover

## Do you have a question or a problem about Bimberi?

There are some things you can do about it:

1. Talk to a **Youth Worker, Teacher or Case Manager** that you trust.

2. Talk to the **Official Visitor**.

They visit Bimberi every two weeks, and you can also call them on Line 6 from your cabin.

3. Talk to the **Public Advocate**.

You can call them on Line 2 from your cabin.

4. Talk to the **Children & Young People Commissioner**.

You can call us on Line 11 from your cabin.

## Do you have a question or a problem about Community Youth Justice?

There are some things you can do about it:

1. Talk to a **Youth Worker or Case Manager** that you trust.

2. Talk to your **Lawyer** if you are still in contact with them.

3. Talk to the **Children & Young People Commissioner**.

**You can call us on 6205 2222.**

Or visit us next time you are in Civic. We're just across the road from CYJ (Level 4, 12 Moore Street Civic). You don't need an appointment.

## What can the Children & Young People Commissioner do for me?

- We will listen to you, and help you get answers to your questions.
- If a service has done something that you think is unfair, we can help you have your say.
- If you want to make a complaint, we can investigate the situation.

## How can I contact the Children & Young People Commissioner?

- Phone **6205 2222** between 9am-5pm, weekdays.
- Visit us at Level 4, 12 Moore Street Civic.
- Ask us to meet you at a place that suits you (like a youth centre, or the shops, or Bimberi).



