

Bimberi Review Project

Supporting Systems for the Rehabilitation of Young People

Project Scope

Recognising that Bimberi has been operational for two years this December, and has been required to respond to higher numbers of young people, exhibiting complex behaviour, a review of Bimberi will commence from January 2011. The focus of the review will be the enhanced development of practices and policy in Bimberi and maximizing the contribution to rehabilitation outcomes for young residents, and promoting a positive work environment for staff.

The review will have the direct support of the Department of Disability Housing and Community services to ensure that changes are effectively implemented.

The review will consult appropriately with operational staff, management, young residents, the Official Visitor to Bimberi and other stakeholders at Bimberi.

The review will be led by an expert, Mr Daniel O'Neil, Director at Richmond Fellowship. An expert officer from DHCS will be appointed to assist Mr O'Neill.

The review will report to the Minister for Children and Young People in 6 months.

A key component will be the further support to the professional development of staff at the centre through formal linkages with an accredited provider.

A key issue also being considered by Government is the rate of detention of young people in Canberra. This review will need to take account of possible outcomes from Government consideration of this matter.

The review will consider existing initiatives to improve policy and practice in Bimberi and progress on these initiatives.

The scope of review will include, but is not limited to the following initiatives:

Initiative	Progress to date
<ul style="list-style-type: none"> • Review communication processes at Bimberi to ensure effective communication strategies are implemented for all relevant staff and young people. • Daily briefing and debriefing meetings for teaching staff. • Involvement of teaching staff in case planning for young people. • Regular opportunities for operational staff to feedback relevant issues to management. • Regular opportunities for young people to feedback relevant issues to management. • Mechanisms for young people and staff to provide input into planning and systems development at Bimberi. • Review complaint mechanisms to ensure they are effective and supportive. 	<p>Daily briefings and debriefings for teaching staff commenced in November 2010.</p> <p>Teaching staff are being invited to actively participate in all case conferences held for young people.</p> <p>Unit managers are conducting unit based team meetings for operational staff to provide these opportunities.</p> <p>Unit managers are conducting residential unit meetings with young people within the residential unit to discuss issues.</p> <p>Information has been provided to all Bimberi staff on their rights regarding complaints and other policies.</p>
<ul style="list-style-type: none"> • Review of current educational model. • Seek to normalise the experience of young people while completing their education • Provision of educational and vocational programs to young people based on their learning needs. 	<p>This is being progressed in consultation with the Department of Education and Training.</p> <p>As above</p> <p>As above</p> <p>Educational material requested by DET staff will be</p>

<ul style="list-style-type: none"> • Review processes for requesting educational material to facilitate timely provision. • Review the training needs and professional development goals of all Bimberi staff. • Develop and embed a work culture which values individual and collective learning. • Develop comprehensive school holiday program for young people. 	<p>facilitated and responded to within 48 hours.</p> <p>Work has commenced with a registered training organization and the Department's Learning and Community Education unit to map the professional development needs of Bimberi staff.</p> <p>A comprehensive school holiday program is being developed for the 2010/2011 summer holidays including Warehouse Circus, Reclink and recreational swimming and organized sports programs.</p>
<ul style="list-style-type: none"> • Review case management practices to ensure that: <ul style="list-style-type: none"> • All young people have a current care plan and Individual learning plan. • All stakeholders in a young person's care have been consulted in relation to the plans and provided with a copy. • Case plans address all the important domains in a young person's life (social, physical, developmental, educational, emotional, cultural, behavioural and psychological). • The young person has actively contributed to the development of these plan and identification of goals for the future. 	<p>The Department will audit all case management and individual learning plans for young people in Bimberi to ensure all young people have current plans in place that have been appropriately consulted on with the individual young person and their support people.</p> <p>As above</p> <p>The audit referred to above will ensure that all relevant domains are addressed. In addition, advanced case management training will be offered to all case management staff. Case management training will be offered to all operational staff.</p> <p>Policies require the participation of young people in the development of their case plan. Case management staff will</p>

<ul style="list-style-type: none"> • Young people exiting detention are always actively referred to appropriate education, training and employment services prior to discharge. 	<p>be supported to meet this requirement.</p> <p>The Department is undertaking a transition from care project (see the Discussion Paper 'Maximizing Potential: Improving life transitions for young people in care') which has a particular emphasis on young people exiting youth detention. The recommendations from this review will be applied to young people exiting Bimberi.</p>
<ul style="list-style-type: none"> • Review communication structures, such as the frequency of meetings, to ensure strong linkages with community partners. • Hold regular information forums with community and government service providers. • Explore additional programs to enhance outcomes for young people • Explore the potential for a secondment program for Bimberi and other agency staff to provide information and skills exchange as well as professional development. 	<p>The Department is reviewing communication structures with key stakeholders to ensure regular, structured meetings are occurring.</p> <p>A range of roundtable discussions with relevant service providers will continue to be undertaken over the next 12 months.</p> <p>The Department has been actively working with DET and CIT to enhance the range of programs available to young people. This work will continue.</p> <p>A program will be developed over the next 12 months to allow for staff to have experiential learning in a range of youth work settings outside Bimberi.</p>
<ul style="list-style-type: none"> • Review the staff supervision model. • Ensure that the professional development and learning goals of staff are regularly discussed and 	<p>Currently an OCYFS Supervision model applies to Bimberi staff with the number of supervision hours being provided to Bimberi staff reported monthly. Unit managers have been trained in staff supervision. This is being reviewed.</p> <p>Professional development plans will be developed for all staff over the next six months.</p>

addressed by supervisors.

- Examine the flexibility of the current roster and its ability to meet the needs of the centre.
- Over-recruit to operational positions in the short-term and develop a long term innovative recruitment and retention strategy.
- To resolve any communication barriers which may exist between operational staff and management.
- Provide all Operational staff with an information package containing guidelines and policies relating to the Employees Assistance Program, ACT Public Service Code of Ethics, DHCS Client Service standards, DHCS Complaint Management and Feedback guide – Policy and Procedures February 2009, DHCS Workplace Discrimination, Harassment and Bullying Prevention Policy, DHCS Fraud and Corruption Policy – September 2009, Worker Safety Roles and Responsibilities, Injury Prevention and Management – Accident and Incident Reporting
- Ensure seminars are provided on annual basis to ensure a thorough understanding of these key documents.
- Injury Prevention and Management

An examination of the flexibility of the current roster will be undertaken by the Department in order to best meet the needs of the centre, staff and young people.

The Department has undertaken an over-recruitment process which commenced on Saturday 27 November 2010.

Unit managers are conducting unit based team meetings for operational staff to provide these opportunities. Further, bi-monthly meetings occur between management and staff and union representatives to discuss any workplace issues.

The Department has initiated a process to disseminate and communicate this information to staff.

Information and training will be provided to all staff as required.

The Department's IPMU have undertaken a risk register workshop with two more being scheduled in the next two weeks. Further, a strategic improvement plan is being developed for Bimberi.

7 December 2010