

BIMBERI HANDBOOK

**A GUIDE FOR YOUNG PEOPLE IN
BIMBERI YOUTH JUSTICE CENTRE**



ACT

Government

Community Services

ACKNOWLEDGMENT OF COUNTRY

The ACT Government acknowledges the traditional custodians of the Canberra region, the Ngunnawal people. We acknowledge and respect their continuing culture and contribution they make to the life of this city and its surrounding region.

THANK YOU

The artworks you will see in this handbook have been created by young people during their time in Bimberi. We thank them for allowing us to use their work in our publications.

THE PURPOSE OF THIS HANDBOOK

The purpose of this handbook is to tell you about what happens in the Bimberi Youth Justice Centre. It will also tell you about your rights and responsibilities while you are here. This handbook is a good place to look if you have a question or want to check something you have been told.

If you need help to read or understand this handbook, please let us know so we can best help you.

WHAT'S INSIDE

A full list of everything in this handbook is at the back on page 88. Below is a quick run-down of each section and what you can expect to find there.



Page
6

1. ABOUT BIMBERI

Find out what Bimberi is, where it is and who works here.



Page
8

2. ARRIVING AT BIMBERI

This might be stressful, but in this section you'll find out what happens when you first arrive, how long you will be here, who looks after you, what happens to your things, what happens at court and more.



Page
18

3. THE CHARTER OF RIGHTS FOR YOUNG PEOPLE IN BIMBERI

These are your rights while you are in Bimberi.



Page
22

4. WHAT IS IT LIKE BEING IN BIMBERI DAY-TO-DAY?

Learn about the different things you will do each day in Bimberi.



Page
28

5. WHAT IF I'M AN ABORIGINAL OR TORRES STRAIT ISLANDER PERSON?

Discover how you will be supported to stay connected to your culture.



Page
32

6. WHAT ARE THE RULES IN BIMBERI?

Understand how you are expected to behave in Bimberi and what happens if you break rules.



Page
40

7. SEARCHES IN BIMBERI

Searches keep everyone safe. Find out what searches might happen, why and how.



Page
46

8. WHAT IS THE INCENTIVE SCHEME?

Discover how behaving well can get you access to different privileges.



9. WHAT IS MY CLASSIFICATION?

Page
50

Classifications help keep everyone safe. Learn how we decide about them and what they mean for you.



10. WHAT IS MY CASE PLAN?

Page
54

Discover the two case plans you will have to help you make long-term positive changes.



Page
58

11. WHAT IS SCHOOL LIKE IN BIMBERI?

Discover how you will learn and develop skills to help you when you leave Bimberi.



Page
62

12. CAN I STAY IN TOUCH WITH FAMILY AND FRIENDS?

Find out about the ways you can stay connected to people important to you.



13. POLICE INTERVIEWS

Page
68

Learn about how the police may be involved with you while you are in Bimberi and your rights.



14. CAN I GET LEAVE FROM BIMBERI?

Page
72

Find out how you can leave Bimberi for a short time, and what will be expected of you.



15. WHAT IS TRANSITION?

Page
76

Discover how you will be supported to continue to make positive changes when you leave Bimberi.



16. WHAT IF I FEEL I'VE BEEN TREATED UNFAIRLY?

Page
80

Find out who you can talk to for help and how to make a complaint.



17. IMPORTANT CONTACTS

Page
86

Access phone numbers and addresses for different services that can help you.

i

6

1. ABOUT BIMBERI



Artwork by LB

WHAT IS BIMBERI?

Bimberi is a youth justice centre for young people aged 10 to 21 years old who are involved with the police or the courts. It is named after the highest mountain in the ACT, Bimberi Peak.

Bimberi is a part of Child and Youth Protection Services (CYPS) in the ACT Government.

Bimberi follows human rights laws and we will **help** you get back on track, avoid future criminal behaviour and return confidently to the community. We will do this by helping you feel **safe, respected, valued** and **empowered** about your life.

WHERE IS BIMBERI?

Bimberi is in Kenny, a suburb on the outskirts of North Canberra.

WHO WORKS AT BIMBERI?

A lot of people work at Bimberi, including youth workers, educators, therapists, security guards, chefs, office workers and more. We explain the different people who will help you while you are in Bimberi in the next section 'Arriving at Bimberi'.

2. ARRIVING AT BIMBERI





WHY AM I IN BIMBERI?

You are in Bimberi because of one of these reasons:

- > You have been arrested by the police and refused bail.
- > You have been remanded by a court.
- > You have been sentenced to a period of detention by the ACT's Childrens Court or Supreme Court.
- > You have been transferred from another state's or territory's youth justice system.

If you are not sure what these reasons mean, or why you are in Bimberi, you can ask your **lawyer** if you have one (see below). You can also ask a Bimberi **youth worker, team leader** or **unit manager** (see 'Who looks after me' below).

DO I NEED A LAWYER AND HOW DO I GET ONE?

If you are on remand or appealing your sentence of imprisonment, you need a lawyer so you can have the best possible legal advice about your situation. A lawyer will talk with you about why you were arrested and sent to Bimberi. It is also your **human right** to have access to a lawyer to help defend you against any police charges.

If you don't have a lawyer, you also have the right to apply for one from **Legal Aid ACT**. If you identify as an Aboriginal or Torres Strait Islander person, you can apply for **Aboriginal Legal Aid**. Both these services are **free**. Ask a youth worker or the family engagement officer to help you apply.



HOW LONG WILL I STAY IN BIMBERI?

This depends on what you have been charged with and the decision made by the ACT's Childrens Court or Supreme Court. You have the **right** to be told by the police what you are charged with and how long you will likely stay in Bimberi. You also have the right to talk to your lawyer about your charges. Your lawyer will answer your questions and can speak to the police or the court for you.

WHAT HAPPENS WHEN I FIRST ARRIVE?

One of the first things that happens when you arrive at Bimberi is an **induction**. This is our way of finding out a little about you and see how you are feeling. We will also talk to you about how Bimberi works and what you will need to do while you are here. Your induction will be done by a **team leader**.

During your induction, the team leader will:

- > explain the full induction process
- > explain why you are in Bimberi and when you will go to court
- > phone your parents, carers or a 'significant person' (see below) and tell them where you are, how you are, when and how they can contact you, and when your next court appearance is
- > organise for you to talk to your parents, carers or significant person if the police or courts allow you to do this.

If you are **18 years old or over**, you can choose someone other than your parents or carers for staff to contact. This person is called a **'significant person'** and could be a friend you have



known for a long time or someone you normally live with. Before you can talk to this person, they must be found to be a 'suitable' person under law for you to talk to. This means Bimberi staff must believe the person will look after your best interests.

During your induction, you will be asked to:

- > be searched by a youth worker to ensure you don't have anything dangerous with you
- > shower and change into clothes provided by Bimberi
- > watch the Bimberi induction video
- > read and have explained to you the Charter of Rights for Young People in Bimberi and this handbook – if you need help reading, a youth worker will explain it all so you can understand what everything means
- > sign a form that gives Bimberi staff permission to share your information with **relevant** people so they can give you the best possible care while you are in Bimberi. We will explain what types of information will be shared and who it will be shared with
- > have your photo taken so Bimberi staff to Bimberi know what you look like
- > attend a health and mental health assessment to see if there is anything you need straight away to best help you while you are in Bimberi
- > walk with a youth worker to your cabin. A youth worker will also show you how to use the intercom system if you need to contact a staff member when your door is closed.



WHAT IF I'M TRANSGENDER OR INTERSEX?

In Bimberi, we will **respect** and work with you as the gender **you** choose. If you identify as a female, we will work with you as a female. If you identify as a male, we will work with you as a male.

You may not identify as either female or male. However you do identify yourself, we will support you and work with you in a way you choose and are comfortable with.

WHAT HAPPENS TO MY CLOTHES AND OTHER PROPERTY?

Any clothing and other belongings you have when you arrive will be stored and kept safe until you leave Bimberi. Your clothing will be washed, and your property returned to you in the same condition as when you arrived. Sometimes, certain items will not be returned, such as for safety reasons. If one of your items is not going to be returned to you, a unit manager will explain why.

If you take **medicine** each day, Bimberi staff will let the nurse or doctor know. Your medicine will be stored safely and given to you when you need it, or when it's most safe and possible to do so.

If you smoke cigarettes or e-cigarettes, they will be stored with your clothing and property and returned when you leave Bimberi. Bimberi has a **no smoking policy** and you will not be allowed to smoke. As part of your induction you will be assessed by a nurse if Nicotine Replacement Therapy would help you.



WHO LOOKS AFTER ME?

In Bimberi, you are looked after by a lot of people who have different jobs and responsibilities. This means you can get help in lots of ways for lots of things.

The person you will see **each day** is a **youth worker**, and they are the **first** person you should talk to if you have any questions or problems. If the youth worker can't help you, they will ask a team leader or unit manager to help you out. And, if they can't help, they will make sure to find the right person who can.

Some of the **people at Bimberi** who will help you are:

- > **Youth workers** will see you every day and are the people you spend the most time with.
- > **Team leaders** supervise the wing you stay in and the youth workers looking after you.
- > **Unit managers** supervise the units all young people stay in. They also manage your weekly Bimberi case plan.
- > The **family engagement officer** helps you develop and maintain relationships with your family, community and other significant people in your life.
- > The **sports and recreation officer** helps you become fit and healthy by running sport and recreation programs inside Bimberi.
- > The **chefs** prepare and cook all your food.



- > The **Facilities Team** looks after the buildings and grounds, and delivers your clothing orders and weekly supplies to your accommodation unit.
- > The **Senior Management Team** manages all the different parts of Bimberi to make sure it is a safe and secure place for young people so they can grow, develop and succeed in their lives.

As well as the people who work at Bimberi every day, there are also many other people involved with Bimberi who help make sure you are okay. If you end up spending some time in Bimberi, you will also be looked after by these **people who visit Bimberi**:

- > Your **CYPS case manager** develops and manages your formal CYPS Case Plan. This plan helps you to grow and succeed in all the parts of your life that may have led you to be involved in criminal activity and police charges. Your CYPS case manager will contact you within five working days of you arriving in Bimberi to talk with you and check how you are going.
- > **Official Visitors** are appointed by the Government to visit and advocate for your rights while you are in Bimberi. They visit at least once a fortnight to talk, listen and help resolve any concerns you may have.
- > The **Human Rights Commission** includes people you can make a complaint to if you are not happy with the way Bimberi staff have treated you, the services you have received or been offered, or if you believe you have been discriminated against. They can also help you if you have been a victim of crime.



- > The **Public Advocate's Office** includes people who visit Bimberi regularly. Their job is to speak and act on behalf of all children and young people in custody, to protect children's and young people's rights, and to listen, investigate and work with you to resolve any concerns you have.
- > The **Primary Health Team** is a group of people you can discuss your health with, for example if you take regular medicines or you are worried about something. You will see one of the nurses within the first 24 hours of being in Bimberi. If you are feeling unwell at any time, you can make an appointment to see a nurse (a youth worker can help you do this). The nurse can refer you to a doctor or other specialists if needed.
- > The **Forensic Mental Health Team** provides specialist mental health services. You will see one of the team's mental health professionals within the first 24 hours of being in Bimberi and then regularly to talk about coping strategies to help you during your time here. You can also make an appointment if you feel down or need to talk to someone.
- > The **Murrumbidgee School** are the people who provide your education while you are in Bimberi. If you are likely to be in Bimberi for a while, a teacher from the school will conduct an education assessment to understand your strengths and areas for support and create a specific plan for your education programs.



WHAT HAPPENS WHEN I GO TO COURT?

Because you have come to Bimberi, it is likely you have or will soon go to court to talk about your police charges and for the court to decide if and for how long you should stay in Bimberi. Before you go to court, a youth worker or CYPS case manager will explain:

- > how you will get there
- > what happens when you get there
- > what the court room looks like
- > where you will sit or stand
- > what you can expect to see and hear
- > when you can see your lawyer
- > if you can see your family while at court
- > what happens after you have been to court.

If you are unsure about anything about court, ask a youth worker or CYPS case manager.



WHAT HAPPENS AFTER COURT? WILL I COME BACK TO BIMBERI?

If the court says you have to return to Bimberi, a youth worker will explain in more detail what will happen day-to-day in Bimberi, what you will be expected to do, and what you can expect from everyone around you to make sure you, and everyone in Bimberi, are safe and okay. They will talk to you about:

- > the rules and expected standards of behaviour in Bimberi (see section 6) – these are the systems all staff and young people in Bimberi work under
- > your rights and responsibilities (see section 3)
- > the incentive points scheme (see section 8)
- > the classification system (see section 9) and the different units where young people stay in Bimberi
- > what case management is and when your CYPS case manager will contact you (see section 10)
- > upcoming court dates
- > what to do if you have any concerns or complaints (see section 16)
- > what to do if you are not an Australian citizen and how you can contact someone from your country's consulate, embassy or the Department of Immigration for help. Bimberi staff may also contact these people, if they think it is in your best interests.



3. THE CHARTER OF RIGHTS FOR YOUNG PEOPLE IN BIMBERI





WHAT IS THE CHARTER OF RIGHTS?

The Charter of Rights for Young People in Bimberi sets out your rights and responsibilities while you are in Bimberi. It lets you know how you can expect to be treated by those looking after and working with you (**your rights**), and how you are expected to treat others (**your responsibilities**).

In addition to your basic human rights, like the right to food, shelter, education, healthcare and freedom from persecution and discrimination, this Charter gives you special rights to protection, rehabilitation and support.

There are **12 rights** in the Charter. They are the right to:

- > Be treated equally with respect and dignity by staff.
- > Be kept safe while you are at Bimberi.
- > Be given a copy of Bimberi rules and information about your rights and responsibilities when you arrive, in a way you can understand.
- > Have a say about things that affect you, including decisions about your rehabilitation.
- > Remain connected to the outside world.
- > Receive proper healthcare.
- > Access education and programs.
- > Get help to see a lawyer and to talk to them privately.
- > Have good living conditions.
- > Practise your religion and/or express your culture.
- > Make a complaint.
- > Get help to successfully return to the community.



You also have **five responsibilities** in the Charter. They are to:

- > Treat others equally with respect and dignity.
- > Follow the rules (see section 6).
- > Respond to requests from staff.
- > Be respectful of others and their property.
- > Go to school and/or participate in programs (see section 11).

In certain situations, some of these rights may be limited or restricted. This will **only** happen if it is necessary and reasonable. You will be given clear reasons if your rights are ever limited.

HOW DOES THE CHARTER WORK?

Staff at Bimberi are responsible for ensuring your rights are protected and you are treated with dignity and respect while you are here.

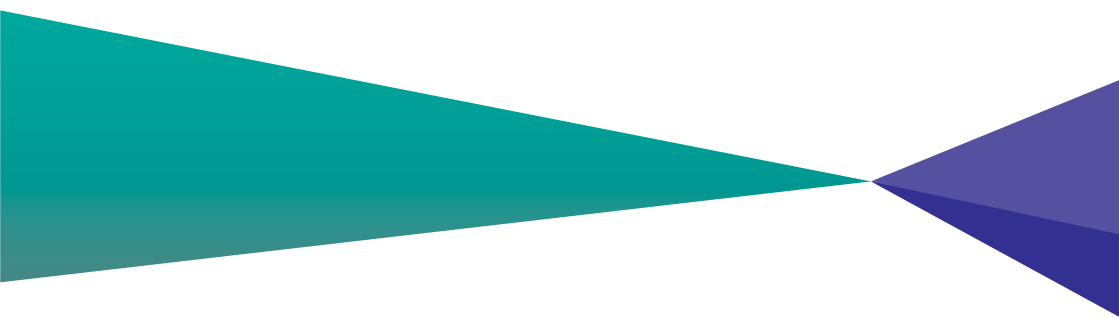
The Charter requires **all** Bimberi staff, police and other workers, including health and education staff, to act in line with the Charter and to consider your rights when delivering services, making decisions and developing policies that affect you.



You too have a responsibility with the Charter. Because the rights in the Charter are for **all** young people in Bimberi, it is the **responsibility of everyone** here to respect and uphold them. A responsibility is something that affects your life and other people's lives. Some actions are **not acceptable** because they affect the rights of others – things like telling lies, bullying, being violent towards others, damaging other people's belongings and stealing.

It is important to understand **all people** – regardless of age, race, culture, sex, sexuality, religion, disability, gender presentation or other status – have the **right** to live a happy and healthy life. Upholding the Charter helps everyone in Bimberi to live this right.

If you have any questions about the Charter, you can ask a youth worker, team leader or unit manager for more information.





4. WHAT IS IT LIKE BEING IN BIMBERI DAY-TO-DAY?



WHAT HAPPENS IN BIMBERI EVERY DAY?

While you are in Bimberi, we want you to feel **safe, healthy** and **happy**. You will be provided with everything you need for this to happen. For example, you will get:

- > healthy food and drink, including those foods and drinks you have for religious or medical reasons
- > clothes and toiletries
- > your own room, with a bed, pillow, mattress, doona and bedding essentials, and a bathroom
- > haircuts
- > access to health services, like a doctor, dentist and psychologist, and the right medicines
- > access to rehabilitation and reintegration programs and services to prepare you for when you leave
- > access to education, sport and recreation programs
- > access to exercise and recreational facilities, like a gym, basketball courts, pool and oval
- > access to books, newspapers, radios, DVDs, TV and art supplies
- > access to cultural, spiritual and religious guidance.

There are also **daily routines**, activities, and programs you will attend. These may be different to what other young people in Bimberi do. **Your routine** will be based on your age, the accommodation unit you stay in and what your needs and



personal goals are. It also depends on your classification, incentive level, daily behaviour, case plan goals and personal abilities. All these things are explained in later sections of this handbook.

Your **parent, carer** or **contact person** will be told about serious things that happen to you while you are in Bimberi, like if you need to go to hospital. **You** will also be told if serious and important things happen to your family members, like a birth or if someone is unwell.

A normal day in Bimberi can look like this:

Time	Activity
8.00am	> Wake up, shower and dress.
8.30am	> Have breakfast and, if needed, morning medicines.
9.00am	> Wash clothes and mop your room.
9.30am-5.00pm	> Go to school. > Attend medical, lawyer and case manager appointments. > You may also attend programs to help you reintegrate into the community and get ready for when you leave, like drug and alcohol counselling, restorative justice, Centrelink and ACT Housing interviews.



Time	Activity
10.15am	> Morning tea.
12.30pm	> Lunch
3.00pm	> Afternoon tea.
3.30pm-5.00pm	> Afternoon programs like a swim in the pool, workout in the gym and touch football on the oval. On some afternoons, there are also personal visits from family and friends.
5.30pm	> Dinner time.
6.00pm	> Tidy up the common areas in your unit.
6.30pm	> Purchase snack foods and drinks (if wanted) and make phone calls. > Evening medicines (if needed).
7.00pm	> Finish phone calls, store away all purchased foods and drinks.
7.30pm	> Evening bedtime. You will be secured in your room for the night where you can watch TV, listen to the radio, read, do homework or finish artworks.
10.30pm	> TVs turned off and sleep time.



WHAT SPORTS AND RECREATION CAN I DO?

In Bimberi, you can play touch football, basketball, soccer, volleyball, badminton, tennis, handball, listen to music, watch movies, play bingo, do arts and crafts, play table tennis, board games, card games, swim, lift weights and run on the treadmill. There are also special programs on weekends and in school holidays.

DO I GET FREE TIME?

Yes. Your free time happens in the afternoons when school has finished and your afternoon programs are completed. You also get free time on weekends and in school holidays. You can use your free time to relax, watch TV or join in recreation activities, like sport.

Your free time is supervised by youth workers and the sport and recreation officer.

WHAT HAPPENS IF I'M SICK, HURT OR WORRIED?

If you are sick, hurt or worried, you can talk to a youth worker, the nurse, doctor, or the Forensic Mental Health Team. You can see a nurse or doctor at any time of the day or night.

All the people who work at Bimberi are trained first aid officers, and you can also talk to them about the things that may be worrying you or making you feel sad or scared. They will **listen** to you, give you **advice** and **help** you with these feelings.

If you want or need to see a nurse, doctor or someone from the Forensic Mental Health Team, you can contact the nurse through your phone account, or you can ask a youth worker or your CYPs case manager to help you make an appointment.

If you become very sick or badly injured, Bimberi staff may have to take you to hospital. If this happens, they will contact your family or carers to let them know. If you become unwell with an infectious condition, we may need to separate you from others to stop the infection spreading throughout Bimberi. This is called a Segregation Direction and would only happen for health and safety reasons.

If you need to take any **medicine**, the Bimberi nurse, doctor or a team leader will give it to you at the right time.

All your health and mental health information is kept **private**, and Bimberi staff protect you by giving your information **only** to the people that need to know, for example, describing your illness symptoms to the nurse.



5. WHAT IF I'M AN ABORIGINAL OR TORRES STRAIT ISLANDER PERSON?





CAN I STAY CONNECTED TO MY CULTURE?

Yes. Knowing about your Aboriginal or Torres Strait Islander culture and being proud of where your family comes from, is an important part of succeeding in life. If you want to know more about your culture and strengthen your community connections, you can access cultural programs and services while you are in Bimberi. Talk to a youth worker or the family engagement officer to find out more.

As well as cultural programs and services, the **Aboriginal and Torres Strait Islander Official Visitor** visits Bimberi regularly to talk with Aboriginal and Torres Strait Islander young people.



WHAT ARE THE CULTURAL SERVICES THAT CAN HELP ME?

While you are in Bimberi, there are Aboriginal and Torres Strait Islander services you can use to stay connected to you culture and community. These include:

- > The **Cultural Services Team** helps you to maintain and strengthen the cultural side of your identity by making sure your CYPs Case Plan (see section 10) includes your specific cultural needs, for example, attending yarnning circles, Reconciliation Day activities and keeping you connected to your family and the community you come from or live in.
- > Staff from the **Gugan Gulwan Youth Centre** visit Bimberi regularly to join in art and cultural woodworking classes. They will also talk to you about how they can help you when you return to the community from Bimberi.
- > The **Winnunga Nimmityjah Aboriginal Health Centre** is a healthcare service for Aboriginal and Torres Strait Islander people. They come to Bimberi when a health assessment is needed for an Aboriginal or Torres Strait Islander young person.



- > **Relationships Australia** visits Bimberi regularly to yarn with Aboriginal and Torres Strait Islander young people about their personal relationships with their family, friends, partners and community. They can help you to reconnect, resolve problems and work out new ways to build positive and healthy relationships with others.
- > **Aboriginal Legal Services** is a free service specifically for Aboriginal and Torres Strait Islander people. They can help with representation in court, legal advice and information, and referral to other support services.

If you want more information about Aboriginal and Torres Strait Islander services, you can talk to a youth worker, CYPS case manager, the family engagement officer or anyone from the services mentioned above.

Artwork by JC



6. WHAT ARE THE RULES IN BIMBERI?





WHAT RULES MUST I FOLLOW AND WHAT ARE MY RESPONSIBILITIES?

Like home, school and workplaces, Bimberi has rules and acceptable standards of behaviours staff and young people **must** follow. The rules are there to make sure everyone feels safe and comfortable and are treated with respect and dignity.

Soon after you arrive in Bimberi, a youth worker will explain the rules to you. You can also be given a copy of them.

Some important rules are:

- > completing your allocated unit chores each day
- > staying with a staff member at all times
- > attending school and participating in programs
- > responding to requests from staff
- > not entering or hanging around certain buildings without approval
- > not having any prohibited items.

There is a list of prohibited items you **cannot** have or bring into Bimberi. It is even a **criminal offence** sometimes and you may be charged by the police if you have any.



The things listed below are **prohibited in Bimberi**. **Only** if approved by the Bimberi Executive Branch Manager for a **specific purpose or program** will you be allowed and given any of these items:

- > cigarettes, cigarette papers, pipes and tobacco
- > alcohol, drugs or associated paraphernalia
- > lighters, matches and flints
- > weapons or firearms
- > non-issued keys
- > money, credit cards or bankcards
- > pornography or material containing adult, criminal or offensive content
- > any part of a thing mentioned above
- > prescription and non-prescription medicine, other than those approved for your health and wellbeing
- > tools and related equipment
- > razor blades, knives or anything that can be used to cut, other than at mealtimes
- > food stuffs, other than at mealtimes
- > prams and bassinets, other than those required for specific needs and approved
- > toiletry and grooming products other than those issued in Bimberi
- > needles, syringes or other sharps



- > cameras
- > handbags, backpacks or bags of any kind
- > petrol, thinners or propellants of any kind
- > glues or aerosols
- > mirrors, glass or ceramics of any kind
- > jewellery
- > cosmetics of any kind
- > wire, rope or cord of any kind
- > mobile phones, smart electronic wearables including smart watches, or portable electronic equipment
- > personal possessions, unless approved.

WHAT HAPPENS IF I BREAK A RULE?

If you break a rule, you will be supported to improve your behaviour and get back on track. A youth worker will help you to take responsibility for your behaviour and support you to make better decisions in the future.

There will also be **consequences for your actions**. This will depend on the seriousness of what you have done, and can include a fine of incentive points (see section 8), loss of privileges, community service by doing extra chores around Bimberi or police involvement. Your classification (see section 9) may also be reviewed and possibly changed. If your behaviour is dangerous, a Segregation Direction might also



be given, which is where you will be separated from some or all other young people in Bimberi for a period of time.

In addition to rules, there are also **unacceptable behaviours** that if used we call '**behaviour breaches**'. These are:

- > not cooperating with staff directions
- > being in a prohibited area
- > smoking
- > taking alcohol, illicit or unauthorised prescription drugs
- > providing a positive test sample for alcohol or drugs
- > possessing an item, you don't have approval for
- > gambling
- > being disrespectful or abusive to a Bimberi staff member
- > being disrespectful or abusive to others, including young people, teachers, health staff and visitors
- > engaging in unsafe conduct
- > fighting
- > assaulting another person
- > theft
- > possessing stolen property
- > property damage, including graffiti and vandalism
- > interfering with someone else's property
- > creating or participating in a disturbance



- > breaking a condition of a leave permit
- > escaping or attempting to escape Bimberi, or helping another young person to do so
- > offering, giving or taking a bribe
- > planning, conspiring, attempting or assisting another young person to commit a behaviour breach
- > threatening to engage in unsafe conduct, fighting, assaulting another person, property damage or creating a disturbance.

A youth worker will discuss with you if at any time your behaviour leads to a behaviour breach. If your behaviour breach is not serious or only happens once, you may be given a warning or reprimand. This will be a chance to improve your behaviour.

If your behaviour breach is serious or you keep repeating the same behaviour, a staff member will make a report to your unit manager. The unit manager will investigate what has happened to work out if you have broken a rule, the seriousness of it, and decide what the consequence will be. The consequence depends on what you have been found to have done, and can include a fine of incentive points, loss of privileges or community service by doing extra chores around Bimberi. You will also be given opportunities to improve your behaviour, for example, by writing an apology letter to the person who was affected by your poor behaviour. Your classification, access to programs and leave applications may also get reviewed, and possibly changed or withdrawn.



CAN I APPEAL MY CONSEQUENCES?

Yes. If you believe you did nothing wrong, are unhappy with the consequences or feel your treatment was too harsh, you can request a review of the decision by appealing it. In certain situations, you can also ask for an **external review** done by a person outside of Bimberi. Go to section 16, ‘What if I feel I’ve been treated unfairly?’, for information about what you can do.

WHAT IS A TIMEOUT?

A timeout is a strategy you and Bimberi staff can use to help you **regain control** of your emotions and feelings by **safely** securing you in a room. A timeout can be used when you are feeling angry, sad or behaving in violent or aggressive ways.

Timeouts are an opportunity for you to **‘reset’** yourself and **reflect** on why you may be feeling or acting the way you are.

You can ask for a timeout, or staff may direct you to a timeout.



WHAT HAPPENS IF I BREAK THE LAW?

If you break the law while you are in Bimberi, the police may be called and they will decide if you will be charged. You will be informed if this happens.

If you are charged, you may have to go back to court and the court will decide if you are guilty of an offence. As a result, you could be given a longer sentence.





7. SEARCHES IN BIMBERI





WHAT ARE SEARCHES?

While you are in Bimberi, you and your property, mail, room or any other area can be searched at any time. This is to ensure we can provide the safest environment for everyone in Bimberi.

Staff will conduct different types of searches to ensure the health, safety and security of **all** young people, staff members and visitors is protected at **all times**.

All searches are conducted by trained and authorised staff, and done in a way that has the highest regard for your privacy and dignity, and that of your property. Any search you are involved in will **not** happen in front of any other young people, so your privacy is respected.

If your property is searched, it will be returned to you in the same condition it was prior to the search.

If you are going to be searched, you will be told what type of search it will be and asked to cooperate. The person doing your search will also tell you:

- > the reasons why a search is occurring
- > what will happen during the search
- > that you can request a staff member or a parent or carer to be with you as a support person
- > that you can request a certain staff member to do the search, if you would be more comfortable with them.



The staff member will then ask you to hand over any items you know you should not have (see section 6). If you do this, it may reduce any consequences you would be given if staff were to find it themselves during their search.

If an item you shouldn't have is found during a search, staff will remove it and report it to the police if they believe it is illegal (like weapons and drugs) or involved in a crime (see section 6).

WHY AM I GETTING SEARCHED?

The reasons you could be getting searched include:

- > you are new to Bimberi
- > you are going through the induction process
- > you have been on leave outside of Bimberi
- > you have tested positive to a drug test
- > there is information you have something prohibited or unapproved concealed on yourself or in your clothes, property, mail or room (see section 6)
- > you have a history in custody of concealing items or possessing unapproved and prohibited things.



HOW WILL I GET SEARCHED?

There are different types of searches and they all depend on the reasons **why** you are getting searched and what staff are trying to find. Please remember, searches are done to help you and everyone in Bimberi to be safe. If staff are unable to find prohibited items during one level of search, the decision may be made by a manager to move on to the next search level.

The searches that happen in Bimberi are:

- > **Scanning search** – Involves a staff member using an electronic scanner to search you, an area or an item to detect anything made of metal.
- > **Ordinary search** – Involves a staff member asking you to turn your pockets inside out and to remove your jumper, hat and shoes so they can examine anything that was removed.
- > **Frisk search** – Involves a staff member of the same gender as you, searching your body by running their hands over your outer clothing and examining any items of clothing that you are wearing.
- > **Strip search** – Involves a staff member of the same gender as you, searching you by visually inspecting sections of your body once you have removed items of your clothing. They will also examine your clothes. You will be asked to get dressed after each section of your body has been visually inspected.



- > **Body search** – Involves a doctor or health professional searching your body and can include an internal search. This would happen at a hospital or medical clinic. Body searches are not done by Bimberi staff.
- > **Property search** – Involves a search of something other than a person. For example, it can be of your possessions or mail, different areas of Bimberi (including your room) and any vehicles that come to Bimberi.

If you are worried about a search or have questions, talk with a youth worker, team leader or unit manager.



WHAT HAPPENS IF I REFUSE TO BE SEARCHED?

Searches are done to ensure yours and everyone's safety. It is important for you to understand:

- > If you refuse to participate in a search, you will be restricted from going to other accommodation units or attending programs until staff are satisfied you do not have anything prohibited or that could risk the health, safety and security of yourself or others.
- > If you 'refuse a search', object or make a complaint, it does **not** mean the search will be cancelled.

If you want to make a complaint about being searched, you should to talk to a youth worker and unit manager. If you are still unhappy, you can complete a '**Complaint and Feedback**' form, or contact the Official Visitor, Public Advocate or Human Rights Commission (see section 16).



8. WHAT IS THE INCENTIVE SCHEME?





WILL I ACCESS THE INCENTIVE SCHEME?

Yes. Every young person in Bimberi takes part in the incentive scheme. It is used to encourage you to have positive behaviour and help you make positive changes to support your rehabilitation. The scheme is part of your daily activity and includes incentive points, levels and personal feedback.

WHAT ARE INCENTIVE POINTS?

Incentives points are what you earn each day for completing your chores, following routines, attending your appointments and programs, and behaving in respectful ways.

You can use your points to purchase things like extra phone calls, snacks, drinks and other essentials depending on your incentive level. The items you can get will be listed on your **purchase sheet** which your unit manager will give you each week. The incentive points you earn are **only** for use while you are in Bimberi.

At the end of each week your points will be added up and you will be told how many points you have available to spend. If you have achieved your weekly personal and unit goals, you will also earn **bonus** points. Your unit manager will tell you in your weekly incentive feedback meeting (see below) what your personal and unit goals are for that week.



WHAT ARE THE INCENTIVE LEVELS?

There are four levels in the incentive scheme. They are:

1. Learning.
2. Making Change.
3. Practicing Change.
4. Demonstrating Change.

As you work through each level, you will earn access to more privileged items to buy.

But incentives are **not** just about earning points to buy things, they are also about **supporting** you to follow your weekly and CYPs case plans because these will help you to address your offending issues and learn how to better manage your behaviour. You will also learn new things, like life and social skills, so you can develop yourself and succeed when you leave Bimberi.

WHAT IS MY INCENTIVE FEEDBACK?

You will receive **two types** of incentive feedback – daily and weekly feedback.

Your **daily incentive feedback** is given by youth workers and happens throughout the day and a final tally at the end of the day. Throughout the day, a youth worker will let you know how you are going based on your attitude, behaviour and following of your routine. This is an opportunity for you to improve your behaviour throughout the day if needed, and to ask for help if you want to increase your daily points to earn your TV remote for that night.



Your **weekly incentive feedback** is given by your unit manager at a weekly meeting you will have with them. At the meeting, you and your unit manager will talk about your week's behaviour, program attendance, CYPS Case Plan goals (see section 10), personal goals and needs. This is your chance to receive valuable feedback on your behaviour and to work with your unit manager on ways to improve it. It is also an opportunity for you to earn bonus incentive points.

During the meeting, your unit manager will discuss with you and set three individual goals for the following week. They will also talk to the other young people in your accommodation unit to set three agreed unit goals. They will use this information to make your weekly Bimberi case plan that outlines the steps you will be expected to follow to help you meet your week's personal and unit goals and to settle into Bimberi routines.

If you are regularly well-behaved in Bimberi, you may get rewarded with access to better programs and privileged items, or a review of your classification (see section 9). You can discuss this with your unit manager in your feedback meeting and work out how to achieve this.

Your weekly feedback will also be provided to your CYPS case manager who may use the information to inform court reports.

If you have any question about the incentive point scheme, you can ask a youth worker, team leader or unit manager for more information.

#

50

#

9. WHAT IS MY CLASSIFICATION?



Artwork by CM

WHAT IS THE CLASSIFICATION SYSTEM?

The classification system is the way Bimberi staff work out the best ways to keep **you** physically and emotionally safe, and to provide a safe and secure environment for **all** young people, visitors and staff in Bimberi. It also helps the Senior Management Team to decide which accommodation unit you will stay in, what programs you can attend and if you can go on approved leave. The **lower** your classification the more access you can get to programs and privileges.

HOW IS MY CLASSIFICATION DECIDED?

Your classification is based on:

- > your legal status and the type of court order you have, for example if you are ‘remanded’ or ‘sentenced’
- > your offences in the community (alleged and proven)
- > your history in Bimberi and with other youth justice systems
- > your mental and physical health
- > your attendance at appointments and programs to address your needs related to your offending, like drug and alcohol counselling, CYPS case management supervision sessions and participation in any other rehabilitation programs
- > your daily behaviour as a Bimberi resident.

The intelligence and classification officer will tell you what your classification is and the reasons for it. Some examples of a classification are S1 (low) and R4 (high).



CAN I ASK FOR MY CLASSIFICATION TO BE CHANGED?

Yes. If you don't agree with your classification or you feel you have made positive changes to have it lowered, you can submit an appeal and ask for your classification to be changed. The intelligence and classification officer will explain how to do this and the steps you need to take.

Your classification will also be reviewed regularly while you are in Bimberi. This is based on:

- > how long you have been in Bimberi
- > your legal status
- > if you have been behaving in threatening or violent ways
- > if you have been involved in any serious incidents
- > if you have received extra police charges that are serious
- > if you have a serious decline in your mental health.

HOW DO I IMPROVE MY CLASSIFICATION?

Your unit manager and the intelligence and classification officer can tell you ways to lower your classification. Some of the ways are:

- > not 'breaching' (breaking) Bimberi rules
- > not getting involved in incidents
- > going to school and completing all your class work
- > attending appointments like drug and alcohol counselling, the Bimberi Forensic Mental Health Services and Primary Health Services, and legal and CYPS supervision sessions.



10. WHAT IS MY CASE PLAN?





WHAT'S MY CASE PLAN AND HOW DOES IT HELP ME?

If you are under court care orders or youth justice orders you will have a CYPS Case Plan. If you do not already have a case plan, one will be developed for you within six weeks of you coming to Bimberi for the first time, or when you receive a sentence for imprisonment. Your CYPS Case Plan is developed by you and your CYPS case manager, and your family or carers. While you are in Bimberi, you will also have a weekly Bimberi case plan.

WHAT'S MY CYPS CASE PLAN?

Your CYPS Case Plan is important because it shows you and the people who care for you how to help you to strengthen the good things in your life, and how to grow and develop the areas that may have led you to be involved in criminal activity and police charges. These areas can include:

- > accommodation
- > family relationships
- > education
- > employment
- > health
- > recreation
- > money
- > behaviours



- > attitudes
- > culture
- > friends
- > drugs and alcohol
- > mental health.

Your CYPS Case Plan will also include what will happen to you when you leave Bimberi, like if you are going to live at Narrabundah House (see section 15), a drug rehabilitation centre, or return to your family home.

WHAT'S MY WEEKLY BIMBERI CASE PLAN?

From your CYPS Case Plan, you will have a **shorter** Bimberi case plan developed weekly by your unit manager and you. This plan is specifically for when you are in Bimberi and is done during your weekly incentive feedback meeting (see section 8). Your weekly Bimberi plan will help you to learn new things and develop yourself while you are in Bimberi. It is also linked to the classification system (see section 9) and incentive point scheme (see section 8). Your weekly plan will help you learn and develop by:

- > attending school each day
- > participating in recreation and health programs each day
- > attending counselling and mental health appointments
- > attending legal appointments



- > learning life skills, like cleaning, washing your clothes, gardening and cooking
- > strengthening your relationship with your family or kin
- > behaving in appropriate ways when you are socialising with other people in Bimberi.

If you show you are trying your hardest to learn ways to improve yourself and are achieving in these areas, then your incentive points will be high (which means you can buy more things) and your classification may go lower (which means you may be able to go on leave and attend privileged programs). Most importantly, it also means you have a **better chance** of living in **positive** social ways and staying **out** of Bimberi.

WHAT IS SINGLE CASE MANAGEMENT?

Single case management means you have one CYPS Case Plan and the same CYPS case manager helping you regardless of if you live in the community or are in Bimberi. Your CYPS Case Plan and case manager stay with you so you get ongoing and consistent help because they already know about you and your life.

11. WHAT IS SCHOOL LIKE IN BIMBERI?



Artwork by JM and TI



WILL I GO TO SCHOOL IN BIMBERI?

Yes. School will be part of your daily routine. The school here is called **Murrumbidgee School**.

The teachers will put together a **learning plan** specific for you so you can get the most out of school and improve your skills, such as in reading, writing and maths. Classes are small so the teachers can spend lots of time helping you. They can also help you study for your **year 10 or 12 certificate**.

The teachers can also help you develop **life skills** like cooking and getting your learner's licence in our virtual reality driving classroom.

At school, you can also do courses that will give you a **Canberra Institute of Technology** (CIT) qualification that could help you get a job when you leave. You could study barista, house painting, horticulture, hairdressing, childcare, hospitality or music production. If you complete a CIT course in Bimberi, it will not say where you completed it.

Depending on your situation, you **may** be able to get leave from Bimberi to attend school or CIT courses outside of Bimberi. To get approval for this, you must be sentenced and be half-way through it, have a low classification (S1 or S2) and have the course included in your CYPs Case Plan (see section 10).



If you identify as an **Aboriginal or Torres Strait Islander**, you will also have access to classes to help you learn more about and connect to your culture. For example, a woodworking class on making didgeridoos and music sticks, a Bush Tucker class and an art class with a youth worker from the Gugan Gulwan Youth Centre (see section 5).

If you want more information about going to school, including the different programs and CIT courses available you can talk to one of the teachers.



Artwork by MW

12. CAN I STAY IN TOUCH WITH FAMILY AND FRIENDS?





HOW CAN I CONTACT MY FAMILY AND FRIENDS?

It is important for you to keep in contact with your family, kin and people who are important to you while you are in Bimberi. This can be done through visits, phone calls and mail.

WHO CAN VISIT ME AND WHEN?

There are certain rules for visits to make sure you and your visitors are safe. There are also specific times visits can happen. A youth worker will explain these rules to you.

You can have visits from family members, carers, kin and other **approved** significant people, like friends or important people from your community. You can also have visits from the professional people working with you, like your lawyer or CYPS case manager.

You have the right to **at least one visit each week** from a family member, kin or significant person, but generally you will have the opportunity for more visits than this.

Visits with approved people happen regularly throughout the week and weekend. All your approved visitors are provided with information on how to book a visit time with you.

You can also decide you **don't want to have a visit** with someone. Staff can also decide to not allow you to have a visit with someone. This will **only** happen if there are serious concerns the visit may cause risk to the safety or security in Bimberi or would not be in your best interests.



Special visiting arrangements may be made in some circumstances to protect you or your visitor, or to stop prohibited items from entering Bimberi. These are called **non-contact visits**. A non-contact visit takes place in a special room with perspex (hard, clear plastic) separating you and your visitor, and a staff member will be present. Your unit manager will let you know if a non-contact visit is going to happen.

If you are a parent yourself, special arrangements can be made for when you have visits with your child.

If you have any questions about visits or you'd like to ask someone to visit you, talk to the family engagement officer.

CAN I MAKE AND RECEIVE PHONE CALLS?

Yes. If a court has said you have to stay in Bimberi, you will have a phone account set up for you with a list of approved people on it you can contact.

Your approved '**personal**' **contact list** can include:

- > your family members, carers and kin
- > significant people, like friends and partners
- > other people who work with or help you, like an Elder, a youth worker from your youth group, your church pastor, or a coach from your sports team.



Your **'professionals' contact list** includes:

- > your lawyer
- > the Official Visitors
- > the Human Rights Commission
- > the Public Advocate
- > your CYPs case manager
- > the Bimberi nurse
- > the family engagement officer.

You have the right to make **four phone calls each week** to people on your personal list. You may make more by purchasing extra phone calls with your incentive points at the end of each week. The number of phone calls you can make to people on your professionals list is **unlimited** and these calls are free.

Personal phone calls last 10 minutes to mobile and landline phone numbers. Professional phone calls last 30 minutes. There is also a 30-minute break between each phone call you make.

Your phone calls to your personal contacts list will be monitored. This means a staff member **may** listen to what you talk about in your phone conversations. If you or the person you are talking to are speaking about breaking the law or other illegal activities, staff will report this to the police.

The phone system shuts off at 7.00pm to make sure you have enough time with a youth worker to wind down from the day and be provided with the items you need before you are secured for the evening.



The family engagement officer and a youth worker will show you how to apply to get people approved on your contact list, how to use the phone system and how to purchase extra phone calls.

If you **don't want to receive a phone call**, you don't have to take it. Staff can also decline your request to make or receive a phone call. This will **only** happen if staff have serious concerns the phone call may cause risk to the safety and security in Bimberi or if it would not be in your best interests.

CAN I WRITE TO PEOPLE AND GET MAIL?

Yes. You can write and receive mail from any person on your personal and professionals approved contact lists. You can also decide to **not** receive mail from someone. Just let a youth worker and the family engagement officer know.

A youth worker can also help you read and understand your mail if you want this.

Your mail will first be opened and read by staff to ensure it is safe and in your best interests to be sent by you or given to you. If there is something prohibited in the mail, it will be removed, and you will be told about it.



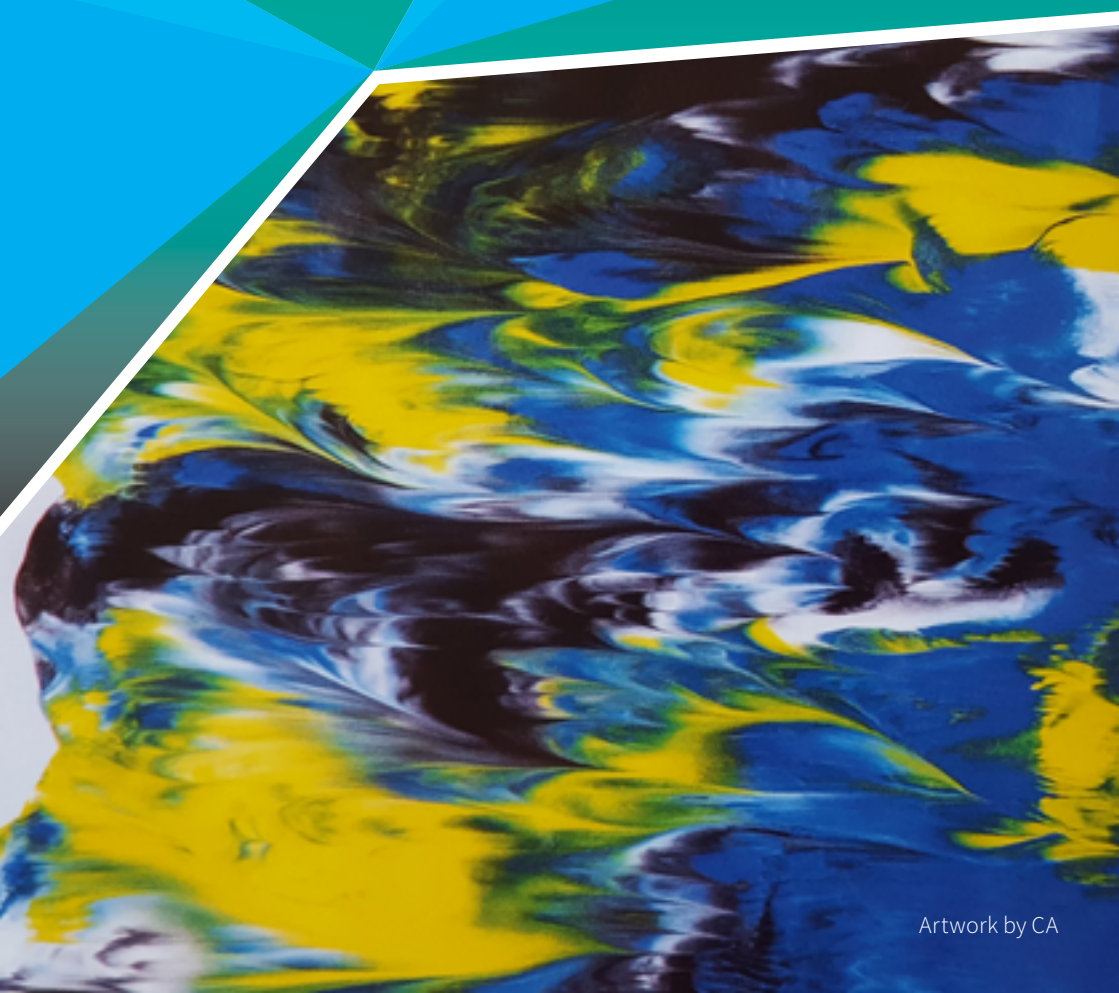
Mail from your lawyer, the Inspector of Correctional Services, an Official Visitor, the Human Rights Commission and the Public Advocate will **not** be opened by Bimberi staff and will be given to you for your personal information. This is called '**protected mail**'. However, if your protected mail must be opened by staff, it will be done in front of you and only for the purpose of removing paperclips or staples.

You can also send things home through the mail, like something you have made in art. Talk to a youth worker and the family engagement officer who can help you with this.





13. POLICE INTERVIEWS





WHAT IF THE POLICE WANT TO TALK TO ME?

The police may contact Bimberi staff and ask for an appointment to talk with you. They may want to talk with you about:

- > any criminal activity they believe you may have committed or were involved in
- > if they believe you are a witness to any criminal activity
- > if you are a victim of a crime.

You have the right to **refuse** to participate in these police interviews or **stop** them at any time.

If you choose to go ahead with a police interview, the law says you must be accompanied by an adult you trust and is approved by the law. This is called a **support person** or **interview friend**. Their job is to make sure the interview is conducted properly by protecting your rights and welfare at all times.

The people who can be your support person or interview friend are:

- > your parent, guardian, or kin who has parental responsibility of you
- > a relative or family friend
- > an Aboriginal or Torres Strait Islander person from your community, if you identify as an Aboriginal or Torres Strait Islander person
- > a lawyer



- > an interview friend arranged by the police from the Interview Friends Register. This is a list of people approved to support people in police interviews to make sure your rights and welfare are protected. The register includes Aboriginal and Torres Strait Islander people and people from cultures different to Australia
- > a Bimberi or Narrabundah House staff member, as a last resort.

Interview friends will not provide any legal advice and will not talk about what was discussed in your interview to anyone else. They can stop the interview at any time if they think your safety, or the safety of anyone else there, is at risk.

Depending on the reason why the police want to talk with you and the outcome of the police interview, your family or kin may be notified (if they weren't at the interview) to let them know what has happened.

WHAT IF I'M LIVING AT NARRABUNDAH HOUSE?

If you are arrested or taken into custody while you are living at Narrabundah House (see section 15), you also have the **right** to have a support person or interview friend with you before being interviewed by the police. Narrabundah House staff will notify your family or kin as soon as possible if this happens.



Artwork by AK

14. CAN I GET LEAVE FROM BIMBERI?





CAN I LEAVE BIMBERI FOR A SHORT TIME?

Yes. Leave is important because it is an opportunity for you to practice socially acceptable ways of behaving in the community. You can show off what you have learnt in Bimberi and demonstrate you are ready to re-enter the community. For example, you can show you know what respect is by not swearing in public places and using your manners when talking to members of the public.

Leave from Bimberi can **only** be approved by the Bimberi Executive Branch Manager.

There are **two ways** to be approved for leave:

1. If there are **exceptional circumstances**. For example, to attend an urgent medical appointment that cannot be provided in Bimberi, or for a compassionate or bereavement reason, like going to a funeral to pay your respects and to say goodbye to a family member or kin who is very unwell.
2. If you have shown consistently **good behaviour** and you meet certain requirements. For example:
 - > your classification is low, such as a S1 or S2
 - > you have served at least half your sentence
 - > you have shown stable, positive behaviour with no serious behaviour breaches or involvement in serious incidents
 - > you are attempting to address your offending behaviour
 - > the leave is a part of your CYPS Case Plan (see section 10).



Some of the reasons why you might ask for this second type of leave include:

- > to attend education or training courses outside of Bimberi
- > to attend work
- > to attend sport training sessions and games
- > to attend community events, like the Reconciliation Walk
- > to prepare for your release into the community. This could include going to places like the bank to set up a bank account, Centrelink to apply for financial assistance, an Access Canberra office to apply for your license and photo identification card, or a shopping centre to buy new clothes (see section 15).

You can wear your own clothes when you are on leave. A youth worker may buy food and non-alcoholic drink if your leave is during a mealtime.



ARE THERE RULES WHEN I AM ON LEAVE?

Yes. If you are approved to go on leave, you have **extra rules** you must follow. These include having your leave permit on you at all times and following all conditions, like who you can and cannot see, what you can do and when you must return to Bimberi. If you ignore any leave rule, your leave will be **cancelled immediately**, and staff may call the police. You may have to go back to court and spend more time in Bimberi. Also, your classification will get reviewed and your privileges might be withdrawn.

WHAT IF MY LEAVE IS DENIED OR WITHDRAWN?

If your leave is denied or withdrawn by the Bimberi Executive Branch Manager, you have the right to ask why. You can talk to a youth worker, team leader and unit manager or complete a 'Complaint and Feedback' form. You can also contact one of the Official Visitors, the Public Advocate Office or the Human Rights Commission by writing them a letter or phoning them (see section 16).

15. WHAT IS TRANSITION?





WHAT IS TRANSITION AND HOW DOES IT HELP ME?

Transition is the steps you take to help you have a **safe** and **smooth** journey back into the community when you leave Bimberi. This means you can **continue the good work** you have already done in Bimberi to address your needs that led you to criminal and anti-social behaviour. It will also support you to grow, develop and succeed in life.

There are **two types** of transitions:

- > **Unplanned transitions**, for example, the court grants you bail or a community-based order.
- > **Planned transitions**, which is when you have completed your sentence.

The steps to help you transition out of Bimberi are found in your CYPS Case Plan (see section 10). They can include things like:

- > attending case conferences
- > applying to Centrelink for financial assistance, Medicare, accommodation and your driver license or ID card
- > applying for the National Disability Insurance Scheme (NDIS)
- > signing your Good Behaviour Order
- > making appointments in the community to see your CYPS case manager and your doctor
- > enrolling in school or CIT
- > helping you to find a job.

Your transition can also include you moving into Narrabundah House.



WHAT IS NARRABUNDAH HOUSE?

Narrabundah House is an Indigenous supported residential facility – we also call it **Bundah**. It is a large home in the southern suburbs of Canberra where Aboriginal and Torres Strait Islander young men aged 15 to 18 years old can live and get help with their education, training, employment, health and general living skills. It is staffed by people from Bimberi 24 hours a day, seven days a week. To live in Narrabundah House, you must be on a community-based justice order and have your application approved.

You can live at Narrabundah House for **up to six months**, and the staff will work with you on successfully returning home to your family, kin or community, or help you find other suitable accommodation. The staff will also help you to become independent, financially stable and stay out of Bimberi.

Narrabundah House is an important part of Bimberi because it runs a program that specifically strengthens the cultural side of your identity. The program takes you to outings and activities with the local Aboriginal and Torres Strait Islander community, like yarning circles, Elders visits, camping and community events.

If Narrabundah House is something you think will help you when you leave Bimberi, talk to your CYPs case manager, youth worker or unit manager.



Artwork by CF



**16.
WHAT IF I
FEEL I'VE
BEEN TREATED
UNFAIRLY?**





WHAT IF I DON'T LIKE THE WAY I'VE BEEN TREATED?

If you have any concerns about how you have been treated in Bimberi, the services you have received, or if you have been a victim of crime, these are the people you can talk to for help:

- > a youth worker
- > your CYPs case manager
- > a team leader
- > your unit manager
- > a member of the Senior Management Team
- > the Family Engagement Officer
- > the Official Visitors
- > the ACT Human Rights Commissioners
- > the Public Advocate.

You can also write a letter to these people.

Don't forget, when you write a letter to the Official Visitors, the Public Advocate, or the ACT Human Rights Commission, this is **'protected mail'** and Bimberi staff will **not** read it.



WHAT IF I WANT TO MAKE A COMPLAINT?

Making complaints is a formal way you, your family and other people in Bimberi can raise any serious concerns you, or they, may have about your treatment and the services offered to you in Bimberi.

You can make a formal complaint by talking to a youth worker, or one of the Official Visitors or ACT Human Rights Commissioners. If you need help with your complaint, you can also talk to the Public Advocate.

You can talk to these people face-to-face or over the phone, and you can also write them a letter or complete a 'Complaints and Feedback' form. You can get this form from a youth worker or unit manager.

Once you have made your formal complaint, a unit manager will let you know they have received it, and that they will investigate it. This means you may be interviewed about your concerns. Any of the people you talk to about your complaint will **listen** to you and **support** you to talk openly about what is upsetting you.



WILL I BE SUPPORTED IF I MAKE A COMPLAINT?

Yes. Bimberi staff and the people that visit to hear your complaint want to make sure you feel safe and your rights are **always** protected. All Bimberi staff make a commitment that **no one will be penalised** or receive any adverse consequences for making a complaint.

We know it takes courage to speak up when you feel you've been treated unfairly or when something has happened and left you feeling bad. Sometimes, just by talking things through with a youth worker, your issue can be resolved, you start to feel better and there is no need to make a formal complaint. You can also ask to talk to **any** of the staff in Bimberi. This is especially important if there is a staff member you particularly trust.

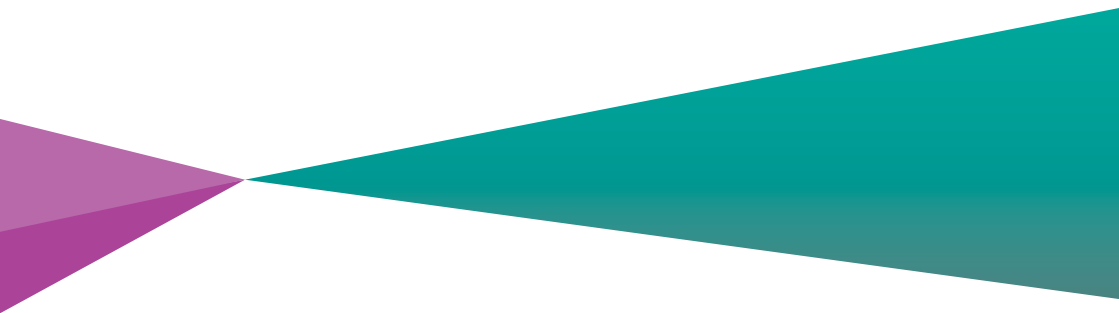
What you talk about in your complaint is treated with **confidentiality** and **respect**, which means **only** the 'need to know' people will know about it and no-one will think badly of you for doing it.



WILL I BE TOLD THE OUTCOME OF MY COMPLAINT?

Not always. You may not find out what the **specific** outcome is from your complaint, because sometimes these things are confidential and sensitive – but, you will be told when your complaint gets resolved.

If you are unhappy with the outcome of your formal complaint, you can appeal it and ask for a review. Ask your unit manager, CYPS case manager, an Official Visitor, Public Advocate or an ACT Human Rights Commissioner to help you.





CAN I HAVE SOMEONE OUTSIDE BIMBERI REVIEW MY COMPLAINT'S OUTCOME?

Yes. Certain decisions made about discipline and segregation can be reviewed by an **external reviewer** who is a Magistrate.

You can apply for an external reviewer to review your complaint's outcome when:

- > a behaviour breach charge is proven and disciplinary action has been taken
- > a Segregation Direction has been taken in relation to your safety and security, protective custody or health. A Segregation Direction is when Bimberi staff separate you from some or all other young people in Bimberi for everyone's safety. Some examples of when this might happen are if you have an infectious condition we don't want to spread to other people, or for your protection if unsafe behaviour is happening.

An external reviewer must notify the Bimberi Executive Branch Manager of the outcome of their review. The Executive Branch Manager will then let you know the outcome.

Bimberi staff will help you if you want an external review, including preparing a written application if requested.

A person, including a young person, who is adversely affected by an administrative decision made under an ACT law can also apply to the ACT Supreme Court for a review of the decision.



17. IMPORTANT CONTACTS





Legal Aid Office ACT

✉ GPO Box 512, Canberra ACT 2601

📞 1300 654 314

Bimberi phone system pre-set: **8**

Aboriginal Legal Service

✉ PO Box 434, Canberra ACT 2601

📞 6120 8800

Bimberi phone system pre-set: **9**

CYPS case management

✉ GPO Box 158, Canberra ACT 2601

📞 6207 1466 (South), 6207 1069 (North)

Bimberi phone system pre-set: **3** (South), **10** (North)

Official Visitor

✉ PO Box 221, Civic Square ACT 2608

📞 1800 150 036

Bimberi phone system pre-set: **6**

Official Visitor – Aboriginal and Torres Strait Islander

✉ PO Box 221, Civic Square ACT 2608

📞 1800 150 036

Bimberi phone system pre-set: **5**

Public Advocate

✉ GPO Box 158, Canberra ACT 2601

📞 6205 2222

Bimberi phone system pre-set: **2**

ACT Human Rights Commission

✉ GPO Box 158, Canberra ACT 2601

📞 6205 2222

Bimberi phone system pre-set: **1**

FULL CONTENTS LIST

Acknowledgment of country ii

Thank you ii

THE PURPOSE OF THIS HANDBOOK 1

WHAT'S INSIDE 2

1. ABOUT BIMBERI 6

What is Bimberi? 7

Where is Bimberi? 7

Who works at Bimberi?..... 7

2. ARRIVING AT BIMBERI..... 8

Why am I in Bimberi? 9

Do I need a lawyer and how do I get one? 9

How long will I stay in Bimberi?..... 10

What happens when I first arrive? 10

What if I'm transgender or intersex?..... 12

What happens to my clothes and other property?..... 12

Who looks after me? 13

What happens when I go to court? 16

What happens after court? Will I come back to Bimberi?..... 17

3. THE CHARTER OF RIGHTS FOR YOUNG PEOPLE IN BIMBERI .. 18

What is the Charter of rights? 19

How does the Charter work? 20

4. WHAT IS IT LIKE BEING IN BIMBERI DAY-TO-DAY?..... 22

What happens in Bimberi every day?..... 23

What sports and recreation can I do?..... 26

Do I get free time? 26

What happens if I'm sick, hurt or worried?..... 27

5. WHAT IF I'M AN ABORIGINAL OR TORRES STRAIT ISLANDER PERSON? 28

Can I stay connected to my culture? 29

What are the cultural services that can help me? 30

6. WHAT ARE THE RULES IN BIMBERI? 32

What rules must I follow and what are my responsibilities? 33

What happens if I break a rule? 35

Can I appeal my consequences? 38

What is a timeout? 38

What happens if I break the law? 39

7. SEARCHES IN BIMBERI 40

What are searches? 41

Why am I getting searched? 42

How will I get searched? 43

What happens if I refuse to be searched? 45

8. WHAT IS THE INCENTIVE SCHEME? 46

Will I access the incentive scheme? 47

What are incentive points? 47

What are the incentive levels? 48

What is my incentive feedback? 48

9. WHAT IS MY CLASSIFICATION? 50

What is the classification system? 51

How is my classification decided? 51

Can I ask for my classification to be changed? 52

How do I improve my classification? 53

10. WHAT IS MY CASE PLAN? 54

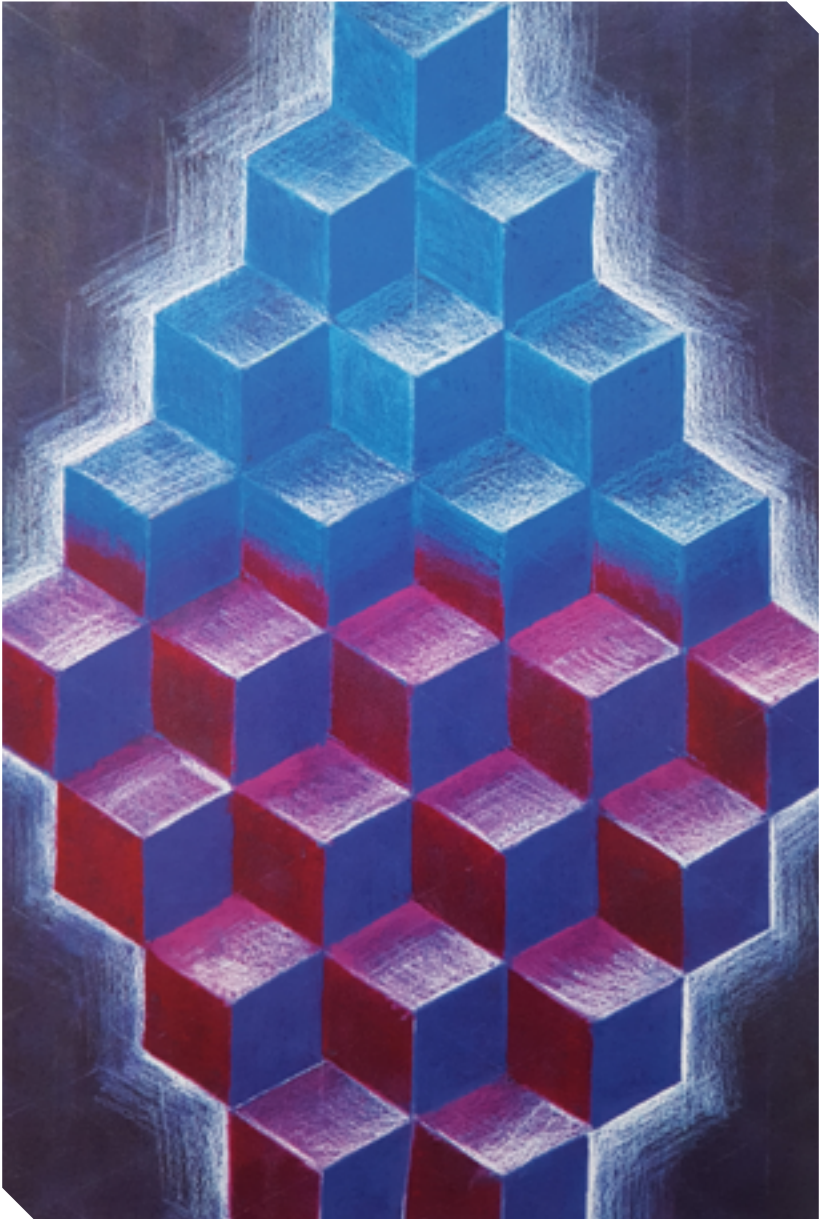
What's my case plan and how does it help me? 55

What's my CYPs Case Plan? 55

What's my weekly Bimberi case plan? 56

What is single case management? 57

11. WHAT IS SCHOOL LIKE IN BIMBERI?	58
Will I go to school in Bimberi?	59
12. CAN I STAY IN TOUCH WITH FAMILY AND FRIENDS?	62
How can I contact my family and friends?	63
Who can visit me and when?	63
Can I make and receive phone calls?	64
Can I write to people and get mail?	66
13. POLICE INTERVIEWS	68
What if the police want to talk to me?	69
What if I'm living at Narrabundah House?	70
14. CAN I GET LEAVE FROM BIMBERI?	72
Can I leave Bimberi for a short time?	73
Are there rules when I am on leave?	75
What if my leave is denied or withdrawn?	75
15. WHAT IS TRANSITION?	76
What is transition and how does it help me?	77
What is Narrabundah House?	78
16. WHAT IF I FEEL I'VE BEEN TREATED UNFAIRLY?	80
What if I don't like the way I've been treated?	81
What if I want to make a complaint?	82
Will I be supported if I make a complaint?	83
Will I be told the outcome of my complaint?	84
Can I have someone outside Bimberi review my complaint's outcome? ..	85
17. IMPORTANT CONTACTS	86



Artwork by ME



Artwork by ME



Artwork by AW

