



Office of the Chief Inspector
Full Announced Inspection
Maryborough Correctional Centre

AUGUST 2010



TABLE OF CONTENTS

OVERVIEW AND METHODOLOGY	III
INSPECTION SUMMARY	VII
CHAPTER 1 - ARRIVAL IN CUSTODY	1
CHAPTER 2 - ENVIRONMENT AND RELATIONSHIPS	8
CHAPTER 3 - DUTY OF CARE	14
CHAPTER 4 - HEALTH SERVICES	28
CHAPTER 5 - ACTIVITIES	29
CHAPTER 6 - GOOD ORDER	35
CHAPTER 7 - SERVICES	40
CHAPTER 8 - RESETTLEMENT	44
APPENDIX A - RECOMMENDATIONS	52
APPENDIX B - INSPECTION TEAM	54

OVERVIEW AND METHODOLOGY

THE HEALTHY PRISON TEST

The Healthy Prison Test is the cornerstone of the inspection process applied by the Office of the Chief Inspector (OCI). The concept of a healthy prison is one that was first set out by the World Health Organisation, and is now widely accepted as a definition of what ought to be provided in any custodial environment. It rests upon four key tests namely:

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.

OUTCOMES

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 them 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 METHODOLOGY

A series of inspection standards are used as the basis for assessing a centre’s performance against the Healthy Prison Test. The standards are grouped according to 8 broad functions of the centre’s operations, and the relevant outcome areas (numbered 1 to 9 above).

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

Each standard is broken down into key elements, and inspection findings are derived from one or more tests applied to those elements. These tests provide the basis for assessing the performance of the centre in relation to each standard, with one or more standards used to determine performance for the relevant area, and in turn, outcome(s).

PERFORMANCE RATINGS

Areas and Outcomes

To enable a valid and reliable assessment of the centre's performance against each area and outcome of the Healthy Prison Test, a rating system, as described below, is applied to the 7 areas and 8 outcomes.

Rating	Description
1	Performing well against the inspection criteria. There is no evidence that <u>outcomes</u> for prisoners are being adversely affected in any significant areas.
2	Performing reasonably well against the inspection criteria. There is some evidence of adverse <u>outcomes</u> 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 <u>outcomes</u> 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 issues of serious concern.
4	Performing poorly against the inspection criteria. There is evidence that <u>outcomes</u> 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 of each area and outcome assessed are then used to give 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 issues 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 RATING AND IMPLEMENTATION

Each recommendation made is assigned a high, medium or low level of priority, as outlined below, depending 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 OCI Inspector via its 12-monthly follow-up inspection process. Low priority recommendations are considered “housekeeping” issues and are suitable for actioning at the local level, with the centre’s General Manager responsible for this. Under normal circumstances, 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.

INSPECTION SUMMARY

CENTRE OVERVIEW

Maryborough Correctional Centre (MCC) is located approximately seven kilometres north of Maryborough. This Centre was commissioned in 2003 as a multi-purpose secure custody facility. It is a remand and reception centre for prisoners from Bundaberg to Gympie and a placement centre for prisoners from any location in Queensland.

Maryborough Correctional Centre is of a contemporary design that can accommodate up to 500 mainstream and protection prisoners. Secure accommodation is composed of 200 protection cells (4 units of 50 beds each) and 120 mainstream cells (4 units of 30 beds each). Two units of protection prisoners operate with an open cell door policy to mirror as closely as possible the residential experience. There are also 180 residential beds in 30 units.

Additionally, the Centre includes:

- a detention unit with a ten cell capacity, comprising of eight separate confinement cells and two separation cells;
- nine classrooms, 3 computer rooms, 3 art rooms and a dedicated vocational training workshop;
- a Health Centre, with an inpatient unit that has two wards that can accommodate four prisoners and a safety unit that can accommodate six prisoners ;
- a gymnasium; and
- a cultural centre.

The Centre provides a suite of core, educational, vocational and self interest programs. It can employ up to 72% of the total prisoner population and has industry employment for 168 prisoners (37%) within three major workshops including metal and wood manufacturing and light industries

PRISONER PROFILE AND OTHER STATISTICS

The Average Daily State (ADS) for Maryborough Correctional Centre for the period of the inspection was 469 prisoners, which means that the centre was operating at a capacity of 94%.

During the period of the inspection, with an ADS of 469 prisoners there were:

105 (22%) Indigenous prisoners;

187 (40%) protection prisoners;

93 (20%) remand prisoners.

SUMMARY OF INSPECTION FINDINGS

As is detailed below, Maryborough Correctional Centre received a Whole of Centre performance rating of 1, meaning that it was found to be performing strongly against the Healthy Prison Test.

In relation to Arrival in Custody, a number of positive processes and practices were evident and the Centre was assessed as performing well against these particular standards. The reception process was efficient and professional and prisoners were seen to be treated with respect. There were sound strategies in place for identifying and assessing vulnerable, unwell and at-risk prisoners on arrival and for their subsequent management.

Escort vehicles were found to be clean, secure and fitted with first aid kits and escort officers undertook their responsibilities appropriately. Check-list were present and utilised.

The Centre had a multi-layered approach to the induction of new prisoners and the Inspectors were pleased to see the active involvement of prisoner representatives in the process. It was felt however that the process would benefit from the utilisation of staff from various areas of the Centre in the induction.

The centre was rated as performing well against the Environment and Relationships standards. The Centre is of a contemporary design and features suicide resistant measures in 'secure' accommodation units. The secure units have adequate surveillance capacity and the design allows for good sightlines. As is customary of the reduction of control in residential, prisoners are not under the direct supervision of staff. Inspectors observed the Centre to be very clean and well presented.

Prisoners with an identified need have access to prisoner carers who are given guidance in their role by staff of the health centre. Important prisoner notices, including upcoming events, anti-bullying, complaints process and services were well displayed around the centre in a manner that was very visually appealing to the population.

Staff were seen to engage positively with the prisoners and had obviously developed good relationships. Prisoners expressed to the Inspectors that they were treated like 'people' and other such positive comments. It was also obvious that the management team are desirous and supportive of good relationship and are instrumental in arranging opportunities for this to be further enhanced.

Inspectors were pleased with the level of prisoner consultation that occurred in relation to the developmental aspects of the centre and the level of prisoner involvement in important decisions about their sentence management such as placement.

The Centre was assessed as performing well against the standards of Duty of Care. It has a strong stance against bullying and other intimidatory behaviour and the prisoners are constantly reminded through poster, in handbooks and during the induction process. The Inspectors felt that the Centre would benefit from documenting its strategy.

Protection prisoners are managed separately from other prisoners and do not appear to be disadvantaged in their access to services and opportunities. The Centre has two units of protection prisoners who are provided with additional privileges to recognise their good behaviour and in an attempt to mimic the residential experience. The Centre is currently hoping to make further developments in this area.

The Centre has well established practices for caring for prisoners at risk of self harm or suicide and utilizes the Safety Unit and Safety Orders appropriately. It was felt that the lock away, unlock and muster practices did not allow staff to sufficiently check on prisoners' wellbeing and therefore it was considered that the process would benefit from a review.

Inspectors found that there was considerable motivation within the Centre to provide cultural opportunities for Indigenous prisoners. However there were limited programs available or documented planning for where the Centre intended to make further enhancements.

Visits were found to be well managed and provided reasonable opportunities for prisoners and their family and friends to maintain relationships. At the time of the Inspection the weather was poor which highlighted the shortfalls in the visits processing facility design.

Reduction of substance abuse amongst the prisoners is a priority in the Centre. They utilise traditional drug detection strategies, awareness and program delivery to address the matter.

The Centre was compliant with all aspects of the searches requiring the removal of clothing.

The centre was found to be performing well against the Activities inspection criteria. The Activities Officers are fully engaged in conducting and promoting a wide variety of prisoner activities around the centre including structured sport, gym, art, craft, modelling, competitions and other recreational pursuits. There was also a wide range of unit equipment available, however the opportunities for in cell activity was very limited and warrants consideration.

The Centre was assessed as performing well against the healthy prison standards for Good Order. Breaches and the management of the detention unit and safety unit were according to legislation and Agency procedure. There was evidence that there were strategies other than punishment utilised to manage prisoner behaviour. The Centre was making progress in compliance with the remuneration procedure. It was evident that the economic circumstances had affected productivity in the industries and attempts were being made to increase work opportunities for the prisoners.

The Centre was assessed as performing against the healthy prison standards for Services. The food provided to the prisoners was of a good standard, varied and suitable to meet the varied diets required by the population.

MCC offered a reasonable choice for prisoner purchases that is comparable to the range offered in other centres. The Centre also frequently facilitates late buy-ups for prisoners.

Finally, in relation to Resettlement, the centre was found to be performing well also. Inspectors observed a range of structured and non-structured activities, scheduled routines and the normal day-to-day behaviours of staff involved in prisoner management.

The Centre has developed good relationships between professional, administrative and custodial streams that reinforce processes and opportunities for prisoner resettlement.

It was evident that communication and co-operation form an important part of the Centres' style of operation. Custodial, education and programs staff make strong efforts to ensure that reporting is carried out for offender management staff. Custodial staff and the senior management team including the General Manager also attend offender management interviews as part of the decision-making panels.

PERFORMANCE RATINGS

Overall centre rating:

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.

By area:

AREA	RATING	DESCRIPTION
1. Arrival in custody	1	Performing well against the inspection criteria. There is no evidence that <u>outcomes</u> for prisoners are being adversely affected in any significant areas.
2. Environment and relationships	1	Performing well against the inspection criteria. There is no evidence that <u>outcomes</u> for prisoners are being adversely affected in any significant areas.
3. Duty of care	2	Performing reasonably well against the inspection criteria. There is some evidence of adverse <u>outcomes</u> for prisoners in only a small number of areas however there are no significant concerns.
4. Health Services	N/A	
5. Activities	1	Performing well against the inspection criteria. There is no evidence that <u>outcomes</u> for prisoners are being adversely affected in any significant areas.
6. Good order	1	Performing well against the inspection criteria. There is no evidence that <u>outcomes</u> for prisoners are being adversely affected in any significant areas.
7. Services	1	Performing well against the inspection criteria. There is no evidence that <u>outcomes</u> for prisoners are being adversely affected in any significant areas.
8. Resettlement	1	Performing well against the inspection criteria. There is no evidence that <u>outcomes</u> for prisoners are being adversely affected in any significant areas.

By outcome:

OUTCOME	RATING	DESCRIPTION
1. Steps are taken to ensure that individual prisoners are protected from harm by themselves and others	1	Performing well against the inspection criteria. There is no evidence that <u>outcomes</u> for prisoners are being adversely affected in any significant areas.
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	1	Performing well against the inspection criteria. There is no evidence that <u>outcomes</u> for prisoners are being adversely affected in any significant areas.
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	1	Performing well against the inspection criteria. There is no evidence that <u>outcomes</u> for prisoners are being adversely affected in any significant areas.
4. Prisoners are treated with respect by centre staff	1	Performing well against the inspection criteria. There is no evidence that <u>outcomes</u> for prisoners are being adversely affected in any significant areas.
5. Good contact with family and friends is maintained	1	Performing well against the inspection criteria. There is no evidence that <u>outcomes</u> for prisoners are being adversely affected in any significant areas.
6. Prisoners' entitlements are accorded them in all circumstances without their facing difficulty	1	Performing well against the inspection criteria. There is no evidence that <u>outcomes</u> for prisoners are being adversely affected in any significant areas.
7. Prisoners take part in activities that educate, develop skills and personal qualities and	2	Performing reasonably well against the inspection criteria. There is some evidence of adverse <u>outcomes</u> for prisoners in only a small number of areas however there are no significant

prepare them for life outside prison		concerns.
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	N/A	
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	1	Performing well against the inspection criteria. There is no evidence that <u>outcomes</u> for prisoners are being adversely affected in any significant areas.

CHAPTER 1

ARRIVAL IN CUSTODY

Standard 1 - Courts, Escorts and Transfer

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 Maryborough Correctional Centre is located approximately seven kilometres from Maryborough's CBD. This is a regional Centre with a structured transport schedule to and from courts, watch houses, hospitals and similar. The timetabling is designed in a manner that minimises the time prisoners spend in transport vehicles.
- 1.2 Escort vehicles attached to the Centre were inspected. They were found to be clean, secure, had first aid kits, vehicle and prisoner wellbeing checklists. The Centre has a prisoner transport vehicle equipped for the transportation of significantly disabled or wheelchair bound prisoners.
- 1.3 The reception store staff and operation applied to transfers, court movements and escorts was observed to be very professional and efficient. Inspectors observed reception store staff managing prisoners who presented with some difficult behaviour. The reception store staff and escort officers performed their duties in a professional, respectful and sensitive manner whilst remaining in control of the prisoner and the processing. The language used by staff in speaking to or about prisoners was respectful and appropriate.
- 1.4 Inspectors observed comprehensive briefing of, and documentation provision to, escort staff that included the identification of each prisoner's individual needs. Restraints were applied appropriately by the reception store staff and escorting officers in compliance with Agency procedure.
- 1.5 The Centre advised that all prisoners are generally notified of forward court dates, either at the time they are admitted into the Centre, or at a later time. Sometimes court dates are revised and matters brought at short notice (e.g. District Courts). In these instances prisoners may be required in court on the same or next day and therefore a number of prisoners advised Inspectors that the first time they are advised of a court appearance is when they are unlocked on the day of court. The Centre advises that in these instances it is beyond their control and prisoners are not given the full 24 hours notice.
- 1.6 Inspectors observed prisoners being provided with meals prior to transfer to court. Enquiries from prisoners confirmed that this was normal practice. Inspectors also observed prisoners being received from Queensland Police Service (QPS) watchhouses being provided with meals and drinks.
- 1.7 Inspectors observed prisoners are not all provided with personal civilian clothing prior to transfer to court. Whilst at the Centre, Inspectors found that irrespective prisoners appeared in court in prison clothing. During the

period of inspection in two cases of irrespective prisoners matters were brought forward and dealt with by the court and the prisoners were discharged from the court in prison clothing. Following the Centre becoming aware of this, they introduced a new procedure commencing on 28 June 2010 that required all prisoners attending court to be dressed in civilian clothing.

- 1.8 Observation by Inspectors clearly indicated that prisoners transferred to court as “ordinary prisoners” have their property and valuables accompany them.
- 1.9 The operational staffing of the reception store covers the period 0600 - 1800 hours. Inspectors observed prisoners (court returns) being received outside this timeframe. Generally, in an out-of-hours situation, the nightshift supervisor coordinates the reception process. Inspectors did not observe any out-of-hours court returns or transfers, however were advised that prisoners received out of hours are interviewed and their mental health status assessed by Health Centre and custodial staff prior to being placed in accommodation units.
- 1.10 Longer haul prisoner transfers to other centres are scheduled in an efficient manner. This allows for meal breaks, comfort and over night stops, and transport handovers ensuring that time spent by prisoners in a vehicle is minimised. Inspectors were advised and viewed transport plans that indicated that comfort stops that provide access to toilet facilities are scheduled at periods of 2.5 hours or less.
- 1.11 Inspectors observed inter-prison transfers during the period. It was observed that whilst valuables accompany a prisoner often the capacity of escort vehicles to carry prisoner property is limited. This often means that the property does not accompany the prisoners. The centre is aware of these issues and endeavours to forward property the day of, or day after, the escort departs the centre.

Recommendation 1 (low):

The Agency assists the Centre in exploring options that would allow the prisoner’s property to travel with the prisoner.

- 1.12 The Centre has a comprehensive process for the assessment and management of under 18 year old prisoners. These prisoners are identified by QPS staff at the watch house. This information is then provided to Centre staff who ensure the prisoner is transferred in a manner that excludes him from other prisoners. The under 18 year old prisoner is then assessed and has the opportunity to request being managed with the adult mainstream population. There is no facility at this Centre for the long term segregation of under 18 year old prisoners who request not to be accommodated and managed within the adult population. These prisoners would be transferred to the Brisbane Correctional Centre. However there is no documented policy on the management of this group of prisoners.

It has been previously recommended in the Full Announced Inspection of Capricornia Correctional Centre (Rec. 3) that: *“The Agency develops a policy or procedural framework for the management of 17 year old prisoners including: establishing guidance in relation to assessment and placement considerations; and where appropriate allowing Centres to develop a local procedure to account for local variation where necessary.”*

- 1.13 The Centre in response to a sudden influx of under 18 year old prisoners, allocated a residential unit for the specific accommodation of these prisoners. Whilst this still permitted integration with the adult prisoner population, it allowed for the application of specific assessment and management strategies. On these occasions mentors (Indigenous and non-Indigenous prisoners) were selected to support them in the accommodation areas.
- 1.14 The Centre has a video link system in operation which is utilised for contact with legal aid, video visits and some court appearances. Inspectors viewed lists of video conferencing sessions that had taken place which included a number of court links. Analysis by the Centre indicates that approximately 2% of court appearances are undertaken by video link at the Centre. The system was also utilised to case conference with Department of Communities for child safety matters.

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 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 Inspectors observed the operation of the reception store on a number of days during the inspection. Reception store staff were found to be professional in their interaction with prisoners, demonstrating a respectful, helpful and caring approach. The reception store area was spotlessly clean, well organised and well maintained. The reception unit S7 and all other units visited by the Inspectors were also spotlessly clean and well maintained.
- 2.2 This is a male facility and the reception store staff were all male officers therefore providing appropriate staff to undertake searching procedures. Searching requiring the removal of clothing was carried out in a discreet area and in accordance with legislative and Agency procedures.
- 2.3 The reception process observed by Inspectors is designed to ensure one prisoner is processed at a time. The reception store staff carry out this aspect of the reception interview in the Centre of the reception store equidistant to the two areas containing holding cells. Whilst this is limited in its ability for privacy, reception store staff can, if they identify any sensitive issues, relocate the interview to a private office. Reception store staff liaised with other functional areas ensuring that waiting time for prisoners at the reception store was minimised. Prisoners are processed in a timely manner, however if prisoners remain in the reception store during meal times they are provided with a suitable meal.
- 2.4 Inspectors observed the initial reception interview/assessment carried out by custodial, counselling staff and QHealth staff and found that it assesses risk of self harm, compatibility issues and identifies vulnerable prisoners. Subsequent management and accommodation is provided in line with assessed risk and/or medical needs.
- 2.5 The Offender Management and Intelligence staff profile prisoners prior to reception and provide information to Centre staff. Intel also scrutinise the local newspapers for court matters, naming of sex offenders and or adverse comments that may affect the safety and security of a prisoner coming into custody. This information is provided in advance to functional areas as required, i.e. Counselling and Psychological Services, medical or operational.
- 2.6 The Inspectors did not observe disabled or at risk prisoners being processed during their time at MCC. Inspectors were advised by reception store staff that they prioritise disabled, elderly and at risk prisoners for processing.
- 2.7 All prisoners are seen by medical staff on reception. During the inspection all reception prisoners were assessed in the Health Centre adjacent to the reception store. Inspectors found the health services staff, reception store staff and psychological/counselling staff had a very cooperative and positive working relationship.

- 2.8 Inspectors were advised of a process to ensure reception prisoners were provided with first night reception phone calls. This included a notation entered on IOMS. However at the time of the Inspection, the process appeared to be applied only to new receptions from the Court system but not to prisoners received on transfer from other Centres. Observation and feedback from staff and prisoners indicates that the process was not achieving the desired outcome with many prisoners not receiving a first night telephone call. The Centre was advised and were taking steps to rectify the situation.

Recommendation 2 (medium):

The Centre institutes an accountable process to ensure all prisoners new to the centre receive a phone call free of charge.

- 2.9 Inspectors were advised and observed that all prisoners on initial reception are provided with a comprehensive hygiene/amenities pack. Prisoners on transfer from another Centre have their accompanying toiletries checked and issued toiletries if required. Prisoners sign for the hygiene pack and whilst Inspectors were at the Centre a detailed list of the content of the hygiene pack was introduced for prisoner information. Prisoners are also provided with the opportunity to have a reception “buy up” that allows them to be in debit to the value of \$20. Court returns and inter-prison transfers have the opportunity to submit a late buy up form which is processed by the stores staff.
- 2.10 The reception store staff, Health Services staff and counselling staff identify prisoners with substance abuse needs. Health Services apply a medical regime to alleviate withdrawal and detoxification. Psychological and counselling staff provide counselling, assessment and program support. Information is provided to custodial staff to ensure awareness and monitoring of these prisoners.
- 2.11 Inspectors observed reception store staff providing verbal information to prisoners about the process of reception. This was supported with some documentation. Inspectors observed reception store staff entering details into IOMS as they processed the prisoner.
- 2.12 Inspectors observed the IRNA interview process, and risk assessments carried out by Counselling and Psychological staff and the initial interview by reception store staff. The questions and style of interaction by staff was appropriate and included questions to identify if this episode was the first time the prisoner has been in prison. Staff make further enquiries at this stage to identify support from other relatives or friends in the Centre.
- 2.13 The Senior Psychologist has recently introduced a range of relevant questions that now accompany the IRNA interview carried out by psychologists. These questions provide a focus and facilitate the assessment, recording and referrals in relation to these areas.
- 2.14 The IRNA is carried out in offices that provide privacy and from a review of IOMS, it appears that IRNA details are entered on the day of reception/assessment by psychological/counselling and Health Services staff.

- 2.15 The Centre operates a reception accommodation unit and generally prisoners will be accommodated there. However, the prisoner's accommodation is not allocated until the completion of the IRNA.

Protection Issues:

- 2.16 Inspectors did not any observe protection assessments. However a review of existing protection documents on IOMS found that they contained a comprehensive and appropriate assessment. The staff carrying out the assessment explored the issues surrounding the protection request and pursued alternatives to protection. The assessments are normally carried out in a reception store office that provides for confidentiality.

Induction:

- 2.17 The Centre provides a multi layered process for inducting prisoners into the Centre.
- 2.18 A Sentence Management interview is conducted in the reception store on arrival. This process is focussed more on information gathering and does not communicate much information to the prisoner in relation to Centre or system sentence management processes.
- 2.19 A Unit Induction is carried out within 24 hours of arrival in the prisoners' accommodation area by the Unit Officer. The officers deliver the information to the prisoner during a face to face interview and provides a package for each prisoner with the Corrective Services handbook and a Centre handbook with specific information relevant to the Centre and accommodation area. Prisoners are provided with a unit induction package that provides relevant information on mail, telephone access and visits.
- 2.20 Education staff interview prisoners and provide information on an ad hoc basis.
- 2.21 The Centre and system Induction is conducted twice weekly. The Induction is conducted in a small room in the Secure Block.
- 2.22 Inspectors attended an Induction and noted that:
- the Induction information was provided in a way in which prisoners could easily understand;
 - an Indigenous and non-Indigenous peer support worker played substantial roles in delivering the information;
 - Custodial representation was provided by a supervisor who did not contribute much information during the induction; and
 - staff from functional areas take turns in presenting the Induction on a monthly basis. The presenters had little knowledge outside their portfolio such as sentence management and transitions.
- 2.23 Inspectors are of the view that important information requiring the expertise of staff from other areas may be missed if they are not present during the induction. Inspectors are also concerned that this induction process lacks structure and consistency in the delivery of content. The view is held that a panel comprised of staff from key areas would provide a more consistent approach for Inductions.

Recommendation 3 (medium):

The Centre reviews the induction process to ensure that the prisoners receive comprehensive and accurate information in relation to all relevant aspects of QCS and centre operations.

PERFORMANCE RATING FOR THIS AREA

Rating	Description
1	Performing well against the inspection criteria. There is no evidence that <u>outcomes</u> for prisoners are being adversely affected in any significant areas.

CHAPTER 2

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.

Accommodation - General:

- 3.1 Prisoner accommodation presents well, in that it is clean and organised. The cells are designed for single occupancy and there is enough space for each prisoner and their personal belongings. Prisoner accommodation is suitable for purpose. However, it was felt that some of the fittings, such as seating, is unnecessarily austere and not conducive to facilitating communication. A request has been forwarded by the Centre to the Agency proposing to soften the furnishings in privileged units.
- 3.2 Sheets, doonas, pillow slips, towels and bathmats are provided to each prisoner. Prisoners are able to purchase hygiene items through sales to prisoners.
- 3.3 All residential prisoners have keys to their rooms. The Centre is also arranging for privacy keys for two secure units as part of an incentive package for protection prisoners.
- 3.4 During the period of inspection there were no observation panels observed to be covered in the units or inappropriate or offensive displays noted. It was noted when reviewing PAC minutes that there was an occasion when inappropriate displays were occurring and action was subsequently taken by Centre management.
- 3.5 PAC meetings are conducted monthly and appear to cover a variety of topics including, but not limited to prisoner complaints and requests, advice and special events/activities. Minutes are provided prior to the meeting and outcomes and progress on items are continually recorded.
- 3.6 Accommodation units appeared to have an appropriate noise level during the day and prisoners did not express any concern regarding the noise level at night.
- 3.7 All prisoners have access to drinking water at all times of the day. Prisoners are also able to purchase an electric jug for use in their cells.

Cleanliness/Maintenance:

- 3.8 Cells and communal areas are in a good state of repair and there is only minor evidence of wear. Ample time and cleaning products are available to prisoners to keep their cells and communal areas clean.

Special Needs Accommodation:

- 3.9 Prisoners with an identified need have access to prisoner carers. At the time of the inspection there were five prisoners provided with carers. There is no formal training for prisoners identified as being suitable for roles as carers. However carers attend the Health Centre with the subject prisoner and are given guidance by nursing staff regarding the support requirements relative to each case.

A previously recommended in the Full Announced Inspection of Capricornia Correctional Centre (Rec. 6) has been made that states: *“The Agency develops a carer training package and incorporates a system of ongoing monitoring of the carers’ performance”*.

- 3.10 Staff could clearly identify those prisoners with a disability and it was stated that staff knew that these prisoners would need to be assisted with evacuation in the event of an emergency. However the Centre did not have a procedure to instruct staff.

A previously recommended in the Full Announced Inspection of Capricornia Correctional Centre (Rec. 7) has been made which states: *“The Agency develops a procedure for the evacuation for prisoners with a disability that allows each Centre to design contingencies to their specific operations, resources and infrastructure”*.

Prisoner Notices

- 3.11 The Centre displays notices for prisoners on unit noticeboards, programs and other areas when and where required.

Safety and Supervision

- 3.12 The Centre provides intercoms in each prisoner’s cell. Intercoms are checked weekly including a percentage of checks being carried out by Master Control. Inspectors reviewed logbooks and observed operational practices that demonstrated that prisoner intercoms were answered in a timely manner. Intercom calls made by prisoners during night shift are recorded in the Master Control log book.
- 3.13 The infrastructure of the secure accommodation areas ensures that prisoners’ communal areas are well supervised. Prisoners advise that they feel safe and there appeared to be ample activity for the prisoners to undertake.

Prisoner Clothing and Property:

- 3.14 Prisoner clothing was observed to be in a decent condition and appropriate for the climate. Each unit has laundry facilities for the washing of prisoner clothing and linen.

- 3.15 A list of items that advises the prisoner of the possession allowed to be kept in the cell is available on some unit noticeboards and is available in all STP catalogues located in the units.
- 3.16 The Inspectors were informed of the process and noted that there have been no claims for lost property in the last 12 months.
- 3.17 Storage of prisoners' property was considered to be managed appropriately in clean and secure facilities within the reception store. Prisoners complained that they no longer have a set day to attend the reception store. However prisoners stated that they still get access to their property within one week. It was explained to Inspectors that the Centre was trialling a flexible approach to reception store access after establishing there were problems with the issuing of prisoner property. A further trial utilising a set schedule is planned to commence in August 2010. Following completion of these trials, an evaluation will be conducted to see which provides the better service for prisoners at this centre.

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 Inspectors conducted interviews with staff, prisoners and external service providers. Findings revealed that in the main, staff have developed good relationships with prisoners in both operational and programs support areas. Overall, Inspectors are of the view that staff developed good relationships with prisoners and demonstrated a thoughtful and considerate approach when working with them.
- 4.2 In conversations with prisoners, Inspectors noted comments that staff were approachable and treated prisoners like “people”. Prisoners made additional comments that reflected well on the professionalism of staff.
- 4.3 Inspectors observed the conduct of staff to be generally of a high standard in everyday engagement with prisoners. Where prisoners were required to carry out their responsibilities, prisoners were approached in a polite and respectful manner. At busy times in accommodation areas when staff were occupied with operational duties, prisoners who approached staff for assistance were advised politely that their requests would be heard as soon as time was available.
- 4.4 Staff were observed carrying out their day-to-day duties including essential functions such as musters, headcounts, and regular unit activities.
- 4.5 Discussions and observations of staff routines indicate that most staff managing prisoners exhibit good inter-personal skills in the manner they carry out their duties.
- 4.6 Staff appeared aware of the need to engender respect for their roles by conducting themselves in a responsible way that develops co-operation and voluntary participation from prisoners. Prisoners were observed to be approached in a professional manner and where direction was required; prisoners were advised firmly but politely.
- 4.7 Inspectors observed staff behaviour in unit and programs areas. Inspectors are of the view that all staff are usually fair and respectful in the decisions that are made during their day-to-day activities. Staff were found to be willing to respond to prisoners’ enquiries even during busy periods and provided reasonable advice to prisoners to explain decisions.
- 4.8 The management team were supportive of good working relationships with prisoners and the organisational environment provided by the management team supported these findings.
- 4.9 Staff involvement with prisoners through regular reporting on prisoners’ behaviour is carried out and monitored by supervisors through case notes and behaviour summaries.

- 4.10 Report summaries were found being completed by staff with the prisoner present. Routine attendance at Offender Management interviews by custodial and professional staff is encouraged and facilitated by the management team and supervisors, which increased the value of positive relationships between staff and prisoners. Prisoners attend Residential placement panels and are able to participate in decision making processes relating to their accommodation.
- 4.11 Inspectors are of the view that staff both support and encourage those prisoners to develop a sense of self responsibility. Inspectors carried out discussions with staff and prisoners to ascertain the level of engagement and support provided by staff where activities, programs and employment were carried out. Inspectors also observed staff behaviour at times when prisoners were being organised and prepared for structured routines.
- 4.12 Organisationally, program, education and activities lists are widely distributed by programs staff to staff in accommodation areas. This had the potential to assist custodial staff in their ability to refer to the lists and make timely arrangements for prisoners to prepare and make their way to class and activities areas. However it was observed that these lists were not always accessed by staff facilitating movement of prisoners to program areas.
- 4.13 Those prisoners who were found not to be prepared at the commencement times were allowed on occasion to access cells for materials. Persistent prisoners were cautioned and forfeited access to activities if their lack of preparedness continued. Such actions were not considered to be overly harsh and were effective in helping prisoners understanding the need for individual responsibility.
- 4.14 Observations of interviews for classification, transfer, offender management plan reviews and residential placement indicates that there is an emphasis on challenging errant and disruptive behaviours and linking such behaviour to outcomes during their sentence and progress towards release.

Standard 5 - Case/Unit Officers

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

- 5.1 Prisoners are allocated a "case officer" by virtue of their physical location, i.e. accommodation in units and cells which are allocated to unit officers during a scheduled roster for the purpose of completing case notes.
- 5.2 Prisoners were not generally aware of the name of the officer who is allocated to them for assistance and support. In practice, this could be any officer who is on duty in the accommodation area on that particular day. Nonetheless, prisoners were generally aware of the name of the officer who completed case report summaries about their behaviour. This is most likely a result of the practices observed by Inspectors where officers completed summaries with the prisoners in attendance.
- 5.3 Inspectors discussed prisoners' cases with unit officers who were able to demonstrate satisfactory levels of information about prisoners to assist them in managing those prisoners, or to engage the assistance and support of staff in relevant areas.
- 5.4 Case notes were generally being completed regularly on a weekly basis. In addition, behaviour summaries were also found to be completed regularly on a monthly basis. Case notes were found to have been entered by staff from different disciplines for a range of issues. Significant negative behaviours were noted and important administrative events were recorded in case notes.

PERFORMANCE RATING FOR THIS AREA

Rating	Description
1	Performing well against the inspection criteria. There is no evidence that <u>outcomes</u> for prisoners are being adversely affected in any significant areas.

CHAPTER 3

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 There is no documented anti-bullying strategy for the Centre, however it does have a developed stance in relation to this topic that is advertised about the centre including:
- Notices in units and notice boards in programs areas;
 - Prisoner handbooks;
 - Discussion during induction including participation by peer support.

Recommendation 4 (medium):

The Centre develops and distributes its strategy for the reduction of violent and intimidatory behaviour.

- 6.2 Staff are aware of their responsibilities in ensuring that inappropriate conduct is challenged and not tolerated.
- 6.3 The actions of staff in providing support and encouraging responsibility for prisoners' behaviour was carried out effectively in day-to-day situations.
- 6.4 Protection prisoners and under 18 year old prisoners are identified on reception. Protection prisoners are in all instances managed separately. Those prisoners under 18 years old are monitored carefully and where possible there is evidence that the Centre attempts to accommodate them in a supported group.
- 6.5 There has been some level of consultation with prisoners with respect to anti-bullying behaviour including the prisoners' inclusion in Induction to speak about many things including bullying.
- 6.6 PAC prisoners have also been involved in the development of the prisoner handbook that covers amongst other things anti-bullying behaviour.
- 6.7 Staff appear to be active in supervising prisoners and challenging negative behaviours, and use a range of interventions including punishment, mediation and segregation. In addition, it is important to note that custodial staff are represented in offender management reviews where inappropriate and irresponsible behaviour is reported and challenged by staff.

- 6.8 Managers appear very diligent in the management of poor prisoner behaviour and are seen to drive risk mitigation strategies. The Intelligence staff also play a key role in information gathering and dissemination.

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 The Centre has in place all components of the Agency's At-Risk Management procedure. Inspectors interviewed a number of staff regarding the at-risk management process. Staff displayed a sound knowledge and awareness of self harm identification and procedures.
- 7.2 The Centre has a Safety Unit and a Safety Unit/ Safety Order committee that meets on a regular basis to review intervention strategies. Inspectors were impressed by the management of the Safety Unit and in general the management of At-Risk Prisoners.
- 7.3 Inspectors reviewed a number of IOMS and hard copy At-Risk Management Plans and were satisfied that they were prepared
- with input from the prisoner,
 - they identify needs, and
 - identify persons responsible for implementing the plan.
- 7.4 Risk Assessment Team (RAT) meetings are scheduled on a frequent basis ensuring prisoners are reviewed at least every seven day and not segregated from the general prison population for longer than necessary. Inspectors attended a number of RAT meetings and observed that these were chaired by a senior psychologist. The RAT meetings were attended by a nurse, psychologist, counsellor and a custodial supervisor. Staff had independently interviewed the prisoners involved and presented appropriate material and recommendations at the meeting.
- 7.5 Staff are trained in contingencies for emergencies and incidents:
- 91% of custodial staff are qualified in CPR,
 - 98% of custodial staff are qualified in First Aid, and
 - 94% in Suicide Awareness.
- 7.6 The Centre had 12 cases of prisoner self mutilation during the previous 12 months. The senior psychologist reviews all cases of self mutilation incidents. Prisoners at risk of self harm or suicide are referred to Prison Mental Health who visit the Centre regularly and provide community support when the prisoner is released.
- 7.7 Inspectors observed Intercoms being answered in a timely manner on both the day shift and night shift. The Centre accommodates protection and mainstream prisoners and the movement of prisoners throughout the Centre is controlled in a safe manner by enclosed walkways and control gates.

- 7.8 Inspectors observed unlock, lock away and muster processes throughout the Centre. Inspectors observed that in the secure units unlock, lock away and muster practices did not provide an effective opportunity for staff to undertake a health and wellbeing check of prisoners. The unlock and lock away practice in secure accommodation units took the form of a group door unlock with prisoners exiting and entering the cells whilst staff were not in the proximity of the prisoner.
- 7.9 The secure accommodation unit musters are undertaken with prisoners standing by their cell doors with officers in the Centre of the unit calling out the prisoners' names. Similar to unlock, staff were not in close proximity to the prisoners. Inspectors were of the opinion that the process does not allow for the staff to carry out an effective health and well being check of the prisoners.

Recommendation 5 (medium):

The Centre undertake a review of unlock, lockaway and muster practices with a focus on identifying opportunities for increasing their effectiveness in providing for the health and wellbeing checks of prisoners.

- 7.10 The Visitors' Centre where visitors are processed does not have on display posters addressing the subject of reporting concerns regarding prisoners with at risk potential. However the visitors' information leaflet provides information on how and who to contact regarding bullying or self harm/suicide concerns and posters are displayed in the Visits waiting area (within the centre) that relate to 'at risk' concerns.

Standards 8 and 9 - Equality and Diversity

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

All prisoners should have equal 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.

- 8.1 Most staff appeared to understand their duty to observe the principals of human rights, fairness and natural justice. Prisoners also frequently advised that staff treated them well. However, during the period of the inspection, Inspectors became aware of resistance to change by some staff to alternative prisoner management strategies that were being proposed by management.
- 8.2 The Centre has a number of prisoners with a range of disabilities including mental health issues and mobility, intellectual and physical impairment. Reasonable adjustments appear to be made for such prisoners, and the use of carers and appropriate facilities are provided to assist prisoners with daily living. There was no evidence that minority groups were treated differently than ordinary prisoners and there were no complaints were received by prisoners in this respect.
- 8.3 The Centre has one Cultural Development Officer (CDO) (recently vacated) and two Cultural Liaison Officers (CLO). The CDO is responsible for engagement with the community, while the CLO's take responsibility for the daily management of the indigenous prisoners' needs. The prisoners do know the identity of the CLOs who appear to be very active in the Centre. On occasions the CLOs attend leave of absences with prisoners and they facilitate the Elders' visits to the Centre. The CLOs stated that there was very little racist behaviour in the Centre, but on occasions there is interracial tension that has resulted from incidents in the community. Intelligence staff and CLOs actively monitor the potential for any prisoner to be received having been convicted of a culturally aggravated offence or incident in the community.
- 8.4 There was no evidence during the period of inspection of inappropriate language being used or directed towards prisoners from culturally diverse backgrounds. However, it was relayed to an Inspector that some form of mediation did need to occur between an officer and an indigenous prisoner following a situation getting out of hand. Centre management advised that they consider incidents like this seriously and are acted on appropriately. All staff complete cultural awareness training as part of their training and as at the time of the inspection 94% of custodial staff had current accreditation.
- 8.5 An Indigenous Reference Group (IRG) was developed in 2004 to assist in directing the Centre's response to cultural needs and responsiveness. This group meets bi-monthly and is comprised of Centre management, probation and parole and community members. The Centre advises that IRG meetings that are held outside the centre are better attended than those conducted within the centre. There are no indigenous prisoners as members of the reference group.

Recommendation 6 (low):

Consideration be given to the inclusion of an indigenous prisoner as a member of the Indigenous Reference Group.

- 8.6 Men's Business meetings are conducted monthly for mainstream and protection prisoners. Prisoner's issues and concerns are canvassed at Men's Business meetings and the minutes from these meetings are presented at the IRG. Through these meetings, attendance at literacy and numeracy courses specifically for indigenous prisoners is promoted. When the prisoners are more confident they then progress to mainstream literacy and numeracy classes.
- 8.7 Indigenous prisoners can engage in band practice, art and dance, but there are no indigenous specific programs. The Centre advises that they have considerable difficulty sourcing indigenous tutors.
- 8.8 At the time of the inspection the Centre was preparing for NAIDOC. The program was week long and appeared to have a wide range of activities (some inclusive) that would foster pride and identity.
- 8.9 The Centre has an Indigenous Spiritual Centre known as the Duwalami Centre. This area is currently being considered for expansion.
- 8.10 The Inspectors found that there was considerable energy within the Centre to provide opportunities for Indigenous prisoners to express themselves culturally and to provide opportunities for all prisoners to obtain a greater understanding of the culture. However it was felt that the plans appeared to lacked a strategic direction.

Recommendation 7 (medium):

The Centre develops a strategic document that addresses the Centres plans to recognise and provide opportunities for cultural expression and development amongst the Indigenous and wider prison community.

Standard 9 - Diversity

Note this standard has been addressed above

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 No prisoners are kept at MCC as purely immigration detainees. All prisoners with outstanding immigration matters or foreign nationals are held until the expiration of their sentence and transferred to immigration custody if their visa is revoked. From discussions it would appear that Sentence Management have a good understanding of such prisoners' rights and entitlements. Staff appear conversant with procedures for managing immigration detainees and/or foreign nationals where necessary.
- 10.2 Observations of interview processes indicates that staff have a practice of checking the status of immigration detainees to ensure that they are managing those offenders effectively and that they are fully informed about the status of the citizenship or deportation. The Centre regularly checks the immigration status of prisoners through normal Offender Management Planning Review (OMPR) and classification review processes or by internal bring up systems.
- 10.3 All prisoners have access to translation and interpreter services.

Standard 11 - Mothers and Babies

Not applicable

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.

Visits:

- 12.1 Visits are available two days per week, Saturday and Sunday. Visit bookings operate Monday to Wednesday from 9:00 am to 11:00 am and 12:30 pm to 3:00 pm. Secure mainstream and protection prisoners are permitted to have one 1.5 hour visit per week. Protection prisoners, held in secure but with increased privileges, are permitted two visit sessions. Residential prisoners are permitted three visit sessions. Prisoners on Safety Orders are provided with a non contact visit.
- 12.2 There are no separate visit sessions for child sex offenders. Child sex offenders attend the main protection visit session. However child sex offenders are segregated during the actual visit session by placement in the outer visits area.
- 12.3 This facility has an external visitor's Centre. The visitors Centre is well equipped and staff working there were observed to operate in a helpful professional manner and to treat visitors with respect. Visitors are provided with a comprehensive visitors' information package prior to visiting the Centre for the first time. The visitors' information leaflet was found to provide an extensive range of appropriate information. The visitors' information package provides detail on how visitors can share information with staff regarding bullying and concerns regarding a prisoner's self harm and/or suicide potential. A confidential telephone number is also available.
- 12.4 Inspectors observed the visitor and prisoner visits processing and found them efficient and completed in a timely manner. This process appeared not to affect the length of visits.
- 12.5 The waiting area for the visitors is covered but open on 3 sides and as a consequence their comfort was impacted by the climatic conditions. During the inspection, the area was found to be extremely cold and windy and uncomfortable for the visitors. Inspectors observed that children waiting for visits became bored and had no opportunity or access to a play area. Observation and enquiry of visitors indicates that visitors are well treated.

Recommendation 8 (medium):

The Centre reviews the Visitor's Centre waiting area to consider if any enhancements can be done to make the facility more comfortable and to provide activities for the children.

- 12.6 The Visitors Centre has a drink machine available for visitors. Visitors can access these pre and post visit sessions.
- 12.7 PADD searching of visitors was observed and the Inspectors found the staff and the dog handler to be very professional, with a manner that encouraged the visitors to be relaxed. The Inspectors were advised that the IONscan had not been operational for a few weeks. No specific searching of babies was observed, however the staff operated in a very sensitive manner with toddlers and children.
- 12.8 The visits area is a standard Agency design similar to other male facilities in Queensland. The visits area furniture is designed to reduce physical contact between visitors and prisoners. This is part of the overall drug strategy and reflects an appropriate management of risk. The visits furniture was in good condition. Prisoners and visitors are permitted to embrace in an appropriate manner at the commencement and conclusion of a visit. The Inspectors observed visit's staff operate in a professional manner that was conducive to providing a relaxed atmosphere.
- 12.9 Inspectors observed that the Centre did not provide hot drink facilities during visit sessions. Visitors indicated that on attendance to other Centres they appreciated being able to have a hot drink during the visit. It is noted that this is the only Centre that does not supply tea and coffee during the visit. During the inspection arrangements were underway to have tea and coffee available for visitors and the prisoners. Inspectors were advised that beverages were available from the weekend immediately following the inspection.
- 12.10 The searching of prisoners requiring the removal of clothing at the conclusion of a visit was not observed. However staff described to the Inspector the process for a removal of clothing search and believe it to be procedurally compliant. It was observed that all search booths have a laminated document describing the search process.
- 12.11 The banning of visitors is carried out in compliance with legislation and procedure. Banned visitors are clearly advised of the reason for this action. Inspectors found that the criteria to suspend and ban visitors and the associated review process is not included in the information to visitors leaflet, nor displayed in the visitor's Centre or visits area.

Recommendation 9 (medium):

The Centre incorporates into their information brochure for visitors, advice on suspension and banning of visitors and appeal options.

- 12.12 Visitors arriving late may be permitted a non contact visit or be refused a visit subject to history of late arrivals and availability of non contact visit booths. The Centre has in place a complaint system for prisoners and stakeholders

regarding visits. It is well publicised and provided in a manner that is comprehensive and helpful.

- 12.13 The Centre has a video conferencing facility. The facility is used by prisoners from remote areas as a video visit.
- 12.14 The Centre has a system in place that provides for prisoners requesting special visits and telephone calls. Each application is assessed on an individual case by case basis. Arrangements may be made in consultation with the Department of Communities for supervised contact and/or telephone calls with children. Primary carers are assisted by psychological and counselling staff to liaise with child safety staff and support prisoners in maintaining contact and input regarding their children.
- 12.15 Legal visits are available Monday 8.00am - 4.00pm. However the Centre will accommodate urgent legal visits outside this time frame. The Centre plans to undertake a review of visits to prisoners.

Recommendation 10 (low):

As part of the Centre's review of visits, consultation occurs with the local legal community to ensure that access for legal visits is appropriate.

- 12.16 The Centre advised that as part of the Maryborough Correctional Centre Business Plan 2010-2011 a full review will be conducted of visits processes in collaboration with the Intelligence section and other relevant stakeholders.

Telephone:

- 12.17 Arunta telephones are available in each accommodation area including the detention unit. The detention unit Arunta phone has a mobile capacity that allows prisoners to use it within their cells.

Mail:

- 12.18 There is no restriction on the number of letters a prisoner may send or receive. Mail appeared to be processed and provided to prisoners in a timely manner. Prisoner mail was observed to be processed in compliance with legislation and agency procedures. Inspectors observed the mail being checked by the PADD Dog and Handler.
- 12.19 However, prisoners expressed concern regarding the Centre returning mail to senders based on very strict criteria. There is a range of exclusion criteria that is confusing and restrictive for prisoners' correspondents. The Centre advised that the exclusion list has been compiled in consultation with Intelligence section for the benefit of staff that processes the mail.

Recommendation 11 (low):

The Centre undertakes a review of the incoming mail exclusion criteria to ensure that it is not overly restrictive.

- 12.20 A review of the Centres' privileged mail indicated it is managed in accordance with Agency policy and procedures. There is a system in place for recording instances where mail is opened in error.

Newspapers:

- 12.21 Newspapers are provided to each accommodation unit and are available when prisoners are unlocked in the morning.

Standard 13 and 14 - Request and Complaints System and Legislative Requirements

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.

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

- 13.1 The Centre has fully implemented the Agency's complaints management system. The prisoner handbook appropriately details the process for making a complaint including managing the matter at the lowest level, blue letters, Official Visitors (OV), Ombudsman and other external agencies. There are further notices about the Centre that reinforce the role of the OV and external agencies.
- 13.2 During the period of the inspection, blue envelopes were observed to be freely available in all units in secure and in common areas in residential.
- 13.3 There was no evidence to suggest that prisoners are pressured to withdraw complaints or faced recrimination following a complaint being lodged. There were no complaints from prisoners to indicate that prisoners are discouraged from pursuing grievances with external bodies.
- 13.4 There was no evidence that Centre management analyses the complaints data thereby are missing the opportunity to identify possible systemic issues or trends and therefore take preventative action.

Recommendation 12 (medium):

The Centre implements a process to analyse complaints data to identify any possible systemic issues.

Standard 14 - Legislative Requirements

Note this standard has been addressed above

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 (*Note: Non-clinical assessment by Inspectors*).

- 15.1 A component of the Immediate Risk Need Assessment applied by psychologists identifies substance dependent prisoners. Psychological staff make an immediate referral to Health Service staff. A health assessment is also undertaken by Health Services staff on the day of reception. If they assess a prisoner as requiring symptomatic relief they will implement a medical regime and the prisoner may be listed for the Visiting Medical Officer who can make further referrals to specialist services if required.
- 15.2 Health Services and psychological services communicate with each other regarding prisoners requiring an integrated approach. Psychological staff provide effective support to prisoners during and post clinical intervention when necessary.
- 15.3 A Mental Health team from Queensland Health attend the Centre on a regular basis. They provide dual diagnosis services to prisoners.
- 15.4 A range of drug and alcohol awareness programs have been promoted, posters are in evidence. There is currently a major program in place focusing on smoking cessation. 42 prisoners have enrolled in the program and have been provided patches at no cost. A further number of prisoners approximately 40 have recently applied to participate in the program. The program is being managed by a nurse who champions this portfolio.
- 15.5 Inspectors observed a number of prisoner substance tests and these complied with legislation and Agency procedure and were undertaken by custodial staff in a professional manner.
- 15.6 The intelligence officer demonstrated a sound pro-active intelligence gathering and target identification process. This was supported by substance testing, searching and targeting of visitors with the itemiser and PADD dogs. During the previous 12 months the following results were obtained which are generally comparable to other Centres:
 - 43 visitors were identified by PADD dogs or the itemiser as giving drug indications
 - 44 incidents of drug related finds
 - 62 Prisoners failed drug tests.

PERFORMANCE RATING FOR THIS AREA

Rating	Description
2	Performing reasonably well against the inspection criteria. There is some evidence of adverse <u>outcomes</u> for prisoners in only a small number of areas however there are no significant concerns.

CHAPTER 4

HEALTH SERVICES

Standard 16 - Health Services

With the transition of responsibility for prisoner health care to Queensland Health this Standard was not examined by Inspectors.

CHAPTER 5

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 Prisoner management planning; and have access to good library facilities. Sufficient purposeful activity is available for the total prisoner population.

- 17.1 A sample of Education and Vocational Needs Assessments (E&VNA) was conducted. There appeared to be appropriate consideration of prisoners' needs in the E&VNA assessments with the level of detail in the assessments being satisfactory. Discussions with prisoners when compiling the assessment generally went into the responses provided to the assessment criteria.
- 17.2 Education Plans were found to be adequate for the most part. However they could be more specific when focussing on post-prison release outcomes. The plans reviewed tended to be focussed on the period in custody.
- 17.3 There is evidence in Offender Management Plan (OMP) and OMPR documents that recommendations for prisoners are being made for training and employment opportunities within specific areas in the Centre.
- 17.4 Prisoners are encouraged to apply for employment in identified training areas following their assessment and offender management interviews. There are no restrictions for mainstream or protection prisoners applying for employment, providing that they are suitable based on their assessed needs and availability of positions.
- 17.5 When a prisoner applies, requests for information are generated via email to education staff and information should be provided to the Manager, Offender Management who presents that information to the Employment Panel. Observations of Employment Panel processes indicate that this information may not be generally made being available to the panel and/or prioritised by the panel members when considering employment.
- 17.6 Prisoners who are exempt from employment and not employed through illness and disability are permitted to receive unemployment/support allowances in addition to amenity allowances. Prisoners who are unemployed have equal access to library and all structured day activities without penalty.
- 17.7 The Centres employment profile suggests that the Centre has 36% of prisoners engaged in skilled employment which is within the margins of employment found in similar correctional facilities.
- 17.8 An analysis of Vocational and Educational Training (VET) and Literacy and Numeracy data suggests that the Centre is doing very well in all areas of Vocational and Educational Training. The Centre reports that it has exceeded its projected targets for Annual Hours Curriculum against contracted hours; in VET Training by some 30% and in Literacy and Numeracy by 33% at the time of

the inspection. As a measure of activity, this indicates that higher numbers of prisoners are attending programs and courses than targeted. In addition, the Centre reports that it has 17 prisoners engaged in tertiary preparation programs and 8 fulltime tertiary students. The Centre has an arrangement with USQ for monthly liaison visits and also access to onsite support for prisoners engaged in tertiary education.

- 17.9 The Centre provides additional programs for prisoners in fitness (Pilates), music, and drama.
- 17.10 The Centre is well resourced for providing training and education. Classrooms are available for prisoners in all accommodation areas. Computer facilities are available for prisoners engaged in Information Technology and administration programs. In addition, laptop computers are provided to authorised prisoners engaged in fulltime studies. Industries areas provide for Integrated Vocational and Educational Training.
- 17.11 It is notable that the Centre has a good working relationship between programs, education and custodial staff. Where prisoners are required for programs and courses, efforts are made by those facilitators to ensure that class and activity lists are provided in a timely manner to custodial staff in accommodation areas to ensure that prisoners are able to be called up at the appropriate time.
- 17.12 The Centre has a 'split shift' arrangement between Mainstream Secure and the day and attendance at programs and activities for the other half day.
- 17.13 The Centre has a library located in the Education Block. It is small in size and the library stocks limited in number. There is an adequate range of fiction and non-fiction areas, supplemented by a periodical library. A library trolley is used to transport books to areas that are not provided with direct access.
- 17.14 There is a comprehensive legal library (hard copy books) which is supplemented by 11 computers that are placed strategically throughout the centre which contain amongst other things a large amount of state and federal legislation, affidavit template and statutory declaration forms.

Standard 18 - Physical Activity, Arts, Craft 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 Activities officers are fully engaged in conducting and promoting a wide variety of prisoner activities around the centre including structured sport, gym, structured art, craft, modelling classes, indoor bowls, card making, egg decorating, paper making, racquet ball, screen printing, seasonal sport competitions, chess and table-tennis competitions. The activities staff attend every accommodation area of the Centre on Fridays to encourage recreational activities
- 18.2 The Centre activities timetable provides that all prisoners have the opportunity to attend at least eight gym/oval sessions per week.
- 18.3 Inspectors found that there was no needs analysis in place to identify the physical activity needs and interests of the prison population as a whole, and in particular the needs of older prisoners. Inspectors observed a range of activities in progress however there is no formal analysis undertaken by the Centre of prisoners' interests.

Recommendation 13 (medium):

The Centre undertakes a recreational and activities needs and interest analysis to ensure that what is provided is suitable for the prisoner population demographics.

- 18.4 Inspectors found no evidence that the Centre substituted unsupervised exercise yard activity for gym/oval access.
- 18.5 A review of IOMS by Inspectors indicated that there have been two recorded injuries to prisoners during supervised activity sessions.
- 18.6 Inspectors found a good range of structured and supervised arts and crafts in place for prisoners. In cell/unit board games are also provided in each unit and a replacement program is in operation. However in cell/unit hobbies, arts and crafts are very limited, although the Centre has initiated a trial of in cell soft toy making.

Recommendation 14 (medium):

The Centre considers opportunities for increasing in cell and in unit hobbies, arts and crafts availability for prisoners.

- 18.7 In unit physical activity equipment is comprehensive. The secure and residential units are provided with a basketball hoop and ball, dip bars and a chin up bar, Pilates machine, exercise bike, mats, medicine balls, table tennis and racket ball.
- 18.8 The Health Services staff provide leaflets and information on health promotions, e.g. smoking cessation.
- 18.9 Inspectors were advised there is no formal link between Health Services and Activities or advice provided to activity officers regarding the prisoner's

suitability to be involved in strenuous activity. However signage advising prisoners to consult with their Health professionals prior to embarking on a strenuous exercise regime are displayed in appropriate areas.

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 The Centre has a purpose built Spiritual Centre and an office for the chaplains. The Centre has a chaplaincy team that provides a service for all prisoners; however the team has one chaplaincy vacancy that can at times affect seven day coverage. Chaplains have access to prisoners throughout the Centre. The chaplains are clearly involved in pastoral care of prisoners and provide support for identified prisoners during the release process.
- 19.2 Weekly worship is available to all prisoners and those who for safety or health reasons are unable to access a religious service can request a chaplaincy visit. In the absence of a chaplain prisoners have the opportunity to conduct their own spiritual meeting. Notices regarding chaplaincy visits and religious service timings and location were evident in the accommodation areas.
- 19.3 Prisoners can request the provision of religious artefacts and are able to purchase crosses on buy-up. These are approved providing they do not pose a risk to security.

Standard 20 - Out of Cell Activities

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

- 20.1 Inspectors viewed log books and attended unlock and lock away activities at the Centre. It was ascertained that prisoners are provided with approximately 11 hours out of cell time.
- 20.2 Inspectors viewed unit notices outlining the structured day in place at this facility. A review of movement log books and observation of the daily operation by Inspectors indicate that the structured day is generally adhered to. However during the period of inspection the medication provision and a number of incorrect musters were clearly observed to impact on the structured day.

Recommendation 15 (medium):

The Centre takes steps to monitor the structured day to ensure there is minimal impact on the provision of meaningful activities and programs.

- 20.3 Inspectors viewed log books, spoke to staff, prisoners and stakeholders and found no evidence that out of cell activities were cancelled unnecessarily.
- 20.4 All accommodation units, including the Detention Unit and Safety Unit have easily accessed open air areas. Therefore, Inspectors found that prisoners on safety orders and those segregated for punishment have access to open air areas.
- 20.5 Inspectors interviewed prisoners, staff, viewed log books and observed activities. Prisoners reported that they feel safe in this facility including whilst attending activities. All activities appeared to be well supervised.
- 20.6 The gymnasium was well equipped and prisoners have access in line with the structured day timetable.
- 20.7 The furniture provided throughout the Centre is fabricated from metal, uncushioned and fixed in position. Inspectors found it uncomfortable and not supportive of social interaction. As was stated above, the General Manager has sought approval to introduce more comfortable furnishings in some units.

PERFORMANCE RATING FOR THIS AREA

Rating	Description
1	Performing well against the inspection criteria. There is no evidence that <u>outcomes</u> for prisoners are being adversely affected in any significant areas.

CHAPTER 6

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.

- 21.1 The Inspectors considered staff-prisoner relationship to be positive. While there is always the potential to increase opportunities for staff to engage with prisoners, when such engagement does occur it appears to be relevant and meaningful.
- 21.2 Management appear committed to promoting and encouraging staff to actively engage with prisoners. Very positively, management is moving towards prisoner involvement in a range of meetings that make decision regarding their progress such as placement and work, rather than decisions made in absentia.
- 21.3 Staff generally appear to have sound knowledge of the prisoners in their unit, however individual attention tends to occur only in the program delivery area.
- 21.4 A sound, proactive intelligence system exists that closely monitors potential for adverse associations. This information is used to assist in the management of prisoners on reception, during their stay and for assessment of the suitability of a transfer Centre.
- 21.5 Removal of clothing searches were observed to be conducted appropriately and in accordance with procedure. The Inspector found no complaints regarding searches.
- 21.6 Rules are well displayed throughout the Centre and extend from general Centre based behavioural expectations to specific activity instruction. Prisoner handbooks also give prisoners clear directions on rules, routines and behavioural expectations. There were no complaints by prisoners regarding the application of rules and routines.

Use of Force:

- 21.7 The use of force is monitored by management in order to identify any patterns. There are 99% of the custodial staff are currently accredited in Control and Restraint.
- 21.8
 Equipment appeared to be in good order. The Centre ensures that any planned extractions or interventions that involve physical restraint are digitally recorded. A review of a sample IOMS incidents indicates that medical staff attend to a prisoner as soon as

practicable following an incident involving the application of control and restraint procedures.

21.9 In the year to date there were 42 instances in the use of force (452 ADS 1:10.7). This figure was slightly lower when compared against other Centres i.e.:

- Woodford - 93 instances:527 ADS (1:5.6)
- Townsville - 76 instances: 438 ADS (1:5.4)
- Brisbane - 63 instances: 490 ADS (1:7.6)
- Wolston - 55 instances: 523 ADS (1:9.5)
- Capricornia - 37 instances: 367 ADS (1:9.9)

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.

Safety Orders:

22.1 A review of Safety Orders and the Safety Unit found that they were used appropriately and in accordance with legislative and administrative procedures.

Breaches of Discipline:

22.2 Prisoners are advised about the disciplinary process during the unit induction and in the unit handbooks.

22.3 It was clear from a review of a selection of breach tapes that prisoners do have the opportunity to appeal disciplinary decisions. There was no evidence of undue delay in the finalisation of breach matters.

22.4 Case notes indicated that many prisoners were given warnings prior to officers imposing breaches. There was also evidence of other strategies such as mediation, counselling and some sanctions used prior to officers undertaking breach action.

22.5 There was no evidence of any unofficial or collective punishments used in the Centre.

22.6 A sample of breach digital recordings were reviewed and some breach hearings were observed. In all cases the breaches were found to be procedurally compliant and the penalties appropriate. In the sample, there was evidence of a breach being overturned when the determination officer was not satisfied that the prisoner was responsible for the offence. In all cases the determination officer insured that the prisoner was given ample information regarding the process, the outcome and the offence.

22.7 The Detention Unit is fit for purpose and of similar design to all other facilities. Management regularly attends the Detention Unit. Officers are not generally rostered to the detention unit, however on the rare occasion when any at risk prisoners are accommodated in that location, staff are rostered and allocated to undertake observations.

22.8 Staff attend the Detention Unit at regular intervals throughout the day. During these visits the prisoner wellbeing checks are undertaken. Inspectors were advised that nurses attend daily and the Visiting Medical Officer (VMO) attends weekly. However, while the Centre makes efforts to ensure that the VMO attends the Detention Unit weekly, there are occasions when there is no VMO available within the Centre.

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 There are currently 336 employment positions plus 20 casual positions at the Centre. The Centre is hopeful that it will be able to commission a vacant workshop which will provide another 42 prisoners employment. This will raise the percentage of employed prisoners from 71.6% (based on ADS of 469) to 80.5%.
- 23.2 The accommodation status of prisoners does affect some access to employment, however this is in line with the additional trust and reduced security aligned to those positions.
- 23.3 The Centre conducts weekly meetings to review all requests for employment and makes every effort to ensure positions are filled and waiting lists are maintained. During this meeting, the multi-disciplinary team also considers promotions, suspensions and terminations. The decisions made at this meeting are then feedback to prisoners and staff. Prisoners receive a sheet advising them of the outcome of their application for employment including if they are declined due to poor behaviour or no vacancies for where they applied.
- 23.4 The Inspectors felt that in these instances the prisoners would gain more value if it was explained to them where they behaviour is lacking and what was required to improve or advised where vacancies exist so they know what to apply for next time.

Recommendation 16 (medium):

The Centre reviews method of advising prisoners of the outcome of their employment application and of the positions that are available.

- 23.5 The Inspectors were also unsure of the purpose of the requirement that prisoners have to wait four weeks before re-applying for a position. The Centre advised that in the procedure "Employment of Offenders" a prisoner must complete four weeks in an employment area before they can transfer employment. As there has been no direction given they have used this four week time frame as a "cooling off" period.

Recommendation 17 (low):

The Centre consider reviewing the requirement of prisoners to wait 4 weeks before reapplying for an employment position.

- 23.6 The type of industries and the associated equipment that is available at the Centre allows for a wide scope of experience for the prisoners. The Centre appears to be very committed to providing a wide range of vocational training for the prisoners. For the last year the Centre had 400 RTO hours and 240 TI hours for integrated Vocational Education and Training (VET) and 2946 hours for normal VET. It was noted that the integrated VET hours has not increased in seven years.

23.7 A number of prisoners complained that they were unable to extend their formal training past Certificate 1 level. This was in part supported by staff who felt that there were insufficient hours to allow medium and long term prisoners to participate in full certificates. It was also felt that the high turnover of prisoners affected the Centres capacity to achieve minimum class sizes. The Inspectors advised that it was an Agency directive that prisoners were only offered to Certificate 1 level.

PERFORMANCE RATING FOR THIS AREA

Rating	Description
1	Performing well against the inspection criteria. There is no evidence that <u>outcomes</u> for prisoners are being adversely affected in any significant areas.

CHAPTER 7

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 The Centre operates a centralised commercial kitchen and provides meals to the prisoner population that is healthy and varied. The majority of meals produced for the Centre appear to meet the low fat menu requirements approved by the dietician. However, at the time of the Inspection the Centre had not been visited by the dietician.

Recommendation 18 (low):

The Agency liaises with Queensland Health with a view to facilitating a visit by the dietician.

- 24.2 All prisoners participate in a barbeque twice per month.
- 24.3 The Inspectors were advised that the food preparation and serving complies with the Qld Environmental Health Unit Food Safety Policy and Food Regulation. A local Food Safety Program has been developed and is reviewed annually.
- 24.4 At the time of the inspection there was approximately 23% of the prisoner population receiving a special diet. Special diets can be provided for medical, religious or personal preference needs. Approvals for such diets are given by the Health Centre, chaplains or Manager Offender Development respectively, with the General Manager as the final approving officer. A prisoner is responsible for the preparation of all special diets. Further, a preparation area, including specific utensils and cooling implements, is dedicated to the preparation of Halal meals.
- 24.5 The kitchen is progressively cleaned throughout meal preparation and then thoroughly cleaned at the expiration of the shift.
- 24.6 The kitchen appears generally to have insufficient space in a number of areas particularly in the areas of delivery and storage including cold products and other consumables. During the inspection it was obvious that there were considerable challenges in managing the delivery of goods whilst undertaking the preparation of the meals. The centre advises it has requested funds to implement a food-plating line. This would assist in creating space within the kitchen and provide menu choice for prisoners.
- 24.7 All prisoners were observed to wearing appropriate personal protective equipment (PPE).

- 24.8 Prisoners employed in the kitchen are initially given the generic safety induction completed by a vocational educational tutor and then undertake the Food Safe - Food Handler Training Program.
- 24.9 Advice to the Inspectors is that complaints regarding food are addressed immediately. The Food Services Supervisor attends the Prisoner Advisory Committee (PAC) meetings regularly to discuss changes to the menu and to receive feedback.
- 24.10 Meal times are structured and occur at appropriate times throughout the day. The general population of prisoners are able to dine in association.
- 24.11 The preparation of food appears to be well supervised and strategies are used to ensure that the prisoners do not know the destination of the dishes they are preparing. _____, which has the potential for disproportionate food portions being given to some prisoners. During the inspection the Centre commenced a process for increased supervision of serving.

Standard 25 - Prisoner Purchases

Prisoners can purchase a suitable range of goods at reasonable prices to meet their diverse needs.

- 25.1 The buy-up list offers a reasonable choice for prisoner purchases that is comparable to the range offered in other Centres. Buy-up forms could be found in each area, in addition the process for purchase is well advertised in the prisoner handbooks. Buy-ups occur weekly and STPs occur weekly or fortnightly.
- 25.2 Inspectors were advised that price increases occur every quarter according to CPI.
- 25.3 Prisoners may make requests on an ad-hoc basis, but changes are considered quarterly after consultation through the PAC process.
- 25.4 Prisoners complained that there were too many unhealthy items and would like to see the range of healthy items increased. However, Inspectors were advised that the healthy choice options were often poor sellers and have to be removed.
- 25.5 On reception prisoners are provided a reception pack of toiletries and are able to purchase tobacco on credit. If the prisoner has funds available they may make a selection from the 'essentials' columns including tobacco, letter writing supplies, toiletries and coffee.
- 25.6 The prisoners complained that there were no late purchases allowed following the buy-up cut off. However, this was disputed by the Centre and the Inspectors were provided with a list of 120 late applications for buy-ups that had been processed since March 2010. The reasons stated included 'new reception', 'late', 'escort', 'money in late' and 'changed form'.
- 25.7 Prisoners receive a statement of their account weekly prior to placing their buy-up order.
- 25.8 STP catalogues are available in each unit that show the range of goods available for prisoners to purchase. There is no administration or delivery fee charged.
- 25.9 Bagged items are taken to the various accommodation units and unit staff reconcile the items with the prisoners.
- 25.10 Prisoners can purchase from a range of 25 magazines. The selection appears reasonable for the population, however it is smaller than that which is available in some other similar Centres, i.e. Woodford Correctional Centre (150), Capricornia Correctional Centre (95) and Wolston Correctional Centre (52).
- 25.11 Prisoners are able to purchase some hobby and art items from external sources. This is coordinated through the Activities Officers.

PERFORMANCE RATING FOR THIS AREA

Rating	Description
1	Performing well against the inspection criteria. There is no evidence that <u>outcomes</u> for prisoners are being adversely affected in any significant areas.

CHAPTER 8

RESETTLEMENT

Standard 26 - Strategic Resettlement

Note: This standard is dealt with in conjunction with Standard 28 - Resettlement Pathways).

Standard 27 - Offender Management Planning (*Incorporating classification*)

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.

Classification and Offender Management Planning:

- 27.1 Maryborough Correctional Centre operates as a remand, reception and placement facility, and is responsible for managing the all aspects of a prisoners' time in custody. Inspectors reviewed documentation, attended offender management panel meetings and discussed offender management practices with prisoners. While overall the centre is setting a good professional standard in all areas of offender management planning, there are areas that need some attention.
- 27.2 A sample of prisoners' offender management documents were reviewed. Generally, scheduling of assessments, plans and reviews were being conducted within the procedural timeframes necessary, however, there were several cases where timeframes exceeded those required.
- 27.3 Prisoners who required Offender Management Plans were found to have one completed. Specific goals for resettlement purposes were found to be integral in the documents with recommendations for interventions arising out of the assessment processes.
- 27.4 The recommendations area of some plans, however, were found to be less informative, with discussions with prisoners about the recommendations not being recorded in the comments sections provided. Recommendations for interventions were found only in the pre-populated sections of the document.

Recommendation 19(medium):

That the Centre undertake a review of the operation of the Centre's Offender Management Area with a view to improving:

- the quality of the content of OMP's to reflect the discussions undertaken with offenders; and
- the timeliness of sentence management processes.

- 27.5 The centre has a well developed process for interviewing prisoners and discussing all aspects of their Offender Management Plans.
- 27.6 The interview panels represented a broad cross section of the Centre and included custodial, psychological, education and sentence management staff. Those prisoners who come under the decision making authority of the Offender Progression and Review Committee had the opportunity to discuss the case with the General Manager of the Centre.
- 27.7 Observations of the interview process indicate that the Centre provides good opportunities for prisoners to discuss the whole of their sentence from their point of entry into the system, their assessed needs, performance in recommended programs and courses and points of review.

Assessments

- 27.8 Inspectors reviewed a sample of prisoners' SPA documents. Of the sample reviewed, the information appeared to be clear and adequately explained.
- 27.9 A sample of the most recent assessments were found to provide detailed information in relevant areas and decisions in relation to classification and placements appeared appropriate according to the information provided. Recommendation summaries could be better structured, with more specific references within the summary concentrating on important themes such as behaviour and security, employment and education and programs areas.
- 27.10 Inspectors also attended interviews with prisoners where classifications were being considered. The interview panels were thorough and provided the prisoner with opportunity to provide information and discuss any aspects of the information being used in the assessment.
- 27.11 Prisoners were also advised of their entitlement for reconsideration of decisions if they disagreed with the recommendation.
- 27.12 Of importance, during the Inspection, prisoners approached Inspectors to discuss concerns in relation to the transparency of decisions being made. It was felt that matters were being included in documents after the interview process was concluded. Prisoners felt that they were not able to respond to issues that were raised, if they were not aware of them. Inspectors have heard similar concerns expressed by prisoners in other prisons. The Agency's checking and quality control mechanisms for documentation after interviews are completed would seem to play a part in the perception by prisoners that information in their SPA and Offender Management Planning documents is affecting outcomes.
- 27.13 It should be noted that there have been incidents recorded where criticism has been made in regard to offender management documents that have put into question quality assurance techniques when collating information in documents. Notably, criticism was made in the collation of SPA documents at MCC in an investigation into a prisoner's escape from Capricornia Farm in October 2009. Generally, more focus had been applied to the prisoner's release date and concerns were expressed that insufficient weight had been accorded to the prisoner's institutional performance. In addition, a prisoner recently complained to an Official Visitor that information

contained in a recent SPA document was not related to him. A subsequent review was conducted and the prisoner was reinterviewed on 17 June 2010. The SPA is yet to be inputted into IOMS.

- 27.14 The Centre advises that where incidents of this nature occur, the matters are raised at sentence management meetings to rectify systemic or administrative problems, and instigate changes in practice. Inspectors were generally satisfied with improvements that appeared evidence and monitoring processes in relation to offender management decision-making.
- 27.15 There appears to be satisfactory consideration of prisoners' needs in the E&VNA assessments with the level of detail in the assessments being satisfactory. Discussions with prisoners when compiling the assessment generally went into in relation to the responses provided to the assessment criteria.
- 27.16 Education Plans were found to be adequate for the most part, however they could be more specific when focussing on post-prison release outcomes. The plans reviewed tended to be focussed on the period in custody.
- 27.17 A review of prisoners IOMS data found that all prisoners requiring an Offender Management Plan had one in place, and reviews were happening regularly.
- 27.18 It was noted that reviews were occurring at close to 12 monthly intervals.

Programs:

- 27.19 The Centres management team have demonstrated a commitment to ensuring that the resettlement strategy is supported through strong oversight and supervision. This is in part reflected through the Offender Management Team meetings that are well conducted, with good and open discussion between staff from all areas in offender management.
- 27.20 The meetings also utilise an action planning strategy as a way of recording, reviewing and directing the agenda items and focussing team meetings. This process provides positive forward momentum for development and changes to offender management practices within the centre.
- 27.21 Inspectors reviewed the Centres' programs framework. The Centre was found to have a satisfactory schedule for the completion of criminogenic intervention programs. Programs areas were fit for purpose and trained facilitators were available for delivery of criminogenic programs. The Centre has a developed programs schedule that incorporates planning based on prisoners assessed needs. The Programs team ensures that all offender management areas are consulted in the development of the programs schedule.
- 27.22 Where resources and facilities are not available for major criminogenic programs, prisoners are scheduled for transfers to centres that provide those services.
- 27.23 A review of waiting lists indicates that sufficient capacity exists in the planning schedule to ensure that prisoners' needs are met prior to discharge

dates. Monitoring and facilitation of the programs is completed in conjunction with support, assistance and advice from central office.

- 27.24 There is evidence in OMP and OMPR documents that recommendations for prisoners are being made for training and employment opportunities within specific areas in the centre.
- 27.25 An analysis of VET and Literacy and Numeracy data suggests that the centre is doing very well in all areas of Vocational and Educational Training.
- 27.26 The Centre reports that it has exceeded its projected targets for Annual Hours Curriculum against contracted hours: in VET Training by some 30% and in Literacy and Numeracy by 33% at the time of the inspection. In addition, the Centre reports that it has 17 prisoners engaged in tertiary preparation programs and 8 fulltime tertiary students.
- 27.27 The centre is well resourced for providing training and education.
- 27.28 Classrooms are available for prisoners in all accommodation areas. Computer facilities are available for prisoners engaged in IT and administration programs. In addition, laptop computers are provided to authorised prisoners engaged in fulltime studies.
- 27.29 Industries areas provide for Integrated Vocational and Educational Training.
- 27.30 The Centre has an arrangement with USQ for monthly liaison visits and also access to onsite support for prisoners engaged in tertiary education.

Placement and Transfer:

- 27.31 Consideration of placement and transfers for prisoners following reviews of classification and/or OMPs and OMPRs was based on the needs of prisoners and their individual circumstances. Where possible, placement decisions took into account the location of family and community support.

Parole:

- 27.32 The Centre has processes in place to ensure that prisoners being discharged to community with reporting requirements are informed of the arrangements for managing their risk in the community through community based supervision.
- 27.33 Assessment and interview practices were found to be conducted professionally, with representatives from Probation and Parole, custodial, offender management, psychological and counselling services and senior management attending the review.
- 27.34 Planning for parolees prior to discharge is undertaken at their Offender Management Review and Parole interview.
- 27.35 Representatives from Probation and Parole participate as part of the assessment and attend interview panels where issues are targeted that are relative to the needs of prisoners in the community following discharge.

- 27.36 Observations of the interview panel process indicates that prisoners social care needs including health and social support through community based agencies form an integral part of the discharge planning process.
- 27.37 The Centre ensures that all prisoners being discharged to release on parole have the requirements of the orders explained to them. All prisoners have the opportunity to discuss the conditions of their release with staff. These issues were also found to be discussed during the interview with the prisoner when applications were being processed by staff.

Discharge:

- 27.38 The Centre has a sound process for discharging prisoners. Appropriate checks are conducted to ensure that the orders for discharge comply with legislation and aspects of the prisoners sentencing. Prisoners who are released on community based orders have an interview with offender management staff to inform and outline all responsibilities of the prisoners in complying with the order.
- 27.39 Transitions programs and support services are available to all prisoners in the Centre who are approaching discharge and provide satisfactory opportunities for prisoners to apply for work or education prior to release.
- 27.40 Those prisoners with ongoing education and training needs were managed effectively by education staff. Those prisoners being discharged had OMPRs completed with recommendations for inclusion in Transitions programs and/or services at an early stage prior to release.
- 27.41 The Transitions Coordinator advises that prisoners are prioritised for services based on discharge dates that are regularly reviewed and monitored.

Standard 26 and 28 - Strategic Resettlement and Resettlement Pathways

Resettlement underpins the work of the whole establishment, supported by strategic partnerships in the community and informed by assessment of prisoner risk and need.

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.

Transitions:

- 28.1 A review of IOMS data indicated that the Centre conducts necessary assessments including Literacy and Numeracy Screening, Education and Vocational Needs Assessments, ORNI-R and Planning Needs Assessments as required by procedure. Documentary evidence indicated that those assessments are translating into recommendations in offender management planning for resettlement purposes.
- 28.2 The Centre has an appointed Transitions Coordinator and the programs and services appear to be working well. However, there appears to be administrative pressures that need to be taken into account by the Centre as administrative duties are impacting on the effectiveness of the Transitions Coordinator to service the numbers of prisoners accessing Transitions Programs and Support Services.

Recommendation 20 (medium):

The Centre reviews the provision of staff to Transition Support Services to ensure that the maximum number of prisoners have the opportunity to access the service.

- 28.3 The Centre has delivered four Transitions Programs to longer term prisoners in the last 12 months. The Centre reports 37 successful completions which is approximately 58% of the 63 participants. Although this might be considered lower than expected, the Centre has noted that the rate is affected by competing interests such as unscheduled transfers to other Centres for programs needs and transfers to low custody in other regions. Nonetheless, Transitions services are accessible to prisoners in their destination placements. Planning has commenced for delivery of Transitions programs in the next cycle.
- 28.4 Transitions Support Services are also available for suitably assessed shorter term prisoners. The Centre reports delivering services to 251 prisoners in the last 12 months.
- 28.5 Pre-Employment Services are provided for all prisoners in the region via transitions services from the Advance2Work Agency.
- 28.6 As in most Centres, transitions services have a significant emphasis on resettlement. The Centre has a good process for delivering programs and services of this nature to prisoners. Feedback from contracted agencies indicates that they feel well supported by all staff within the centre.
- 28.7 The Centre's management team have demonstrated a commitment to ensuring that the resettlement strategy is supported through strong

oversight and supervision. This is in part reflected through the Offender Management Team meetings that are well conducted, with good and open discussion between staff from all areas in offender management. The meetings also utilise an action planning strategy as a way of recording, reviewing and directing the agenda items and focussing team meetings. This process provides positive forward momentum for development and changes to offender management practices within the Centre.

- 28.8 The Centre has also embarked on an innovative program “Facilitating Aligned Community Engagement - Unlocking Prisons” (Face Up), a collaboration of Bundaberg Probation and Parole and Maryborough Correctional Centre. This program proposes to link appropriate government and non-government community based agencies and service providers to assist prisoners returning to community on supervision orders.
- 28.9 Transitions Program and Support Services provide avenues for contact and interviews with representatives from the Department of Housing for prisoners to assist in finding accommodation.
- 28.10 The Centre reports that some 20 agencies are involved in resettlement, with good prospects for prisoner employment in the region being delivered through the Advance2work Agency. The Centre reports the following participation rates to date:
- Advance2Work Stage 1 - 323
 - Advance2Work Stage 2 -55
 - Advance2Work Stage 3 -36
- 28.11 As noted in the above sections, prisoners have access to services and support through the Transitions Coordinators and Education staff for employment, vocational or educational training after release.
- 28.12 As noted previously, transitions programs and support services are available to all prisoners in the Centre and provide satisfactory opportunities for prisoners to apply for work or education prior to release. Accordingly modules and access to employment services is organised through the programs and services.
- 28.13 Those prisoners with ongoing education and training needs were managed effectively by education staff. Those prisoners being discharged had OMPRs completed with recommendations for inclusion in transitions programs and/or services at an early stage prior to release.
- 28.14 The Transitions Coordinator advises that she monitors and reviews the discharge diaries regularly to prioritise those prisoners being discharged.
- 28.15 Prisoners are able to get assistance in establishing bank accounts prior to release by applying for inclusion in transitions programs and support services through the Transitions Coordinator.
- 28.16 A parenting session has been incorporated as part of the full program for transitions. Prisoners are also able to attend it as part of the Transitional Support Service. A “Parenting after Separation” program is also conducted for fathers who no longer live with partners and the “Hey Dad” program is also available for all prisoners who are fathers.

PERFORMANCE RATING FOR THIS AREA

Rating	Description
1	Performing well against the inspection criteria. There is no evidence that <u>outcomes</u> for prisoners are being adversely affected in any significant areas.

APPENDIX A

Maryborough Correctional Centre Full Announced Inspection Recommendations

1	Low (p.2)	The Agency assists the Centre in exploring options that would allow the prisoner's property to travel with the prisoner.
2	Medium (p.5)	The Centre institutes an accountable process to ensure all prisoners new to the centre receive a phone call free of charge.
3	Medium (p.7)	The Centre reviews the induction process to ensure that the prisoners receive comprehensive and accurate information in relation to all relevant aspects of QCS and centre operations.
4	Medium (p.14)	The Centre develops and distributes its strategy for the reduction of violent and intimidatory behaviour.
5	Medium (p.16)	The Centre undertake a review of unlock, lockaway and muster practices with a focus on identifying opportunities for increasing their effectiveness in providing for the health and wellbeing checks of prisoners.
6	Low (p.18)	Consideration be given to the inclusion of an indigenous prisoner as a member of the Indigenous Reference Group.
7	Medium (p.18)	The Centre develops a strategic document that addresses the Centres plans to recognise and provide opportunities for cultural expression and development amongst the Indigenous and wider prison community.
8	Medium (p.21)	The Centre reviews the Visitor's Centre waiting area to consider if any enhancements can be done to make the facility more comfortable and to provide activities for the children.
9	Medium (p.21)	The Centre incorporates into their information brochure for visitors, advice on suspension and banning of visitors and appeal options.
10	Low (p.22)	As part of the Centre's review of visits, consultation occurs with the local legal community to ensure that access for legal visits is appropriate.
11	Low (p.22)	The Centre undertakes a review of the incoming mail exclusion criteria to ensure that it is not overly restrictive.
12	Medium (p.23)	The Centre implements a process to analyse complaints data to identify any possible systemic issues.

13	Medium (p.29)	The Centre undertakes a recreational and activities needs and interest analysis to ensure that what is provided is suitable for the prisoner population demographics.
14	Medium (p.29)	The Centre considers opportunities for increasing in cell and in unit hobbies, arts and crafts availability for prisoners.
15	Medium (p.32)	The Centre takes steps to monitor the structured day to ensure there is minimal impact on the provision of meaningful activities and programs.
16	Medium (p.36)	The Centre reviews method of advising prisoners of the outcome of their employment application and of the positions that are available.
17	Low (p.36)	The Centre consider reviewing the requirement of prisoners to wait 4 weeks before reapplying for an employment position.
18	Low (p.38)	The Agency liaises with Queensland Health with a view to facilitating a visit by the dietician.
19	Medium (p.42)	That the Centre undertake a review of the operation of the Centre's Offender Management Area with a view to improving: <ul style="list-style-type: none"> • the quality of the content of OMP's to reflect the discussions undertaken with offenders; and • the timeliness of sentence management processes.
20	Medium (p.47)	The Centre reviews the provision of staff to Transition Support Services to ensure that the maximum number of prisoners have the opportunity to access the service.

APPENDIX B

Inspection Team

Andrew Brown, Chief Inspector
Kerrith McDermott, Senior Inspector
Dave Crothers, Inspector
Mark Trichet, Inspector