



Contacting a young person in a youth detention centre

Fundamental to a young person's rights, wellbeing, and rehabilitation while in youth detention is the support and maintenance of the relationship with their legal representative. This factsheet provides legal representatives with key information to ensure requests for contact with young people are facilitated in a timely manner.

Each young person in a youth detention centre (YDC) has a caseworker assigned to them. Legal representatives are able to directly contact their client's caseworker.

Please contact the caseworker or casework team directly if:

- there is an issue with accessing a client
- you have a particular request
- the matter is urgent.

Access to a young person

Legal representatives are able to access a young person by:

- visiting in person at the YDC
- connecting via videolink
- speaking over the phone.

Young people have access to a phone in their accommodation units. Once their legal representative has been added to their phone list, they are able to phone their legal representative as many times as they need to, without time limits. Legal phone calls are not part of the phone time a young person is allocated.

It is important to note young people are engaged in education, programs and activities during the day. This includes going to structured day, health appointments, cultural activities and visits.

During normal routine, young people can contact their legal representative when they are not at school or doing programs. The best times for a young person to contact their legal representative are when they have returned to their accommodation:

- for morning tea
- at lunch
- after school.

To ensure your contact with young people is as effective as possible, consider:

- giving as much notice as you can when requesting contact
- providing clear requirements about what might be needed during each contact
- requesting any particular technology that is needed as part of the visit
- a weekend visit if more time is required with a young person.



How to make contact

Brisbane Youth Detention Centre

To contact a young person at Brisbane Youth Detention Centre, contact one of the following:

- casework team – phone (07) 3021 0731 or email bydccasework@youthjustice.qld.gov.au or bydcteamleaders@youthjustice.qld.gov.au
- visits centre – phone (07) 3021 0720 or (07) 3217 0657 or email bydcvisits@youthjustice.qld.gov.au

To arrange an in-person visit, phone (07) 3021 0720. Provide contact and visit requests as soon as possible to allow sufficient time for contact to be arranged. Professional visiting times are:

- Monday to Friday 9.00am to 5.00pm
- Saturday morning visits are available by special request only.

Cleveland Youth Detention Centre

To contact a young person at Cleveland Youth Detention Centre, contact one of the following:

- casework team – phone (07) 4421 5162 or email cydccasework@youthjustice.qld.gov.au
- visits centre – phone (07) 4421 5204 or email cydcvisits@youthjustice.qld.gov.au

To arrange an in-person visit, phone (07) 4421 5204 or email cydcvisits@youthjustice.qld.gov.au. Please provide contact and visit requests as soon as possible to allow sufficient time for contact to be arranged. Professional visiting times are:

- Monday to Friday 12:00pm to 4:00pm (appointments before 12:00pm are dependent on court videolink requirements)
- Monday to Friday 4:00pm to 6:00pm (urgent requests only, accommodated where possible)
- Saturday and Sunday 10:00am to 4:00pm

To arrange an urgent visit:

- email request to cydcvisits@youthjustice.qld.gov.au
- indicate time sensitivity in subject line e.g., *'Urgent visit required'*
- provide details of visit and time frame.

West Moreton Youth Detention Centre

To contact a young person at West Moreton Youth Detention Centre, contact one of the following:

- casework team – phone (07) 3021 0911 or email WMYDC_casework@youthjustice.qld.gov.au
- visits centre – phone (07) 3021 0903 or email WMYDC_Visits@youthjustice.qld.gov.au

To arrange an in-person visit, phone (07) 3021 0903. Please provide contact and visit requests as soon as possible to allow sufficient time for contact to be arranged. Professional visiting times are:

- Monday to Friday 8:30am to 4:30pm
- weekend visits are available on request.

Questions

If you have any questions about contacting a young person, please contact:

- BYDC – Carly Pedler on (07) 3271 0730 or Carly.Pedler@youthjustice.qld.gov.au
- CYDC – Ashleigh Dawe on (07) 4796 6843 or Ashleigh.Dawe@youthjustice.qld.gov.au
- WMYDC – Julie Andrews on (07) 3021 0909 or Julie.Andrews@youthjustice.qld.gov.au