

Schedule 1 - Freedom of Information Request – [REDACTED]

Complaints/concerns to Official Visitor (1 January 2015 to 28 December 2016)

Folio no	Date	Document	Status	Reason for Exemption	Online release status
1	09/02/2015	Official Visitors Report	Partial release	S38 FOI Act; S712A CC 2002 S41 FOI Act 1989	Yes
2	07/04/2015	Official Visitors Report	Partial release	S38 FOI Act; S712A CC 2002 S41 FOI Act 1989	Yes
3	16/04/2015	Official Visitors Report	Partial release	S38 FOI Act; S712A CC 2002 S41 FOI Act 1989	Yes
4	27/04/2015	Official Visitors Report	Partial release	S38 FOI Act; S712A CC 2002; S846 CYP Act 2008 S41 FOI Act 1989	Yes
5	23/06/2015	Official Visitors Report	Full release		Yes
6	16/09/2015	Official Visitors Report	Partial release	S38 FOI Act; S712A CC 2002 S41 FOI Act 1989	Yes
7	23/09/2015	Official Visitors Report	Partial release	S38 FOI Act; S712A CC 2002 S41 FOI Act 1989	Yes
8	21/10/2015	Official Visitors Report	Partial release	S38 FOI Act; S712A CC 2002 S41 FOI Act 1989	Yes
9-9b	16/11/2015	Official Visitors Report	Partial release	S6 FOI Act 1989 S34 FOI Act 1989 S38 FOI Act 1989; S712A CC 2002 S41 FOI Act 1989	Yes
10	24/11/2015- 25/11/2015	Email re: 24 November 2015-NH	Partial release	S6 FOI Act 1989 S38 FOI Act; S712A CC 2002 S41 FOI Act 1989	Yes
11	10/03/2016	Official Visitors Report	Partial release	S38 FOI Act; S712A CC 2002 S41 FOI Act 1989	Yes
12	10/03/2016	Official Visitors Report	Partial release	S38 FOI Act; S712A CC 2002 S41 FOI Act 1989	Yes
13	23/04/2016	Official Visitors Report	Partial release	S38 FOI Act; S712A CC 2002 S41 FOI Act 1989	Yes

Folio no	Date	Document	Status	Reason for Exemption	Online release status
14	10/06/2016	Email re: from Narelle	Partial release	S38 FOI Act; S712A CC 2002 S41 FOI Act 1989	Yes
15	15/06/2016	Public Advocate Report and OV Narelle Hargreaves	Partial release	S38 FOI Act; S712A CC 2002 S41 FOI Act 1989	Yes
16	01/08/2016	Official Visitors Report	Partial release	S38 FOI Act; S712A CC 2002 S41 FOI Act 1989	Yes
17	16/08/2016	Official Visitors Report	Partial release	S38 FOI Act; S712A CC 2002 S41 FOI Act 1989	Yes

ISSUE & YOUNG PERSON	UNIT MANAGERS RESPONSE	OUTCOME
The two girls asked for new bras as the current ones that they are wearing are uncomfortable		
<p>The OV received a phone call last week from a former YP,</p> <p>538, 712A</p> <p>He was complimentary of everyone at Bimberi and thanked the OV personally for the work done with the YP. The OV wished him well and he said that he would stay in touch and tell of his progress</p>		

ISSUE & YOUNG PERSON	UNIT MANAGERS RESPONSE	OUTCOME
<p>asked for phone access with [redacted] and [redacted]. The OV believes that [redacted] is where [redacted] was residing. also asked for contact with his [redacted]. The OV told [redacted] that it would be raised with Management.</p>	<p>Phone contact has been denied between [redacted] and [redacted] / and [redacted] due to [redacted] r and YJCM not supporting the request. [redacted] 41. 38. 7124 [redacted] whose contact has also not supported by [redacted] or YJCM. [redacted] has also requested contact with his [redacted] who is the direct contact with his [redacted]; the request is pending due to unsuccessful attempts. Family Engagement Officer and Unit Manager continue to try and make contact or source alternative methods.</p>	<p>Reasons for non-contact relayed to [redacted]. again, he has been informed already however he has a pattern of exploring all his options when he does not get the outcome he desired.</p> <p>FEO and UM will continue to try and contact with [redacted] as a priority.</p>

ISSUE & YOUNG PERSON	UNIT MANAGERS RESPONSE	OUTCOME
<p>asked to speak with Mark Bell, Juvenile Justice in NSW to talk with him as to what needs to be done as far as is concerned when he leaves Bimberi.</p>	<p>has Mr Mark Bell on his phone account. The delay in processing the request was related to difficulties Bimberi had contacting Mr Bell for approval to have added to his account.</p>	<p>Resolved</p>
<p>requested to have phone contact with OV responded that this would be raised with Management again.</p>	<p>Bimberi followed the process for telephone approval with the following result:</p> <ol style="list-style-type: none"> <li>1. The contact was not supported by</li> <li>2. The contact was not supported by CPS worker</li> <li>3. There are reports that previously and there continues to be domestic violence and drug use concerns</li> <li>4. Previously the Court has ordered not to associate with on condition of both</li> </ol>	<p>Resolved. has been advised of the outcome.</p>

ISSUE & YOUNG PERSON	UNIT MANAGERS RESPONSE	OUTCOME
<p>asked about a follow up regarding his complaint about the 38. 846</p>	<p>A CPS notification was submitted in response to claim. He was advised to contact the Public Advocate and solicitor.</p>	
<p>also stated that his "bum bag" was taken with \$209 in it, and asked where is now?</p>	<p>was directed to speak with his solicitor or Youth Justice case manger to make an enquiry to the Police about whether the money and bum bag was taken as evidence and if so where is the relevant documents. YJCM advise that had requested that he follow this up and he is in the process of doing this.</p>	
<p>wanted to know if he could attend s funeral in / on Friday. UM Brewer thought that the funeral may already have taken place.</p>	<p>was advised to submit a request to his Unit Manager. At this stage a request for leave has not been submitted despite discussing it with several staff members.</p>	

ISSUE & YOUNG PERSON	UNIT MANAGERS RESPONSE	OUTCOME
The OV met with 4 of the residents over morning tea. The residents all said that the heating is cold at night.	Facilities Manager has check the BMS and all units temperature is set at 21.5 degrees. The heating and air conditioning are all fully functional. Staff within the units have the controls to turn the heater on and on/off. A manager will brief all staff in morning briefs in regards to this.	
Residents have said that the grouting in their showers was black and needed to be scrubbed.	Part of the young people’s weekly chores is to do a full clean of their room every Saturday morning. This includes changing sheets, cleaning of the bathrooms and toilets. All cleaning equipment is provided within the unit. Extra cleaning products are ordered though the centre stores on Tuesdays.	Namadgi Unit Manager will raise the issue with staff in the Namadgi Unit and then with the YP in the Unit to ensure the routine is clear to all involved. If additional cleaning materials are needed these will be sourced by the Unit manager and the Facilities staff.
Both of these issues were mentioned to TL O’Keefe, who escorted the OV around the Centre.		

ISSUE & YOUNG PERSON	UNIT MANAGERS RESPONSE	OUTCOME
The OV requested a new mop in the Kitchen	The old mop head in the Kitchen/Dining Room has been replaced	Completed by Facilities Manager on the 16/9/15
Can a phone account please be set up for	A phone account has been activated for [redacted]	Completed by Programs & Services Manager
[redacted] complained about the strip search that was conducted. The OV said that she would raise this issue	[redacted] complained about the inconsistency with strip search procedure following his returns from court. The [redacted] Unit Manager will review the searches and address any inconsistency if required.	Completed by Programs & Services Manager
[redacted] wanted to be out of [redacted] and sent to	A meeting was conducted between the Operations Manager and Programs Manager from [redacted] with [redacted] on 15/09/2015 as part of the process for the transfer of a young person to [redacted]. [redacted] was advised that [redacted] is supporting his application to transfer to [redacted] and it is likely to occur early next week commencing 21/09/2015.	Completed by Programs & Services Manager



ISSUE & YOUNG PERSON	UNIT MANAGERS RESPONSE	OUTCOME
<p>The OV spoke with YP [redacted] There were a couple of issues raised by YP [redacted]. First issue is with his toiletries. He wanted to know why he isn't allowed to have body wash and a loofah, but is only being given small cakes of soap instead of a normal size cake. The OV tried to explain to YP [redacted] what items are issued, but the OV suggested that YP [redacted] might need to have this discussion with a staff member.</p>		
<p>YP [redacted] next issue was he would like to be housed in the same unit as YP [redacted], YP [redacted] states that this would calm him down. He then asked that he be able to play the saxophone on the weekends, or even to take it to his unit as it also calms him down.</p>		
<p>YP [redacted] wants to be able to wear his own shoes and hats. The OV tried to explain to YP [redacted] why this can't happen, but YP [redacted] wasn't listening to the explanation. YP [redacted] doesn't like being told how to wear his clothes and shoes, and wants to be able to roll up his pants or shorts if he chooses. YP [redacted] kept saying that in NSW the rules are different and better, the OV tried to remind him that this is the ACT not NSW.</p>		

ISSUE & YOUNG PERSON	UNIT MANAGERS RESPONSE	OUTCOME
<p>YP . said that his shoes are hurting his ankles. The OV believes that . has seen the nurse regarding this issue. When the OV visited on the 7<sup>th</sup> October, was complaining that his shoes were hurting his ankles then as well.</p>	<p>chose particular shoes that were a size too small because of the style of the shoes. This was despite staff advising him that he required a larger size. He has requested that the Centre issue him brand name shoes instead of standard issue shoes. has been issued with another standard issue pair of correct size shoes. It is worth noting that young people can purchase their own shoes through the incentive scheme.</p>	<p>Issued with correct size shoes</p>
<p>During the OV's visit on the 7<sup>th</sup> October, was also saying that the toothpaste he was using was hurting his gums. The OV suggested a better toothpaste such as Colgate.</p>	<p>The centre issue toothpaste is designed specifically for detentions centres and gaols. It is made by Colgate with the same composition as the retail Colgate tooth paste. It is designed to be see through so that young people in detention centres and gaols cannot hide substances and items in it.</p>	<p>will continued to be issued with the Centre issue tooth paste.</p>

ISSUE & YOUNG PERSON	UNIT MANAGERS RESPONSE	OUTCOME
<p>Since my visit to Bimberi on Tuesday 19 November I have been concerned about the [redacted] that I observed when I visited [redacted] As I mentioned to you both he did not want to lodge a complaint but told me that the [redacted] at the City Police Station on the Friday night which would have been the [redacted] As I suggested to you both I have since spoken with Alasdair and I understand he has spoken with Mark Collis re this matter. Could I ask you to fill in one of the 'feedback sheets' for me about the process undertaken when [redacted] came to Bimberi ... were photographs taken of the [redacted] and has he been seen by the doctor/nurse etc.</p>		

ISSUE & YOUNG PERSON	UNIT MANAGERS RESPONSE	OUTCOME
<p>Since my visit to Bimberl on Tuesday 19 November I have been concerned about the [redacted] that I observed when I visited [redacted] As I mentioned to you both he did not want to lodge a complaint but told me that the [redacted] at the City Police Station on the Friday night which would have been the [redacted]. As I suggested to you both I have since spoken with Alasdair and I understand he has spoken with Mark Collis re this matter. Could I ask you to fill in one of the 'feedback sheets' for me about the process undertaken when [redacted] came to Bimberl ... were photographs taken of the [redacted] and has he been seen by the doctor/nurse etc.</p>	<ul style="list-style-type: none"> <li>• On the [redacted] Young Person [redacted] inducted into the Centre at approximately [redacted]</li> <li>• Induction completed by Team Leader George Kibbey</li> <li>• [redacted] notified of [redacted] induction</li> <li>• On-call Manager notified of induction</li> <li>• No photographic evidence of [redacted] available on induction camera other than the usual face on photo</li> <li>• At induction in section 2 in the comments area it has been noted by TL that [redacted] was restrained by the AFP and has [redacted]</li> <li>• In section 1 when asked did he have any complaints against policing has answered the question "No"</li> <li>• On call Doctor notified of the induction and [redacted] at 00:45 and attended the Centre at approximately 01:30</li> <li>• When asked [redacted] from the Dr after his induction.</li> <li>• On the 08/11/2015 [redacted] has received a medical induction assessment, which notes [redacted]</li> <li>• On 10/11/2015 it was reported in the unit handover diaries that PG was seen by the attending Doctor.</li> <li>• Information Justice Health indicates that there were no major concerns for the yp, [redacted]</li> <li>• Senior Manager met with AFP OIC from Gungahlin and Watchouse on 17<sup>th</sup> November. They undertook to look at their reports and contact centre with feedback.</li> <li>• [redacted]</li> </ul> <p style="text-align: center;">34</p>	

	6, 34, 41, 712A	

**Elton, Kathryn**

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**From:** Corben, Greg  
**Sent:** Wednesday, 25 November 2015 9:58 AM  
**To:** Hargreaves  
**Subject:** RE: 24 November 2015-NH

I agree and we have had discussions with some of our staff about that omission.  
Thanks  
Greg

Greg Corben | Senior Manager | Bimberi Youth Justice Centre  
**Phone 02 62073384** | Fax 02 6207 3582 | H  
**Cnr Morisset & Old Well Station Road, Mitchell, ACT 2911** |  
Community Services Directorate | **ACT Government**  
[www.act.gov.au](http://www.act.gov.au)

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**From:** Hargreaves [mailto:H] H  
**Sent:** Wednesday, 25 November 2015 8:33 AM  
**To:** Corben, Greg  
**Subject:** Re: 24 November 2015-NH

Hi Greg,

Thanks for your report regarding H. All good! My only comment would be that at the induction of at Bimberi it would have been wise to take a photograph. Again, many thanks ..... much appreciated! Take care!

Cheers! Narelle.

On 24 Nov 2015, at 5:38 PM, Corben, Greg <Greg.Corben@act.gov.au> wrote:

Narelle, see attached reply to your email about yf H. Let me know your thoughts

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<24 November 2015-NH.docx>

ISSUE & YOUNG PERSON	UNIT MANAGERS RESPONSE	OUTCOME
<p>After speaking with the OV yesterday, a few of the YP were complaining about the chef and his unhygienic practices. The YP have witnessed the chef licking his fingers before he touches his food, they have found hair in their food and on their cutlery. The YP also stated that the chef watches them while they are eating when he knows that they have been watching him and his unhygienic ways.</p>	<p>I have spoken to [redacted] in regards to hygiene and the importance of this, he is a very highly regarded chef and very professional in what he does. I have also spoken to other staff that enters the kitchen who have stated they have seen and witnessed the chef wash his hands and he wears gloves regularly. I think the residents may have a vendetta out for [redacted] as he has been saying No to the young people's requests for extra food and they have been abusive towards him. I have investigated the claims via CCTV and I have found no evidences to these claims but we will be doing spot checks via visits to the Kitchen and via CCTV. [redacted] finish's up with us on the 01/04/2016 as we are in the process of recruiting to the chef's position.</p>	<p>Facilities Manager Mark Carn</p>

ISSUE & YOUNG PERSON	UNIT MANAGERS RESPONSE	OUTCOME
<p>Indigenous OV got a phone call late Monday afternoon from YP. He said that he had been in [redacted] for the past 5 days and wants to know when he would be returned to the rest of the YP. [redacted] started talking about being [redacted] and if there is an assault, YP get separated for a couple of days, shake hands then get on with it. The OV explained that things are done differently in the ACT.</p> <p>YP said that he isn't happy that he only gets a short amount of time each day in the gym.</p> <p>The OV stated that YP may contact her again later in the week, and if he does, she may visit him Saturday morning if needed.</p>	<p>[redacted] has a history of [redacted]. He has demonstrated poor coping skills when he is challenged or he is in stressful situations.</p> <p>[redacted] Bimberi management relocated [redacted] as a risk management strategy.</p> <p>Despite several staff members and professionals speaking with [redacted] he continues to minimise his actions and take responsibility for the harm on another person or accept consequences for his actions. As we have small numbers in the Centre it is difficult to relocate him [redacted].</p> <p>The Centre also needs to consider the safety of his victim.</p> <p>[redacted] and will attend limited programs today with the intention of gradually reintegrating to Centre programs. [redacted] interactions and attitude will be monitored and he will be relocated [redacted]. A plan has been developed and [redacted] has been informed about the steps for his reintegration.</p>	<p>Programs &amp; Services Manager Leonie McKenna</p>
<p>The OV stated that she took some time with YP. [redacted] cried when visiting with the OV, and the OV said that she would come and visit [redacted] if needed.</p>	<p>Advised young person that telephone calls to the [redacted] are free calls and identified the number for [redacted].</p>	<p>Programs &amp; Services Manager Leonie McKenna</p>



ISSUE & YOUNG PERSON	UNIT MANAGERS RESPONSE	OUTCOME
<p>Young person spoke to me on 22 April 2016 about his recent issues with being in trouble, getting community service and 1000 points. He said he appealed this punishment and didn't get a response. He now has breaches, says he has appealed at least half of them and again no responses. He is currently towards the end of a breach period and says he even appealed that within the 24 hours after it occurred, and never got a response</p>		

**McKenna, Leonie**

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**From:** Elton, Kathryn  
**Sent:** Friday, 10 June 2016 3:30 PM  
**To:** Hargreaves  
**Cc:** Corben, Greg; Horne, Dean; McKenna, Leonie  
**Subject:** Re: from Narelle

Thank you for your email Narelle.

We will look into the concerns you have raised and get back to you.

segregation direction is due for review by 13 June. I would be happy to meet with you to discuss your concerns about current circumstances.

Thanks so much, Kathryn

> On 9 Jun 2016, at 9:40 PM, Hargreaves > wrote:  
>  
> Hi Greg and Kathryn,  
>  
> I wanted to raise with you both an issue that was raised with me when I visited Bimberi on the 8 June. I did raise the matter with Garth by phone. said that when they shave with razors every Saturday, the worker said that he would give them a shaver that had been washed and used by ..... laughed and walked out. Then the next day he came back with two razors and the same story. Could you check this matter out for me because if it was said in jest it was inappropriate especially in the current circumstances. Also, I remain very concerned about the continuing segregation of ..... what is the future plan for him? Many thanks! Take care!  
>  
> Cheers! Narelle.

+ OV Navelle Hangreaves 9/6/16

ISSUE & YOUNG PERSON	UNIT MANAGERS RESPONSE	OUTCOME
<p>A matter in relation to the availability of clean disposable razors for the young male detainees in Bimberi has been brought to the attention of the Public advocate and I would appreciate your investigation and feedback into the matter.</p> <p>The Public Advocate has been informed that on Saturday nights the young men are provided with clean disposable razors. However, on Saturday night 4 June 2016 that two young detainees, YP and YP requested a disposable razor and that the youth worker on duty, Mr , told them he would provide them with YP : used one which he would wash under water. I spoke with YP on my visit on Friday 10 June 2016 and he informed me that he was provided with the disposable razor on Sunday 5 June 2016 and was told by Mr it was YP s one which had been washed under the tap. YP also reported that Mr was laughing as he provided the razor and he, YP , was not clear if he was using YP used disposable razor. YP was worried as he was not sure if he was provided with a used razor,</p> <p>Can you clarify:</p> <ul style="list-style-type: none"> <li>a) Are the young male detainees provided with clean disposable razors?</li> <li>b) Are there any circumstances when they would be provided with the used razor of another detainee?</li> <li>c) Were YP nd/or YP provided with a used razor?</li> <li>d) Was YP nd/or YP told by a member of staff, or lead to believe, they were being provided with the used disposable razor of an another young detainee?</li> </ul>	<p>Young people are provided with the opportunity to shave on Saturday mornings provided there is no risk of self harm and their behaviour is not heightened at the time. Young people are provided with clean, one time use, safety razors which are logged in and out of the young people’s rooms. Once finished, young people are required to place the razor in the sharps disposal bin. The sharps disposal bin cannot be opened by Bimberi staff.</p> <p>In response to your specific questions:</p> <ul style="list-style-type: none"> <li>a) Yes, young people are provided with clean disposable razors to shave with once a week.</li> <li>b) No, there are no circumstances when a used razor would be provided to a young person.</li> <li>c) No, YP and YP were not provided with used razors. The Unit Manager on shift was able to provide clean razors on the Sunday morning after seeking permission from the On-Call Manager to access the secure centre stores.</li> <li>d) On the Saturday, the Unit Manager on shift explained to and that there was only one razor available and another young person had asked first. expressed their displeasure and the Unit Manager made a joke that the only way they could shave that day was to reuse the razor which they all agreed would be wrong and had a laugh. When provided with new razors the following day the young people asked if they were new, the Unit Manager did make a joke similar to the day before to which they all laughed. The Unit Manager was surprised to learn that the young people were unsure if he was joking and once found out has apologised to the young people involved and has reinforced the procedure for razors.</li> </ul>	

ISSUE & YOUNG PERSON	UNIT MANAGERS RESPONSE	OUTCOME
<p>The OV spoke with [redacted] and is concerned about the future plans for [redacted] whilst he resides at Bimberi. It is now [redacted]. He says 'it is stressing him out'. He did say that Dean had spoken with him this morning and Management would be discussing his situation on Wednesday 3 August. Could you let me know of the outcome of the discussion?</p>	<p>On Tuesday I spoke with [redacted] and reported that a decision had been made in relation to [redacted]'s transfer to an [redacted]. I advised that it was decided his placement at Bimberi would continue.</p> <p>[redacted] 41 . 712 A</p> <p>I advised that Bimberi were seeking some assistance to develop a plan for [redacted] to moving forward towards his discharge. We had some discussion around classification and how they may be reviewed, and how it was important [redacted] worked towards his longer term goals. I advised there would a number of challenges along the way and that [redacted] needed to participate in the development of his case plan.</p> <p>I advised that once a suitable plan had been developed we would look firstly at this placement and setting some programming and participation goals for him to work towards in the shorter term.</p> <p>[redacted] acknowledged the conversation and offered commitment to actively participate in rehabilitative and educational programming.</p>	
<p>[redacted] said that the left overs from the BBQ on Fridays is given to the young people for Sunday lunch and he thinks this is unsatisfactory.</p>	<p>Food remaining from the Friday BBQ is used as ingredients for the meal on Friday night. Any sausages that may be left over from the BBQ are frozen and used for pizza toppers.</p>	
<p>Apparently there has not been any heating in the woodwork area for 5 weeks</p>	<p>In the week commencing 1 August 2016 Capital Boilers attended the site and replaced parts on the boiler, also, IMS conducted work on the controller. Additional parts have been ordered. Suppliers have been contacted and will be coming back onsite week beginning 8 August 2016.</p>	
<p>[redacted] asked the OV to look into the issue that a staff member was spreading rumours about him which she had gathered from another resident. [redacted] said he had spoken with the resident and it is not true.</p>		

ISSUE & YOUNG PERSON	UNIT MANAGERS RESPONSE	OUTCOME
<p>YP reported to the OV that he thought it was unfair that he and YP ... are required to have the same consequences handed to them for the behaviours of YP ... and ... The OV was concerned for YP ... and had a conversation with him.</p> <p>YP ... was told this morning at breakfast that he couldn't go to Education today because of his behaviours. YP ... wasn't in a good space today and wants to isolate himself from the other YP's. YP ... stated that he wanted to go to Music class as it seems to calm him and he doesn't feel so stressed.</p> <p>The OV understands that YP ... is due to leave Bimberi ... and is worried about his wellbeing and welfare. The OV has asked that staff pay particular attention to the special needs of YP ...</p>	<p>This is incorrect, at no time have they received or are "required to have the same consequences" as a result of ... behaviours.</p> <p>... has presented the last few weeks as high risk; ... behaviours are at times uncooperative, noncompliant, threatening and abusive. His access to programming is risk assessed daily with the goal of gaining full access incrementally.</p> <p>... wellbeing is being met as per Bimberi services and procedures. ... and is aware of the self referral process to access Psychologist interventions. ... has declined Psychologist services and will be continued these services prior to discharge.</p>	<p>Operations Manager Paula Mitchell</p> <p>Operations Manager Paula Mitchell</p> <p>Operations Manager Paula Mitchell</p>