

Healthy Prisons Handbook

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Table of Contents

INTRODUCTION AND ACKNOWLEDGEMENT	2
HEALTHY PRISONS	2
INSPECTION STANDARDS: AREAS AND OUTCOMES	3
MEASURING PERFORMANCE	4
RECOMMENDATIONS: RISK RATINGS AND RESPONSIBILITY	4
ARRIVAL IN CUSTODY	6
Standard 1 Courts, Escorts and Transfers	6
Standard 2 First Days in Custody	10
ENVIRONMENT AND RELATIONSHIPS	15
Standard 3 Accommodation	15
Standard 4 Staff-Prisoner Relationships	20
Standard 5 Case / Unit Officers	22
DUTY OF CARE	24
Standard 6 Bullying and Violence Reduction	24
Standard 7 At Risk Management	27
Standard 8 Equality	31
Standard 9 Diversity	33
Standard 10 Foreign Nationals	36
Standard 11 Mothers and Babies	37
Standard 12 Contact with the Outside World	40
Standard 13 Request and Complaint Systems	44
Standard 14 Legislative Requirements	46
Standard 15 Substance Related Needs	48
HEALTH SERVICES	50
Standard 16 Health Services	50
ACTIVITIES	57
Standard 17 Learning, Skills Development and Purposeful Activity	57
Standard 18 Physical Activities, Arts, Crafts and Hobbies	61
Standard 19 Religious Activity	63
Standard 20 Out of Cell Activity	65
GOOD ORDER	67
Standard 21 Security, Good Order and Rules	67
Standard 22 Discipline	71
Standard 23 Remuneration and Employment	75
SERVICES	77
Standard 24 Food	77
Standard 25 Prisoner Purchases	80
RESETTLEMENT	82
Standard 26 Strategic Resettlement	82
Standard 27 Offender Management Planning	85
Standard 28 Resettlement Pathways	89

Introduction and Acknowledgement

Correctional facilities today face unprecedented challenges in the form of burgeoning prisoner populations, escalating costs, crowding, increased public scrutiny, and litigation. In response to these challenges, many jurisdictions, both internationally and within Australia, have implemented inspection programs based on standards, to ensure that correctional facilities are operated safely and efficiently, and that there is a focus on positive outcomes for prisoners. In Queensland, this has been achieved through the establishment, within Queensland Corrective Services, of the Office of the Chief Inspector.

Since the establishment of the Office in July 2005, inspections and reviews have been undertaken at every correctional facility. This has permitted the agency to identify and remedy many weaknesses in systems, processes and procedures and to evaluate, refine and adjust its approach to inspections, including the announced inspection methodology. The end result of this process is this handbook, the aim of which is to provide managers and staff of Queensland correctional facilities with a resource which clearly articulates the standards which the Office of the Chief Inspector will apply in its program of announced inspections, and which outlines the inspection process in some detail.

This handbook is an evolving document. From time to time there will be a need to make adjustments to both the standards and the inspection methodology so as to reflect changes in the operating environment - for example in policy, procedure and practice. While the Office of the Chief Inspector will make every effort to ensure that regular revision of this document occurs and that amendments are timely, managers and staff wishing to use this resource should ensure that they access an up to date version from the Office of the Chief Inspector intranet site.

Finally, the Office of the Chief Inspector wishes to acknowledge the work of other jurisdictions, and in particular the work of Her Majesty's Inspector of Prisons, in refining the "Healthy Prisons" concept, and in developing robust inspection standards. While we have gone to considerable effort to review, refine and adapt the standards to the Queensland context, the quality and relevance of previous work has meant that much of it was able to be easily modified to meet our needs.

Healthy Prisons

The concept of a healthy prison is one that was first set out by the World Health Organisation. It is now widely accepted as a definition of what ought to be provided in any custodial environment. It rests upon four key tests:

Safety:	Prisoners, even the most vulnerable, are held safely.
Respect:	Prisoners are treated with respect for their human dignity.
Purposeful activity:	Prisoners are able, and expected, to engage in activity that is likely to benefit them.
Resettlement:	Prisoners are prepared for release into the community, and helped to reduce the likelihood of re-offending.

A healthy prison therefore calls for a safe and predictable environment where prisoners are treated with respect as individuals; where prisoners are purposefully occupied and are expected to improve themselves; and where prisoners are able to strengthen links with their families and prepare themselves for release.

Whether or not a correctional facility can be considered "healthy" largely depends on how well it achieves the following outcomes for prisoners:

1. Appropriate steps are taken to ensure that individual prisoners are protected from harm by themselves and others.
2. Prisoners are treated with respect for their dignity while being escorted to and from prison, in prison and while under escort in any location.

3. Prisoners are held in conditions that provide the basic necessities of life and health, including adequate air, light, water, exercise in the fresh air, food, bedding and clothing.
4. Prisoners are treated with respect by centre staff.
5. Good contact with family and friends is maintained.
6. Prisoners' entitlements are accorded them in all circumstances without their facing difficulty.
7. Prisoners take part in activities that educate, develop skills and personal qualities and prepare them for life outside prison.
8. Health care is provided to the same standard as in the community, available in response to need, with a full range of preventative services, promoting continuity with external health services upon release.
9. Appropriate steps are taken to ensure that prisoners are reintegrated safely into the community and where possible into a situation less likely to lead to their further involvement in crime.

Inspection Standards: Areas and Outcomes

This handbook sets out 28 standards of performance required of correctional centres and outlines the inspection process employed by the Office of the Chief Inspector in applying the "Healthy Prison Test".

The standards are used to assess each correctional centre's performance against the Test. They are grouped according to 8 specific areas of a centre's operations which contribute in some way towards one or more of the outcomes listed above. For easy interpretation, the table below sets out the relationship between areas, outcomes, and standard(s):

AREA	OUTCOME(S)	STANDARDS
1. Arrival in custody	1,2,3,4,5,6,7,8,9	1. Courts, Escorts and Transfers 2. First days in custody
2. Environment and relationships	1,2,3,4,6,7,8,9	3. Accommodation 4. Staff – prisoner relationships 5. Case / unit officers
3. Duty of care	1,2,3,4,5,6,7,8,9	6. Bullying and violence reduction 7. At risk management 8. Equality 9. Diversity 10. Non-Australian citizens and prisoners subject to deportation 11. Mothers and babies 12. Contact with the outside world 13. Request and complaint systems 14. Legislative entitlements 15. Substance-related needs
4. Health Services	3,4,6,8	16. Health Services
5. Activities	5,6,7,8,9	17. Learning, skills development and purposeful activity 18. Physical activities, arts, crafts and hobbies 19. Religious activity 20. Out of cell activity
6. Good order	1,3,4,5,6,7,8,9	21. Security, good order and rules 22. Discipline 23. Remuneration and employment
7. Services	1,3,6,7,8	24. Food 25. Prisoner purchases
8. Resettlement	1,5,6,7,8,9	26. Strategic resettlement 27. Offender management planning 28. Resettlement pathways

Performance “benchmarks” underpin each standard with one or more tests applied to each benchmark. Inspection findings are derived from each test and these provide the basis for assessing the performance of the centre in relation to each standard. One or more standards are then used to determine performance for the relevant area, and in turn, outcome(s).

Measuring Performance

Areas and Outcomes

To enable a valid and reliable assessment of a centre’s performance against the Health Prison Test to be undertaken, a ratings system, as described below, is applied to each area and outcome.

Rating	Description
1	Performing well against the inspection criteria. There is no evidence that outcomes for prisoners are being adversely affected in any significant areas.
2	Performing reasonably well against the inspection criteria. There is some evidence of adverse outcomes for prisoners in only a small number of areas however there are no significant concerns.
3	Not performing sufficiently well against the inspection criteria. There is evidence that outcomes for prisoners are being adversely affected in many areas or particularly in those areas of greatest importance to the well being of prisoners. Problems / concerns, if left unattended, are likely to become areas of serious concern.
4	Performing poorly against the inspection criteria. There is evidence that outcomes for prisoners are seriously affected by current practice. There is a failure to ensure even adequate treatment of and / or conditions for prisoners. Immediate remedial action is required.

Whole of Centre Performance

The results for each area and outcome are then used to determine a “whole of centre” rating, as described below, which assesses the overall performance of the centre against the Healthy Prison Test.

Rating	Description
1	The centre is performing strongly against the Healthy Prison Test. There is strong performance across all areas / outcomes. Weaknesses, if any, are considered minor.
2	The centre is performing well against the Healthy Prison Test. There is good performance across most areas / outcomes. There are some weaknesses but either they are not considered significant or if they are significant, they exist only in a small number of areas.
3	The centre is not performing sufficiently well against the Healthy Prison Test. There is below standard performance across several areas / outcomes and significant weaknesses exist across several key areas. If left unattended, they are likely to become areas of serious concern.
4	The centre is performing poorly against the Healthy Prison Test. There is poor performance across most areas / outcomes. There are many significant weaknesses. There is inadequate treatment of and / or conditions for prisoners. Immediate remedial action is required.

Recommendations: Risk Ratings and Responsibility

Where as a consequence of inspection findings, recommendations are made for business improvements, each recommendation is assigned a high, medium or low level of priority, as

outlined below. The level of priority assigned to a recommendation will be dependent on the level of risk that the particular issue poses for the facility and/or the agency, and how significantly it might adversely impact on outcomes for prisoners.

The implementation of high and medium priority recommendations is monitored by the Office of the Chief Inspector via its program of follow-up inspections. Low priority recommendations are considered “housekeeping” issues, and the centre’s General Manager is responsible for implementing these at the local level. Under normal circumstances, the implementation of low priority recommendations will not be subject to formal monitoring by the Chief Inspector.

Priority	Description	Responsibility
High	Represents a major risk that if not resolved it will have a significant adverse impact on outcomes for prisoners. Where practicable, requires <u>immediate</u> remedial action.	Directorate/Centre. Chief Inspector to monitor implementation via the 12-monthly follow-up inspection process.
Medium	Represents a moderate risk that if not resolved it has the potential to have a significant adverse impact on outcomes for prisoners. Where practicable, requires remedial action in the <u>short to medium term</u> (i.e. within 3-6 months).	Directorate/Centre. Chief Inspector to monitor implementation via the 12-monthly follow-up inspection process.
Low	Represents a minor risk that if left unresolved it may have an adverse impact on outcomes for prisoners. Requires remedial action in the <u>longer term</u> (i.e. within 6-12 months)	Centre. General Manager to implement. Not subject to monitoring by the Chief Inspector.

ARRIVAL IN CUSTODY

Standard 1 - Courts, Escorts and Transfers

Prisoners travel in safe decent conditions to and from court and between correctional centres. During movement prisoners' individual needs are recognised and given proper attention.

1.1 Prisoners are held in cellular vehicles for the minimum possible period of time.

Confirm with the responsible manager as to what strategies are in place to minimise the time prisoners are kept in transport vehicles.

1.2 Prisoners are given 24 hours notice of planned transfers, in order to make a telephone call to their family, next of kin and/or legal adviser (subject to well evidenced security considerations).

Review the previous 5 transfers and obtain evidence that each prisoner was provided with at least 24 hours notice, and was given the opportunity to call family, next of kin, and or their legal adviser. If the transfer was between regions, obtain evidence that there was at least 7 days notice provided.

A sample of prisoners should be asked where possible if they were offered the requirements as outlined above.

References: CSA2006 ss 68, 71, 153, 265, Schedule 1; CSR 2006 ss14; Procedure – Prisoner Transfer.

1.3 Prisoners can have a meal before going to court or being transferred.

Confirm with the responsible manager whether prisoners are given a meal prior to transfer.

For one day, observe prisoner movements (to court or transfers) and establish whether the prisoners are provided with a meal.

1.4 Prisoners have access to appropriate clothing so that they do not have to wear prison uniforms, for example for court appearances.

Confirm with the responsible manager whether prisoners are provided with appropriate clothing for court appearances.

Determine whether the reception store is informed of this requirement the night before so that clothing can be prepared.

1.5 Prisoners discharged from court are, subject to need, provided with all reasonable assistance to obtain access to their money, valuables and personal belongings as soon as is practicable.

Confirm with the respective manager what arrangements are in place for prisoners discharged directly from court to access their personal belongings and private cash held at the centre.

Confirm with the respective manager what arrangements are in place for prisoners discharged directly from court in an out of hours situation to access their personal belongings and private cash held at the centre.

Confirm what arrangements are in place in an emergent out of hours situation, if an offender is discharged from court with no cash, accommodation or transport options.

Check the last 10 discharges from court.

References: [CSA 2006 ss 68, 71, 153, 265, Schedule 1; CSR 2006 ss14.](#)

1.6 Embarkation is efficient and minimises waiting times.

Observe a range of prisoner transfers and movements to verify.

1.7 Prisoners are escorted in vehicles that are safe, secure, clean and comfortable, with adequate storage for prisoners' property and with suitable emergency supplies and hygiene packs for women.

Inspect all escort vehicles and determine whether:

- They are safe, secure, clean and comfortable
- There is adequate storage space for prisoners' property
- There are emergency supplies such as first aid kits, urine bags and hygiene packs for female prisoners

References: [Procedure - Admission](#)

1.8 Appropriate vehicles are used to transport prisoners with special needs such as pregnant women, women with babies or prisoners with a disability, in a dignified manner.

Confirm with responsible manager how pregnant women (if applicable) or other special needs prisoners are transferred in a dignified manner.

If possible, observe log books or actual transfers to validate.

1.9 Methods of restraint are only used if justified by a risk assessment.

Observe the restraints applied to prisoners being transferred / escorted.

Determine whether the level of restraint is appropriate for the documented risk level of the prisoner.

Review a sample of 5 Form 9 or Form 11 transfer documents. Determine whether the restraints used in connection with the transfer / escort were appropriate for the prisoners' risk levels.

References: [CSA 2006 ss 38, 135, 145-158, 265; Procedure – Prisoner Escort](#)

1.10 All relevant information travels with prisoner.

For the previous 5 transfers determine whether:

- Escort documents
 - Medical records
 - Property and valuables
 - Offender management files
- were transferred with the prisoner

References: [Procedure – Prisoner Escort](#)

1.11 Prisoners in transit are treated according to their individual needs, based on oral briefings or written information accompanying the prisoner, and staff observation.

Determine how escort staff are briefed on the specific requirements of prisoners transported specifically in relation to:

- At risk prisoners
- Medication requirements
- Disabled prisoners
- Other special needs.

References: [Procedure – Prisoner Escort](#)

1.12 During long haul escorts prisoners are given comfort breaks at least every 2.5 hours with additional stops where necessary.

Confirm with responsible manager what transfers occur that are greater than 2.5 hours. Establish whether there is a requirement for a break at 2.5 hour intervals.

Review a sample of 5 escort logs for long haul escorts.

1.13 Staff consistently use respectful language in speaking to, or about, prisoners.

Observe how escort staff talk to prisoners when loading or unloading prisoners.

1.14 Escort staff ensure that prisoners receive an adequate meal and drink at meal time.

Confirm with responsible managers about how meal breaks are taken during escorts.

Review 5 long haul transport logs to determine whether appropriate meal breaks are taken.

1.15 Escort staff ensure that juvenile prisoners are kept apart from adult prisoners.

Confirm with responsible manager how juvenile prisoners are separated from adult prisoners during transport.

1.16 Prisoners are produced at court on time.

Inquire with sentence management coordinator.
Check transport list has attendance times.

1.17 Prisoners are held in court cells for the minimum possible period.

Confirm with responsible manager how transport times are organised to minimise the time spent in court cells.

1.18 Prison receptions remain open to receive prisoners at any time.

Confirm with responsible manager whether prisoners can be received at any time during operational hours and if in emergent circumstances - i.e. maximum security transfers, transfers without notice.

1.19 Any prisoners arriving after normal working hours still receive essential reception and first night procedures.

Check Reception and Discharge Register for prisoners received after working hours.

Review IOMS to determine the time prisoners were received into system. Verify that required reception and first night procedures were appropriately administered.

Check medical records and IRNA.

References: Procedure - Admission

1.20 Prisoners are given information at court about the prison to which they are being transferred in a language they understand.

Confirm with responsible manager as to how information of this nature is communicated to non English speaking prisoners.

Inquire with non English speaking prisoners about the information provided to them prior to their transfer from court.

1.21 Where practicable, video links are used to facilitate court appearances, in lieu of prisoners appearing in person.

Confirm with responsible manager whether video links are available and are used to minimise the requirement for prisoners to spend time in transit.

1.22 Property and private cash accompanies prisoners who are being transferred.

Confirm with responsible manager whether enough property and valuables are transported with the prisoner to minimise disruption to the prisoner when they arrive at the receiving centre.

Observe the preparation process for prisoners' transfers.

References: CSA 2006 ss 68, 71, 153, 265, Schedule 1; CSR 2006 ss 14; Procedure – Property of Offenders

Standard 2 – First Days in Custody

Prisoners feel safe on their reception into prison and for the first few days. Their individual needs, both during and after their admission into custody, are identified and plans developed to provide help. During a prisoner's induction into the prison he/she is made aware of prison routines, how to access available services and how to cope with imprisonment.

2.1 Escort staff pass on all information/official documentation arriving with a prisoner to reception staff. This information is used to inform initial reception assessments of the prisoner. Sensitive information is dealt with appropriately.

For the 10 most recent receptions on IOMS, determine whether:

- If they are an existing offender – the file was transferred with the prisoner.
- If they are a new offender, the warrant of detention was received with the offender, and the criminal history/court transcript is provided.
- If they are an offender that has been incarcerated previously, a request is put in for their offender file.

Review the reception process to determine how sensitive offender information is handled.

References: CSA 2006 ss 6-11; Procedure – Prisoner Escort; Procedure - Admission

2.2 A vulnerability strategy to protect vulnerable prisoners is in place, which includes directions to managers concerning reception and first night procedures.

Review records for the last 10 prisoners received into custody and determine whether the IRNA was completed regarding the risks to the prisoner.

Where, through the IRNA, prisoners were identified as vulnerable, identify whether appropriate additional strategies were put in place to manage them safely (eg accommodation in allocation unit).

Reference: Procedure - Admission

2.3 Prisoners are treated respectfully upon reception. The gender ratio in the reception area is appropriate to receive prisoners and undertake procedures.

Observe how prisoners are treated on being received into custody.

Ensure gender ratio is appropriate to the prisoner population.

Discuss with prisoners their experiences.

Reference: Procedure – Gender Ratio of staff at female correctional centres

2.4 Prisoners experience a safe and clean reception environment which is fit for the purpose.

Observe the reception environment. Verify whether it is clean, and whether there is a process in place to segregate prisoners to ensure their safety.

2.5 Prisoners are always asked if this is their first time in prison and treated accordingly.

This factor is not specifically covered in the IRNA. Observe questions asked by staff during IRNA interview.

Check IOMS IRNA assessment.

References: [Procedure - Assessment](#)

- 2.6 On arrival, prisoners' details are confirmed and before first night lockup their immediate individual needs are identified during a private meeting with an officer. Their individual circumstances and any special needs are documented and dealt with sensitively.**

Determine whether there are appropriate facilities in reception so that prisoners can be interviewed in private.

From the 10 most recent receptions, determine whether all endorsements have been covered in the IRNA.

References: [Procedure – Admission](#); [Procedure - Assessment](#)

- 2.7 Reception staff take action to promote the safety of children or other dependants whenever they are informed or suspect that dependants may be at risk as a result of the carer's imprisonment.**

From observation of the prisoner interview process, determine whether offenders are questioned regarding the safety of their children or dependents.

Whilst this requirement is contained in s6 of the QCS admission procedure, there is no reference in the IOMS IRNA. Check whether DoCS is advised.

References: [Procedure - Admission](#)

- 2.8 Prisoners with special needs, such as pregnant women, women accompanied by babies, older, and disabled prisoners receive priority treatment.**

From observation and interviews with officers, determine whether there is a process for prioritising prisoners according to their level of disability, special needs, and age.

- 2.9 Prisoners entering custody are searched thoroughly in accordance with legislative and procedural requirements.**

From observation of the reception area, determine whether there is sufficient privacy for the searching of prisoners. Observe staff carrying out removal of clothing search processes. Ask staff to outline their search processes. Establish whether searches (including those requiring the removal of clothing) adhere to agency requirements and where practicable, preserve the dignity of prisoners.

References: [CSA 2006 ss 33, 35-40, 123, 136, 138-142, 159](#); [Procedure – Admission](#); [Procedure – Search](#).

- 2.10 Prisoners' hygiene needs including the provision of toiletries are catered for in reception.**

From observation of prisoners processed through reception, determine that their hygiene needs are met and that they are provided with sufficient toiletries.

References: [Procedure - Admission](#)

- 2.11 Prisoners are informed of their entitlement to letters, telephone calls and visits. It is made clear to them that mail is monitored and that all telephone calls are recorded.**

Review the induction process for information about letters, telephone calls and visits. Where practicable, observe a prisoner induction session.

Ask prisoners about the information provided to them.

References: Procedure - Induction

2.12 Prisoners are able to make one free telephone call on their first night in the prison.

From observation of the reception process, determine whether prisoners are allowed a phone call on their first night.

2.13 Prisoners are held in reception for as short a period of time as possible.

From observation, determine how long prisoners remain in reception.

2.14 Where practicable, prisoners in reception are offered food and drink. Where this is not practicable, provision is made for them to receive food and drink as soon as possible after reception.

From observation, determine how food and drinks are provided to prisoners. Check to see if water is available to prisoners.

2.15 All prisoners are seen and assessed by health services staff in private on their arrival.

From a sample of 10 IRNAs identify those prisoners referred to medical staff upon reception. Also determine whether new receptions were seen by medical staff within 24 hours.

References: Procedure – Admission; Procedure – Initial Reception (Medical)

2.16 Prisoners with substance related needs are identified at reception and given information about services available.

From the IRNAs identify those prisoners with substance needs. Enquire with staff regarding how the substance related needs of those offenders was managed.

Ask prisoners about the level of information provided to them.

References: Procedure – Admission; Procedure - Assessment

2.17 All prisoners are given information about sources of help available, including chaplaincy teams, counsellors and/or OVs, in appropriate languages.

From a sample, identify whether IRNAs have been completed correctly.

From a sample, identify any IRNAs with referrals to determine whether follow up interviews with Psych/medical have been actioned.

Observe the prisoner interview process to identify whether prisoners are being informed of the availability of counsellors, Official Visitors, and chaplains. Check information is provided to prisoners from non English speaking backgrounds or prisoners with poor literacy skills in a language or format they understand. Ask prisoners questions.

References: Procedure – Assessment; Procedure - Induction

2.18 Prisoners who may require protection are assessed appropriately in a confidential manner. Alternatives to protection are explored.

Review a sample of IRNAs to ensure institutional risk areas are covered.

Review a sample of Protection Needs Assessments.

References: Procedure – Admission; Procedure - Assessment

2.19 In reception prisoners are informed about what will happen next. They receive adequate written and/or verbal information.

Observe prisoner interviews to identify if prisoners are told what will happen after reception. Ask prisoners about the level of information provided.

References: Procedure - Admission; Procedure - Assessment

2.20 All information and documentation of assessments undertaken in reception are inputted into IOMS on the day of reception.

Check IOMS records against prisoner intake.

References: Procedure - Admission

2.21 Staff provide a unit induction to prisoners upon their admission into the unit. Information is communicated to prisoners about unit routines and expectations in a professional manner.

Observe how prisoners are treated when first transferred into a unit.

Speak to staff about their unit induction processes.

Ask prisoners about their experiences.

References: Procedure - Induction

2.22 Prisoners who are assessed as at risk, with medical needs or vulnerable on reception are accommodated and managed in accordance with their assessed risks.

Through interviews with staff, determine how prisoners in this category are treated on their first night of accommodation.

Check referrals from IRNA and also medical assessments.

References: References: Procedure - Admission; Procedure - Assessment

2.23 Prisoners are not allocated to a cell until the IRNA is completed and any risks identified are taken into consideration.

Review the centre process for cell allocation.

References: Procedure - Admission; Procedure - Assessment

2.24 Prisoners identified as vulnerable to bullying and/or self harm receive special help and support to cope with imprisonment.

Determine how prisoners are treated when identified as susceptible to bullying or self harm. Check follow up from IRNA.

References: Procedure – Admission; Procedure - Assessment

2.25 Prisoners are given an amenities pack containing basic items. They are told how long the pack is expected to last, its cost and the system for repayment from their prison wages or private money.

From observation of prisoners transferred in on that day, determine whether an amenities pack has been provided to each prisoner, and what information is provided to them.

References: Procedure - Admission

2.26 First night accommodation has been properly prepared, is clean and provides a comfortable environment.

From observation, determine the cleanliness of first night accommodation facilities and that they provide a comfortable environment for newly arrived prisoners.

2.27 Prisoners receive a comprehensive induction.

Verify that the centre's induction process complies with agency requirements.

Verify that prisoners are inducted by appropriately experienced staff from a range of areas including education, medical, programs, and offender management in a designated induction area that is quiet and free from interruption.

Verify that appropriate levels of information are provided, especially in relation to prisoner requests, applications, and complaints. Information is provided in a format that prisoners understand.

References: Procedure – Induction

2.28 All prisoners' settlement needs are assessed and identified during induction and referrals to relevant agencies are made at this time.

From the review of the induction process, establish that prisoners are provided assistance to:

- Preserve their accommodation and employment
- Pursue their legal rights
- Obtain help with personal problems
- Exercise their responsibilities towards their dependents
- Pursue a healthy lifestyle in custody

Review the prisoner induction booklet to ensure that it provides adequate information about assistance and services.

Identify whether the induction booklet has been localised and made available to new prisoners, and how this information is provided to prisoners that can't read.

References: Procedure - Induction

2.29 By the end of induction process prisoners have met relevant staff from different areas and have met their unit officer. Prisoners know what work, education, vocational training or offending behaviour programs are available in the centre. They are aware of how to get information and deal with problems.

From enquiries with staff, identify how prisoners are told of courses available at the centre.

Ask prisoners what they learned from Induction and whether it was accurate.

References: Procedure - Induction

ENVIRONMENT AND RELATIONSHIPS

Standard 3 – Accommodation

Prisoners live in a safe, clean and decent environment within which they are encouraged to take personal responsibility for themselves and their possessions.

3.1 Accommodation is clean and provides a reasonable amount of space for each prisoner, with space for personal belongings, ventilation, a reasonable temperature, natural light.

From an inspection of the accommodation, determine that:

- Each prisoner has enough space in their cell or room to move around comfortably and to sit at a table, whether the cell or room is single or multiple occupancy.
- Each cell or room has a table and chair.
- Provision for the storage of personal belongings and photographs is adequate.
- Drinking water is available at all times.
- Cells / rooms are clean and materials are available to enable prisoners to keep them clean.
- The unit, common areas and exercise yards are clean.

References: [Procedure – Maintenance of a Facility](#)

3.2 Prisoners are provided ample access to fresh air on a daily basis.

Determine that the space in which this is taken is large enough for meaningful exercise.

Ensure that clothing appropriate to the climate is provided so that prisoners can exercise in the open air in inclement weather.

3.3 Personal clothing is in decent condition, washed frequently and fits. Prisoners have at least weekly access to laundry facilities to wash their personal clothing.

Ensure that appropriate personal clothing is issued by the centre and that clothing issued is of an acceptable standard. Verify that arrangements are made for regular cleaning of clothing.

3.4 Bedding is supplied and laundered at frequent intervals.

Verify that clean bedding is issued to prisoners on arrival.

Verify that bed linen is washed regularly, and that mattresses are not stained or torn.

3.5 Sanitary arrangements take account of health, hygiene and human dignity.

From an inspection of the accommodation, determine that:

- There is access to a toilet and wash hand basin at all times.
- When the toilet is in cell it is enclosed to ensure privacy.
- If prisoners have to call for the cell door to be opened to access the toilet, staff respond in a timely manner.
- Prisoners are able to wash their hands with soap after using the toilet.

- Showers provide privacy.
- Prisoners are able to shower every day.

3.6 Cells and communal areas are in a good state of repair.

Check all accommodation and communal areas to verify this.

References: [Procedure – Maintenance of a Facility](#)

3.7 All prisoners occupy accommodation that is suitable for the purpose and for their individual needs.

Check that cells have been appropriately fitted out, taking into account the following types of occupancy:

- double occupancy
- at risk
- disability
- aged prisoners
- young offenders

Check that cells are sufficiently warm in winter and cool in summer.

Check that cells are ventilated and have sufficient daylight, and that prisoners have their own bed, pin board and cupboard and use of a table and chair.

Check that older prisoners in shared cells with bunk beds are given priority for lower bunks.

3.8 Reasonable adjustments are made to ensure that prisoners with disabilities and those with mobility problems can access all goods, facilities and services.

Ask prisoners with disabilities and those with mobility problems where they are located and verify their ease of access to different locations and services.

Check that disabled prisoners' location is suitable.

Check that older, infirm and disabled prisoners are allocated to landings which hold most of the communal facilities.

Check prisoners with medical conditions/disabilities are provided with appropriate facilities.

3.9 There are nominated carers for prisoners in accommodation units who are trained to help less able prisoners.

Check with known infirm or disabled prisoners about the level of regular assistance.

Talk to any prisoner carers about what they do and whether there is any training provided.

Ask staff whether there is a system in place and how carers are identified and vetted.

3.10 Accommodation staff are aware of prisoners within their care with disabilities and their location. Safe evacuation procedures are in place to assist those prisoners who may need help in an emergency.

Check contingency plans/advice to staff on how to respond to emergency situations.

Check with staff whether there are any prisoners with disabilities and/or mobility problems under their supervision and what system is in place to highlight to other staff that they may need assistance in an emergency.

3.11 All prisoners have access to an in-cell intercom that works and is responded to within five minutes.

Try pressing one and see what happens

3.12 Where appropriate, prisoners have privacy keys to their cells/rooms.

Check all accommodation units.

3.13 Observation panels in cell doors remain free from obstruction.

Check this is the case in all accommodation units.

3.14 Inappropriate or offensive displays are not permitted.

Check this is the case in all accommodation units.

3.15 Prisoners' communal areas meet the needs of the prisoner population and are effectively supervised by staff.

Check that common areas such as association/activity and shower areas are clean and safe through active supervision, and that they meet the needs of the prison mix for the area.

Check for any adaptations for older, infirm and disabled prisoners.

3.16 Prisoners feel safe in their cells and in communal areas of the accommodation units.

Speak with prisoner reference groups (PAC) about their perceptions.

Check for suitable design of accommodation units e.g. good sightlines, camera surveillance, and levels of supervision in high risk areas.

3.17 Notices are displayed in a suitable way for the establishment's population.

Check all accommodation units to make sure that adequate provision is made for any prisoners who cannot read notices because of literacy, language or eyesight problems or other disability.

3.18 Prisoners are consulted and engaged on issues of concern to them on a regular, monthly basis. Prisoners are informed of the outcome of the consultation and provided with justifiable reasons for any decision made.

Ask prisoner representatives on PAC for each accommodation area.

Check the PAC process in place. Establish frequency of meetings; that meetings are used to engage with prisoners on issues of concern to them; that consultation is open and fair; and that decisions are communicated to prisoners in a timely manner, demonstrate appropriate levels of consideration, and are supported by defensible reasoning.

Check for evidence of appropriate prisoner representation at PAC meetings.

References: [Procedure – Prisoner Advisory Committee](#)

3.19 Accommodation units are as calm and quiet as possible both to avoid incidents and to enable rest and sleep, especially at night.

Check noise levels on day and night visits.

3.20 Male and female prisoners are held in separate accommodation units. Where women prisoners are held in male prisons, rigorous safeguards are in place to ensure appropriate staffing and physical separation of prisoners.

In shared accommodation, check there is complete physical separation including curtains to windows; distinct separate management and staffing; separate visiting, health, education, employment and gym facilities.

3.21 Prisoners' property held in storage is secure, and prisoners can access their property within one week of making an application.

Ask prisoners about their experiences.

Check the QCS complaints database / centre records for evidence of complaints.

Check the adequacy of property records on IOMS.

References: [Procedure – Property of Offenders](#)

3.22 Prisoners are fairly compensated for clothing and possessions lost while in storage.

Check the QCS complaints database / centre records for evidence of complaints.

Check the number and nature of compensation offers made.

Check compensation records in the miscellaneous property register.

References: [Procedure – Property of Offenders](#)

3.23 A standard list detailing the possessions that prisoners are allowed to keep is employed in the centre.

Check the adequacy and consistency of the list with property issued to prisoners.

Check that prisoners have good access to the list.

Ask accommodation units supervisors if a generic list is used.

References: [Procedure – Property of Offenders](#)

3.24 Suitable clothes and bags are available to discharged prisoners who do not have them.

Ask staff about the procedure for those prisoners without adequate clothing or bags, especially immigration detainees who are being deported.

3.25 Facilities are available before discharge to launder clothes that have been in storage for long periods.

Ask staff in reception/property storage areas about the facilities / arrangements in place.

References: [Procedure – Property of Offenders](#)

3.26 Prisoners are encouraged, enabled and expected to keep themselves, their cells and communal areas clean.

Check unit inspection reports for comments on cleanliness.

Check cells in all accommodation units. In particular, check that older and disabled prisoners are enabled to keep themselves and their cells clean.

Ask staff if hygiene is actively encouraged.

3.27 Prisoners have access to necessary supplies of their own personal hygiene items and sanitary products.

Check the policy on distribution of stock and the frequency and adequacy of supplies.

Ask prisoners, in groups or as individuals, about their experiences.

References: [Procedure – Prisoners Canteen](#)

Standard 4 – Staff-Prisoner Relationships

Prisoners are treated respectfully by all staff, throughout the duration of their custodial sentence, and are encouraged to take responsibility for their own actions and decisions. Healthy prisons should demonstrate a well-ordered environment in which the requirements of security, control and justice are balanced and in which all members of the prison community are safe and treated with fairness.

4.1 All prisoners are treated with humanity, and with respect for the inherent dignity of the person.

Ask officers what they see their role as. In particular, staff should be aware that the prison has a duty of care for all prisoners, to ensure no prisoners are at risk of physical or emotional abuse by staff or prisoners, and that prisoners are to be held in decent and humane conditions.

Observe staff interaction with prisoners to ensure no prisoners are at risk of physical or emotional abuse by staff or prisoners.

References: [Code of Conduct](#)

4.2 Staff are aware that they should set a personal example in the way they carry out their duties at all times.

Discuss this with a cross section of staff in areas having most prisoner contact.

4.3 Staff are always fair and respectful in their day-to-day working with prisoners.

Check that staff are respectful to and about prisoners e.g. it is reflected in how staff talk about prisoners in their care.

Check for evidence of pro-social modelling.

Check for fair treatment of prisoners by staff.

Speak to prisoners about their treatment.

References: [Code of Conduct](#)

4.4 Staff positively engage with prisoners at all times and interaction between staff and prisoners is encouraged by the senior management team.

Observe interactions throughout the course of the inspection.

4.5 Prisoners are encouraged by staff to engage in all activities and routines, promoting punctuality, attendance and responsible behaviour.

Speak to staff about the methods they use to encourage prisoners to get involved.

Speak to prisoners and ask if they are encouraged in this regard and how.

4.6 Inappropriate conduct on the part of prisoners is challenged.

If possible, observe staff interacting with prisoners in units – staff should demonstrate skill in confronting low level disputes without using official disciplinary measures.

Check that this is reflected in entries in unit logbooks and prisoner case notes.

Speak to unit staff about how they challenge / deal with inappropriate conduct.

4.7 Prisoners are encouraged and supported to take responsibility for their actions and decisions.

Observe staff–prisoner interactions. Speak to prisoners about the way staff support and encourage them.

Also check for support and encouragement from prisoner support roles e.g. unit representatives etc.

Standard 5 – Case / Unit Officers

Prisoners' relationships with their case/unit officers are based on mutual respect, high expectations and support.

5.1 **Respect is the underlying basis of all interactions between staff and prisoners.**

Establish, through observations and through speaking to staff, that staff address prisoners respectfully without derision, and staff never use insulting nicknames, racial or impersonal terms when addressing or speaking about prisoners.

Confirm that staff display their names clearly on their person.

Confirm that when prisoners have to be given news that is sensitive or likely to be unwelcome, this is done in privacy and with compassion.

Confirm that arrangements are in place which ensure that prisoners' families are informed rapidly and sensitively of critical or life threatening incidents affecting their imprisoned family member.

Confirm that personal and sensitive information about prisoners is dealt with in a manner that respects privacy.

References: [Code of Conduct](#)

5.2 **Security measures such as searching are carried out with regard to the protection of human dignity.**

Establish that prisoners are only subjected to body searches by officers of the same gender.

Review search processes and confirm that searching is not done in a humiliating way.

Check that removal of clothing searching is undertaken in accordance with procedural requirements.

Confirm that where practicable, prisoners are offered the opportunity to be present when their cells or personal property are being searched.

References: [Procedure – Search \(Prisoners\)](#); [Procedure – Search \(Visitors\)](#)

5.3 **Prisoners know the name of their case/unit officer and are able to access him/her as an initial point of reference.**

Check this with prisoners.

Ask staff about their case management responsibilities.

Check for the publicising of case officers in accommodation units – e.g. that there is a case officer list.

References: [Procedure - Review](#)

5.4 **Case/unit officers are aware of the individual needs and personal circumstances of their prisoners and help them to access the services they require or respond to any matters they raise.**

From prisoner interviews, establish that this is the case.

Ask unit staff about some of the prisoners they are responsible for.

Ask case officers about their knowledge of external service providers and whether they use them to help their prisoners.

Check with case officers about their knowledge of IOMS and prisoner case histories.

References: Procedure - Review

5.5 Case/unit officers maintain an accurate, detailed, timely and chronological diary of contact with their prisoners using case notes, identifying any significant events, on at least a weekly basis.

Check that case notes and reports maintained by case officers are comprehensive, balanced and that they are monitored by supervisors.

Interview prisoners to establish their experiences.

Check with staff that they have an understanding of their role and responsibilities as case officers and that they are aware of the QCS case management procedures and guidelines.

References: Procedure - Review

5.6 Where appropriate, older prisoners and prisoners with disabilities have care plans as part of their management and there is evidence those care plans are monitored.

Ask unit and health services staff for care plans e.g. for older prisoners with specific age or health-related needs.

Check entries in case notes for evidence of monitoring.

5.7 Case/unit officers provide input and advice on all matters relating to their prisoners.

Check records maintained by case officers across all units to verify that this is the case.

Interview prisoners to establish the levels of case officer involvement.

Ask staff about their recent involvement in offender management plan reviews, offender management, applications and meetings, decisions on self-harm and resettlement matters.

Establish that all case officers are fully trained in cultural awareness issues.

References: Procedure - Review

DUTY OF CARE

Standard 6 – Bullying and Violence Reduction

Prisoners feel safe from bullying and victimisation (which includes verbal and racial abuse, theft, threats of violence and assault). Active and fair systems to prevent and respond to violence and intimidation are known to staff, prisoners and visitors, and inform all aspects of the regime.

6.1 The centre has developed and implemented an effective strategy to reduce violence and intimidation between prisoners which has earned the commitment of the whole centre and has drawn on multi-disciplinary consultation including feedback from prisoners.

Check that the centre's violence reduction strategy is appropriate and that an anti-bullying policy is widely publicised. Check that ongoing monitoring is part of the strategy and that, as a minimum, it covers feelings of safety among prisoners, incidents of bullying (verbal and physical), and that the number of assaults, number of racist incidents, location of incidents and action taken in response to incidents is regularly reviewed as a means of identifying weaknesses and improving detection and prevention capabilities.

Establish through speaking with staff and prisoners that relationships between them permit fears to be expressed.

Verify that appropriate assessments are made to identify suitability of those prisoners who are to share cells.

Verify that a system is in place for ensuring food going to vulnerable groups is not tampered with.

Determine, through speaking to management and staff, the extent to which staff understand their duty to maintain a safe environment and what they do to promote this.

Speak to staff to check whether they are alert to threats to a safe environment and whether they confront all forms of victimisation.

Check that prisoners are consulted as part of the strategy development and maintenance.

Check how effective the strategy is at promoting safer custody and violence reduction.

References: Procedure – Protection; Procedure – Intensive Management; Procedure – Safety Orders

6.2 Protection and young adult offenders are identified and appropriate steps are taken to mitigate threats posed to their safety by other prisoners.

Confirm that there is an appropriate system in place for assessing the safety of vulnerable, young adult and 17-year-old offenders.

References: Procedure – Protection; Procedure – Intensive Management; Procedure – Safety Orders

6.3 Where appropriate, prisoners have privacy keys to their cells/rooms.

Review the centre's policy on cell access.

6.4 Observation panels in cell doors remain free from obstruction.

Check accommodation units to ensure that appropriate visibility is maintained into cell areas.

6.5 Prisoners feel safe in their cells and in communal areas of the accommodation units.

Check that there is adequate patrolling of the officers areas of responsibility and recording in the unit logbook.

Ask prisoners if they feel safe in their units.

6.6 Prisoners are consulted and involved in determining how their lives in the prison can be made safer, how bullying, verbal and physical abuse, racial abuse and threats of violence are confronted, how conflicts can be resolved and what sanctions are appropriate.

Check for evidence of consultation in last six months.

Ask prisoner reference groups (PAC) about whether they are consulted and whether there is a system of unit representatives.

6.7 Staff supervise and protect prisoners throughout the prison from bullying, verbal and physical abuse, racial abuse and threats of violence. Staff are consistent in challenging these behaviours.

Observe the levels of noise and abuse from prisoners, management of queues, and prisoner movements during exercise, education, gym, work or workshops, general supervision during association etc.

Check records of incidents in last six months.

Establish, through observations and speaking to staff, that staff lead by example in the way they treat colleagues / prisoners and understand that their duty is to foster a safe environment, by confronting unacceptable behaviour quickly and fairly.

Establish what arrangements are in place for movement around exercise, mealtimes and discharge especially for those who are considered vulnerable.

Establish, through observations and speaking to staff, that particular attention is given to prisoners who have asked for protection from other prisoners or those who may be victimised because of the nature of their offence or other individual circumstances.

Check that staff are aware of both direct and indirect forms of bullying.

Check that staff understand the link between bullying and aggressive and disruptive behaviour generally.

6.8 Prisoners are made aware of behaviour that is unacceptable through a well publicised policy and are made aware of the consequences of bullying. Inappropriate behaviour is consistently challenged.

Check for bullying posters throughout the centre.

Check what information is distributed with induction packs – verify that bullying is clearly defined to prisoners.

References: Procedure – Induction; Procedure – Intensive Management

6.9 Appropriate interventions are in place to deal with bullies and support victims.

Verify that appropriate interventions are in place to challenge bullies and to support victims of bullying. Check that the interventions are aimed at achieving sustained and agreed changes in behaviour.

Check that prisoner records contain comprehensive updates on how bullied and bullying prisoners have been supported and/or challenged.

References: Procedure – Intensive Management

Standard 7 – At Risk Management

Centres work to reduce the risks of self-harm and suicide through a whole-of-centre approach. Prisoners at risk of self-harm or suicide are identified at an early stage, and an at risk management plan is implemented and monitored. Prisoners who have been identified as at risk are encouraged to participate in all purposeful activity commensurate with their level of risk. All staff are aware of and alert to at risk/vulnerability issues, are appropriately trained and have access to proper equipment and support.

7.1 Prisoners are safe at all times, while being escorted to and from prison, in prison and while under escort in any location.

Check that on admission, appropriate measures are in place to assess all arriving prisoners, based on the premise that all of them may be vulnerable, might need detoxification from drugs or alcohol, or suffer from unidentified mental health issues.

From a review of the centre's processes and procedures, and interviews with appropriate managers and staff, verify that:

- a system is in place whereby all arrivals see a medically qualified person in private and a medical record is set up as soon as possible after admission.
- all arrivals are checked for injuries; the injuries are recorded; the prisoner is asked to explain how the injuries occurred, and that this explanation is recorded.
- all information about the prisoner, their charge or offence and sentence, arrives with the prisoner. Verify that Information suggesting risk of harm from others or self-harm is noted and appropriate and timely action taken.
- special arrangements to ensure account is taken of risk are in place for:
 - those in prison for the first time on remand or sentenced
 - those just sentenced to a long term or to life
 - those likely to need protection from other prisoners
- special arrangements are in place to identify and deal with those who seem vulnerable or are apparently suffering from mental illness.
- appropriate arrangements for those who need detoxification and symptomatic relief start at once.
- appropriate procedures are in place to deal with all foreseeable emergencies and all staff have been trained what to do in such instances.
- at least one staff member qualified in CPR is available at all times.

From observations and interviews with managers and staff, verify that comprehensive procedures for dealing with fires and evacuation exist, are clearly displayed and are known to all.

Establish from observations and interviews that intercoms in cells are answered in a timely manner that is based on the assumption there may be a life-threatening emergency.

From an inspection of accommodation areas establish that observation panels in cell doors are not covered up.

References: CSA 2006 ss 3, 53-59, 68, 201, 205, 263, 265-266; Procedure – Admission; Procedure – At Risk Management; Procedure – Safety Orders

7.2 Staff ensure that a process is in place for identifying and caring for those at risk of self-harm or suicide.

Check that the centre has implemented all components of the QCS at risk management procedure.

Check that protocols, contingency plans and staff training are implemented to manage at risk and self harming behaviour by prisoners.

Check for implementation of the strategy in all areas of the centre. Check that the strategy recognises the specific needs of the population e.g. women and minority groups, and those with substance misuse problems.

Check that appropriate staff training is conducted.

From observations and interviews with staff, check staff perceptions and understanding of their role in at-risk-management processes and their level of engagement.

Check availability and use of safer cells, particularly in areas of the centre where risks of self-harm are higher.

Check that a practice is in place which recognises the need for continued normalisation of the prisoner's communication with other prisoners and staff and which avoids an over reliance on the safety cells as a preventative measure.

References: CSA 2006 22 3, 53-59, 68, 201, 205, 263, 265-266; Procedure – At Risk Management; Procedure – Safety Orders

7.3 A Risk Assessment Team effectively monitors the centre's suicide prevention policy and procedures. This should be chaired by the senior psychologist / health services coordinator or officer responsible for the procedural areas for at risk prisoners and that membership includes staff representatives from a range of disciplines.

Check the make-up of the RAT. Review minutes and review the quality of RAT recommendations and member attendance.

Check that the RAT includes indigenous representatives for indigenous prisoners and in women's centres, ensures that reviews are not attended by an all male staff group.

Interview members of the RAT.

Check that all groups identified in the At Risk procedure are represented at RAT meetings and that all staff present have appropriately researched information.

References: CSA 2006 ss 3, 53-59, 68, 201, 205, 263, 265-266; Procedure – At Risk Management

7.4 Prisoners' families, friends and external agencies are encouraged, through local arrangements, to provide sources of information which may help identify and support those prisoners likely to be bullied or who have a history of self-harming behaviour.

Check a sample of prisoners' files for evidence of such information. Check there are posters in visits about who to contact with concerns about bullying or at risk prisoners.

Check how often intelligence on this issue is sought from these sources, and how.

References: CSA 2006 ss 3, 53-59, 68, 201, 205, 263, 265-266; Procedure – At Risk Management

- 7.5 A detailed At Risk Management Plan is prepared with input from the prisoner, which identifies need as well as individual responsibilities. Personal factors or significant events which may be a trigger to self-harm have been identified. Regular reviews take place involving staff from a range of disciplines as appropriate, which provide good support and care for all prisoners at risk. Arrangements are in place for following up after an at risk management plan has been closed.**

Check At Risk Management Plans and the quality and frequency of entries – in particular check that need is being met and support provided and that insightful comments are made by staff.

Check training records for all staff making assessments. Interview accommodation officers with regard to knowledge of policy and knowledge of At Risk Management Plans. Ask about the level of training they have received.

Interview staff and check how they see their input being utilised.

Look for the number of people attending reviews and continuity of attendance.

Interview prisoners and check whether they believe their needs have been identified and then addressed.

Review the IOMS data input procedure and compliance.

References: CSA 2006 ss 3, 53-59, 68, 201, 205, 263, 265-266; Procedure – At Risk Management

- 7.6 Prisoners at risk of suicide and self-harm are held in a supportive and caring environment.**

Establish how often the safety unit or observation cells have been used during the last six months.

Check the levels of access to psychologists, counsellors, the chaplaincy and activities. Check the level of access to Official Visitors.

References: CSA 2006 ss 3, 53-59, 68, 201, 205, 263, 265-266; Procedure – At Risk Management

- 7.7 Prisoners are encouraged to express any thoughts of suicide and/or self-harm, and they are encouraged to take part in all approved therapeutic activities.**

Check case records of any prisoners being monitored.

Check documentation and At Risk Management Plans.

Interview prisoners and check that they are given the opportunity and assistance to make a contribution to their review during the risk assessment process.

Check with staff that prisoners are encouraged to identify their own support needs.

References: CSA 2006 ss 3, 53-59, 68, 201, 205, 263, 265-266; Procedure – At Risk Management

- 7.8 All staff, including night staff, are fully trained in suicide prevention and are clear on what to do in an emergency. A program of refresher training is in place.**

Conduct interviews with staff including night staff. Verify that staff have access to first aid kits and cut down knives.

During a night visit, if a centre does not have an induction unit, check that night staff know where first night prisoners and those at risk are located.

Check training records, contingency plans and instructions to night staff.

References: CSA 2006 ss 3, 53-59, 68, 201, 205, 263, 265-266; Procedure – At Risk Management

7.9 Incidents of self-harm are closely monitored and analysed at regular intervals to identify any trends and to implement preventative measures. Serious incidents are properly investigated to establish what lessons could be learnt and to promote good practice.

Check for the most recent incidents of self-harm and assess the thoroughness of any review / investigation and whether findings were appropriate and acted upon.

Check that there is a self-harm incident review committee in the centre, incorporating appropriate managerial oversight, which oversees the review and analysis of self-harm incidents.

References: CSA 2006 ss 3, 53-59, 68, 201, 205, 263, 265-266; Procedure – At Risk Management

7.10 All information about prisoners at risk of self-harm or suicide is communicated to people who are able to offer support in the community upon discharge of the prisoner.

Establish how this is facilitated by speaking to offender management and programs staff.

Review cases of prisoners facing imminent release who may have a history of mental illness or at risk behaviours. Check that on discharge, and where required, supports are in place in the community and involve Community Mental Health, Queensland Health or the voluntary sector as appropriate.

References: CSA 2006 ss 3, 53-59, 68, 201, 205, 263, 265-266; Procedure – At Risk Management

Standard 8 – Equality

All prisoners experience equality of opportunity in all aspects of prison life, are treated equally and are safe. Cultural diversity is embraced, valued, promoted and respected.

8.1 The General Manager promotes cultural diversity.

Establish with the General Manager what strategies are in place to ensure that cultural diversity is promoted within the centre.

Check the General Manager takes immediate and appropriate action in response to racist incidents.

8.2 The opportunity is provided to prisoners to practice and express themselves culturally within the centre.

Check if the centre has cultural reference groups.

Interview prisoners and check they are able to practice cultural activities within the centre.

Verify that there is a program of culturally specific events within the centre's calendar. Check if regular events are held to celebrate ethnic and cultural diversity and that appropriate external organisations are invited to take part.

Check frequency and focus of such events – ensure they are reflective of the prisoner population.

Ask prisoners about the level of involvement of outside organisations.

8.3 All staff in all units are trained in cultural awareness, which enables staff to understand and respond appropriately to race and cultural issues as well as to positively promote cultural diversity.

Check that staff and managers provide a good model.

Ask staff and managers how the centre promotes cultural awareness. Ask them what they believe constitutes a racist incident and how they would respond.

Check training figures for staff.

8.4 Staff attempt to understand and actively engage with all cultural and ethnic groups.

Observe staff interaction with prisoners of different cultural and ethnic backgrounds, including the use of language by staff and the willingness of prisoners from different cultural and ethnic groups to approach staff.

Ask prisoners from different cultural and ethnic backgrounds how staff respond to them.

Speak to staff and the cultural development officer. All staff should be aware of cultural differences in gesture, body language and expression of emotion.

8.5 A committed and trained cultural development officer / liaison officer is appointed to effectively manage cultural issues.

Ask the cultural development / indigenous liaison officer or equivalent about their duties and any difficulties encountered.

8.6 Prisoners know the identity of the cultural development officer and / or indigenous liaison officer, and are easily able to contact them.

Ask prisoners who the cultural development or indigenous liaison officers are, what they do and how easy they are to contact.

Check what information is provided to prisoners within the centre i.e. prisoner handbook, posters etc.

8.7 The cultural development / indigenous liaison officers take action to identify and minimise racist bullying.

Speak to the cultural development / indigenous liaison officers about their role in any violence reduction strategy. Check they monitor violent incidents for any cultural element and what action they take.

8.8 A process is in place to identify any prisoner convicted of a current or prior culturally aggravated offence or of an incident of racist bullying in prison and to draw the attention of staff to these individuals.

Speak to reception staff and the intelligence officers. Ask whether this is current practice.

8.9 There is frequent and effective consultation and communication with indigenous and minority ethnic prisoners by centre management.

Speak to the cultural development / indigenous liaison officers about how this is organised.

Look for evidence of consultation and communication via prisoner forums (PAC).

Check how prisoners are consulted and whether they feel able to raise concerns with staff.

Standard 9 – Diversity

All prisoners should have equality of access to all centre facilities. All centres should be aware of the specific needs of minority groups and implement distinct policies, which aim to represent their views, meet their needs and offer peer support.

9.1 Staff are aware of their duty to observe the human rights of prisoners and to treat prisoners in accordance with fairness and natural justice. They know what these rights are. They accept the legitimacy of that duty and meet their obligations under it promptly.

Measures are in place to prevent racial discrimination and where it does occur it is rapidly dealt with.

Prisoners have an avenue of appeal against a response to a request or complaint.

No prisoners are victimised for having accessed their legal right to complain.

References: CSA 2006 ss 4, 9, 26; Code of Conduct

9.2 Prisoners with disabilities including mental health issues and older prisoners within the establishment are monitored to ensure their needs are appropriately addressed.

Check if a regular needs analysis conducted.

Speak with the health services coordinator and with prison mental health case workers.

Speak to older prisoners and those with disabilities.

References: CSA 2006 ss 4, 9, 26; Code of Conduct

9.3 Prisoners from minority groups are not being victimised or excluded from any activity.

Establish with the General Manager what the centre is doing to ensure that minority group prisoners are not being victimised or excluded from activities including who is responsible.

Ask the Cultural Development Officer or Indigenous Liaison Officers what information is collated and for what purpose and is there sufficient time for them to exercise their duties.

Speak to prisoners from minority groups.

References: CSA 2006 ss 4, 9, 26; Code of Conduct

9.4 The General Manager promotes race equality.

Ask the General Manager to describe the current state of race equality in the centre and how he/she is achieving this in the centre.

Check the General Manager takes immediate and appropriate action in response to any racist incidents.

Ask staff how they think the General Manager promotes race equality.

References: CSA 2006 ss 4, 9, 26; Code of Conduct

9.5 The centre has a mechanism in place to identify and manage indigenous prisoner issues which involves participation of appropriate senior management and which includes appropriate prisoner and external community representatives.

Check that meetings are held regularly and include functional managers, cultural development or indigenous liaison officers, chaplaincy, a health services representative, indigenous prisoner representatives and external community representatives - i.e. Elders, Indigenous Reference Groups.

Ask Cultural Development or Indigenous Liaison Officers about the level of senior management support s/he receives.

Speak to prisoner representatives and ask about support provided, input to reference groups and whether their views are listened to and addressed.

References: CSA 2006 ss 4, 9, 26; Code of Conduct

9.6 All staff in all units are trained in cultural awareness, which enables staff to understand and respond appropriately to race and cultural issues as well as to positively promote race equality.

Check training records to establish the number of staff with current competencies.

Ask staff what they believe constitutes a racist incident and how they would respond.

Establish whether staff appreciate that prisoners of different racial, ethnic and religious groups have differential experiences in custody and how they engage with this.

References: CSA 2006 ss 4, 9, 26; Code of Conduct

9.7 Staff attempt to understand and actively engage with indigenous and ethnic prisoner groups.

Ask prisoners from indigenous and ethnic backgrounds how staff respond to them.

Speak to staff and the cultural development or indigenous liaison officers. All staff should be aware of cultural differences in gesture, body language and expression of emotion.

References: CSA 2006 ss 4, 9, 26; Code of Conduct

9.8 Inappropriate language or conduct is challenged.

Check the language used by staff and prisoners, in particular the names used to address prisoners and staff.

Check with groups of prisoners how they and their visitors are treated by staff and other prisoners and how this is responded to.

References: CSA 2006 ss 4, 9, 26; Code of Conduct

9.9 Prisoners know the identity of the indigenous liaison officers and/or cultural development officer representatives, and are easily able to contact them.

Ask prisoners who the cultural development and indigenous liaison officers are, what they do and how easy they are to contact.

Ask staff who the cultural development and indigenous liaison officers are.

Check how information is provided to prisoners and staff.

References: CSA 2006 ss 4, 9, 26; Code of Conduct

9.10 Cultural development and indigenous liaison officers take action to identify and minimise racist bullying.

Speak to the officers concerned about their role in the violence reduction strategy. Check they monitor violent incidents for any racial element and what action they take.

Check that any evidence of racial bias in the reporting of, or responses to, violence or bullying is raised with senior management.

References: CSA 2006 ss 4, 9, 26; Code of Conduct

Standard 10 – Foreign Nationals

Prisoners who are not Australian citizens and/or who may be subject to deportation have reasonable access to all prison facilities. All centres are aware of the specific needs that this group of prisoners have.

10.1 All centres are fully conversant with the needs of this group of prisoners which is reflected in the way they are managed.

Does the centre have a specific strategy in place for identifying and managing this group of prisoners?

Does the centre give attention to the primary problems of family contact, immigration and language?

Does the centre have regard to needs such as the ability to send money home to family, childcare, allocation to employment etc?

Check whether the offender management coordinator has a clear appreciation of the main problems facing this group of prisoners.

10.2 Prisoners have access to translation and interpreting services wherever matters of accuracy and/or confidentiality are a factor.

Check what translation and interpretation services are available, when they are used and by whom. Check they are used by health services and during health and medical interviews.

Check if health leaflets are available in different languages.

Check the frequency of use of telephone interpretation service.

Check with prisoners that they know how to access translation services.

10.3 All centres regularly liaise with the Department of Immigration and Citizenship (DIC) and all prisoners are informed as early as possible in sentence whether they are being considered for deportation.

Check with offender management coordinator for evidence of appropriate liaison – contact may also have been. Where necessary, contact with relevant embassies or consulates may also be required.

Check the file(s) of any detainees held in the centre for evidence of consultation.

10.4 Immigration detainees held solely under administrative powers are transferred to an immigration unit in a special purpose facility.

Check the numbers of this group held beyond the end of sentence.

The centre should be in regular contact with DIC to progress cases and if necessary to arrange transfer to immigration detention facilities.

Standard 11 – Mothers and Babies

Mothers and babies are provided with a safe, supportive and comfortable environment which prioritises the care and development of the child. Pregnant women receive appropriate support.

11.1 Mother and baby units (MBUs) provide a comfortable, safe and stimulating environment suitable to the ages and stages of development of the children.

Inspect local facilities (where applicable).

Ask prisoners located on the mother and baby unit.

Speak to visiting and on site staff.

References: Procedure – Accommodation of Children

11.2 Mattresses, bedding, clothing and all other equipment provided for the accommodation of children are checked to ensure they are in appropriate condition.

Review the policy of mattress replacement and availability of both laundry and washing facilities.

Ask prisoners located on the mother and baby unit.

References: Procedure – Accommodation of Children

11.3 Care planning starts from the earliest knowledge of pregnancy or following the mother's admission to custody. Initial planning meetings and review meetings are attended by the mother.

Check records of meetings and subsequent plans for pregnant women in accommodation units as well as in the MBU.

Speak to prisoners.

11.4 Provision is made for co-parents to be involved with the birth of the child.

Check notices or other methods of informing prisoners within the establishment.

Ask prisoners about their experiences.

Ask staff how this provision is managed.

11.5 Planning and review meetings focus on the child's needs and how the mother can best be helped and supported to meet them. The mother's offender management plan complements and supports the child's care plan.

If possible attend an admissions meeting.

Review the records of prisoners and babies.

Ask prisoners located in the mother and baby unit.

11.6 Mothers are able to exercise parental responsibility through informed choices.

Review the records of women prisoners and their babies.

Ask prisoners located in the mother and baby unit.

References: Procedure – Accommodation of Children

11.7 Provision of care for the mother and baby is consistent with the standards and procedures provided in the community.

Review the policy and local agreements with community services.

Check attendance of external services in unit log book or gate book.

Check the extent to which these professionals share relevant information with accommodation / intervention staff – in care plans and records of prisoners and babies.

Check for contingency plans for death of infant in custody.

Ask prisoners located in the mother and baby unit.

References: Procedure – Accommodation of Children

11.8 There is a clear, effective and fair admissions policy. Women have access to easily understood information about the MBU, its statement of purpose and function and written procedures and documentation for application, admission and separation.

If possible attend an admissions meeting.

Review the records of prisoners and babies. Check length of time between application and admission.

Ask prisoners located in the mother and baby unit.

References: Procedure – Accommodation of Children

11.9 Admission, review and separation policies and childcare and protection arrangements are agreed with the Department of Child Safety.

Check arrangements for pregnant women throughout the establishment.

Speak to the Senior Psychologist and other staff.

References: Procedure – Accommodation of Children

11.10 Children have opportunities to experience community activities and are prepared to leave the prison in accordance with their development needs and best interests.

Review the unit's provision of community experiences for babies. Check mothers are encouraged to enable their children to have these opportunities. Check daily log to see the frequency of these events. Check that this is provided by extended family or other appropriate security cleared voluntary or statutory agencies.

Ask prisoners located in the mother and baby unit.

11.11 Where a child is separated from its mother before the mother's discharge date, the mother is fully supported both emotionally and practically in making the arrangements for separation.

Review the unit's procedure in relation to separation and preparation records in individual case records.

Ask prisoners located in the mother and baby unit and any who have moved off the unit after undergoing separation.

References: Procedure – Child Safety

- 11.12 Childcare plans and support plans are provided for mothers whose applications for mother and baby places are unsuccessful to ensure proper contact between mother and child is maintained and the mother supported.**

Review the unit's procedure in relation to failed applications, separation at birth and ongoing contact for babies born prior to the mother arriving in prison, particularly with reference to nursing mothers.

Ask prisoners located in the mother and baby unit and any who have had failed applications. This should be checked in all women's centres as they may contain women who have had a failed application to another establishment.

References: Procedure – Child Safety

- 11.13 All staff working with children have undergone specific recognised training including child protection issues and infant resuscitation.**

Review the establishment's training record and which training packages are used.

Standard 12 – Contact with the Outside World

Prisoners are encouraged to maintain contact with the outside world through regular access to mail, telephones and visits.

12.1 Prisoners are provided with adequate personal visits in terms of accessibility, frequency and length.

From observations, check that:

- Personal visitors receive clear and helpful information about the visits system and there are special arrangements for transport to the centre if public transport is inadequate.
- Arrangements for booking visits are transparent, easily understood and inexpensive. Check if visitors can book the next visit before the current visit ends.
- Most prisoners can have a weekly visit of at least one hour. Check that prisoners are informed of their visits entitlement within 24 hours of arrival. Check visits schedule.
- Visits are not cancelled for administrative or for non-emergency operational reasons.
- Time spent by the visitors with the prisoner is not reduced by long administrative procedures on entry.
- Basic visit entitlements (non contact) are not related to assessments of prison behaviour.
- Non-contact visits are only imposed when there is reasonable cause and evidence is available of abuse; they are not imposed as a punishment and their imposition is regularly reviewed.
- If visitors are banned the reasons are made clear, the decision can be appealed against and is reviewed at regular intervals.
- Efforts are made to hold prisoners as near their home area as possible.
- Ask prisoners about their experiences.

References: Procedure – Personal Visitors to Prisoners

12.2 Visitors are well treated.

From observations, check that:

- Visitors are politely received.
- The waiting time is not undue.
- Clean toilet and baby changing facilities are provided.
- The searching procedures are thorough but compatible with human dignity.
- There is a waiting place indoors for visitors.
- The waiting place provides contact information.

References: Code of Conduct

12.3 Visits take place in the most relaxed environment compatible with security. A well-run and properly equipped visitors' centre is available alongside the establishment.

The visits room is large enough for the numbers it has to cater for.

Efforts are made to create a welcoming atmosphere.

There are arrangements for children to play.

Check access for visitors with disabilities.

12.4 Telephone contact is made as easy as possible.

From observations, check that there are enough telephones for each prisoner to have daily access at times appropriate to their needs.

From observations and checking with staff, verify that prisoners are told clearly that telephone calls are monitored.

From observations, check that telephones are not in a noisy place where prisoners cannot hear properly.

Verify that prisoners can talk on the telephone without being overheard by other prisoners.

References: [Procedure – Prisoner Telephone Calls](#); [Procedure – Telephones and Video Conference Calls](#)

12.5 Letter contact is made as easy as possible.

Prisoners can send as many letters as they can afford.

There is no limit to the number of letters which a prisoner can receive.

Check that prisoners' letters are posted quickly. In most cases, prisoners' outgoing mail should be posted within 24 hours (48 hours when received on Saturday).

Check that incoming mail is received within 24 hours of arrival at the centre where practicable including registered mail.

Check with prisoners as to whether there are issues regarding mail.

12.6 Prisoners' mail is opened to check for unauthorised enclosures or to carry out legitimate or targeted censorship in accordance with procedures.

Check with the mail clerk.

References: [Procedure – Mail – Offender Mail](#)

12.7 Privileged mail is opened by staff only in accordance with procedures.

Check if privileged mail is opened by staff.

Check that a register is maintained and this is recorded systematically.

Review prisoner complaints.

References: [Procedure – Mail – Offender Mail](#)

12.8 Protection prisoners or those on safety orders are not disadvantaged in their access to visits.

Check for separate visits allocation or an efficient rota system, which gives the same access as for all other prisoners.

Interview prisoners on safety orders.

Check prisoner complaints.

12.9 The visits booking system is accessible and able to deal with the number and needs of visitors.

Check if visits can be booked in advance during visits.

During or before inspection, call visits line to check accessibility.

Speak to visitors about their experiences.

References: [Procedure – Personal Visitors to Prisoners](#)

12.10 Prisoners' visitors are given information about how to get to the establishment, its visiting hours and details about what to expect when they arrive.

Check the information that is distributed.

References: [Procedure – Personal Visitors to Prisoners](#)

12.11 All procedures for prisoners and visitors are carried out efficiently before and after visits, to ensure that the visit is neither delayed nor curtailed.

Check actual opening times of visits against the scheduled times.

Ask visitors and check booking in procedures.

12.12 The searching of prisoners (including removal of clothing searches), visitors and their property is conducted in an appropriate manner and in accordance with procedures. The searching of children is undertaken with particular sensitivity.

Observe normal searching procedures, including that undertaken by drugs dogs.

Check that a baby can be safely searched or left safely while their carer is searched.

Check removal of clothing search register in visits.

References: [Procedure – Search \(Visitors\)](#); [Procedure- Search \(Prisoners\)](#)

12.13 Visitors arriving late in secure custody centres are offered non contact visits.

Ask visits staff about procedures in relation to this.

12.14 There is a system in place to consider and resolve complaints from prisoners and visitors regarding the visit process.

Establish what systems are in place to resolve visits complaints.

Check for evidence that feedback from complaints is considered and acted upon appropriately by the centre.

12.15 Before and after visits, visitors have access to toilet facilities.

Ask staff and visitors about normal procedure.

12.16 Visits areas facilitate easy contact between prisoners and their visitors. Security arrangements in visits do not unnecessarily encroach upon privacy; however, they do reflect appropriate assessment of risk.

Check levels of supervision are not excessive and general layout of visits area is appropriate. Furniture should be in a good condition.

12.17 Children are safe and can enjoy family visits in an environment that is sensitive to their needs. A safe children's activity area is provided where prisoners can supervise their children.

Check activity area is suitable and speak to staff.

Visiting times for child sex offenders must, if possible, be separate to those of other offenders. If this cannot be managed, visits to child sex offenders should take place in a separate section of the visits area.

Visitors to child sex offenders must be advised about available times to visit.

References: [Procedure – Personal Visitors to Prisoners](#)

12.18 Prisoners' visitors can buy a range of refreshments during visits.

Check snack machines/shop are sufficiently and appropriately stocked and in operation.

12.19 Prisoners who are transferred out of their region or who have limited visits access due to the distance from their home have access to video conference facilities.

Check local policies.

References: [Procedure – Telephone and Video Conferencing Calls](#)

Standard 13 – Request and Complaint Systems

Effective request and complaint procedures are in place are easy to access, easy to use and provide timely responses. Prisoners feel safe from repercussions when using these procedures and are aware of an appeal procedure.

13.1 There is a comprehensive system in place for managing prisoner complaints.

Check that the agency wide complaints management system is operating effectively at the centre.

Check with Senior Adviser, Complaints Management, Ethical Standards Branch concerning the centre's performance in this area.

References: Procedure – Complaints Management

13.2 Information about prisoner requests and complaints is provided to prisoners in a way that is easily understood, including appeal mechanisms.

Check what information is provided in induction handbooks, posters, leaflets or flyers.

Ask prisoners regarding their experiences and understanding of complaints processes.

References: procedure – Induction; Procedure – Complaints Management

13.3 Prisoners are encouraged to resolve complaints informally at the lowest possible level before making official complaints.

Speak to case officers and supervisors.

Speak to case officers and supervisors about their role in complaints resolution.

Check that complaints protocols reinforce this.

References: Procedure – Review; Procedure – Complaints Management

13.4 Prisoners can easily and confidentially submit complaint forms.

Check with prisoners that they are not questioned about the reasons for requesting complaint forms or blue letters and that they are not hindered from lodging a complaint.

Review the blue letter process.

Check that request forms are not required to access blue letters.

There should be ample supplies of envelopes and complaints forms in each unit and should be accessed daily.

References: Procedure – Complaints Management; Code of Conduct

13.5 Prisoners are not pressured to withdraw requests or complaints.

Check the number of withdrawn complaints and the outcome of complaints for the last six months.

References: Code of Conduct

13.6 Prisoners feel able to ask for help in completing their application or complaint and in copying relevant documentation.

Ask prisoners how responsive staff are to requests for help with applications.

References: [procedure – Complaints Management](#)

13.7 Prisoners who make complaints against staff and/or other prisoners are protected from possible recrimination.

Check numbers of reprisal complaints.

Check what measures the centre has in place to ensure that complainants are not victimised.

Ask prisoners about any adverse effects of complaint. Ask if prisoners know that there are protection measures if they complain about staff or other prisoners.

References: [Procedure – Complaints Management](#); [Code of Conduct](#)

13.8 All prisoners know how to contact the Official Visitor (OV) and/or the Ombudsman and can do so in confidence.

Check accommodation areas for OV and Ombudsman contact information.

Speak to OV Coordinator to ascertain whether there are any difficulties with prisoner access to the OV system.

Ask prisoners.

References: [Procedure – Induction](#); [Procedure – Mail – Offender Mail](#)

13.9 Prisoners are not discouraged from pursuing grievances with external bodies if they need to.

Check with prisoners and the Ombudsman.

References: [Code of Conduct](#)

13.10 Centre management analyse complaints data regularly and if necessary take remedial action.

Check to see whether data is analysed and whether action is taken when strong patterns/trends emerge.

Standard 14 –Legislative Requirements

Prisoners are told about their legislative entitlements during induction, and can freely exercise these entitlements while in prison.

14.1 Staff are aware of their duty to allow prisoners their legislative entitlements and they know what these entitlements are. They accept the legitimacy of that duty and meet their obligations under it promptly.

At induction, prisoners are given information about rules, penalties and how to make a request or complaint in a form they can understand.

Check with prisoners that they are helped if they so wish to contact Official Visitors and/or the Ombudsman.

Legally privileged mail is not opened unless there are reasonable security grounds for doing so, and confidential access to legal representatives and complaints bodies is respected.

Check with prisoners that In disciplinary proceedings they understand the charges made against them.

Verify that prisoners are able to appeal against disciplinary decisions and are advised of the process.

References: Code of Conduct

14.2 Staff are aware of their duty to observe the human rights of prisoners and they know what these rights are. They accept the legitimacy of that duty and meet their obligations under it promptly.

Staff are trained in the QCS Code of Conduct.

Measures are in place to prevent discrimination and where it does occur it is rapidly dealt with.

References: Code of Conduct

14.3 Staff are aware of their duty to treat prisoners in accordance with fairness and natural justice and they know what this involves. They accept the legitimacy of that duty and meet their obligations under it promptly.

Staff are trained in the QCS Code of Conduct.

Prisoners have an avenue of appeal against a response to a request or complaint.

No prisoners are victimised for having accessed their legal right to complain.

The library provides a good collection of relevant legislation and procedures that can be easily accessed.

Prisoners are able to attend court hearings clean and properly dressed.

Replies to requests and complaints are given in a timely manner.

Where appropriate, attempts are made to resolve complaints informally before resorting to the formal complaints process.

Where appropriate to the circumstances, disciplinary processes are used as a last resort.

References: Procedure – Complaints Management; Code of Conduct

14.4 Prisoners understand their sentence, including the opportunities and terms of early release, and the consequences of breach of parole. Returned parolees are quickly identified, and promptly receive documented explanation about reasons for their return and their right to make representations or appeal.

Check on IOMS that parole revocations are assessed promptly and the information they contain is accurate.

Speak to prisoners, especially those returned to custody from parole, about the level of service and information they receive. Check that prisoners have a good understanding of what they have been told.

Speak to the Offender Management Coordinator.

References: [Procedure – Induction](#); [Procedure – Parole Orders](#)

14.5 Private legal visits are permitted, and suitable facilities to accommodate these are provided.

Check facilities for private legal visits.

Ask prisoners using video and telephone facilities if they understand the process and have the opportunity to talk to their legal representative in private.

14.6 Prisoners subject to parole conditions on release have the requirements of the conditions explained to them and have an opportunity to discuss their rights and responsibilities prior to release.

Ask Offender Management Coordinator about routine procedure and check any available records.

Interview parole returnees.

References: [Procedure – Induction](#); [Procedure – Parole Orders](#)

Standard 15 – Substance Related Needs

Prisoners with substance-related needs, including alcohol, are identified at reception and receive effective treatment and support throughout their stay in custody. All prisoners are safe from exposure to and the effects of substance use while in prison.

- 15.1 Substance dependent prisoners are provided with first night symptomatic relief following screening and testing. Subject to confirmation, existing prescribing regimes are continued or an equivalent provided.**

Check clinical protocols and procedures and staff training records.

Check substance abuse withdrawal regimes are continued.

Interview prisoners and staff.

References: Procedure – Assessment: Procedure – Initial Reception - Medical

- 15.2 Specialist staff complete a comprehensive assessment the day after a prisoner's arrival to determine a suitable stabilisation, maintenance, or detoxification programme.**

Check clinical protocols and procedures and staff training records.

Interview prisoners and staff.

References: Procedure – Initial Reception - Medical

- 15.3 Prescribing regimes are flexible, conform to national clinical guidelines, adequately meet the needs of substance dependent prisoners, and are provided by specialist staff in a safe environment.**

Check prescribing policy and protocols, medical records and guidelines for in-patient admission.

Check location of detoxification unit.

Interview staff and check availability of specialist clinical input/advice.

References: Procedure - Pharmaceuticals

- 15.4 Specialist dual diagnosis services are provided for prisoners who experience both mental health and substance-related problems.**

Check accessibility/waiting lists/referral criteria of mental health team.

Interview prisoners and staff including any external service providers.

- 15.5 There is appropriate treatment and support for pregnant women with substance dependency.**

Check policy and practice, review relevant health services records.

Check with prisoner representative groups (PAC).

- 15.6 Prisoners receive effective support during and post-clinical intervention. Clinical treatment is integrated with psycho-social interventions.**

Check regime and programme details, joint care planning protocols.

Interview prisoners and medical/psychological services staff.

References: [Procedure – Initial Reception - Medical](#)

15.7 Prisoners are informed about blood-borne viruses and other problems that may arise from substance use, and are given access to specialist services.

Check induction procedure and handbooks.

Check availability of clinics and specialist staff.

References: [Procedure - Induction](#)

15.8 A range of effective alcohol, drug and tobacco avoidance strategies are in operation.

Check drug and alcohol awareness courses, smoking cessation programmes and nicotine replacement.

Interview prisoners and staff.

15.9 Random drug testing is clearly separated from targeted drug testing, conducted consistently in line with protocols which ensure the fairness and validity of procedures, and takes place in a suitable environment. Prisoners testing positive are referred to drug rehabilitation initiatives and/or programs.

Check protocols, level of testing and results, including drug referrals.

Interview prisoners.

Check with intelligence officers and drug unit staff.

References: [Procedure – Drug Screening](#)

15.10 Effective intelligence and security measures are in place to guard against the trafficking of drugs or alcohol.

Check rate of positives drug tests, searching strategy, finds, use of Itemiser drug screening machine for visits sessions, number of closed visits/banned visitors.

Observe visits arrangements, use of intelligence (inc. use of dogs).

Interview prisoners and staff including visits and intelligence.

References: [Procedure – Dog squad; QCSIG Intelligence Standards](#)

HEALTH SERVICES

Standard 16 – Health Services

Prisoners should be cared for by a health service that assesses and meets their health needs while in the centre which promotes continuity of health and social care on release. The standard of health service provided is equivalent to that which prisoners could expect to receive in the community.

16.1 Health services are provided to cater for the assessed needs of the prison population.

The centre leads in the provision of health care and other health service providers.

Check Medical in Confidence assessments.

Check medical progress notes.

Reference: Procedure – Health and Medical Services

16.2 Joint working arrangements between the centre and any external health providers take account of and adhere to Queensland Health quality and regulatory frameworks.

Check MOU's and local agreements.

Interview health services coordinators.

Reference: Procedure – Health and Medical Services

16.3 All prisoners have equity of access to health services.

Check with prisoners and prisoner reference groups (PAC).

Check monitoring of prisoners who have had appointments with all health services professionals. Review medical appointments.

Check to see whether any appointments (internal and/or external) have been cancelled for security reasons in the last three months.

Speak to prisoners or prisoner reference groups.

Reference: Procedure – Health and Medical Services

16.4 Patients are cared for in conditions that are accessible to all and that maintain decency, privacy and dignity

Interview prisoners and prisoner reference groups (PAC).

Interview Health Services Coordinator.

Physical inspection of facilities.

16.5 The facilities and cleanliness of all rooms used for health services are consistent with the promotion of health and well being and have appropriate infection control facilities

Check cleaning schedules.

Check for health services cleaners.

Interview health staff supervising cleaners.

Check local infection control protocols are in accordance with Queensland Health regulations.

16.6 Patients are treated with respect in a professional and caring manner that is sensitive to their diverse needs.

Observe appropriateness of language and terminology used with prisoners.

Check with health services coordinator, nurses and custodial staff.

Check access to interpreter services.

Check with prisoners.

16.7 Each health services centre has a nurse or health services coordinator with sufficient knowledge, skills and experience.

Check qualifications, skills and experience of staff.

Interview Health Services Coordinator

16.8 Prisoners are given information about centre health services, in a format they are able to understand, which explains how to access services.

Check induction information and prisoner handbook.

Check how prisoners who are unable to read English or have problems with literacy are made aware of services.

References: [Procedure – Initial Reception – Medical](#); [Procedure - Induction](#)

16.9 Patients are involved and consulted when planning their own care and treatment.

Check if there are consent forms.

Check the process of health education related to specific injuries or illness.

16.10 Clinical governance arrangements are in place, which include the management and accountability of centre staff.

Check management team reports, serious/critical incidents.

Check investigations and evidence of involvement in deaths in custody reviews, reports etc.

Check medical progress notes.

Check all health jobs have position descriptions and there is a system of performance reviews in place.

16.11 Staffing levels and skills mix includes appropriately trained medical, nursing, reception, and administrative staff to reflect prisoners' needs.

Check staff profiles, professional registration details, training needs analysis.

Check that staff profiles and experience are matched to prisoners needs profiles (e.g. indigenous and minority ethnic groups and prisoners with physical or mental health problems or learning disabilities).

Check that custodial staff are detailed to health services to support health services staff.

16.12 Staff receive on-going training, supervision and support.

Check training records. Ensure this includes relevant training for population – e.g. emergency childbirth in women's establishments.

16.13 Patient safety during clinical activity that requires specialist equipment meets standards laid down by regulatory bodies. All equipment (including resuscitation kit) is regularly checked and maintained and staff understand how to access and use it effectively.

Check equipment, including availability of an automated external defibrillator.

Check an emergency childbirth kit is available in all prisons that hold women.

Check equipment logs, registers, training registers, medical equipment alerts.

Check if staff are aware of the location of the equipment.

16.14 Every prisoner has a clinical record containing an up-to-date and comprehensive assessment and care plan (if required), including health history.

Check that a sample of clinical records from the previous six months and inpatient care plans include a record of problems, diagnoses, investigations, treatment and referral letters.

References: [Procedure – Medical Records](#)

16.15 All clinical records (including dental and pharmacy) are kept securely in accordance with privacy policies. Access is limited to those with a demonstrable need to know.

Check the records storage area.

Speak to health services coordinator.

References: [Procedure – Medical Records](#)

16.16 Clinical records of prisoners who have left the centre should be stored in accordance with privacy and confidentiality requirements in a way that enables retrieval and amalgamation with a current clinical record if the prisoner returns.

Check prisoner discharges and records are despatched in a timely manner and that those stored are secured to maintain confidentiality and privacy.

References: [Procedure – Medical Records; Confidentiality](#)

16.17 Prisoners know how to comment/complain about their care and treatment. They are not discouraged from doing so and are supported to do so when necessary

Check requests and complaints received by health services during last three months and any letters and responses.

Check information on how to complain is available in the induction handbook.

Check that complaints about clinical care are linked to QCS complaints system.

Check with prisoner reference groups (PAC).

Reference: [Procedure – Complaints Management](#); [Procedure - Induction](#)

16.18 Systems are in place for prevention of communicable diseases. In the event of an outbreak of a communicable disease, the response is prompt and effective, in liaison with local public health services, including the identification and tracing of contacts.

Check communicable disease policy documents.

Staff should be aware of the policy and know the point of contact at Queensland Health.

References: [Procedure – Communicable Diseases](#)

16.19 Confidentiality is maintained in the best interests of the patient and the requirements of public protection.

Check that protocols reflect current statutory and professional requirements.

Check that health services staff are aware of the protocols (if in existence) and are aware of their responsibilities.

References: [Procedure - Confidentiality](#)

16.20 Information sharing protocols exist with appropriate agencies to ensure efficient sharing of relevant health care information.

Check protocols with local health and centre health services staff. Ensure protocols cater for prisoners at risk.

References: [Procedure - Confidentiality](#)

16.21 During reception, immediate health needs such as stabilisation or detoxification of those with substance misuse withdrawal needs, mental health problems, disability or ongoing treatment or care are identified, documented and responded to promptly and effectively using a reception screening tool.

Check medical reception process.

References: [Procedure – Initial Reception - Medical](#)

16.22 Out of hours and emergency medical cover is well organised, responsive and effective.

Check provisions for out of hours on call arrangements.

- 16.23 All prisoners (including those in high risk groups) receive information about health promotion (including oral health) and the control of communicable disease. They also have access to disease prevention programmes and screening programmes that mirror national and local campaigns.**

Check range of information available and its relevance.

Check for visible information and leaflets and evidence of uptake e.g. smoking cessation, hepatitis B immunisation clinics, mammography, cervical screening, oral health promotion, oral cancer screening.

Check how clinics (especially for high risk groups) are actively promoted.

Check availability of clinics with staff.

References: [Procedure – Initial Reception – Medical](#); [Procedure - Induction](#)

- 16.24 The prisoner's GP and any relevant care agencies are contacted at the beginning of custody, with the prisoner's consent, to provide relevant information to ensure continuity of care.**

Check clinical records.

Speak to newly arrived prisoners.

- 16.25 An effective appointment system is in operation, which ensures that consultations take place at times that allow enough patient contact time.**

Check appointments book or equivalent over last six months and length of waiting lists. Ensure that appointments are not missed because prisoners are not able to get there on time.

Discuss with prisoner reference groups (PAC).

- 16.26 Where practicable, women prisoners can see a woman doctor.**

Discuss with health services coordinator.

- 16.27 Ante-natal services equivalent to those provided in the community are available for pregnant women.**

Check for midwifery clinics.

Check shared care arrangements.

Discuss with health services staff.

- 16.28 Stable long-term medical and physical conditions, such as insulin-dependent diabetes or epilepsy, do not prevent prisoners from being transferred.**

Check with offender management staff and health services coordinator.

- 16.29 Prisoners who require it are given help with continence needs.**

Check that appropriate aids and equipment are held in stock.

Check clinical records/care plans.

- 16.30 Health professionals ensure that discharge documentation is completed on time.**

Check medical discharge processes adequately ensure no delays have occurred.

Check discharge letters outlining care and treatment are provided for all prisoners.

References: [Procedure – Discharge \(Medical\)](#)

- 16.31 All prisoners receive a pharmacy service equivalent to that in the community and that information about the benefits and risks of medications, and the self-administration of medication are available.**

Observe pharmacy/dispensing arrangements.

Check arrangements for prisoners who are unable to attend the medical and health services centre – e.g. those in segregation, prisoners with disabilities, older prisoners.

In low security centres, check whether there is a suitable risk assessment for in-possession medications.

References: [Procedure - Pharmaceuticals](#)

- 16.32 Prisoners prescribed long-term medications receive them without gaps or delays including when going to court or when transferring from one centre to another.**

Speak to health services coordinator and reception staff.

References: [Procedure - Pharmaceuticals](#)

- 16.33 Systems are in place to ensure that medicines are handled safely and securely. There is safe pharmaceutical stock management and use.**

Check arrangements for storage, check for appropriately labelled stock, arrangements for stock rotation, disposal of unwanted medications.

Ask staff about procedure for dispensing stock.

References: [Procedure - Pharmaceuticals](#)

- 16.34 Prisoners receive dental treatment at least to a standard and range equal to that of Queensland Health.**

Check dental waiting lists over last six months.

Speak to Health Services Coordinator and dentist.

References: [Procedure – Dental Services](#)

- 16.35 Health services bed spaces should not form part of the centre's normal accommodation and admission should only be on assessment of clinical need.**

Check recent admissions to health services and any overcrowding drafts.

Check with Health Services Coordinator.

- 16.36 Prisoners who have appointments and continuing treatment with specialist services are not moved unless appropriate arrangements are available in the new establishment to ensure continuity of care.**

Check numbers of cancellations of external appointments and reasons for cancellations.

Check with health services and offender management staff.

16.37 The health centre facilitates supported accommodation for those experiencing difficulty with life in regular accommodation units.

Check number of places and facilities available for those less able to cope with life in the accommodation areas.

Check with health services coordinator.

16.38 Mental health services include primary, secondary and tertiary services.

Speak to health services coordinator.

16.39 Mental health services are provided by specialist staff in liaison with the primary care team and custodial staff.

Check contract/service level agreement.

Check with health services staff, mental health staff, visiting psychiatrists; evidence of multi-disciplinary team meetings.

16.40 Prisoners with mental health problems are transferred to specialist secondary and tertiary care if clinically indicated. If they have to be moved to another centre their care is not compromised.

Speak to health services staff; speak to mental health staff about transfers in and out of the centre.

ACTIVITIES

Standard 17 – Learning, Skills Development and Purposeful Activity

Learning and skills development meets the assessed needs of prisoners. Prisoners are encouraged and enabled to learn both during and after sentence, as part of offender management planning; and have access to good library facilities. Sufficient purposeful activity is available for the total prisoner population.

17.1 All prisoners are assessed to provide a clear understanding and record of their learning and skills needs including literacy, numeracy and language support, employability and vocational training, and social and life skills.

Look at assessment/diagnostic material, education plans, staff qualifications and experience.

Check on IOMS that the literacy and numeracy assessments have been completed.

Check on IOMS that the educational and vocational needs assessments have been completed.

Conduct interviews with education and vocational training staff.

Interview prisoners.

References: CSA 2006 ss 3, 12, 66, 193, 265, 266; Procedure – Assessment; Procedure – Education of Prisoners

17.2 The provision of learning and skills development and employment in the centre is based on the assessed needs of prisoners and provides prisoners with both the opportunity of and access to activities that are likely to benefit them.

Check learning and skills strategy, needs analysis, feedback from service providers, prisoner participation in learning and skills, timetables, performance data, establishment role, prisoner throughput and population statistics.

Conduct interviews with staff and service providers.

References: CSA 2006 ss 3, 12, 66, 193, 265, 266; Procedure – Assessment; Procedure – Education of Prisoners

17.3 There are sufficient meaningful activities such as employment, education and activities to purposefully occupy prisoners during the structured working day.

Check how many prisoners are idle during the structured day.

Check how many are formally registered as unemployed.

Check number of prisoners engaged in purposeful activity, broken down by area.

Ask prisoners how easy it is to get a job.

References: CSA 2006 ss 3, 12, 66, 193, 265, 266; Procedure – Assessment; Procedure – Education of Prisoners

17.4 Activities which fall outside the learning and skills provision are purposeful and are designed to enhance prisoners' self-esteem and their chances of successful resettlement.

Check provision of local programs and number of places offered.

Check attendance recorded.

Speak to tutors of these programs about the level of support they and prisoners receive and the level of recognition afforded to these programs.

Ask participants about the programs.

References: CSA 2006 ss 3, 12, 66, 193, 265, 266; Procedure – Assessment; Procedure – Education of Prisoners

17.5 Facilities and resources for learning and skills development and employment are appropriate, sufficient and suitable for purpose.

Look at workshop and classroom facilities generally and assess whether they provide a suitable learning and development environment.

References: CSA 2006 ss 3, 12, 66, 193, 265, 266; Procedure – Assessment; Procedure – Education of Prisoners

17.6 All prisoners who are willing and able and who meet the criteria for participation have equal opportunity to engage in the range of activities offered by the centre.

Check a full regime is available to all prisoners.

Check structured day activities and check participation of mental health prisoners and those with learning and other disabilities.

Conduct interviews with prisoners.

References: CSA 2006 ss 3, 12, 66, 193, 265, 266; Procedure – Assessment; Procedure – Education of Prisoners

17.7 Allocation to activity places is equitable and transparent and is based on identified offender management planning needs.

Check whether the centre has an employment panel. Look at how this panel operates.

Look for evidence of case management and links with the offender management planning process, including whether prisoners with identified learning needs are properly matched to their employment.

Look at how accommodation based jobs (cleaners/painters/serverly workers etc) are allocated, as these often bypass formal procedures and look for any evidence of favouritism or queue jumping.

Interview education officers, trade instructors and supervisors.

Conduct interviews with prisoners and prisoner reference groups (PAC).

References: CSA 2006 ss 3, 12, 66, 193, 265, 266; Procedure – Assessment; Procedure – Education of Prisoners

17.8 Sentenced prisoners who do not work because they are exempt (maternity, long-term sick etc), receive sufficient weekly pay.

Check records of prisoners for weekly pay. Pay arrangements should reflect agency requirements.

Talk to relevant prisoners.

References: [CSA 2006 ss 68, 265, 316; Procedure - Remuneration](#)

17.9 Prisoners who are unemployed through no fault of their own or who are exempt from working (maternity, long-term sick etc) are unlocked during the structured day and provided with access to the library and other structured day activities.

Check structured day regime.

Talk to prisoners not assigned to regular activity placements.

References: [CSA 2006 ss 68, 265, 316; Procedure - Remuneration](#)

17.10 The establishment has an effective strategy to ensure that education students are able to regularly and punctually attend those activities which meet their needs.

Look for evidence of structured day slippage (late unlocks etc).

Check what systems are in place for managing punctuality and encouraging attendance at structured day activities.

Check structured day practices including attendance, punctuality, publicity material, methods of delivery, staffing levels and experience, deployment of resources, contract performance.

Conduct interviews with education staff.

Interview prisoners.

References: [CSA 2006 ss 3, 12, 66, 193, 265, 266; Procedure – Remuneration; Procedure – Assessment; Procedure – Education of Prisoners](#)

17.11 All prisoners are given accurate information, advice and guidance about centre activities which support their education and offender management plans and link to their reintegration into the community.

Check information and induction material, education plans.

Check access for those with learning and other disabilities.

Conduct interviews with education staff.

References: [CSA 2006 ss 3, 265, 266; Procedure – Induction; Procedure – Education of Prisoners](#)

17.12 The assessment and provision of individual learning and skills development form an effective part of prisoners' offender management plans and are used effectively to record and review overall progress and achievement.

Check learning and skills provision, education plans, offender management plans, structured day practices, achievements, progress, recognition and recording of progress and achievement, assessment results, arrangements for informing staff of assessment results, staffing levels, performance data, reviews of education plans, accredited and non-accredited learning, development of literacy, numeracy and

language support and independent living and employability skills, waiting lists, lesson plans, learning plans, assessment and accreditation arrangements.

Conduct interviews with education staff.

References: CSA 2006 ss 3, 12, 66, 193, 265, 266; Procedure – Assessment; Procedure – Education of Prisoners

17.13 Work placements provide purposeful and structured training for prisoners and wherever possible vocational qualifications can be obtained alongside their work. In the absence of such qualifications, developed skills are recognised and recorded.

Check prisoners on integrated VET program. From a sample of prisoners files, check work placement records, employment allocation process, training records, records of accredited and non-accredited skills development.

References: CSA 2006 ss 3, 12, 66, 193, 265, 266; Procedure – Assessment; Procedure – Education of Prisoners

17.14 Centres accurately record the purposeful activity hours that prisoners engage in and don't include non-purposeful activities in their calculations.

Check that published figures do not greatly overstate the true position for the majority of prisoners. Look for over-inflated claims for hours for activities such as cell-cleaning which often don't take place in practice.

Check remuneration sheets against IOMS data.

Interview staff and managers responsible for submitting statistics returns.

17.15 The centre has an effective strategy for maximising access to and use of a properly equipped and organised library.

Check library resources and employment of fulltime prisoner librarians.

Check timetables, usage records, strategies for prisoner accessibility.

17.16 Library materials should be broadly reflective and meet the needs of the prisoner population.

Check library materials and provision of newspapers, journals etc.

Check the library stocks talking books, textbooks, legal texts, Braille, and foreign language journals.

Speak to prisoners.

Standard 18 – Physical Activities, Arts, Crafts and Hobbies

There is a program of physical activities, arts and crafts and hobbies in place and prisoners are encouraged and enabled to take part in those activities.

18.1 Health promotion and personal fitness are explicit program objectives for prisoners.

Establish with Activities Officer what initiatives are in place.

Check promotional materials in all accommodation areas and at the gym.

A schedule of gym opening times and other fitness activities should be advertised.

Cardio-vascular exercise should be encouraged as well as weight training.

References: CSA 2006 ss 263, 265, 266

18.2 Before using the gym or undertaking strenuous exercise older prisoners are assessed by health services staff.

Ask activities and health services staff about the arrangements in place to facilitate this.

References: CSA 2006 ss 263, 265, 266; Procedure – Health and Medical Services

18.3 All prisoners have the opportunity to use physical activities facilities at least twice a week.

Check normal weekly regime.

Ask prisoners.

Check there is not disproportionate access between different categories of accommodation.

References: CSA 2006 ss 263, 265, 266

18.4 Recreational physical exercise is encouraged by staff and the prison has suitable facilities.

Check whether all prisoners can use outside exercise areas, or gym facilities, especially during weekends.

Speak to accommodation staff.

References: CSA 2006 ss 263, 265, 266

18.5 Daily exercise yard activity is not substituted for the opportunity to use the gym and oval facilities.

Check structured day regime.

Check unit log books.

References: CSA 2006 ss 263, 265, 266

18.6 Physical activities facilities are broadly reflective of the nature of the population.

Check suitable facilities/options exist for older prisoners, the disabled, pregnant women, new mothers etc or other minority groups forming part of the population.

Speak to any prisoners who do not use the facilities regularly.

References: [CSA 2006 ss 263, 265, 266](#)

18.7 Records of accidents, injuries and other incidents are monitored monthly and appropriate remedial action is taken where necessary to minimise risks.

Check records of incidents over last six months and centre responses.

References: [Procedure – Incident Reporting](#)

18.8 A program of arts, crafts and hobbies is promoted to prisoners and is reflective of the needs of the prisoner population.

Check what activities are in place and that appropriate quantities of materials, equipment and implements are available.

Check what information on the range of activities is provided to prisoners.

Check attendance records.

Check that there is equality of access across all levels of prisoner accommodation.

Ask prisoners about these activities.

References: [CSA 2006 ss 263, 265, 266](#)

Standard 19 – Religious Activity

All prisoners are able to practise their religion fully and in safety. The chaplaincy plays a full part in prison life and contributes to prisoners' overall care, support and resettlement.

19.1 All prisoners have access to worship/faith meetings each week and regular access to chaplains of their faith.

Check what arrangements the centre has in place to facilitate prisoner access to religious services and/or chaplains of their faith.

Check adequacy of access – check that prisoners do not have to apply to go to services.

Check that less able and disabled prisoners can access the chapel, multi-faith rooms and communal worship areas.

Check that worship/faith meetings are not unnecessarily interrupted or cut short.

Ask staff about the procedure for attending services.

Check with the chaplaincy team as to whether any problems are being experienced.

Check the extent to which chaplains play a part in prison life.

Speak to prisoners.

References: CSA 2006 ss 23-24, 26, 156, 169, 248, 266; CSR 2006 s 27; Procedure – Religious Visitors

19.2 Chaplains are involved immediately when a prisoner is near to death or has died, to support the dying prisoner, relatives, other prisoners and staff.

Establish whether the centre has appropriate arrangements in place to facilitate this.

Speak to members of chaplaincy team.

References: CSA 2006 ss 23-24, 26, 156, 169, 248, 266; CSR 2006 s 27; Procedure – Religious Visitors

19.3 Prisoners know the timings of religious services and these are well advertised. Timings are appropriate to the different religions.

Check for posters and information flyers in units etc.

Check times of services are appropriate to the various religions.

Check there is a published program of religious services and activities in the Induction handbook.

References: CSA 2006 ss 23-24, 26, 156, 169, 248, 266; CSR 2006 s 27; Procedure – Induction; Procedure – Religious Visitors

19.4 Alternative or additional provisions are made where it is deemed unsuitable for prisoners to attend religious services.

Check that prisoners accommodated in health services and separation units have access to religious services and/or chaplaincy services.

References: CSA 2006 ss 23-24, 26, 156, 169, 248, 266; CSR 2006 s 27

19.5 Prisoners are able to obtain, keep and use artefacts that have religious significance, provided they do not pose a risk to security.

Ask staff and chaplains of different faiths.

Ask prisoners.

References: CSA 2006 ss 311-319; CSR 2006 s 45

19.6 Prisoners are able to celebrate major religious festivals and these are actively promoted by the centre.

Check that the centre is aware of the major religious festivals and that these are appropriately catered for.

Check that the centre promotes, and plans for, these festivals.

References: CSA 2006 ss 23-24, 26, 156, 169, 248, 266

19.7 Where appropriate to the circumstances, chaplains are consulted about prisoners they are involved with, for example where the prisoner is being discharged and requires support, or in relation to release on parole.

Speak to chaplaincy team.

References: CSA 2006 ss 23-24, 26, 156, 169, 248, 266; Procedure – Religious Visitors

Standard 20 – Out of Cell Activity

All prisoners are actively encouraged to engage in out of cell activities.

20.1 Prisoners have access to a minimum of 10 hours out of their cells except in exceptional circumstances.

Verify levels of actual time out of cell.

Check prisoners are purposefully occupied during unlock i.e. involved in activities, association, exercise etc.

20.2 A structured day for prisoners, including activities and exercise, is publicised on every block and adhered to consistently.

Check all accommodation units.

Check recent entries in unit logbooks and/or movement control log for recorded use of activities and exercise.

Check daily routine allows enough time for prisoners to attend education, training, work, interventions, visits and all other out of cell activities.

Ensure staff are proactive in enabling prisoners to attend punctually and delays are not commonplace.

20.3 Out of cell activities, including activities and exercise, are not cancelled unnecessarily. Reasons for any cancellation are explained to unit staff and prisoners.

Check recent unit log book entries against structured day for any cancellations and check justification and whether authorisation was made at an appropriate level.

Ask prisoners about frequency of cancellations and whether reasons were explained.

20.4 Prisoners with physical, sensory, mental and learning disabilities as well as aged prisoners have the opportunity to participate in activities that meet their needs.

Check these prisoners are able to participate in out-of-cell activities.

Interview prisoners. Ask whether they have been consulted about the activities they would like to be involved in.

Ask staff about facilities available.

20.5 All prisoners are encouraged to engage in out of cell activities.

Check recent prisoner case notes for evidence of those not associating and any reasons given for this.

Check staff supervision during time out of cell and speak to those prisoners not engaging in activities.

Check periodic reports on IOMS.

20.6 Prisoners, including those on maximum security orders, safety orders or who are medically segregated, are given the opportunity for at least one hour of exercise in the open air every day

Check unit logbooks, including maximum security, safety units and detention units.

Outdoor areas should be free of litter, and preferably more than just a small yard.

20.7 Out of cell activities, including activities and exercise, are supervised effectively by staff, and prisoners feel safe, especially those who may be at risk of self-harm or bullying.

Check staff supervision during activities and speak to those prisoners not engaging in activities.

20.8 All prisoners have the use of properly equipped areas for association and exercise.

Check areas used for outside exercise are sufficient to meet needs of population.

20.9 All prisoners are issued with clothing appropriate to the weather conditions.

If inspecting during the winter, check prisoners are issued with appropriate clothing for the conditions.

Ask staff about access to winter clothing.

GOOD ORDER

Standard 21 – Security, Good Order and Rules

Security and good order are maintained through positive staff–prisoner relationships based on mutual respect as well as attention to physical and procedural matters. Rules and routines are well-publicised, proportionate, fair and encourage responsible behaviour. Classification, transfer and cell allocation procedures are based on assessment of a prisoner’s risks and needs; and are clearly explained, fairly applied and routinely reviewed.

21.1 The elements of dynamic security are in place. Staff-prisoner relationships are positive, and prisoners receive individual attention from staff. There is constructive activity to occupy prisoners.

Observe staff-prisoner relationships especially during activities/exercise.

Check whether staff cluster during activities rather than engage with prisoners.

Ask prisoners about interactions with staff.

References: Procedure - review

21.2 There is an effective intelligence function in the centre that safeguards prisoners’ well-being.

Check the nature, number and actioning of reports and whether staff comply with security requirements in terms of filing reports. Assess whether the intelligence function is appropriately resourced in relation to centre profile and prisoner numbers – in particular that it has an adequate proactive capacity.

Check that required outcomes from security information reports such as target searches and targeted drug tests are routinely completed.

Ask staff about recent incidents where security reports have led to action.

Speak to intelligence staff.

References: QCSIG intelligence standards

21.3 Searches requiring removal of clothing are carried out in accordance with prisoner search procedures.

Ask staff about usual policy. If removal of clothing searches are used, their incidence and authorisation need to be logged and regularly checked.

Removal of clothing searches should only be used in accordance with procedures.

Check for prisoner complaints about removal of clothing searches.

References: Procedure – Search – Visitors; Procedure – Search - Prisoners

21.4 The criteria to ban or otherwise restrict visitors are visible and unambiguous. There is an appeal process available. Those visitors subject to bans or restrictions are reviewed at the end of the period of the ban.

Check records of those who have been banned or who are subject to non-contact visits and if they have been reviewed.

Check that required information is displayed to visitors in the visits area.

References: [Procedure – Personal Visitors to Prisoners](#)

21.5 Local rules and routines are publicised prominently throughout all accommodation and communal areas.

Ask prisoners about the level of information given throughout their time in the centre.

Check to see if rules and routines are publicised in units – and are accessible to those with language and literacy needs.

21.6 Rules and routines are applied fairly and consistently. Staff use only the level of authority necessary to ensure a prisoner's compliance with the rules. When rules are breached, staff take time to explain how and why to the prisoner concerned.

Check movements of prisoners from residential back to secure accommodation and reasons for movement. Check case notes.

Check breaches and incident records for consistency in outcomes and penalties.

Ask prisoners about their experiences.

If possible, observe staff interacting with prisoners in units.

21.7 When decisions are conveyed to prisoners, appeal arrangements are explained and made available.

Check information given to prisoners.

21.8 Classification and centre placement decisions are clear, objective, fair and can be challenged.

Check paperwork relating to decisions made.

Check for appeals against decisions over the last six months.

References: [Procedure - Assessment](#)

21.9 Transfer (i.e. secure to low custody) decisions are made following consultation with staff who know the individual prisoner and with the prisoner themselves.

Check paperwork of decisions made for prisoner transfers. Check classification paperwork for older and disabled prisoners ensuring documentation includes information on age, health and disability.

Check transfer decisions take into account offender management plan recommendations.

Check account is taken of medical needs.

Check staff are aware of older and disabled prisoners and their individual needs.

References: [Procedure – Assessment](#); [Procedure – Transfer of Offenders](#)

21.10 Indigenous prisoners are held in the most convenient local prison for their domestic and legal visits.

Check prisoner records.

Conduct prisoner interviews.

References: [CSR 2006 s 4](#); [Procedure – Assessment](#); [Procedure - Review](#)

21.11 Sentenced prisoners are allocated transfers according to their individual needs.

Check that the following aspects have been considered: prisoners' home area, capacity utilisation, security requirements, and offender management plans.

References: [Procedure – Assessment](#); [Procedure – Transfer of Offenders](#); [Procedure - Review](#)

21.12 Classification and transfer decisions are explained in writing and verbally, in a language that the prisoner understands.

Check decisions on IOMS and if prisoners are provided with a copy of documents.

Check for use of interpreters where appropriate.

References: [Procedure – Assessment](#); [Procedure – Transfer of Offenders](#); [Procedure - Review](#)

21.13 Prisoners are placed in the lowest appropriate security category.

Check classification assessments and any official complaints / appeals made regarding classification.

References: [Procedure – Assessment](#); [Procedure - Review](#)

21.14 Prisoners have their classification reviewed annually and are also reclassified whenever there is a change in risk.

Check individuals' IOMS records for evidence of annual reviews and for ad hoc changes.

Check with offender management coordinator about review schedules and processes.

References: [Procedure – Assessment](#); [Procedure - Review](#)

21.15 Force is only used legitimately and as a last resort.

Ensure that use of force is correctly and properly authorised. The number of instances of use of force is recorded.

Check any available reports for evidence that de-escalation techniques are used before force is applied.

References: [Procedure – Use of Force](#)

21.16 The use of force is monitored by the prison by location and emerging patterns are identified and acted upon.

Check monitoring reports for last six months, for total number of incidents, type of incidents, whether use of force is used on a range of prisoners or repeat offenders, and location of incidents.

References: [Procedure – Use of Force](#)

21.17 Where force is used, trained staff use only approved techniques with no more force and for no longer than is necessary.

Refer to staff training records. Check that staff in women's centres are specifically trained in the control and restraint of pregnant women and in appropriate de-escalation methods.

Speak to a selection of staff to establish whether they have a consistent sense of the reasons force was required.

Speak to State Coordinator, Official Visitors about use of force complaints.

Check complaints management system and ESB complaints data.

References: [Procedure – Use of Force](#)

Standard 22 – Discipline

Disciplinary procedures are applied fairly and for good reason. Prisoners understand why they are being disciplined and can appeal against any sanctions imposed on them.

22.1 Safety Orders for security and good order purposes are only used when appropriate to the circumstances and in accordance with procedures.

Separating a prisoner on a Safety Order for security and good order purposes is carried out in accordance with agency procedure.

Prisoners are given reasons in writing for being separated.

There is a system of regular review that is transparent and the decision is reviewed.

Check that prisoners separated on Safety Orders:

- Are permitted reading material and other activity material.
- Have one hour's exercise in the open air every day.
- Have adequate access to telephones, visits, showers and exercise.
- Are provided with library and educational material if they request it.
- Are seen every day by a medically qualified person and a senior member of the centre's management team.
- Intensive management plans are used.

References: Procedure – Safety Orders

22.2 Prisoners are provided with sufficient information about rules and regulations on arrival to ensure that they understand the disciplinary process and subsequent consequences.

Induction for prisoners includes information about rules, punishments and how to make a request or complaint in a form they can understand.

Ask prisoners.

Reference: Procedure - Induction

22.3 Prisoners are provided with information about disciplinary processes, including appeals.

Prisoners are provided with information about disciplinary processes during Induction.

In disciplinary proceedings prisoners understand the charges made against them.

Prisoners are advised of their entitlements to appeal disciplinary decisions during breach processes.

Review breach hearing tapes.

Ask prisoners.

Reference: Procedure – Induction; Procedure – Breaches of Discipline

22.4 Prisoners have opportunities to appeal disciplinary decisions.

Prisoners are able to appeal against disciplinary decisions and are afforded assisted to do so if a request is made.

Review breach register / tapes.

References: [Procedure – Breaches of Discipline](#)

22.5 Disciplinary appeals are finalised in a timely manner.

Appeals are finalised within timeframes established by procedures.

Review breach register.

References: [Procedure – Breaches of Discipline](#)

22.6 Where appropriate to the circumstances, alternatives to disciplinary proceedings are available.

Check case notes to establish that attempts are made to resolve conflict informally before resorting to formal processes, where appropriate.

Disciplinary measures are used as a last resort.

Disciplinary reports are dealt with according to natural justice.

References: [Procedure – Intensive Management](#)

22.7 No ‘unofficial’ or ‘collective’ punishments are used either individually or systematically.

Check that no unofficial or group punishments are in operation.

Ask prisoners about the use of discipline and procedures for punishment, especially in relation to staff using discretion in awarding punishments.

Speak to staff regarding unit procedures for management of the disciplinary process.

22.8 Breach proceedings are conducted in a clear and fair manner and proceedings are always properly recorded.

Check recent breach records and that patterns of breaches are monitored by the centre for indigenous or ethnic imbalance etc.

Breaches should be monitored to ensure that penalties are consistent and appropriate to the circumstances of the offence.

References: [Procedure – Breaches of Discipline](#)

22.9 Prisoners are provided with an opportunity to present their case and play an active role during breach hearings.

Review breach records / tapes.

Check with prisoners that they are allowed to hear all evidence against them, give reasons for their actions and question the officer laying the charges and relevant witnesses.

References: [Procedure – Breaches of Discipline](#)

- 22.10 Findings and punishments are made fairly and consistently on the evidence available and mitigating circumstances are considered. The results are explained to the prisoner.**

Review breach records / tapes.

Check that punishments are sensitive to the needs of prisoners such as those with a disability.

References: [Procedure – Breaches of Discipline](#)

- 22.11 The use of special cells and mechanical restraints is properly authorised and they are only used as a last resort. Prisoners are always released as soon as the use is no longer justified.**

Check IOMS incident reports for frequency of use, logbooks for regular inspection of restraints.

References: [Procedure – Safety Orders](#); [Procedure – Intensive Management](#)

- 22.12 Control and restraint equipment is in good order, and a careful inventory and record of its use is kept.**

Check inventory and recent records of usage.

Check condition of equipment issued.

References: [Procedure – Use of Force](#)

- 22.13 Video cameras are used to record planned interventions.**

Check details of recent planned interventions.

Review video evidence.

Ask staff about recent interventions.

References: [Procedure – Breaches of Discipline](#); [Procedure – Use of Force](#)

- 22.14 Prisoners subject to control and restraint procedures or those occurring outside normal hours are seen as soon as possible by a medical staff member.**

Check use of force documentation.

Check detention unit logbook and medical records.

Check incident reports.

References: [Procedure – Use of Force](#)

- 22.15 The design and build of the separation unit is suitable for its purpose and offers well maintained facilities.**

Check suitability of separation unit facilities.

References: [Procedure – Safety Orders](#); [Procedure – Detention Units](#)

- 22.16 Prisoners are received into the separation unit with the proper authorisation and for appropriate reasons. Documentation accompanies the prisoner into the unit.**

Ask staff about normal procedure.

Ensure that the unit is not being used for reasons of population management.

Check that proper authorisation is compatible with valid reasons.

Check that procedures on the use of separation have been followed.

References: Procedure – Safety Orders; Procedure – At Risk Management; Procedure – Detention Units

22.17 Prisoners at risk of suicide or self-harm are placed in a cell appropriate for managing their condition.

Check that the prisoners “at risk” status is appropriately managed and the prisoner is suitably accommodated.

Check use of special cell(s) in the last six months.

References: Procedure – Safety Orders; Procedure – Intensive Management

22.18 Prisoners’ safety is ensured by close monitoring and active management.

Check that case notes and the separation unit logbook are sighted by managers regularly.

Check quality of record keeping. Speak to staff in separation unit.

References: Procedure – Safety Orders; Procedure – Intensive Management

Standard 23 – Remuneration and Employment

Prisoner employment and remuneration is well-publicised, designed to improve behaviour and is administered fairly, transparently and consistently.

23.1 Staff and prisoners are clear about prisoner employment and remuneration and the criteria for assessment, selection and termination.

Check for the existence of a documented employment process, which includes provisions about selection and termination, and which incorporates an appeal mechanism. Ask staff about prisoner employment opportunities and positions in their area of responsibility. Check staff understanding of procedures for selection and termination.

Check prisoners' understanding of the processes for applying for a position, especially those whose first language is not English.

References: [Procedure – Induction](#); [Procedure - Remuneration](#)

23.2 Remuneration levels are structured in a way that encourages and motivates prisoners to engage in responsible behaviour and comply with offender management plan goals.

Check remuneration structures support prisoners who have been demonstrating positive behaviour.

Ask prisoners.

References: [Procedure - Remuneration](#)

23.3 Remuneration and employment is applied consistently and fairly across the prison.

Check groups such as protection prisoners, older prisoners, disabled prisoners, indigenous and minority ethnic groups etc., are not disadvantaged directly or indirectly.

References: [Procedure - Remuneration](#)

23.4 A prisoner's progress or access to employment is not unnecessarily restricted because of their accommodation status.

Check that employment is not limited by lack of suitable accommodation.

Ask accommodation managers.

23.5 Prisoners are promoted or demoted on the basis of their behaviour. Consideration is given to the length of time a prisoner has been positively engaged in full employment.

Check recent reviews of demoted or promoted prisoners.

23.6 Prisoners who are demoted or terminated from employment are advised in writing of the reasons for the action. Staff consult prisoners and inform them in writing of the findings of any review.

Ask staff about those prisoners who were demoted or terminated in the last month and how the procedures account for those who are less able to read and write in English. Review cases.

Conduct interviews with prisoners.

References: Procedure - Remuneration

23.7 Prisoners can request a review of employment decisions to demote or terminate.

Speak to prisoners and prisoner reference groups (PAC).

Check complaints management database and OV complaints.

SERVICES

Standard 24 – Food

Prisoners are offered varied meals to meet their individual approved dietary requirements and cultural beliefs. Food is prepared in accordance with safety and hygiene regulations.

24.1 Food is adequate for health, varied and culturally appropriate.

The kitchens are clean and those preparing and serving food are appropriately trained.

The preparation and storage of food is in accordance with hygiene and food safety standards.

Food is served at the appropriate temperature and portions are adequate.

Fruit and vegetables are provided every day.

Approved special dietary needs are adequately met.

Meals are served at normal times and the gap between the last meal of the day and first meal the following morning is not excessive.

Clean cutlery is available for every meal.

24.2 All areas where food is stored, prepared or served conform to the relevant food safety and hygiene regulations.

Check areas such as kitchens, servery, communal eating areas, and waste disposal areas, and that appropriate protective clothing is worn.

Check storage of food and cleanliness on night visit.

Check workplace health and safety reports.

24.3 Prisoners with approved special dietary requirements have meals properly prepared and served.

Check use of appropriate serving utensils to avoid cross-contamination.

Ask Food Services Supervisor about special arrangements for different types of food, and special dietary requirements for e.g. pregnant women, specific religions, prisoners with disabilities etc.

Ask prisoners who specify special diets if they have confidence in the preparation and content of specialist meals.

References: [Procedure – Special Diets](#)

24.4 All areas where food is stored, prepared or served are clean, properly equipped and well managed.

Check management of catering facilities and use of equipment during day and night visits.

Check food temperature is logged at point of serving.

Speak to food services supervisor managers.

24.5 Prisoners and staff who work with food are health screened and trained, wear proper clothing and prisoners are able to gain relevant qualifications.

Check that all kitchen workers are wearing the proper clothing.

Check qualifications/medical clearance forms of servery workers and training courses offered.

Ask about training offered.

References: [Procedure – Communicable Diseases](#)

24.6 Prisoners' meals are healthy, varied and balanced and always include one substantial meal each day.

The centre's menu is checked and approved by a dietician or nutritionist.

Check menus/records for past month.

Prisoners should be encouraged to eat healthily and are able to eat five portions of fruit or vegetables a day.

Prisoners on transfer or at court do not miss out on their main meal.

24.7 Prisoner complaints about food are investigated and if required, remedial action is taken.

Ask prisoner reference groups (PAC) about consultation.

Ask Food Services Supervisor about how prisoner complaints about food are managed.

Check the complaints management system and OV complaints.

24.8 Meals are served at appropriate times during the day.

Check servery times for all accommodation areas with accommodation supervisors.

24.9 Prisoners have access to drinking water (including at night time), and where practicable, the means of making a hot drink after evening lock-up.

Check access to drinking water in the unit and in cell during the night with accommodation supervisors.

**24.10 Prisoners are able to dine in association (except in exceptional circumstances).
Direct Observation/Staff:**

Check any areas suitable are in use with accommodation supervisors.

24.11 Staff supervise the preparation and serving of food in order to prevent tampering with food and other forms of bullying.

Check supervision of preparation areas, servery and queues.

24.12 Pregnant women, nursing mothers and children in the Mothers and Babies Unit receive appropriate extra food supplies.

Check facilities and health and hygiene arrangements.

Check with prisoner reference groups (PAC).

Ask prisoners.

References: Procedure – Special Diets

Standard 25 – Prisoner Purchases

Prisoners can purchase a suitable range of goods at reasonable prices to meet their diverse needs.

- 25.1 Prisoners have access to a wide range of products on offer and the range and cost of items are comparable to that of a local supermarket.**

Check canteen lists.

Check that healthy snacks are available as well as chips and confectionery.

References: Procedure – Prisoners Canteen

- 25.2 The list of goods available to prisoners is publicised prominently in every accommodation area. Any price changes during the last twelve months can be justified by changes in prices outside the centre and any restrictions on products are based on sound evidence.**

Check buy-up forms in units list all available sale items and are accessible to all prisoners.

Check records of price changes for twelve months – price changes should be kept to an absolute minimum. Where prices have risen the centre should provide justification.

Check the evidence for any restrictions on products sold in the centre and the reasons for the restrictions.

References: Procedure – Prisoners Canteen

- 25.3 The range of goods available reflects the diverse needs of the prisoner population.**

Check canteen lists against the population profile of the centre.

References: Procedure – Prisoners Canteen

- 25.4 Any prisoner who arrives at reception without private money is offered an advance of up to the approved amount to use in the centre canteen, with repayment staged over a period of time.**

Check procedures during reception and induction.

Reference: Procedure – Prisoner Trust Funds

- 25.5 If prisoners are absent from the centre on any form of authorised absence on the day they would normally use the canteen, they are able to order purchases on the same day, and receive all items ordered by the following day.**

Speak to any prisoners to whom this may have applied.

Ask canteen/stores staff about normal procedure.

- 25.6 Prisoners can use the centre canteen or place orders with it at least once a fortnight.**

Ask prisoner reference groups (PAC).

Check canteen local procedure.

Ensure fortnightly access applies to all units.

References: [Procedure – Prisoners Canteen](#)

25.7 All prisoners are able to access accurate and up-to-date records of their finances.

Check records are maintained and are offered in an accessible format.

Ask relevant staff about any recent enquiries made.

Reference: [Procedure – Prisoner Trust Funds](#)

25.8 Prisoners are able to order items from catalogues, and are not charged an administration fee if they do so.

Check centre policy.

References: [Procedure – Prisoners Canteen](#)

25.9 Attendance at the canteen or delivery of bagged items is appropriately supervised by staff.

Observe supervision of canteen when attended by prisoners and delivery of bagged items.

25.10 Prisoners can buy all approved magazines. A newspaper is delivered to each accommodation unit daily.

Check canteen lists and/or policy.

Check that canteen list and/or policy offers access to approved publications available in the general community and caters for the diverse needs of all prisoners.

References: [Procedure – Prisoners Canteen](#)

25.11 A wide range of approved hobby materials is available, and prisoners can purchase approved hobby materials from external sources.

Check STP orders and external sources of orders.

References: [Procedure – Prisoners Canteen](#)

25.12 Staff systematically consult with prisoners/prisoner representatives (PAC) about what items they would like to see on the shop list or available through alternative means.

Verify recent changes in items on canteen lists are as a direct result of prisoner feedback and evidence of meetings, including input from prisoners from indigenous and minority ethnic groups. Check with prisoners.

RESETTLEMENT

Standard 26 – Strategic Resettlement

Resettlement underpins the work of the whole establishment, supported by strategic partnerships in the community and informed by assessment of prisoner risk and need.

26.1 There is a whole of centre approach to resettlement and centre staff work collaboratively with community based agencies to maximise resettlement outcomes for prisoners.

Identify how the centre focuses and coordinates its efforts to effectively provide for prisoner resettlement.

Identify any agencies that the centre has developed partnerships with and how those agencies contribute to improved outcomes.

References: Procedure – Parole Orders and Resettlement Leave Program

26.2 The type and range of resettlement services provided for prisoners is based on an up-to-date assessment of their resettlement needs.

Check for up-to-date (within 12 months) formal needs analysis of the individual resettlement needs of prisoners or evidence of ongoing monitoring in offender management plan reviews.

Check services cater for the needs of all groups of prisoners identified within the population profile and that managers and staff have an accurate perception of the centre's current population.

Check staff working with specific groups such as women, indeterminate sentenced prisoners, older prisoners, disabled prisoners, parole returns and unsentenced prisoners are aware of the relevant services.

Check with Prison Mental Health caseworkers regarding resettlement plans for prisoners with mental health issues.

References: Procedure – Parole Orders and Resettlement Leave Program

26.3 The provision of interventions and programs, especially those intended to address offending behaviour is timely, appropriate and sufficient to meet the assessed needs of the prisoner population. Prisoner access to interventions and program is fair and well managed.

Check what data is available about the offence-related needs of the population and compare with the six monthly program plans.

Check that required interventions are recorded in IOMS and other shared information sources.

Check that the range of criminogenic intervention programs offered at the centre is reflective of the needs of the prisoner population.

Check the centre's program waiting lists. See how many prisoners there are on waiting lists – check they will realistically be able to access the intervention prior to parole eligibility dates. Ensure goals are achieved and courses are finished before release/transfer. Check IOMS database.

Check the number of accredited facilitators is sufficient to meet the needs of the program schedule.

See what alternatives there are to group work programs. Check how many places are provided and how access to those places is determined/prioritised.

Check that any offending behaviour programs delivered in women's prisons are validated for use with women offenders.

Check older and disabled prisoners can access and participate in interventions.

Check that prisoners with mental health issues can access appropriate programmes.

Check staff understand criteria for selection/prioritisation. Check accuracy of justifications for exclusions. Seek evidence of consultation with prisoners.

Check that the centre has a 6 monthly program schedule. Programs must be scheduled at a frequency which is based on demand, capacity and availability of resources to ensure prisoners are able to complete interventions prior to eligibility for parole.

Check that there are three trained and accredited facilitators per program. Facilitators should be supervised in accordance with program administrative guidelines. Interview programs staff.

Check a sample of prisoners' files who are 6 months from eligibility for parole.

References: [Procedure - Parole Orders and Resettlement Leave Program](#); [Procedure – Programs for Offenders](#)

26.4 Senior managers provide the strategic overview and direction necessary to ensure the resettlement strategy is implemented, monitored and reviewed.

Check managers and staff involved in the planning and delivery of resettlement services are clear about areas of responsibility and lines of accountability.

Check if the centre keeps records of parole results and strategically analyses the centre's ability to provide services to improve outcomes for prisoners.

26.5 Monitoring of the quality and outcome of resettlement services and the development of policy and practice includes taking account of the views and experiences of prisoners, counsellors, psychologists, offender management staff and centre managers.

Look for evidence of consultation with prisoners, and offender managers through surveys, forums and meetings.

Check notes of prisoner consultative meetings. Look for evidence of action on the basis of feedback.

Ask managers and service providers for examples of how user perspectives are sought and used. Ask how they evaluate prisoners' achievements once they have been released.

26.6 The centre provides adequate through-care services such as Transitions and Pre-Employment Assistance Programs (PREAP) for prisoners.

Check enrolments for the Transitions Release Preparation Program, Transitions Support Service and PREAP. See that enrolments are meeting the needs of the prisoner population.

Check that prisoners are being recommended for Transitions and PREAP based on their scheduled release eligibility date.

Interview the Transitions Coordinator.

References: [Procedure – Programs for Offenders](#)

26.7 Prisoners' access to resettlement leave programs is fair and well managed.

Check records of resettlement leave applications. Check that applications are processed in a timely fashion in accordance with procedural requirements.

References: [Procedure – Parole Orders and Resettlement Leave Program](#)

Standard 27 – Offender Management Planning

Prisoners serving sentences of 12 months or more have an offender management plan based upon an individual assessment of risk and need, which is regularly reviewed and implemented throughout and after their time in custody. Prisoners, together with all relevant staff, are involved in drawing up and reviewing plans.

27.1 Security classifications are no higher than is necessary to meet the risk presented by the prisoner.

Information on risk factors is accurate and is passed on to relevant staff.

Decisions about security classifications are taken on the basis of an objective assessment process.

Decisions about security classifications are reviewed as often as necessary and no less than annually.

References: Procedure – Assessment; Procedure - Review

27.2 Application of procedures for deciding security classifications are as transparent as circumstances permit.

Prisoners are told about the security classification decision and the reasons are given, as far as possible.

The reasons for withholding information are legitimate.

The prisoner is given an indication of how he or she can contribute to reducing the level of security applied.

References: Procedure – Assessment; Procedure - Review

27.3 All convicted prisoners serving 12 months or more have an offender management plan in place which is regularly monitored and reviewed at least annually.

Assessment processes appropriate to needs and risks are recorded.

Interventions linked to needs and risks are identified, recorded and delivered.

Offender management plan reviews are conducted at least annually, during which prisoners are encouraged to identify and achieve planned objectives.

A quality assurance system is in place to monitor the quality of assessment and offender management plans and to ensure offender management planning meets the needs of individual prisoners throughout their sentence.

Check evidence of independent quality assurance assessments (audit records, self assessment) and of feedback to staff.

References: Procedure – Planning; Procedure - Review

27.4 All prisoners, including unconvicted prisoners, have their security classification and escape risk assessed and placed on IOMS.

Check IOMS data and audit documents.

Check records for staff completing security and placement and escape risk assessments.

Check a sample of 10 prisoner records including completed assessments.

References: [Procedure – Assessment](#); [Procedure - Review](#)

- 27.5 All prisoners required by procedure to have a written offender management plan have a plan that specifies how their specific goals to meet resettlement needs will be met during and post custody. Offender management plans take account of existing risk and needs assessments and plans relating to the management of the prisoner.**

Attend offender management planning interviews.

Sample 10 prisoner records – use should be made of available information such as existing IOMS assessment/information in pre and post-sentence reports,

Check that offender management plans and assessments take into account the diverse needs of the prisoner population e.g. older and disabled prisoners, indigenous prisoners etc.

References: [Procedure – Assessment](#); [Procedure – Review](#); [Procedure - Planning](#)

- 27.6 Assessments and offender management plans are completed within 21 days. Reviews take place at suitable intervals and following any significant change in circumstances.**

Review performance data in IOMS, to ensure the centre is meeting agency requirements. Where there are delays, check to establish they are reasonable given the needs of the prisoner.

Sample 10 prisoner records to establish whether plans and reviews take place and are timely.

References: [Procedure – Assessment](#); [Procedure – Review](#); [Procedure - Planning](#)

- 27.7 Assessments and offender management plans are produced and reviewed jointly with the prisoner. Prisoners are able to actively participate in the offender management planning process including attendance at interviews.**

Attend offender management planning interviews.

Check that the location of the interview panel meeting is conducive to the process.

Check that the process is multi-disciplinary in nature.

Check consideration is given to involving outside agencies with knowledge of or involvement with the prisoner.

Check prisoners' knowledge and experience of the offender management planning process and whether they have access to copies of their offender management plans.

References: [Procedure – Assessment](#); [Procedure – Review](#); [Procedure - Planning](#)

- 27.8 Offender management plans contain outcome-focused targets that identify appropriate interventions to address reduction of harm and risk of re-offending and to promote successful resettlement.**

Review a sample of 10 completed offender management plans.

Check whether goals relate to the whole sentence or just to what is available in this centre.

Check time-scales are clearly identified and responsibilities allocated.

Check that goals include education and vocational training.

Discuss quality and appropriateness of goals with offender management staff.

References: [Procedure - Planning](#)

27.9 Prior to discharge, prisoners assessed as presenting a high risk of harm to others (e.g. DPSOA) are informed of the arrangements for managing their risk and the implications for them personally.

Check information to prisoners, case records and offender management plan reviews.

References: [Procedure – DPSOA Orders](#); [Procedure - Exit](#)

27.10 Interventions with prisoners are delivered in an appropriate sequence, in a suitable environment and meet professional or other agreed quality standards.

Check service level agreements about provision of resources and QCS requirements for intervention programs.

Interview program delivery staff.

References: [Procedure – Planning](#); [Procedure - Review](#)

27.11 Each prisoner works in conjunction with an identified member of staff who is responsible for ensuring that offender management plan goals are prioritised, implemented and achieved.

Check that offender management staff, case officers or other specialist staff play active roles in achieving outcomes.

Check staff understand the role and are given training and support to carry it out.

Ask prisoners whether they can name their case officer or any other specialist staff who work to progress their offender plan goals.

References: [Procedure – Planning](#); [Procedure - Review](#)

27.12 There is a high level of integration between offender management planning and other functions within the prison. Key decisions about individual prisoners should reflect the goals of their offender management plan.

See whether relevant staff including case officers utilise IOMS to view prisoner's offender management plans.

Check processes such as employment allocation, reclassification, transfers – check they make active use of the current offender management plan.

References: [Procedure – Planning](#); [Procedure - Review](#)

27.13 Information about prisoners is managed and stored with respect for confidentiality.

Check staff awareness about the need for confidentiality including directives and guidelines for inter-agency protocols on information exchange, notifications to external agencies.

Check where information is stored and who has access to it.

Check whether staff are discreet in their handling of written and verbal information about prisoners.

References: Procedure – File Management

27.14 Offender management planning and preparation for release are not unnecessarily disrupted by unplanned transfers.

Check arrangements for consultation when transferring prisoners and information between centres.

References: Procedure – Planning; Procedure - Review

27.15 Prisoners experience continuity in the delivery of interventions especially following transfers between establishments and on release into the community. Decisions to depart from the agreed offender management plan are made as a last resort and are recorded and justifiable based on the prisoner's needs and changing circumstances.

Check offender management plans and reviews completed on prisoners following transfer for any significant changes to the goals including whether reasons for changes are recorded.

Check specialist staff work with offender management to plan supervision arrangements post release.

References: Procedure – Planning; Procedure - Review

27.16 Prisoners who have their parole revoked are transferred to placement centres as soon as possible after their return to custody and are subject to offender management planning review procedures.

Offender management staff promptly identify parole returns and make appropriate referrals.

Speak to offender management staff and check that revoked prisoners have offender management plan reviews where required.

References: Procedure – Parole Orders; Procedure - Review

27.17 Wherever possible, prisoners are given the opportunity to spend their last months in custody in the area where they will be discharged.

Speak to offender management staff about whether any prisoners have transferred for local release.

References: Procedure - Review

27.18 Prisoners who face an indeterminate sentence are identified on remand, given support and have the elements and implications of an indeterminate sentence explained to them.

Check records of potential indeterminate sentenced prisoners on remand.

Speak to offender management staff.

Standard 28 – Resettlement Pathways

Prisoners' resettlement needs are met. An effective centre response is used to meet the specific needs of each individual offender in order to maximise the likelihood of successful reintegration into the community.

28.1 The centre's structured day encourages prisoners to make the most of their time there and to exercise responsibility.

All prisoners attend an induction program soon after admission.

The induction program should explain the opportunities available and the ways in which prisoners can influence what happens to them.

Systems of prisoner involvement and consultation are encouraged.

All convicted prisoners requiring an offender management plan have a plan completed that outlines goals to be achieved during their period in custody i.e. employment, education, interventions.

References: Procedure - Induction

28.2 Out of cell activities such as work, education, leisure and cultural pursuits, are available in the centre for seven days of the week.

The time prisoners spend in their cells is minimised to ensure participation in structured day activities.

Prisoners have access to a comprehensive program of purposeful activity.

28.3 The program of employment and related training focuses on equipping prisoners for employment on release.

The program of employment and training helps to develop the existing skills of prisoners and to provide them with new ones.

The program includes training opportunities that are relevant to the current labour market.

References: Procedure – Assessment; Procedure – Education of Prisoners

28.4 A broad and relevant education program is available.

Prisoners have regular access to education.

The education program allows for creativity and self-development courses.

Transfers do not unnecessarily disrupt prisoners' participation in education or vocational courses or occur just before they are due to sit for a qualification.

Education classes are rarely cancelled and when they are the prisoners are given a reason.

Physical education appropriate to age and ability is available to all prisoners regularly.

References: Procedure – Education of Prisoners

28.5 A range of criminogenic interventions programs are in place to enable suitably assessed prisoners to address those behaviours which may contribute to their offending.

Assessment processes appropriate to needs and risks are in place.

Clear processes for suitably assessed individuals to address identified needs and record progress are in place.

Prisoners are involved in decisions about how identified needs and risks are identified.

References: [Procedure – Programs for Offenders](#)

28.6 There is a program of cultural and voluntary activities.

Prisoners have access to news media (print, radio and television) every day.

The library is well-stocked with materials that take account of the cultural and religious backgrounds of the prisoner population and prisoners can visit it regularly.

There are opportunities for prisoners to do voluntary work for the benefit of others.

28.7 Prisoners are able to access Transitions services that provide assistance and advice in finding accommodation after release.

Check integration between Transitions program and resettlement strategy.

Check to see if Transitions services are promoted and review prisoner participation with Transitions Coordinator.

Speak to prisoner reference group (PAC). Check prisoners know who in the centre can give them assistance with accommodation issues and whether they can access them when necessary.

Check services cater for the differential needs of women, older prisoners, prisoners with disabilities, indigenous and minority ethnic prisoners and those with mental health needs.

References: [Procedure – Programs for Offenders](#)

28.8 Specialist accommodation services are available to assist prisoners in finding new accommodation for those who have no fixed abode on release.

Check for evidence that the service achieves this result. Speak to the Transitions Coordinator.

Check if records are kept of the number of prisoners for whom accommodation is secured and for those who have no accommodation.

Speak to prisoners approaching release dates, plus prisoners who have recently completed their induction.

References: [Procedure – Programs for Offenders](#)

28.9 A suitable training/learning environment is provided to prepare prisoners for employment, training or education after release. Opportunities that are available for prisoners are relevant and based on a needs assessment.

Check that a balance is achieved with learning and skills acquisition rather than just generating revenue for the establishment.

Check for evidence of links between education and vocational training and preparation for parole and resettlement.

Speak to Transitions Coordinator, offender management coordinator.

References: [Procedure – Education of Prisoners](#)

28.10 Prisoners are able to access services that provide assistance, advice and information on finding employment, training or education after release.

Check if induction and/or Transitions information is available on how to access employment, training and education services on release.

Check if education and vocational training assessments identify goals in this area and if any through-care services are available.

Speak to prisoners approaching release dates.

References: [Procedure – Induction](#); [Procedure – Education of Prisoners](#)

28.11 Specialist services are effective in placing prisoners into education, training and actual, viable employment after release.

Check for any through-care arrangements.

Check for evidence that the services make a difference.

Speak to Transitions Coordinator plus other specialist providers.

References: [Procedure – Education of Prisoners](#)

28.12 Subject to risk assessment and identified need, and as part of a formal resettlement plan, all prisoners have the opportunity to apply for work or education in the community during at least their last three months of sentence.

Look for proactive use of PREAP or Transitions to facilitate resettlement.

Check education plans are focused on long-term goals.

Speak to prisoners.

References: [Procedure – Programs for Offenders](#); [Procedure – Education of Prisoners](#)

28.13 All prisoners have an opportunity to undertake an integrated Transitions program prior to release. Courses are tailored to meet the needs of the population.

Check Offender Management Plan Reviews.

Speak to Transitions Coordinator.

References: [Procedure – Programs for Offenders](#)

28.14 The last Offender Management Plan Review prior to discharge identifies needs upon release. Where specific needs are identified, staff make contact with relevant services and voluntary agencies that assist prisoners during their first weeks in the community.

Check Offender Management Plan Reviews and clinical records. Check that specific needs are met e.g. older prisoners, mental health prisoners, prisoners with disabilities etc.

Speak to psychological services and medical staff.

Speak to prisoners due for release.

References: [Procedure – Review](#); [Procedure – Programs for Offenders](#)

28.15 Discharge planning for parolees with health and social care needs includes contact with probation and parole for monitoring while on parole.

Check with probation and parole and offender management staff that formal arrangements are in place.

Check prisoners' files, especially older prisoners, due for release.

Check support plans for prisoners at risk.

References: [Procedure – Parole Orders and Resettlement Leave Program](#)

28.16 There are arrangements in place for appropriately managing prisoners who require palliative and end of life care.

Speak to management and identify the arrangements in place.

28.17 Prisoners identified as suffering from serious and enduring mental illness are managed with the assistance of mental health professionals.

Check arrangements in place within the centre.

Check clinical records.

Identify what arrangements are in place to facilitate liaison with community mental health staff.

References: [Procedure – Parole Orders and Resettlement Leave Program](#)

28.18 A substance use strategy is in place which monitors and addresses substance use within the centre.

Identify the strategy in place. Check that it includes linkages between testing results and program interventions, and that it is multi-disciplinary in nature.

Check systems are in place to integrate supply and demand reduction.

Check management of substance use strategy and leadership.

28.19 Prisoners are informed of substance-related services at the beginning of and throughout their time in custody and are encouraged by all staff to seek help according to their needs.

Check information leaflets, posters in units, referral procedures and induction program.

Ask prisoners.

Check staff awareness of services.

28.20 Prisoners have access to a range of psycho-social treatment and support, which meets their identified substance use needs.

Check waiting lists, offender management plans, case files, frequency of contact, availability of short group work e.g. harm reduction, drug/alcohol awareness, relapse prevention, narcotics anonymous and alcoholics anonymous.

Interviews with substance abuse counsellors.

Interviews with prisoners.

Check the range of available interventions.

Check accessibility of substance abuse staff e.g. unit-based, offering shop front services etc.

28.21 Prisoners can get assistance during admission to close down existing rental/housing agreements in order to prevent debt accrual from rent arrears.

Check Transitions Support Service.

Speak to Transitions Coordinator.

Check with prisoners who have been through admission.

References: [Procedure – Programs for Offenders](#)

28.22 Prisoners are encouraged to open a bank account before their release if necessary. Assistance is provided with this.

Check with Transitions Coordinator.

28.23 Prisoners have easy access to accurate information and shopfront services about all the resettlement services.

Check that leaflets, posters and other printed materials are up-to-date and accurate.

Check with staff and prisoners if written information is easy to locate and if staff provide correct answers to prisoners' queries.

28.24 Prisoners with an identified need can access accredited programs / interventions aimed at improving parenting skills and relationships.

Check offender management plans.

Check for Child Safety Case Management requirements.

Check awareness among staff, especially those responsible for offender management plan goals.

Speak to prisoners about their awareness and ease of access.

28.25 Children/family days are available.

Check if available and check the frequency, timing and number of prisoners involved.

Speak with prisoners.

28.26 Arrangements are in place for prisoners to receive special visits if necessary (e.g. where the prisoner may be experiencing severe emotional difficulties etc).

Establish what arrangements are in place at the centre.

28.27 Visitors are able to share any concerns they have about the prisoner with visits staff.

Ask staff if this has occurred.

Ask visitors if they consider visits staff approachable and what they would do if they had concerns.

28.28 Efforts are made to assist prisoners who have family a long way away, or in other countries, to maintain good family contact.

Interview prisoners – especially with those who do not receive many/any visits and those with family in remote areas/overseas.

Check use of video conferencing facilities.

Speak to visits staff.

References: [Procedure – Telephone and Video Conference calls for Offenders](#)

28.29 Prisoners who are primary carers are provided with additional assistance and telephone calls specifically to maintain contact with their children.

Check how this is administered and monitored to ensure that all entitled prisoners receive the facility.

28.30 Liaison with the Department of Child Safety is used appropriately for primary carers to keep in contact with their children.

Check this service is available to prisoners and is being utilised where appropriate.

References: [Procedure – Child Safety](#)

28.31 An appropriate member of staff is responsible for arranging children's visits, supervise visits when required by court order, arrange for carer's representation or attendance at child care hearings, support those undergoing separation and advise on child protection issues and on the use of Child Safety to fulfil parental responsibilities.

Check whether there is a specific person allocated to this role. If not, see how these specific services are provided and how information is shared between relevant staff.

References: [Procedure – Child Safety](#)

28.32 Preparation for interventions takes account of each prisoner's learning style, motivation and capacity to change. Diversity and other individual needs such as learning disabilities are actively assessed and plans put in place to minimise the impact of potentially discriminatory or disadvantaging factors.

Check diversity strategy, IOMS assessments, criteria for inclusion / exclusion from interventions, post-course feedback forms and evaluation reports.

See what staff running interventions know about the particular needs of the prisoners who will be attending and whether pre-intervention planning takes account of these needs.

Check on arrangements for prisoners with disabilities, especially those with learning disabilities.

Speak to prisoner groups, talk to course participants.

28.33 Prisoners moving to resettlement are given support to reduce institutional dependence and are able to prepare for reintegration into the community

Speak to case officers, offender management and specialist intervention staff.

Notes

Notes



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