



PRISONER DEVELOPMENT		PD
EXTERNAL SERVICE PROVIDERS		
Version: 01	Implement date: 02/07/2018	Availability: Public

Performance Standard: [REDACTED]

- Outcomes:**
- Identify and prioritise rehabilitation and specialist intervention needs (for eligible prisoners).
[REDACTED]
 - Determine intervention program eligibility.
[REDACTED]
 - Ensure that the interface between the operations of Queensland Corrective Services (QCS) and the work of external organisations providing services to QCS is effective and supportive of prisoner management and prisoner rehabilitation.

Accountability:	
Executive Director, Specialist Operations / delegate	<ul style="list-style-type: none"> Advises the General Manager of a corrective service facility of the relevant funded service providers available. Coordinates the engagement of funded service providers.
General Manager of a corrective services facility	<ul style="list-style-type: none"> [REDACTED]
Offender Rehabilitation and Management Services (ORMS)	<ul style="list-style-type: none"> [REDACTED]
Offender programs and Service Accreditation Panel	<ul style="list-style-type: none"> Consider and review externally provided programs for delivery in corrective services facilities.
Manager Offender Development	<ul style="list-style-type: none"> Conducts a thorough assessment of eligible prisoner's rehabilitation needs and identifies programs or activities to address the identified needs.
Corrective Services Manager/Supervisor	<ul style="list-style-type: none"> [REDACTED]
Program Supervisor/Senior Program Delivery Officer	<ul style="list-style-type: none"> [REDACTED]



Program Delivery Officer	<ul style="list-style-type: none"> • [REDACTED] • [REDACTED] • [REDACTED]
<p>Process Owner: Specialist Operations and Statewide Operations maintain joint ownership and responsibility for review and amendment of the Practice Directive.</p>	

External Non-Government Service Providers

QCS funds a number of organisations to provide a range of services for prisoners and their families. Each organisation has entered into an agreement with QCS and is usually non-government and community-based.

The agreements between the funded service providers and QCS are developed to complement current legislation, policies, procedures and QCS operations.

They include reference to the Queensland Government Code of Conduct for the Queensland Public Service, the *Corrective Services Act 2006* and other guidelines when outlining the terms in which the services are provided and behaviour expected by providers.

Funded service providers may operate across a range of areas which may include, but are not limited to:

- prisoner services (e.g. assistance with support for re-entry needs including the In-prison Information and Referral and Post-Release Managed Service)
- transport services (e.g. transport of prisoners upon release to an agreed location and assisting the families and friends of prisoners visiting corrective services facilities)
- religious services (e.g. pastoral care, spiritual formation, religious services and prayer meetings). Refer to Practice Directive Community Engagement: Religious Visitor; and
- cultural services (e.g. elder visitation programs and assistance with maintaining links between indigenous prisoners and their relevant communities)
- other prisoner services (e.g. playgroup for women and children).

Any agreement regarding service provision (either funded or non-funded) may be terminated at any time (subject to conditions of reasonable notice in any contractual agreements) by either of the parties.

Disciplinary Matters	<p>Where the professional conduct or behaviour of a non-government service provider is in contravention of the conditions of the Service Level Agreement or letter of appointment which include reference to the Queensland Government Code of Conduct for the Queensland Public Service and <i>Corrective Services Act 2006</i>, attempts should be made to address the issue at the local level in the first instance, through discussion with the relevant local manager.</p> <p>Should local resolution not be possible or appropriate, a formal complaint will be made to the Executive Director, Specialist Operations. The Executive Director may at their discretion, suspend a non-government service provider from their duties and temporarily prohibit their access to facilities/probation and parole offices. In such instances, advice must be provided to the relevant General Manager of the corrective services facility as soon as practicable.</p>
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Injury	<p>External non-government service providers who sustain an injury in the workplace must complete Custodial Incident Report Administrative Form 173 and submit this form to the relevant manager and the Executive Director, Specialist Operations immediately after an incident occurs.</p> <p>External non-government service providers who sustain an injury, while performing, or as a result of performing duties that they are authorised to perform, may make a written application to QCS for compensation advising of the injuries sustained and enclosing copies of medical expenses incurred. Applications for compensation are to be submitted to the Executive Director, Specialist Operations, who will forward them to the Human Resources Services Branch.</p> <p>QCS will arrange for a medical examination upon receipt of an application. Recommendations will be made to the Minister in respect of compensation and the Governor in Council may award compensation of an amount deemed appropriate.</p>
Additional Considerations – Security	<p>External non-government providers must not take any prohibited or unauthorised articles into a corrective services facility. Refer CSA s 123(1); <i>Corrective Services Regulation 2017</i>, s19; Prohibited Things Appendix S1.</p> <p>In instances where external non-government providers are required to work directly with prisoners, consideration must be given to the potential risks associated with such work and these risks should be managed appropriately.</p>
Additional Considerations – External Non-Government Service	<p>If external non-government providers wish to advocate on behalf of prisoners in relation to a major systemic issue, they should raise their concerns first with the relevant manager and if the issue is unable to be resolved at a local level they should then raise their concerns through the Executive Director, Specialist Operations.</p>
Additional Considerations – Confidentiality	<p>External non-government service providers must observe the need to maintain confidentiality relating to:</p> <ul style="list-style-type: none"> • corrective services facilities • the operations of facilities; and • personal prisoner information. <p>External non-government service providers are to be provided with an appropriate area to meet with prisoners which ensures the confidentiality of the conversation, but considers the personal safety of the service provider.</p> <p>All visits with prisoners accommodated in a Maximum Security Unit will be monitored and recorded refer CSA s169(3) to Practice Directive Prisoner Accommodation Management: Maximum Security Unit and procedure Disclosure of Confidential Information.</p>

Service Level Agreements for Funded Service Providers

The Service Level Agreement is the governing agreement between QCS and the funded external service provider which also defines service delivery and financial reporting expectations in relation to grants of financial assistance (in accordance with *Chapter 6, Part 1 of CSA*) where provided.

These agreements are negotiated and managed by Specialist Operations in consultation with Acquisition Services. Only the Chief Executive or delegate has the authority to approve or amend a Service Level Agreement. Refer Instrument of Delegation of Chief Executive Powers – Corrective



Services Act 2006.

At the commencement of each funding period, the Executive Director, Specialist Operations will advise the General Managers of each corrective services facility of the identity and contact details of the funded service providers servicing their facilities.

Offender Programs and Services Accreditation Panel

The Offender Programs and Services Accreditation Panel, chaired by a Manager, Offender Rehabilitation and Management Services, is responsible for the consideration and approval of programs and services for delivery in QCS including funded and non-funded and voluntary applications.

The following standards will be considered by the Panel when deciding whether to approve a service or program:

- target group and intervention targets
- external agencies must clearly and adequately describe their services in terms of purpose, duration and frequency, and outcome goals and evaluations (if relevant)
- service providers must ensure that their staff are appropriately qualified to practice in the field of relevance and provide evidence of professional qualifications in respect of every practitioner engaged to deliver services within corrective services facilities (if relevant)
- clinical counselling interventions including specialist counselling (e.g. sexual abuse counselling), psychotherapy, and generic counselling interventions may only be delivered by suitably qualified and experienced practitioners:
 - currently registered with the Psychologists Board of Queensland; or
 - possession of a degree in a cognitive behavioural sciences field plus being supervised for professional development purposes by a counsellor or psychologist recognised as being appropriately qualified to provide such supervision.
- non-clinical counselling services including, for example, transitional support and accommodation assistance may be delivered by practitioners satisfying the following certification requirements:
 - possession of a tertiary degree in a cognitive behavioural sciences field; or
 - experience deemed by the Panel to be equivalent of above.

Service Providers

Service Providers are also considered by the panel.

Service providers are community-based, non-government organisations or individuals who provide a service to QCS. These providers may deliver in corrective services facilities or probation and parole offices providing a range of additional services in support of general prisoner management.

Such organisations or individuals may be utilised for purposes including, but not limited to:

- meeting the specific needs of prisoners in defined and agreed areas in a group or individual context
- provision of education and training by registered training providers
- improving through-care and service delivery to prisoners by providing increased opportunities for localised support and participation either in custody or in the community
- extending the scope of services offered by QCS; and
- referral to meet conditions of court orders related to assessed risk and needs of offenders under community supervision.



Service Providers – Professional Visitor Status and Certificate 3 Guarantee

All employees of approved service providers delivering services within corrective services facilities are required to complete Form 27(a) with authorisation from the General Manager.

The Offender Rehabilitation and Management Services will arrange for all relevant security checks and other conditions of service, including identification cards if required.

Refer Personal Identification Procedure and Practice Directive Visitors to a Facility: Visits Process.

A service provider providing education and training to adult prisoners under the Certificate 3 Guarantee (C3G) model must be a registered training organisation (RTO) and have pre-qualified supplier (PQS) status with the Queensland Department of Employment, Small Business and Training.

Service provision will be governed under conditions of agreement outlining the location of delivery and parameters of service provision. These agreements are negotiated and managed by the relevant General Manager with each individual service provider. Refer Administrative Form 301 - Application To Provide Vocational Education & Training within Queensland Correctional Facilities. Refer Instrument of Delegation of Chief Executive Powers – Corrective Services Act 2006. Once signed, a copy of the form should be provided to Offender Rehabilitation and Management Services for record keeping.

A register of members of the service provider accessing facilities to provide services will be maintained by Offender Rehabilitation and Management Services (refer Instructions for Identification Card Applications Appendix FS6) and provided to corrective services facilities on a regular basis.

Once operating within a corrective services facility, service providers will come under the authority of the Manager, Offender Rehabilitation and Management Services or Deputy General Manager of the corrective services facility (or equivalent). Client identification, assessment, and referral processes must be negotiated and established in consultation with the relevant corrective services facility prior to the provision of services.

Induction and Training	<p>All service providers are required to undertake the formal induction training as outlined by the QCS Academy.</p> <p>Corrective services facilities will provide facility induction training to new service providers as appropriate. Facility management should encourage the participation of service providers in staff training where appropriate.</p>
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Entry to Facilities for the Purposes of Service Provision

To provide a central coordination point and a record of all requests and visits to a corrective services facility, external non-government service providers must liaise with the Manager, Offender Development or Deputy General Manager of the corrective services facility (or nominee) regarding how agreed service provision will be undertaken prior to entry of a corrective services facility.

Once approved, facility management is responsible for advising other facility staff of the approval, location and details of the agreed service provision.

All external non-government service providers must comply with the conditions of their Service Level Agreement, QCS policies and procedures, and the directions of facility staff, which may be made in the interest of the security and good order of the corrective services facility.

External non-government service providers (both funded and non-funded) may be appointed to one or more corrective services facilities, however, they are not permitted to attend a corrective services



facility, other than those nominated in either their Service Level Agreement or letter of appointment, in their capacity as a service provider.

External non-government service providers are only permitted to move within a corrective services facility in accordance with the conditions imposed by the Chief Executive or delegate on the provider's access approval (or as operational requirements permit).

Refer CSA s 156(5); Instrument of Delegation of Chief Executive Powers – Corrective Services Act 2006.

Completion

Any agreement regarding service provision (either funded or non-funded) may be terminated at any time (subject to conditions of reasonable notice in any contractual agreements) by either of the parties.

Reporting Requirements

Information about client contact must be provided to the relevant corrective services facility's Senior Psychologist or Manager, Offender Development on a regular basis if requested.

While acknowledging the legitimate boundaries imposed by confidentiality and ethical practice standards, client contact information must be sufficient to allow for appropriate post-intervention case management by QCS staff.

Service providers must establish in collaboration with each relevant corrective services facility, a process to ensure that any risk of self harm or suicide, identified during or arising from counselling sessions can be assessed and appropriately managed by QCS staff.

Details of the provision of services must be systematically reported to QCS, Offender Rehabilitation and Management Services and site on a basis agreed between QCS and the service provider. These details are to be outlined in writing in either the Service Level Agreement or letter of appointment.

External non-government providers are encouraged to liaise with relevant managers if they are unclear of an issue which is causing concern or distress to a prisoner.

If external non-government providers wish to advocate on behalf of prisoners in relation to a major systemic issue, they should raise their concerns first with the relevant manager and if the issue is unable to be resolved at a local level they should then raise their concerns through the Executive Director, Specialist Operations.

<p>Specific Considerations – Programs Delivered by Religious Visitors</p>	<p>A Religious Visitor must not be involved in the delivery of rehabilitation programs at the corrective services facility to which they are appointed without the prior approval of the Board, the General Manager of the corrective services facility, and the Director, Offender Rehabilitation and Management Services.</p> <p>Proposed programs for prisoners of a religious nature should be referred to Offender Rehabilitation and Management Services, Specialist Operations through the Manager, Offender Development (or equivalent) to be considered by the QCS Offender Program and Services accreditation panel.</p>
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