

Department of Health and Human Services

CHILDREN AND YOUTH SERVICES

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Valda Ruis
Chief Executive Juvenile Justice
Attorney General & Justice
PO BOX K399
HAYMARKET NSW 1240

Dear Ms Ruis

Subject: Quality Improvement - Ashley Youth Detention Centre Tasmania

I am writing to thank you for the excellent assistance provided to Tasmania to improve the quality of our youth detention centre.

The Manager of the youth detention centre, and Tasmanian quality improvement personnel, attended the Baxter Detention Centre Annual Review in 2012 at the invitation of Elena Torday. It was clear from this experience that the NSW Quality Assurance Framework was both comprehensive and effective.

Juvenile Justice New South Wales generously shared the framework with Tasmania and we have subsequently adapted it to our context and legislation while publicly acknowledging the source.

Elena Torday recently travelled to Tasmania and assisted our first Annual Review. The learning that has resulted from this confident and authoritative mentoring has been invaluable. All those involved unanimously agreed that the opportunity was unique and a key milestone in the journey towards developing a mature and embedded quality improvement regime.

The ability to use the NSW framework, and the gift of Elena's time at a busy period for NSW Juvenile Justice, has greatly accelerated our capacity to improve services for young people and change service delivery culture.

Thank you for making this possible.

Yours sincerely

A handwritten signature in black ink, appearing to read "Susan Diamond".

Dr Susan Diamond
Acting Deputy Secretary Children

2 December 2013

Copy to: Elana Torday - NSW Juvenile Justice level 24, 477 Pitt street Sydney 2000

