



Office of the Chief Inspector

# Full Announced Inspection Numinbah Women's Correctional Centre

March 2011



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**Queensland Government**  
Queensland Corrective Services

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### 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 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<br>2. First days in custody   |
| 2. Environment and relationships | 1,2,3,4,6,7,8,9   | 3. Accommodation<br>4. Staff - prisoner relationships<br>5. Case / unit officers   |
| 3. Duty of care                  | 1,2,3,4,5,6,7,8,9 | 6. Bullying and violence reduction<br>7. At risk management<br>8. Diversity, Equality and Non-Australian Citizens<br>9. Mothers and babies<br>10. Contact with the outside world<br>11. Request and complaint systems<br>12. Substance-related needs |
| 4. Health Services               | 3,4,6,8           | NA   |
| 5. Activities                    | 5,6,7,8,9         | 13. Learning, skills development and purposeful activity<br>14. Physical activities, arts, crafts and hobbies<br>15. Religious activity<br>16. Out of cell activity  |
| 6. Good order                    | 1,3,4,5,6,7,8,9   | 17. Security, good order and rules<br>18. Discipline<br>19. Remuneration and employment  |
| 7. Services                      | 1,3,6,7,8         | 20. Food<br>21. Prisoner purchases   |
| 8. Resettlement                  | 1,5,6,7,8,9       | 22. Resettlement<br>23. Offender management planning   |

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

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.

| 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.                        |

### CENTRE OVERVIEW

The Numinbah Women's Correctional Centre (NWCC) is a low-security facility situated in the Numinbah Valley, approximately 110kms south of Brisbane. The Centre was established in 1997 and has a capacity for 25 female prisoners. It is a separate centre adjacent to the male centre. It has an electrified secure perimeter.

The NWCC operates as an annexure to the Brisbane Women's Correctional Centre (BWCC). However, its day to day operations are supervised locally by an on-site Operations Officer who reports to the Assistant General Manager, Numinbah Correctional Centre. It is a somewhat complex reporting structure but it appears to function effectively due to the professional relationships of those concerned.

The facility contains: prisoner accommodation (23 single rooms and 1 dual occupancy room) with a communal kitchen; a gymnasium, a house converted for industry, a classroom and library; and a visits area.

Employment is made up of domestic duties, landscaping, spectacle recycling, sewing, horticulture, tending to the remaining dairy herd and community projects. At the time of the inspection, there were a number of approved and active community service sites serviced by prisoners from the Centre. Several prisoners had approval to participate on the various projects.

A range of programs and activities are offered at the Centre. There is an emphasis on VET training and prisoners involved in this training acquire skills and qualifications in such areas as First Aid, Traffic Control, Scaffolding, Cherry Picker Courses, Word Processing, Internet and E-mail. Prisoners also have access to literacy and numeracy classes and other local programs when available.

There is also an emphasis on preparation of prisoners for release with the prisoners being involved in Transitions Support programs. A number of community support groups and networks are involved with the Centre including AA, ORSS, Logan Tenancy, Employment Plus, Queensland Health, Family Planning, Relationships Australia, Lifeline and the Heritage Building Society.

The Centre also partners with the Animal Welfare League in a project which involves the fostering at the Centre of mistreated and/or homeless dogs for periods of up to 10 weeks where they are cared for and socialised before being returned to the League for permanent placement. At the time of the Inspection two dogs were on site, and although there is only one female prisoner allocated the responsibility of primary carer, all prisoners in the Women's Unit appear to benefit from the sense of responsibility and the companionship that comes with caring for unwanted animals in such circumstances.

## **PRISONER PROFILE AND OTHER STATISTICS**

During the 2009-2010 Financial Year, the Average Daily State (ADS) for the NWCC was 24 prisoners which is 96% of its capacity. During the same period the Centre had an ADS of 1 Indigenous prisoners. The Centre does not accommodate any protection prisoners or youthful offenders.

During the 2009-2010 Financial Year, the Centre processed an average of 55 prisoner movements per month.

## **SUMMARY OF INSPECTION FINDINGS**

As is detailed below, NWCC received a Whole of Centre performance rating of one, 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.

Transport to and from the Centre on transfer is generally undertaken by the Escort and Security Branch. The Centre utilises a range of vehicles for transporting prisoners to community service projects or local medical appointments. The vehicles were in a clean and safe condition, providing adequate comfort for short haul movement of prisoners.

The prisoners advised, and it was observed by the Inspectors, that the women prisoners are at times transported with the male prisoners. The women advised that the men were always respectful and appropriately behaved and that staff supervise them well to ensure they are safe. The Centre Liaison Officer advised that he carefully monitors the interactions to ensure that they are appropriate at all times. He also advised that all prisoners are fully aware of the Centre's expectations in this matter.

Inspectors were unable to observe the reception process due to the fact that no female receptions occurred during the Inspection. However, based on the advice received from the prisoners and the process as explained by staff, it is believed that the reception and induction process is timely and conducted in a sensitive and appropriate manner.

NWCC undertakes an extensive induction process including providing information on all relevant aspects of the Centre, work readiness, expectations, support available in the Centre, preparation for release and options for progress. The holistic approach to the induction ensures that prisoners are well informed and prepared for their life at the Centre. Interestingly, prisoners did indicate that it would be of benefit to hear more about NWCC whilst still at BWCC to prepare them for the transition as well as to remove the false rumours that spread from time to time about the Centre.

The Centre was rated as performing well against the Environment and Relationships standards.

The prisoner accommodation is modern, of a high standard and fit for purpose. There is one accommodation block and it was constructed approximately 13 years ago. The block contains 23 single rooms and one double-up room. With the exception of the double-up room<sup>1</sup>, each prisoner has their own room with communal showers and toilets. The rooms contain a bed, desk and wardrobe. The building is not air-conditioned, however, the prisoners have access to fans and heating appliances. Prisoners are afforded the opportunity to 'personalise' their rooms with such items as plants, curtains and bedspreads.

The whole centre was well presented and maintained. The grounds were well kept.

All prisoners advised that staff treated them well. They stated that they were spoken to respectfully in all instances. Observed interactions were positive and good professional relationships appear to be maintained by staff with prisoners. Staff clearly knew all of the prisoners well and took time to interact on an individual level.

Staff also appeared to have good knowledge of the prisoners' sentence plans and were seen to be encouraging them to participate in activities. Prisoners are advised of their case officer in writing at the time of their induction and Inspectors were advised that case officers would regularly meet with the prisoners individually to chat with them about their progress. However, a review of case notes was undertaken and it was found that there were inconsistencies in the frequency of the noting and auditing.

Monthly PAC meetings are held with the Operations Officer. Prisoners advised that they felt well listened to and were generally given good feedback. Most issues were addressed within the month.

The Centre was assessed as performing well against the standards of Duty of Care. The Centre has a Sexual Assault and Anti-Bullying Policy displayed in the prisoner handbook which addresses key issues. The Centre also undertakes 6 monthly surveys with the prisoners to identify if bullying is occurring.

The Centre has very limited reported instances of bullying and victimisation across the female prisoner population. The PAC prisoners advised that there had been two instances of bullying the past 12 months and when reported they felt satisfied that they was dealt with appropriately. However, it became evident through speaking with the prisoners that there is some evidence of the need for further education as to what constitutes bullying behaviour. The prisoners suggested the possibility of a compulsory session for all female prisoners addressing the various forms of bullying and victimisation that goes beyond physical violence, such as staring and 'silent treatment'.

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<sup>1</sup> At the time of the Inspection only one prisoner was accommodated in this room.

The Centre has a supportive relationship with the Kalwun Corporation who provides specific indigenous support as required. Elders also attend on a regular basis. As the Elders only attend the male centre, the female prisoner/s are taken to that centre for the meeting. This arrangement appears well monitored to ensure the safety of all concerned. Due to the low numbers of Indigenous prisoners there are no specified staff positions, however, it appears to the Inspectors staffs were cognisant of the needs of this group.

The Centre provides ample opportunities for the prisoners to visit with their families and friends. The visits area is clean, well prepared and well presented. The facility provides a fenced and sheltered play area with range of age appropriate playground equipment. Prisoners are free to interact and play with the children. There are also a number of family days conducted throughout the year. Some inconsistency in practice between the male centre, with young children not being allowed to bring in drinks/snacks at the NWCC.

Management and staff keep open lines of communication with the prisoner population. The complaints process is operational and PAC meetings occur regularly which is evidenced by the fact that the Centre has a low number of complaints.

The Centre was found to be performing well against the Activities inspection criteria. NWCC provides 100% employment opportunities for female prisoners in Centre services (i.e. cooks and cleaners), projects (greening, glasses, animal carer) and community work.

All of the vocational courses available are VET recognised and TAFE accredited. It appears that the vocational and educational courses that are offered are, in general, consistent with areas of potential employment in the community. Inspectors were concerned, however, that Education and Vocational Needs Assessments were not being reviewed by the Centre at the time prisoners are received.

The Centre has a range of activities including tennis, gym, table tennis, pool, boxercise, card making, sewing, line dancing, and numerous handicrafts including leatherwork, pottery and painting.

Prisoners are not locked in their rooms. They are allowed to move around from 0600 hours to 2230 hours curfew. During this time they participate in the structured day (i.e. work, programs, education, and activities etc) seven days per week.

The Centre was assessed as performing well against the healthy prison standards for Good Order. Inspectors observed staff-prisoner relationships to be positive. On all occasions there was respectful exchanges with evidence that staff had detailed knowledge about the prisoners including their sentence progression, plans for the future and their individual challenges.

There was evidence of the rules and routines available on noticeboards as well as in the Prisoner Induction Handbook. Prisoners also advised that such matters were clearly articulated during the induction.

There have been no major breaches in the preceding twelve months. Observations of custodial staff interactions with prisoners indicates that decisions and directions are clearly explained with no indication from prisoners or observations, that staff use unnecessary authority.

There have been no incidents of force in the past twelve months.

The Centre was assessed as performing reasonably well against the healthy prison standards for Services. Prisoners advised the Inspectors that the food (prepared meals and raw products) was good in both quality and quantity.

The prisoners have access to three meals a day. Breakfast is self-service with a breakfast bar set up separately. Lunch and dinner are prepared by the cooks. The prisoners also have access to bread for making toast and facilities for making a hot beverage at all times of the day. Special diets are well catered.

The Centre provides a weekly buy-up for the prisoners. While the range of items appeared adequate it was noted to be substantially less than some other low security Centres. The prisoners expressed concern that the buy-up list was not reflective of their needs as it was designed principally for the male Centre. The Centre appears flexible in the opportunities for prisoners to place a buy-up if they were unexpectedly absent. In the same regard when prisoners are inducted into the Centre they are provided with an initial purchase of up to \$25 from a wide range of products.

The Centre has a positive approach to the area of Resettlement having established links with a number of important post-release services and support agencies in order to assist prisoners with their release from custody. Prisoners appear reasonably well prepared for resettlement through the Transitions Program and Support Services, PREAP and VET.

All prisoners are offered placement on the Transitions Core program or Transitions Support Service within 9 months of their eligibility date or discharge. There is a waitlist of prisoners recorded by the Transitions co-ordinator.

The Inspectors were also impressed that the women were able to make their own clothes for their release. This is seen as both a practical and symbolic gesture on behalf of the Centre. Inspectors also noted the level of anticipation and excitement amongst the prisoners when a peer is to be released. This is most likely related to the gender of the prisoners and the small population. Staff were observed to be equally engaging and encouraging of those with imminent discharge.

There are a variety of opportunities for prisoners to engage in learning and skills development at the Centre, and prisoners are well-catered for in this regard. Very few, if any, prisoners had excessive amounts of free time on their hands.

Prisoners in the women's unit in particular are engaged in a number of activities and projects.

It appeared evident to the Inspectors that the prisoners were very self motivated and were keen to occupy their time productively. They were also provided opportunities to engage in reparation activities in their free time such as making clothes and other items for disadvantaged people.

**Appendix A** details the findings of Inspectors against each standard including recommendations where relevant.

## 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                  | 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. Health Services               | NA     |  |
| 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                  | 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. |

APPENDIX A - Schedule of Findings and Recommendations

| Standard | Findings |
|----------|----------|
|----------|----------|

|                           |
|---------------------------|
| <b>ARRIVAL IN CUSTODY</b> |
|---------------------------|

|  |
|--|
| <b>S1: 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.</b> |
|--|

|  |  |
|--|--|
| S1.1 Prisoners are held in cellular vehicles for the minimum possible period of time.  | Transfers between secure custody and low custody is facilitated by E&SB. There is no evidence to suggest that prisoners are held in transport vehicles in excess of the required travel time.  |
| S1.2 Prisoners are given 24 hours notice of planned transfers in order to make a telephone call to their family, next of kin and/or legal adviser (subject to well evidenced security considerations). | Prisoners transferred for health concerns are advised with more than 24 hours notice except where emergency escorts are required.<br>Prisoners transferred to secure custody as a response to security and good order issues may not be advised of the time of their transfer due to security concerns.      |
| S1.3 Prisoners can have a meal before going to court or being transferred.   | Prisoners do not attend court from this Centre. However, prisoners have access to appropriate food prior to any movement. Generally planned transfers occur on a Tuesday or Thursday afternoon. This provides ample opportunity for prisoners to have access to a meal prior to boarding transport vehicles. |

| Standard   | Findings  |
|--|---|
| S1.4 Prisoners have access to appropriate clothing so that they do not have to wear prison uniforms, for example for court appearances.  | N/A   |
| S1.5 Property and private cash accompanies unsentenced prisoners to court and sentenced Prisoners who are being transferred.   | No transfers occurred during the period of the Inspection. However, Inspectors were advised by staff and prisoners and also elicited information from IOMS and administrative records that demonstrated that prisoners transferred to and from this Centre are accompanied by their property. |
| S1.6 Court movements, transfers and external escorts are efficient and minimise waiting times.   | The Centre conducts a number of movements on a daily basis to facilitate access to community projects and community appointments. Centre staff undertake these movements efficiently, cognisant of the needs of the Centre, the appointment commitment and the prisoner.                      |
| S1.7 Prisoners are escorted in vehicles that are safe, secure, clean and comfortable, with adequate storage for prisoners' property and with suitable emergency supplies and hygiene packs for women | Any escort undertaken by E&SB deploys the standard QCS escort vehicle. No transfers occurred during the period of Inspection.<br>Staff transport prisoners on a daily basis in a modern multi-passenger vehicle that is fit for purpose.  |

| Standard   | Findings   |
|--|--|
| S1.8 Appropriate vehicles are used to transport prisoners with special needs such as pregnant women, women with babies or prisoners with a disability in a dignified manner. | No pregnant prisoners, prisoners with babies or disabled prisoners are accommodated at the Centre.   |
| S1.9 Methods of restraint are only used if justified by a risk assessment.   | In compliance with Agency policy - low custody prisoners are not handcuffed when they are transferred from another centre. However, if prisoners were classified as secure prior to return to secure custody then restraints would be used. Inspectors did not observe any situations in which restraints would be required. |
| S1.10 For external movements, all relevant information travels with prisoner.  | Inspectors did not have the opportunity to observe the transfer of prisoners, but interviewed staff finding that all relevant documents and information accompanies prisoners on escort.   |
| S1.11 Prisoners in transit are treated according to their individual needs, based on oral briefings or written information accompanying the prisoner and staff observation.  | Inspectors did not have the opportunity to observe the transfer of prisoners however questioning of staff indicates that oral briefings of and by escort staff provided pertinent advice on the needs of prisoners in transit.   |

| Standard  | Findings   |
|---|--|
| S1.12 Prisoners are given comfort breaks at least every 2.5 hours with additional stops where necessary.            | The Centre does not undertake long haul escorts or transfer of prisoners.  |
| S1.13 Staff consistently use respectful language in speaking to, or about, prisoners.                               | Centre staff consistently used respectful language when addressing prisoners. When discussing prisoners, staff were appropriate with their comments.   |
| S1.14 Escort staff take responsibility for ensuring that prisoners receive an adequate meal and drink at meal time. | The Centre does not undertake long haul escorts or transfer of prisoners.  |
| S1.15 Escort staff ensure that 17 year-old and women prisoners are segregated from adult male prisoners.            | When transported by E&SB, women prisoners travel in the same vehicle as male prisoners however are segregated (in different pods). When attending some community service projects men and women prisoners travel in the same multi passenger vehicle. The women spoken to advised the Inspectors that the male prisoners are respectful to them at all times. The Centre Liaison Officer advised that he carefully monitors the interactions to ensure that they are appropriate at all times. He also advised that all prisoners are fully aware of the Centre's expectations in this matter. |
| S1.16 Prisoners are produced at court on time.  | NA   |

| Standard   | Findings  |
|--|---|
| S1.17 Prisoners are held in court cells for the minimum possible period.   | NA  |
| S1.18 Centre Receptions remain open to receive prisoners at any time.  | NA  |
| S1.19 Any prisoners arriving after normal working hours receive essential reception and first night procedures.                    | The schedule of transport is such that the Centre transfers occur no more than twice a week with the vehicle arriving around 12 noon. No transfers are received outside of normal business hours. |
| S1.20 Prisoners are given information at court about the prison to which they are being transferred in a language they understand. | NA  |
| S1.21 Where practicable, video links are used to facilitate court appearances in lieu of prisoners appearing in person.            | NA  |

**S2:** 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.

| Standards   | Findings  |
|---|---|
| <p>S2.1 Escort staff pass on all information/official documentation arriving with a prisoner to reception staff. This information is used to inform initial reception assessments of the prisoner. Sensitive information is dealt with appropriately.</p> | <p>Inspectors were unable to observe the reception process due to the fact that no female receptions occurred during the inspection. However, based on the advice received from the prisoners and the process as explained by staff, it is believed that the reception and induction process is timely and conducted in a sensitive and appropriate manner.</p> |
| <p>S2.2 An anti bullying strategy to protect vulnerable prisoners is in place, which includes directions to managers concerning reception and first night procedures</p>  | <p>Generally vulnerable prisoners are not transferred to the Centre. However there is clear indication given to prisoners on reception that bullying is not tolerated.</p>  |
| <p>S2.3 Prisoners are treated respectfully upon reception. The gender ratio in the reception area is appropriate to receive prisoners and undertake procedures</p>  | <p>See S2.1</p>   |

| Standards   | Findings  |
|---|---|
| S2.4 Prisoners experience a safe and clean reception environment which is fit for purpose.  | The reception store was inspected and considered fit for purpose. |
| S2.5 Prisoners are always asked if this is their first time in prison and treated accordingly.  | See 2.1   |
| S2.6 On arrival, prisoners' details are confirmed and before first night lock-up, their immediate individual needs are identified during a private meeting with a staff member. Their individual circumstances and any special needs are documented and dealt with sensitively. | See 2.1   |
| S2.7 Reception staff take action to promote the safety of children or other dependants if they are informed or suspect that dependants may be at risk as a result of the carer's imprisonment.  | See 2.1   |

| Standards  | Findings  |
|--|---|
| S2.8 Prisoners with special needs, such as pregnant women, women accompanied with babies, older, and disabled prisoners receive priority treatment.                                  | Prisoners with special needs are generally not accommodated at the Centre.  |
| S2.9 Prisoners entering custody are searched thoroughly in accordance with legislative and procedural requirements.  | In compliance with Agency practice, prisoners are not searched on reception at this Centre. However, their property is inspected and searched prior to issuing.   |
| S2.10 Prisoners' hygiene needs including the provision of toiletries are catered for in reception.   | Prisoners are able to take their own toiletries with them on transfer into the Centre. There is no reception pack provided. See also Standard 2.25  |
| S2.11 Prisoners are informed of their entitlement to letters, telephone calls and visits. It is made clear to them that mail is monitored and that all telephone calls are recorded. | Prisoners receive an extensive induction of their first day. While the Inspectors were unable to observe the process, they were advised of the content of the induction which included information on entitlements.   |
| S2.12 Prisoners are able to make one free telephone call on their first night location.  | All prisoners are offered a reception phone call at the Centres expense. Of the sample reviewed there was no evidence that a case note or other record was made regarding this.<br>The Centre advised that it has now instructed staff to case note that a reception phone call is offered. |

| Standards  | Findings   |
|--|--|
| S2.13 Prisoners are held in reception for as short a period of time as possible.   | See 2.1  |
| S2.14 Where practicable, prisoners in reception are offered drink and food. Where this is not practicable, provision is made for them to receive drink and food as soon as possible after reception. | Advice received from the Operations Officer indicated that the prisoners are provided with lunch on arrival at the Centre. |
| S2.15 All prisoners are seen and assessed by health services staff in private on arrival.  | The Operation Officer advised the Medical In Confidence assessment is completed on the prisoner on the day of reception.   |
| S2.16 Prisoners with substance related needs are identified at reception and given information about services available.   | See 2.1  |

| Standards   | Findings   |
|---|--|
| <p>S2.17 Prisoners receive a comprehensive Induction. By the end of Induction, prisoners have met relevant staff from different areas and have met their unit officer. Prisoners know what work, education, vocational training or offending behaviour programs are available in the Centre. They are aware of how to get information and deal with problems. All prisoners are given information about sources of help available, including chaplaincy teams, counsellors or OVs in appropriate languages.</p> | <p>See 2.1</p> <p>Prisoners advised that they were given a comprehensive induction that assisted in them settling quickly into the Centre. They advised that the information booklet they were supplied with was useful however could be improved with some updating.</p> <p>A review of a sample of case notes indicated that when prisoners receive their sentence management induction a comprehensive case note is made. However, there was frequently no note made when the centre induction was undertaken. The Centre advises all staff have been instructed that all induction activities given to prisoners upon their arrival must be case noted.</p> <p>The prisoners further advised that they felt that they would benefit from transition assistance from secure to low custody. They stated that when in secure much of the information regarding Numinbah comes from other prisoners and at times this can inaccurate. They would like more information about what to expect so they are less nervous about the transfer. The centre advises that the Operations Officer now attends Brisbane Women’s Correctional Centre on a fortnightly basis, or as required, to provide a detailed power point presentation and briefing about Numinbah Correctional Centre to prisoners who have a low security rating and who are interested in progressing to a Low Security Centre.</p> |
|   | <p><u>Recommendation 1 (medium):</u><br/>The Centre implements practices to ensure induction information is entered into the prisoner’s case note on the day of reception.</p> <p><u>Recommendation 2 (medium):</u><br/>The Centre continues the practice of providing information sessions to prisoners at BWCC.</p>  |

| Standards  | Findings |
|--|----------|
| S2.18 Prisoners who may require protection are assessed appropriately in a confidential manner. Alternatives to protection are explored.   | NA       |
| S2.19 In reception, prisoners are informed about what will happen next. They receive written and/or verbal information.  | See 2.1  |
| S2.20 All information and documentation of assessments undertaken in reception are inputted into IOMS on the day of reception.   | See 2.1  |
| S2.21 Staff provide a unit induction to prisoners on admittance to the unit. Information is communicated to prisoners about unit routines and expectations in a professional manner. | See 2.17 |

| Standards  | Findings   |
|--|--|
| S2.22 Prisoners who are assessed as at risk, with medical needs or vulnerable on reception are accommodated and managed in accordance with their assessed risks.   | Prisoners at risk or with significant medical needs are returned to secure custody, as the Centre is not suitably resourced to manage such prisoners.  |
| S2.23 Prisoners will not be allocated to a cell until IRNA is completed and any risks identified are taken into consideration.   | NA   |
| S2.24 Prisoners identified as vulnerable to bullying and/or self harm receive special help and support to cope with imprisonment.  | Numinbah CC is a low custody placement centre and no offenders that are identified as requiring high levels of support in the areas of vulnerability and self harm are transferred to the facility. Assessments, intervention and support are undertaken at the reception centre (in most cases Brisbane Women's CC) and addressed prior to the prisoner being considered for transfer to low custody. |
| S2.25 Prisoners are given an amenities pack containing basic items. They are told how long the pack is expected to last, its cost and the system for repayment from their prison wages or private money. | Prisoners have access to make a reception buy-up up to the value of \$25. They are able to make purchases from tobacco items, drinks, toiletries, stationery and jewellery. The buy-up is received immediately.  |

| Standards  | Findings  |
|--|---|
| <p>S2.26 Prisoners first night accommodation has been prepared, is clean and provides a comfortable environment.</p>   | <p>Whilst no receptions were received during the Inspection, prisoners advised Inspectors that their first night accommodation was clean and had been prepared for their arrival.</p> |
| <p>S2.27 All prisoners' settlement needs are assessed and identified during induction and referrals to relevant agencies are made at this time. For example prisoners are given practical help to:</p> <ul style="list-style-type: none"> <li>▪ Preserve their accommodation and employment</li> <li>▪ Pursue their legal rights</li> <li>▪ Obtain help with personal problems</li> <li>▪ Exercise their responsibilities towards their dependents</li> <li>▪ Pursue a healthy lifestyle in custody</li> </ul> | <p>See 2.1</p>  |
| <p>S2.28 Liaison with the Department of Child Safety is used appropriately for primary carers to keep in contact with their children.</p>  | <p>The Centre counsellor and psychologist will provide assistance in this matter so that contact with children is maintained.</p>   |

## ENVIRONMENT AND RELATIONSHIPS

**S3:** Prisoners live in a safe, clean and decent environment within which they are encouraged to take personal responsibility for themselves and their possessions.

| Standards   | Findings  |
|---|---|
| S3.1 Prisoner accommodation is clean and provides a reasonable amount of space for each prisoner and their personal belongings, ventilation, a reasonable temperature, natural light. | <p>Each prisoner has their own room with communal showers and toilets. The rooms contain a bed, desk and wardrobe with hanging space for a small amount of prison issue clothing. The accommodation was clean and fit for purpose.</p> <p>The prisoners advise that they appreciate being able to have some personal items around them such as pot plants, curtains, table cloths etc to make it feel more 'homely'.</p> <p>The building is not air-conditioned however the prisoners have access to fans and heating appliances.</p> |
| S3.2 Prisoners are provided ample access to fresh air on a daily basis.   | The prisoners are provided with ample access to fresh air on a daily basis.   |
| S3.3 Personal clothing is in decent condition, washed frequently and fits. Prisoners have at least weekly access to laundry facilities to wash their personal clothing.               | <p>The Centre supplied clothing was observed to be in decent condition. A laundry worker is detailed to wash the prisoners clothing and bed linen on at least a weekly basis. The laundry is then returned to the individual prisoner folded and in their laundry basket.</p> <p>Prisoners are able to wear their own pyjamas and dressing gowns.</p>   |

| Standards  | Findings  |
|--|---|
| S3.5 Sanitary arrangements take account of health, hygiene and human dignity. Prisoners have access to necessary supplies of their own personal hygiene items and sanitary products.               | Sanitary products are provided free of charge.  |
| S3.6 Cells and communal areas are in a good state of repair.   | The accommodation facility is 13 years old. It appears to be well maintained with little wear evident.  |
| S3.7 All prisoners occupy accommodation that is suitable for the purpose and or their individual needs.  | The accommodation that is provided is suitable for purpose. The prisoners advise that they are very satisfied with the accommodation including the amount of privacy and space. |
| S3.8 There are nominated carers for prisoners in accommodation units who are trained to help less able prisoners.  | There are no special needs prisoners at the Centre therefore there is no requirement for carers.  |
| S3.9 Accommodation staff are aware and cognisant of the needs of prisoners with disabilities. Safe evacuation procedures are in place to assist those prisoners who may need help in an emergency. | There are no prisoners with disabilities at the Centre.   |

| Standards  | Findings  |
|--|---|
| S3.11 Where appropriate, prisoners have privacy keys to their cells/rooms.   | All prisoners have keys to their rooms.   |
| S3.12 Observation panels in cell doors remain free from obstruction.   | No observation panel was observed to be obstructed during the inspection.   |
| S3.13 Inappropriate or offensive displays are not permitted.   | There were no inappropriate or offensive displays.  |
| S3.14 Prisoners' communal areas meet the needs of the prisoner population, prisoners feel safe in their cells and these are effectively supervised by staff.   | There are a number of communal areas about the Centre both inside and outside of the accommodation. Until curfew, prisoners are allowed to generally move about the Centre. Staff were observed to frequently patrol and have a high presence in these areas. |
| S3.15 Notices are displayed in a suitable way for the establishment's population.  | There were a large number of notices about the Centre advising of Centre expectations and services available.   |
| S3.16 Prisoners are consulted (and/or?) engaged on issues of concern to them on a regular, monthly basis. Prisoners are informed of the outcome of the consultation and provided with justifiable reasons for any decision made. | Monthly PAC meetings are held with Operations Officer. Prisoners advised that they felt well listened to and were generally given good feedback. Most issues were addressed within the month.   |

| Standards  | Findings  |
|--|---|
| S3.18 Prisoners' property held in storage is secure, and prisoners can access their property within one week of making an application.                 | The prisoners' property storage is secure however it is at the male Centre therefore there is at times some delay in the prisoners being able to access their property.   |
| S3.19 Prisoners are fairly compensated for clothing and possessions lost while in storage.   | There have been no compensation claims for lost property in the past twelve months.   |
| S3.20 A standard list detailing the possessions that prisoners are allowed to keep is employed in the Centre.  | The prisoner induction handbook contains a complete list of property prisoners are allowed to have in their possession. The prisoners advised that at times the staff would review the property accumulated by the prisoners and work with them for the property to be stored or removed. |
| S3.21 Prisoners are encouraged, enabled and expected to keep themselves, their cells and communal areas clean.   | Ample cleaning equipment is provided to the prisoners to allow them to keep their rooms and common areas clean.   |
| S3.22 Prisoners have access to drinking water (including at night time), and where practicable, the means of making a hot drink after evening lock-up. | The prisoners are not locked in their rooms and have access to facilities to make themselves refreshments and snacks at all times.  |
| S3.23 All prisoners are issued with clothing appropriate to the weather conditions.  | The clothing provided is prison issue, a full range of climate appropriate apparel is provided to all prisoners.  |

**S4:** 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.

| Standards   | Findings   |
|---|--|
| S4.1 All prisoners are treated with humanity, and with respect for the inherent dignity of the person.  | All prisoners advised that staff treated them well. They stated that they were spoken to respectfully in all instances. On occasions when a prisoner had broken a rule or behaved inappropriately the prisoners stated that the staff took time to explain to them where they were wrong and to assist them to change their behaviour. The prisoners stated that the rules were made clear.              |
| S4.2 Staff are aware that they should set a personal example in the way they carry out their duties at all times.                                 | Inspectors observed positive interactions between prisoners and staff. Staff clearly knew all of the prisoners well and took time to interact on an individual level. Staff were noted to speak appropriately and supportively about the prisoners.<br><br>Staff also appeared to have good knowledge of the prisoners' sentence plan and were seen to be encouraging them to participate in activities. |
| S4.3 Staff are always fair and respectful in their day-to-day working with prisoners.   |  |
| S4.4 Staff positively engage with prisoners at all times and interaction between staff and prisoners is encouraged by the senior management team. |  |

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| <p>S4.5 Prisoners are encouraged by staff to engage in all activities and routines, promoting punctuality, attendance and responsible behaviour.</p> |  |
| <p>S4.6 Inappropriate conduct on the part of prisoners is challenged.</p>  |  |
| <p>S4.7 Prisoners are encouraged and supported to take responsibility for their actions and decisions.</p>   |  |

**S5: Prisoners' relationships with their case/unit officers are based on mutual respect, high expectations and support.**

| Standards   | Findings  |
|---|---|
| <p>S5.1 Prisoners know the name of their case officer and are able to access him/her as an initial point of reference.</p>  | <p>The prisoners advise that they know the name of their case officer and that the case officers will regularly ask the prisoners how they are and sit with them to review their progress in their sentence.</p> <p>In discussing prisoners with the staff it was clear that they had a detailed and informed knowledge of the prisoners.</p> <p>A review of the case notes suggested that case notes are submitted at times randomly rather than each week as required by procedure.</p> <p>Many case notes provided a detailed insight into the prisoner's current situation, however some were scant on detail. There was inconsistent case noting observed.</p> <p>It appeared from the sample provided that there was no evidence of the case notes being audited.</p> |
| <p>S5.2 Case officers are aware of the individual needs and personal circumstances of their prisoners and help them to access the services they require or respond to any matters they raise.</p>   | <p><b><u>Recommendation 3 (medium):</u></b></p> <p><b>The Centre ensures that case notes are entered on a regular basis, contain appropriate information and a system of regular oversight and auditing is immediately implemented.</b></p>   |
| <p>S5.3 Case officers maintain an accurate chronological diary of contact with their prisoners using case notes, identifying any significant events affecting them, on at least a weekly basis.</p> |   |

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| <p>S5.4 Where appropriate, older prisoners and prisoners with disabilities have care plans as part of their management and there is evidence those care plans are monitored.</p> |  |
| <p>S5.5 Case officers are able to provide input and advice on all matters relating to their prisoners.</p>   |  |

## DUTY OF CARE

**S6:** 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.

| Standards  | Findings   |
|--|--|
| <p>S6.1 The Centre has developed and implemented an effective strategy to reduce violence and intimidation which has earned the commitment of the whole Centre and has drawn on multi-disciplinary consultation including feedback from prisoners.</p> | <p>The Centre has a Sexual Assault and Anti-Bullying Policy displayed in the prisoner handbook which describes what is bullying and sexual assault, why some people engage in such behaviour and how to minimise the risk of being a victim.</p> <p>The Centre also undertakes 6 monthly surveys with the prisoners to identify if bullying is occurring. The last survey had a return rate of 50%.</p> <p>The Centre has very limited reported instances of bullying and victimisation across the female prisoners. The PAC prisoners advised that there had been two instances of bullying the past 12 months and when reported they felt satisfied that it was dealt with appropriately.</p> <p>It became evident through speaking with the female prisoners that there some need for further education as to what constitutes bullying behaviour. The prisoners suggested the possibility of a compulsory session available to all female prisoners addressing the various forms of bullying and victimisation that goes beyond psychical violence such as staring and the ‘silent treatment’.</p> |
|  | <p><u>Recommendation 4 (low):</u></p> <p>The Centre discussess with prisoners their concerns regarding other forms of bullying and considers any suggestions that arise as a result.</p>   |

| Standards  | Findings  |
|--|---|
| <p>S6.3 Prisoners are consulted and involved in determining how their lives in the prison can be made safer, how bullying, verbal and physical abuse, racial abuse and threats of violence are confronted, how conflicts can be resolved and what sanctions are appropriate.</p> | <p>It is evident that there are limited instances of bullying occurring and Inspectors were impressed with the prisoner surveying that is undertaken. However, it was felt the greater involvement of the prisoners in discussions on the matter would further promote awareness and value their contribution.</p>  |
| <p>S6.4 Staff supervise and protect prisoners throughout the prison from bullying, verbal and physical abuse, racial abuse and threats of violence. Staff are consistent in challenging these behaviours.</p>  | <p>The prisoners advised Inspectors that they feel very safe in the Centre. It was observed that staff regularly patrolled the Centre and engaged the prisoners in a meaningful manner.</p> <p>Inspectors were advised by a prisoner that she had submitted a complaint regarding staff conduct in the management of an incident between two prisoners. The complainant felt that the staff member had not taken a proactive approach in managing the incident. The complaint was investigated and the staff member took responsibility for her behaviour and sought to resolve the matter. It was felt by the Inspectors that this indicated a positive reaction by the staff member and a demonstration of the commitment by the Centre to maintaining a safe and harmonious environment.</p> |
| <p>S6.5 Appropriate interventions are in place to deal with bullies and support victims.</p>   | <p>Bullying and victimisation is included in the Induction handbook as well as surveys that are provided to prisoners regularly. Prisoners however reported that this is not a topic that is included in the verbal induction process; however the Inspectors were unable to observe the induction process as no receptions were received during the inspection.</p>  |
|  | <p><b>Recommendation 5 (low):</b> The Centre insures that the Anti-Bullying policy is presented as an aspect of the verbal induction provided to reception prisoners.</p>   |

| Standards  | Findings  |
|--|---|
| S6.6 Prisoners are made aware of behaviour that is unacceptable through a well publicised policy and are made aware of the consequences of bullying. | Throughout the Centre there are various posters on display regarding bullying and victimisation in addition to posters which have been designed by prisoners. Although there have not been any examples of how bullying behaviour will be dealt with, prisoners are aware that this will not be tolerated and may affect their placement. |

**S7:** 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.

| Standards  | Findings   |
|--|--|
| <p>S7.1 Staff ensure that a process is in place for identifying and caring for those at risk of self-harm or suicide.</p>  | <p>The Centre is a low custody facility, with high levels of face to face staff interaction with prisoners. There is 100% of the staff trained and accredited in suicide prevention.</p> |
| <p>S7.2 A multi-disciplinary committee Risk Assessment Team (RAT) effectively monitors the prison's suicide prevention policy and procedures. The RAT is chaired by a senior psychologist/health services coordinator or officer responsible for the procedural areas for at risk prisoners and membership includes staff representatives from a range of disciplines.</p> | <p>Only some aspects of the Agency procedure, At Risk Management apply as prisoners identified as being at risk of self harm/suicide are transferred to a secure custody facility.</p>   |

| Standards  | Findings   |
|--|--|
| <p>S7.4 A detailed At Risk Management Plan is prepared with input from the prisoner, which identifies need as well as the individuals responsible. Personal factors or significant events which may be a trigger to self-harm have been identified. Regular reviews take place involving staff from a range of disciplines as appropriate, which provide good support and care for all prisoners at risk. Arrangements are in place for following up after an at risk management plan has been closed.</p> | <p>N/A</p>   |
| <p>S7.5 Prisoners at risk of suicide and self-harm are held in a supportive and caring environment.</p>  | <p>N/A</p>   |
| <p>S7.6 Prisoners are encouraged to express any thoughts of suicide and/or self-harm. Prisoners are encouraged to take part in all approved therapeutic activities.</p>  | <p>The Centre has a comprehensive case management process and a high level of staff-prisoner interaction which would allow prisoners to express emotion and thoughts which could elevate risk.</p> |

| Standards  | Findings  |
|--|---|
| <p>S7.8 Incidents of self-harm are closely monitored and analysed at regular intervals to establish any trends and to implement preventive measures. Serious incidents are properly investigated to establish what lessons could be learnt and to promote good practice.</p> | <p>A review of IOMS indicates that this facility has had no incidents of prisoners self harming in at least the last 12 months.</p> |
| <p>S7.9 All information about prisoners at risk of self-harm or suicide is communicated to people who are able to offer support in the community upon discharge of the prisoner.</p>   | <p>N/A</p>  |

**S8:** Diversity is embraced promoted valued and respected and all prisoners should have equality of access and opportunity. All staff should also be aware of the specific needs of minority groups including foreign nationals and those subject to deportation and implement distinct policies which aim to represent their views, meet their needs and offer peer support.

| Standards  | Findings   |
|--|--|
| <p>S8.1 Staff are aware of their duty to observe the human rights of prisoners and treat prisoners in accordance with fairness and natural justice. They know what these rights are. They accept the legitimacy of that duty and meet their obligations under it promptly.</p>   | <p>During the inspection, prisoners stated that the staff treat them well and that they are afforded all of their entitlements and rights. The staff appeared to clearly understand what was expected of them.</p> |
| <p>S8.2 Prisoners with disabilities including mental health issues and older prisoners within the establishment are monitored to ensure their needs are appropriately addressed.</p> <p>Reasonable adjustments are made to ensure that prisoners with disabilities and those with mobility problems can access all goods, facilities and services.</p> | <p>The Centre does not have the capacity to manage prisoners with significant disabilities or health issues. Generally prisoners with these concerns will not be transferred to the Centre.</p>                    |

| Standards   | Findings   |
|---|--|
| <p>S8.4 The Centre has a mechanism in place to identify and manage indigenous prisoner issues which involves participation of appropriate senior management and includes prisoner and community representation.</p> | <p>Indigenous prisoners are identified on reception. While the Centre does not have any specified staff, it would appear that all support staff could assist in managing issues that arise for any prisoner in this group.</p> <p>A review of Knowledge Place indicates there is generally only one indigenous prisoner at any particular time. Inspectors were advised that this was a consequence of a limited number of indigenous families in the catchment area.</p> <p>The Centre advised that the low percentage of Indigenous prisoners at Numinbah Women's Unit is also impacted by the low percentage of Indigenous female prisoners at Brisbane Women's Correctional Centre who have a low security classification.</p> |
| <p>S8.5 All staff are trained in cultural awareness, which enables staff to understand and respond appropriately to race and cultural issues as well as to positively promote race equality.</p>                    | <p>96% of custodial staff across both the male and female centres have current accreditation in Cultural Awareness.</p>  |
| <p>S8.6 Staff attempt to understand and actively engage with indigenous and ethnic groups.</p>  | <p>The staff were seen to interact very well with all prisoners regardless of cultural or ethnic background.</p> <p>See 8.10</p>   |
| <p>S8.7 Inappropriate language or conduct is challenged.</p>  | <p>There were no incidents of inappropriate language or conduct towards any prisoner during the period of inspection. Prisoners indicated that staff treated them well and have not experienced any instances of discriminatory behaviour.</p>   |

| Standards   | Findings  |
|---|---|
| S8.9 The cultural development and indigenous liaison officers take action to identify and minimise racist bullying.   | See 8.8   |
| S8.10 The opportunity is provided to prisoners to practice and express themselves culturally within the Centre.   | <p>Indigenous Elders visit the Centre monthly and prisoners can meet with them. On these occasions the female prisoner will attend the male Centre to meet with the elders and the male indigenous prisoners.</p> <p>NAIDOC celebrations are conducted each year. This year the celebration was conducted on 7 July and involved dance performances, art and craft display, lunch, elders visit, family visits and other ceremonial activities.</p> <p>In the event that any bereavement issues occur in the community the Centre has developed a relationship with a service provider who can provide indigenous support to the prisoners.</p> |
| S8.11 A process is in place to identify any prisoner convicted of a current or previous culturally aggravated offence or of an incident of racist bullying in prison and to draw the attention of staff to these individuals. | Assessments of this nature would be made prior to the prisoner being transferred to the Centre.   |
| S8.12 Staff are fully conversant with the needs of immigration detainees and foreign nationals which is reflected in the way they are managed.  | The Centre currently has one prisoners of interest to DIAC. Sentence management staff have a sound relationship with this department and good communication appears to exist between both groups. Once DIAC makes a decision to deport a prisoner, that prisoner is transferred to secure custody.  |

| Standards   | Findings        |
|---|-----------------|
| <p>S8.14 The Centre regularly liaise with the Department of Immigration and Citizenship (DIAC) and all Prisoners are informed as early as possible in sentence whether they are being considered for deportation.</p> | <p>See 8.12</p> |
| <p>S8.15 Immigration detainees held solely under administrative powers are transferred to an immigration unit in a special purpose facility.</p>  | <p>See 8.12</p> |

**S9: Mothers and babies are provided with a safe, supportive and comfortable environment which prioritises the care and development of the child. Pregnant women receive appropriate support. - Not applicable**

**S10: Prisoners are encouraged to maintain contact with the outside world through regular access to mail, telephones and visits.**

| Standards   | Findings   |
|---|--|
| S10.1 Prisoners are provided with adequate personal visits in terms of accessibility, frequency and length.   | The prisoners are able to participate in 2 x 2 hourly visits each weekend and 6 family days per year.  |
| S10.2 Visitors are treated respectfully.  | Inspectors observed the visitors being treated in a respectful, friendly manner. It was also evident that this is the usual approach adopted given the manner in which the visitors interacted with the staff.   |
| S10.3 Visits take place in the most relaxed environment compatible with security. A well-run and properly equipped visitors' Centre is available alongside the establishment. | The visits area is clean, well prepared and well presented. The visitors are processed in a friendly and welcoming manner.<br>The visits area is open to climatic conditions and staff and prisoners advise that it affects the level of comfort during winter. However visitors can move to a more sheltered location if necessary. |
| S10.4 Protection prisoners or those on safety orders are not disadvantaged in their access to visits.   | NA   |

| Standards  | Findings   |
|--|--|
| S10.6 Prisoners' visitors are given information about how to get to the establishment, its visiting hours and details about what to expect when they arrive.   | The visitors are provided with a Visitors Information Guide when they book their first visit. This booklet gives them information on visiting times, booking times, transport arrangements, rules, dress standards, property, drug warnings and directions for finding the Centre. |
| S10.7 All procedures for prisoners and visitors are carried out efficiently before and after visits, to ensure that the visit is neither delayed nor curtailed.  | Due to the efficiency of the system the prisoners are processed promptly and visits commence as soon as the majority of the visitors arrive. There is no evidence of the sessions completing earlier than the two hours.   |
| S10.8 The searching of prisoners (including removal of clothing searches), visitors and their property is conducted in an appropriate manner and in accordance with procedures. The searching of children is undertaken with particular sensitivity. | <p>Prisoners are pat searched at the expiration of the visit.</p>  |
| S10.9 Visitors arriving late in secure custody Centres are offered non contact visits.   | There is no cut off time for the arrival of visitors however there is an understanding that they will arrive as close as possible to the start time of the visit. The visitors may leave at any time.  |

| Standards  | Findings   |
|--|--|
| S10.11 Before and after visits, visitors have access to toilet facilities.   | Visitors have access to toilets and baby change facilities before, during and after visit sessions.  |
| S10.12 Visits areas facilitate easy contact between prisoners and their visitors. Security arrangements in visits do not unnecessarily encroach upon privacy, however, they do reflect appropriate assessment of risk. | The visits area is a well shaded open air facility with reasonable space for privacy, while allowing reasonable supervision from the staff. Staff pleasantly interact with the prisoners and visitors without encroaching on their visit time. |
| S10.13 Children are safe and can enjoy family visits in an environment that is sensitive to their needs. A safe children's activity area is provided where prisoners can supervise their children.                     | The facility provides a fenced and sheltered play area with range of age appropriate playground equipment. There is also a sandpit. Prisoners are free to interact and play with the children.   |

| Standards   | Findings  |
|---|---|
| <p>S10.14 Prisoners' visitors can buy a range of refreshments during visits.</p>  | <p>Visitors are allowed to bring in coins for the drink machine which supplies a reasonable variety of cold drinks. There is also tea, coffee and water available free of charge.</p> <p>During the Inspection, prisoners raised concerns that foodstuffs were not able to be brought in for young children. They felt that two hours was a long time for them to go without a snack - especially after the long drive some visitors had to undertake.</p> <p>The Inspectors were aware that at the male facility during visits, visitors were able to bring in a lunchbox of food and drink for young children. The Inspectors are aware that other low security facilities allows the prisoners to bring items from their buy-up for consumption as well allowing snacks to be bought in for young children.</p> <p><u>Recommendation 6 (medium):</u><br/>The Centre provides the facility for visitors to access snack items or allow prisoners to bring such items to the visits session.</p> <p><u>Recommendation 7 (medium):</u><br/>The Centre formalise the practice of allowing visitors with small children to bring in appropriate food and beverage items for the children.</p> |
| <p>S10.15 Prisoners who are transferred out of their region or who have limited visits access due to the distance from their home have access to video conference facilities.</p> | <p>Video conference facilities are available but there are very few requests for its use to facilitate family contact.</p>  |

| Standards   | Findings   |
|---|--|
| S10.17 The criteria to ban or otherwise restrict visitors are visible and unambiguous. There is an appeal process available. Those visitors subject to bans or restrictions are reviewed at the end of the period of the ban. | See 10.10  |
| S10.18 Arrangements are in place for prisoners to receive special visits if necessary (e.g. where the prisoner may be experiencing severe emotional difficulties etc).  | Special visits would be arranged if required and the process for approval is advertised in the prisoner handbook.  |
| S10.19 Visitors are able to share any concerns they have about the prisoner with visits staff.  | There is very well worded signage in the visits facility that alerts visitors to report any concerns they have regarding the person they are visiting.   |
| S10.20 Efforts are made to assist prisoners who have family a long way away, or in other countries, to maintain good family contact.  | <p>There was no evidence that additional assistance was provided to facilitate visits with families who live a long distance away from the Centre.</p> <p>The Centre advised that upon application, special visits are considered, including mid-week visits and video conferencing.</p> |
|   | <p><u>Recommendation 8 (low):</u></p> <p>The centre updates the prisoner handbook to include information pertaining to assistance and special visits to facilitate families in special circumstances.</p>  |

| Standards   | Findings   |
|---|--|
| S10.22 An appropriate member of staff is responsible for arranging children's visits, supervise visits when required by court order, arrange for carer's representation or attendance at child care hearings, support those undergoing separation and advise on child protection issues and on the use of Child Safety to fulfil parental responsibilities. | Professional staff will facilitate child safety visits and any other parental requirements.  |
| S10.23 Telephone contact is made as easy as possible.   | The Centre has only one telephone available for prisoner use. Prisoners timetable themselves access to the phone as during the evening there is considerable demand. |
| S10.24 Letter contact is made as easy as possible.  | Prisoners advise that they have no issues sending or receiving mail.   |
| S10.25 Prisoners' mail is opened to check for unauthorised enclosures or to carry out legitimate or targeted censorship in accordance with procedures.  | The prisoners' mail is opened and checked for unauthorised items appropriately. This activity is undertaken by administration staff located at the male centre.      |
| S10.26 Privileged mail is only opened by staff in accordance with procedures.   | Privileged mail is processed according to procedures.  |

| Standards  | Findings  |
|--|---|
| S10.27 A newspaper is delivered to each accommodation unit daily and made available to prisoners in a timely manner. | Prisoners get ample access to newspaper each day. They are also able to purchase a daily newspaper. |

**S11: 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.**

| Standards   | Findings  |
|---|---|
| <p>S11.1 There is a comprehensive system in place for managing prisoner complaints.</p> | <p>The complaints management system is operating in the facility. The process appeared to be well maintained with appropriate tracking information at all stages of the process.</p> <p>The facility (men’s and women’s combined) had recorded the receipt of 26 blue letters since January 2010. The centre advised that only two of these blue letters were considered complaints and therefore recorded only those on Resolve.</p> <p>After reviewing statistics provided from the Information Rights Unit, the Inspector noted the facility has recorded six complaints since January 2010 (and not two as previously indicated).</p> <p>Official Visitor complaints (men’s and women’s combined) over a 12-month period show a low number of complaints (26 complaints in total) for the period with one complaint being substantiated.</p> <p>The Queensland Ombudsman (men’s and women’s combined) received 16 complaints about the Centre between 1 July 2009 and 30 June 2010. Another two complaints were received between July to September. Of those 18 complaints, 12 complaints were declined, four complaints had no maladministration finding necessary, one complaint was discontinued and no maladministration was established with one complaint.</p> <p>The Queensland Ombudsman received one enquiry about a general concern that women did not want to make official complaints, raise an issue or place anything in writing for fear of retribution. However, this was not investigated by the Ombudsman and thus no finding was made.</p> |

| Standards   | Findings  |
|---|---|
| S11.3 Prisoners are encouraged to resolve complaints informally at the lowest possible level before making official complaints. | <p>The induction handbook provides guidance to prisoners about attempting to resolve issues at the lowest level. Both staff and prisoners confirmed to the Inspector that this was the practice.</p> <p>Prisoners also confirmed that they utilise their Case Manager to resolve any issues or complaints.</p> <p>Prisoners are encouraged to use the Shopfront as an alternative avenue available to them to establish staff contact. The Shopfront Register is housed in the duty-office. Once a prisoner records their details in the Register and an email is forwarded to the relevant staff member. It is expected by the Assistant General Manager the prisoner will be seen within a 48-hour period. These matters are discussed at the morning meeting to ensure a multi-disciplinary approach is applied.</p> |
| S11.4 Prisoners can easily and confidentially submit complaint forms.   | <p>Blue envelopes are readily accessible with a supply available in the accommodation common area for women.</p> <p>The Induction Handbook states the Agency procedure is available electronically to prisoners for additional information and can be accessed by using their user ID and password.</p>   |
| S11.5 Prisoners are not pressured to withdraw any requests or complaints.   | <p>Although it is stated above that threats can be made to return prisoners to secure custody, the Inspector found no evidence or a specific instances of prisoners being encouraged to withdraw complaints or requests.</p> <p>The Inspector interviewed a prisoner who had lodged a complaint and the prisoner advised that they were impressed with how the matter was handled and was successfully resolved beyond expectation.</p>   |
| S11.6 Prisoners feel able to ask for help in completing their application or complaint and in copying relevant documentation.   | <p>Prisoners report being able to approach staff if they require assistance and were often complimentary towards staff.</p> <p>Prisoners accommodated in the female facility informed they often felt isolated with all services being provided and located in the men's facility. They also felt confronted with the Shopfront process and their requests are often dismissed by staff. However, this issue was unable to be confirmed by the Inspectors.</p>  |

| Standards  | Findings  |
|--|---|
| <p>S11.8 All prisoners know how to contact the Official Visitor (OV) and/or the Ombudsman and can do so in confidence.</p> | <p>Comprehensive information is provided to prisoners in the Induction Handbook and posters in various parts of the facility provide advice in relation to the Ombudsman, Official Visitors and QCS Complaints Management. The Induction Handbook also included phone link times for the Queensland Ombudsman.</p> <p>Prisoners interviewed in the female facility opt not to utilise the services of the Official Visitor as they claim they are questioned by staff regarding the reasons why they are doing so. However, the Centre advises that have been several cases where female prisoners have utilised the services of the Official Visitor.</p> <p>At no time do staff restrict access to the Official Visitor. The attendance of the OV is announced over the loud speaker and he interviews prisoners at the far end of the boardwalk area. Prisoners may then approach the OV directly without any staff direction or intervention.</p> |
| <p>S11.9 Prisoners are not discouraged from pursuing grievances with external bodies if they need to.</p>                  | <p>See 11.5.</p>  |
| <p>S11.10 Centre management analyse complaints data regularly and if necessary take remedial action.</p>                   | <p>The volume of complaints is so small that no analysis is required/possible.</p>  |

**S12: 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.**

| Standards   | Findings  |
|---|---|
| <p>S12.1 Substance dependent prisoners are provided with first night symptomatic relief following screening and testing. Subject to confirmation, existing prescribing regimes are continued or an equivalent provided.</p> | <p>Numinbah CC is a low security placement facility and first night symptomatic relief should have already been addressed at a reception facility. Nonetheless, if Health Services staff assesses a prisoner as requiring symptomatic relief, they will implement a medical regime.</p> |
| <p>S12.2 Specialist staff complete a comprehensive assessment the day after a prisoner's arrival to determine a suitable stabilisation, maintenance, or detoxification programme.</p>                                       | <p>Health Services staff carry out an initial assessment on the day of reception. This also identifies if the prisoner requires further assessment, if so they are listed for the VMO who can refer the prisoner to specialist services if required.</p>                                |
| <p>S12.3 Prescribing regimes are flexible, conform to national clinical guidelines, adequately meet the needs of substance dependent prisoners, and are provided by specialist staff in a safe environment.</p>             | <p>Prescribing regimes conform to Queensland Health policy and protocols.</p>   |

| Standards   | Findings   |
|---|--|
| S12.5 There is appropriate treatment and support for pregnant women with substance dependency.  | No pregnant prisoners are held at this facility.   |
| S12.6 Prisoners receive effective support during and post-clinical intervention. Clinical treatment is integrated with psycho-social interventions.       | N/A  |
| S12.7 Prisoners are informed about blood-borne viruses and other problems that may arise from substance use, and are given access to specialist services. | Health Services staff provide information to prisoners on blood borne viruses. Health Services, through the visiting medical officer, has a process of referral to Queensland Health specialist services based at public hospitals.  |
| S12.8 A range of effective alcohol, drug and tobacco avoidance strategies are in operation.   | A range of drug and alcohol awareness programs have been promoted and posters are evident.   |
| S12.9 Effective intelligence and security measures are in place to guard against the trafficking of drugs or alcohol.                                     | <p>Substance testing of prisoners is conducted in line with Agency policy and procedures.</p> <p>Prisoners returning positive results to substance testing are returned to secure custody facilities and not managed at this facility.</p> <p>The centre has one recorded incident of a prisoner failing a drug detection test in the preceding twelve months.</p> |

## ACTIVITIES

**S13:** 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.

| Standards  | Findings   |
|--|--|
| <p>S13.1 All Prisoners are assessed to provide a clear understanding and record of their learning and skills needs including literacy, numeracy and language support, employability and vocational training, and social and life skills.</p> | <p>Prisoners who are received at Numinbah Correctional Centre should have already had a Literacy and Numeracy screen completed prior to their arrival.</p> <p>The education officer is unaware of the contents of these assessments and has no process in place to ensure the screen has been completed.</p> <p>The education officer informs prisoners shortly after arrival on what courses are available at the facility and motivates prisoners to enrol and attend.</p> <p>The education officer makes his services available in the women’s facility “most days” and on occasions several times a day.</p> <p>Courses available in Construction White Card, Forklift, Support Nursery Works, Responsible Serving of Alcohol, Small Engines, Chemical Safety, Word Processing, Internet and Emailing, First Aid, Traffic Control, and Introduction to Sewing and Design.</p> <p><u><b>Recommendation 9 (medium):</b></u></p> <p><b>The Centre implements a practice that ensures a review of the assessment content of a prisoner’s records on IOMS is undertaken on reception and if assessments have not been completed then the relevant action be taken to address the deficit.</b></p> |

| Standards  | Findings   |
|--|--|
| <p>S13.3 There are sufficient meaningful activities such as employment, education and activities to purposefully occupy prisoners during the structured working day.</p>                     | <p>As stated above the facility provides 100% employment opportunities for female prisoners in Centre services (i.e. cooks and cleaners), projects (greening, glasses, animal carer) and community work.</p> <p>The prisoners are encouraged to take ownership and responsibility with respect to employment. Prisoners are required to work between 8am to 11:30am, however, the Inspector observed many of the prisoners chose to be engaged in more than one position and often worked many hours beyond what was expected for interest, enjoyment or to fill in the day. These hours may vary if the prisoner is employed in the kitchen as a cook.</p> <p>Activities such as tennis, gym, table tennis, pool, boxercise, card making, sewing, line dancing, numerous handicraft, leatherwork, pottery, painting are available from 6am to 10:30pm. It is noted activities such as art and craft that can be undertaken at any time in the prisoner's room.</p> <p>The facility has a total of 1260 VET hours.</p> |
| <p>S13.4 Activities which fall outside the learning and skills provision are purposeful and are designed to enhance Prisoners' self-esteem and their chances of successful resettlement.</p> | <p>There are no local programs available that fall outside the learning and skills provision but there is no doubt that the activities available to the prisoners contribute to an increase of self-esteem and chances of successful resettlement.</p> <p>The prisoners have an opportunity to donate their art work or clothing they have made to local charities.</p>  |
| <p>S13.5 Facilities and resources for learning and skills development and employment are appropriate, sufficient and suitable for purpose.</p>   | <p>The buildings appropriate for educational/vocational training.</p> <p>Overall, the facilities and resources utilised for skills and learning are suitable and sufficient for purpose.</p>   |

| Standards   | Findings  |
|---|---|
| <p>S13.7 Allocation to activity places is equitable and transparent and is based on identified Prisoner management planning needs.</p>          | <p>The allocation to activity places was considered equitable and transparent but was as a result of a prisoner expressing an interest rather than any identification via the prisoner management planning needs.</p> <p>The Operations Manager considers and approves all applications for employment with no multidisciplinary involvement when making a determination.</p> <p>The Operations Manager always employs or transfers prisoners into their position of choice if possible as he is of the belief this will promote ownership and improved work output.</p> <p>The centre advises that the Operations Officer allocates the initial employment placement. All further employment placements or applications are discussed between the Operations Officer and the Women's Unit Custodial staff. Decisions and placements are then made following discussions and liaison with the Manager Offender Management.</p> <p>Inspectors noted that there is no documented process dealing with employment.</p> |
| <p>S13.8 Sentenced Prisoners who do not work because they are exempt (maternity, long term-sick etc), receive sufficient weekly allowances.</p> | <p>The facility is considered a working facility and all prisoners transferred are to be deemed fit for employment. However, if a prisoner is unable to work due to illness or injury they receive funding in compliance with Agency guidelines. However, it would be highly likely the prisoner would be considered for a return transfer to secure custody if the prisoner was unable to work permanently.</p> <p>All prisoners received the amenities allowance.</p>   |

| Standards  | Findings   |
|--|--|
| S13.10 The establishment has an effective strategy to ensure that education students are able to regularly and punctually attend those activities which meet their needs.  | <p>The education officer saves a schedule on G Drive for staff to access regarding course participants and times.</p> <p>Prisoners interviewed during the inspection period reported their attendance at educational and vocational commitments are self-driven with no delays experienced.</p>  |
| S13.11 The assessment and provision of individual learning and skills development form an effective part of Prisoners' Prisoner management plans and are used effectively to record and review overall progress and achievement. | <p>Prior to transfer to Numinbah Correctional Centre, a prisoner should be subject to the required procedural assessments/plans/reviews. However a review of the prisoners IOMS records should be undertaken by the Centre to ensure any deficit in assessments are identified and addressed by centre staff.</p> <p>See Standard 13.1</p> |
| S13.12 The Centre accurately record the purposeful activity hours that prisoners engage in and don't include non-purposeful activities in their calculations.  | <p>The facility records Meaningful Activity Data which includes industries, prisoners' services, vocational and educational, Training, Literacy and Numeracy, general, supervised recreational activities and hobbies.</p>   |
| S13.12 The Centre has an effective strategy for maximising access to and use of a properly equipped and organised library.   | <p>The library is available for use when prisoners are not engaged in employment or programs. The library is well maintained and organised with a good quantity of resources.</p>  |

| Standards   | Findings  |
|---|---|
| <p>S13.14 Library materials should be broadly reflective and meet the needs of the prisoner population.</p> | <p>The library provided a small range of books to meet the needs of the prisoner population and a general lack of educational material (Maths, English, and Business Management) was noted.</p> <p>The resources are provided by Brisbane Women's' Correctional Centre.</p> <p>The prisoners are provided two copies of the Courier Mail and the Gold Coast Bulletin daily.</p> <p><u>Recommendation 10 (medium):</u><br/> Assessment be undertaken of the library resources to ensure that an appropriate range and volume is available for the prisoners to access.</p> |

**S14: 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.**

| Standards  | Findings   |
|--|--|
| <p>S14.1 Health promotion and personal fitness are explicit program objectives for prisoners.</p>                          | <p>The facility has a smoking cessation program available to those prisoners who wish to quit smoking with the provision of free nicotine replacement patches from the Nurse.</p> <p>Inspectors observed that a number of notices were on display in the library area promoting personal fitness, activities and outcomes.</p> <p>The Induction Handbook includes information on: high-risk behaviour increasing the risks of Hepatitis and HIV; UV protection; and the need for healthy eating.</p> <p>No activities officer is currently employed to promote activities or objectives.</p> |
| <p>S14.2 Before using the gym or undertaking strenuous exercise older prisoners are assessed by health services staff.</p> | <p>The facility has no formal assessment of older prisoners prior being permitted to use the gym/oval facilities.</p> <p>All prisoners undergo a medical assessment upon reception and prisoners identified as medically at risk are returned to secure facility.</p> <p>Communication occurs if the prisoner is assessed “fit for light duties” between the registered nurse and operations manager.</p>  |
| <p>S14.3 All prisoners have the opportunity to use physical activities facilities at least twice a week.</p>               | <p>All prisoners have the opportunity to utilise the physical activities facilities daily when not involved in courses or employment.</p>  |
| <p>S14.4 Recreational physical exercise is encouraged by staff and the prison has suitable facilities.</p>                 | <p>Prisoner involvement/attendance is self-driven.</p>   |

| Standards   | Findings   |
|---|--|
| <p>S14.6 Physical activities facilities are broadly reflective of the nature of the population.</p>   | <p>The area utilised as the gymnasium is equipped with weights and cardio equipment.<br/> The common area has a pool table and table tennis table for prisoner use.<br/> The older prisoners have access to all activities facilities; however, there are no specific activity sessions/activities for the older prisoners.</p> <p><u>Recommendation 11(low):</u><br/> The centre provides physical activity resources to meet the needs of the older prisoners.</p> |
| <p>S14.7 Records of accidents, injuries and other incidents are monitored monthly and appropriate remedial action is taken where necessary to minimise risks.</p> | <p>IOMS records no incidents associated with physical activity, arts, craft and hobbies over a 12-month period.</p>  |
| <p>S14.8 A program of arts, crafts and hobbies is promoted to prisoners and is reflective of the needs of the prisoner population.</p>                            | <p>The facility has activities such as tennis, gym, table tennis, pool, boxercise, card making, sewing, line dancing, numerous handicraft, leatherwork, pottery, painting available.</p>   |

**S15: 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.**

| Standards  | Findings   |
|--|--|
| <p>S15.1 All prisoners have access to worship/faith meetings each week and regular access to chaplains of their faith. Alternative or additional provisions are made where it is deemed unsuitable for prisoners to attend religious services.</p> | <p>Chaplains visit the centre Monday to Friday and an interdenominational service is provided most Sunday evenings. The Roman Catholic priest also provides communion.</p> <p>There are no restrictions on access to Chaplains and religious services. Inspectors observed a very close and positive relationship between the centre and some members of the Chaplaincy team. There was evidence of Chaplaincy members contributing over and above to providing spiritual and pastoral care.</p> |
| <p>S15.2 Chaplains are involved immediately when a prisoner is near to death or has died, to support the dying prisoner, relatives, other prisoners and staff.</p>   | <p>Prisoners in this condition are not accommodated at the centre.</p>   |
| <p>S15.3 Prisoners know the timings of religious services and these are well advertised. Timings are appropriate to the different religions.</p>   | <p>Prisoners are advised of the Chaplain's visits schedule, as well as the church service times.</p>   |

| Standards  | Findings  |
|--|---|
| <p>S15.5 Prisoners are able to celebrate major religious festivals and these are actively promoted by the Centre.</p>  | <p>The Centre is aware of the religious festivals and actively supports the Chaplaincy team in making appropriate arrangements for them. Often family days are scheduled to occur in celebration of the religious events.</p> <p>Prisoners actively participate in these festivities depending on the makeup of the population.</p> |
| <p>S15.6 Where appropriate to the circumstances, chaplains are consulted about prisoners they are involved with, for example where the prisoner is being discharged and requires support, or in relation to release on parole.</p> | <p>There was evidence that Chaplains assist prisoners' during their custodial period and/or on release.</p>   |

**S16: All prisoners are actively encouraged to engage in out of cell activities.**

| Standards   | Findings   |
|---|--|
| S16.1 Prisoners have access to a minimum of 10 hours out of their cells except in exceptional circumstances.  | <p>The facility is a low custody facility and prisoners are not secured in their rooms or the accommodation area.</p> <p>Prisoners are expected to abide by the set curfew hours but are permitted to smoke or get some fresh air in the area provided at any time.</p> <p>Prisoners have access to activity facilities in accordance with the structured day routine.</p> |
| S16.2 A structured day for prisoners, including activities and exercise, are publicised on every block, and adhered to consistently.  | <p>The structured day is well published and observation by Inspectors indicated that it is adhered to.</p>   |
| S16.3 Out of cell activities, including activities and exercise, are not cancelled unnecessarily. Reasons for cancellation are explained to unit staff and prisoners.       | <p>There is no evidence to indicate that activities and access to activities is cancelled unnecessarily. Prisoners informed the Inspectors that this is well communicated by correctional staff during muster times or via the loud speaker.</p>   |
| S16.4 Prisoners with physical, sensory, mental and learning disabilities as well as aged prisoners have the opportunity to participate in activities that meet their needs. | <p>Numinbah Correctional Centre is not suitable for aged or infirm prisoners. Prisoners are assessed for employment suitability and associated medical needs prior to placement at the facility.</p>   |

| Standards   | Findings   |
|---|--|
| <p>S16.6 Prisoners, including those on maximum security orders, safety orders or who are medically segregated, are given the opportunity for at least one hour of exercise in the open air every day.</p> | <p>The facility does not have the provisions to accommodate prisoners detained on maximum security orders.</p> <p>Prisoners detained on safety orders are housed in the detention unit until arrangements are made to return the prisoner to secure custody. If appropriate arrangements cannot be made within a 24-hour period, the Centre facilitates the escort. The last safety order was generated in 2008.</p> |
| <p>S16.7 Out of cell activities, including activities and exercise, are supervised effectively by staff, and prisoners feel safe, especially those who may be at risk of self-harm or bullying.</p>       | <p>As a low custody facility, supervision of prisoners is not by constant observation. Headcounts, patrols and dynamic security are key elements in prisoner management.</p> <p>Prisoners report that they feel safe in this environment. Knowledge Place reports nil assaults (prisoner on prisoner) year to date.</p>  |
| <p>S16.8 All prisoners have the use of properly equipped areas for association and exercise.</p>  | <p>The facility is a low custody facility and prisoners are not secured in rooms.</p> <p>Prisoners have access to activity facilities in accordance with the structured day routine.</p>   |

**GOOD ORDER**

**S17:** 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.

| Standards   | Findings  |
|---|---|
| <p>S17.1 The elements of ‘dynamic security’ are in place:</p> <ul style="list-style-type: none"> <li>▪ staff-prisoner relationships are positive</li> <li>▪ prisoners receive individual attention from staff</li> <li>▪ There is constructive activity to occupy prisoners.</li> </ul> | <p>The facility has a relatively small geographical area that is surrounded by an electrified fence. The entrance gate is closed between 6pm and 6am.</p> <p>Inspectors observed staff-prisoner relationships to be positive. On all occasions there was respectful exchanges with evidence that staff had detailed knowledge about the prisoners including their sentence progression, plans for the future and their individual challenges.</p> |
| <p>S17.2 There is an effective intelligence function in the Centre that safeguards prisoners’ well-being.</p>   | <p>There was no evidence of a formal intelligence function at the Centre, however a limited Intelligence function is provided by the men’s centre. The small number of prisoners and a dedicated staff group provide for a comprehensive knowledge of intelligence information.</p>   |
| <p>S17.3 Searches requiring removal of clothing are carried out in accordance with prisoner search procedures. Security measures such as searching are carried out with regard to the protection of human dignity.</p>  | <p>There are minimal searches undertaken requiring the removal of clothing. During the Inspection one such search was undertaken during a drug testing activity. The search complied with legislation and Agency procedure</p>  |

| Standards  | Findings   |
|--|--|
| S17.5 Rules and routines are applied fairly and consistently. Staff use only the level of authority necessary to ensure a prisoner's compliance with the rules. When rules are breached, staff take time to explain how and why to the prisoner concerned. | Prisoners indicated that staff are very fair and provide clear explanations to the prisoners if they have broken the rules. There have been no breaches of discipline in the past 12 months. |
| S17.6 When decisions are conveyed to prisoners, appeal arrangements are explained and made available.  | NA   |
| S17.7 Force is only used legitimately and as a last resort.  | There have been no incidents of force in the past twelve months.   |
| S17.8 The use of force is monitored by the prison for location and emerging patterns and these are acted upon.   | See 17.7   |
| S17.9 Where force is used, trained staff use only approved techniques with no more force and for no longer than is necessary.  | See 17.7   |

**S18: 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.**

| Standards   | Findings   |
|---|--|
| S18.1 Safety Orders for security and good order purposes are only used when appropriate to the circumstances and in accordance with procedures. | There have been no Safety Orders utilised since 2 April, 2008.   |
| S18.2 Prisoners are provided with information about disciplinary processes, including appeals.  | Prisoners are provided with information of breaches, disciplinary process and the breach system through their Handbook and at Induction. They also have access to Centre computer that contain information of the breach of discipline procedure and the CSA. Hard copies are also available in the library. |
| S18.3 Prisoners have opportunities to appeal disciplinary decisions.  | See 18.1   |
| S18.4 Disciplinary matters including appeals are finalised in a timely manner.  | See 18.1   |
| S18.5 Where appropriate to the circumstances, alternatives to disciplinary proceedings are instituted.  | From the lack of breaches, a review of the case notes and the Prisoner Induction Handbook it is evident that a range of alternative management practices to breaching are utilised.  |

| Standards   | Findings   |
|---|--|
| <p>S18.7 Breach proceedings are conducted in a clear and fair manner always properly recorded.</p> <ul style="list-style-type: none"> <li>▪ Prisoners are provided, in a timely manner, the appropriate documentation and details of the allegation.</li> <li>▪ Prisoners are provided with an opportunity to present their case and play an active role during breach hearings.</li> <li>▪ Findings and punishments are made fairly and consistently on the evidence available and mitigating circumstances are considered.</li> <li>▪ The results are explained to the prisoner.</li> </ul> | <p>There have been no breaches of discipline in the past 12 months.</p>  |
| <p>S18.8 The use of special cells and mechanical restraints is properly authorised and they are only used as a last resort. Prisoners are always released as soon as use is no longer justified.</p>  | <p>On rare occasions a cell attached to the officers' station will be utilised prior to a prisoner returning to secure custody. Restraints have not been used in the past 12 months.</p> |

| Standards   | Findings   |
|---|--|
| S18.10 Video cameras are used to record planned interventions requiring physical restraint.   | NA   |
| S18.11 Prisoners subject to Control and Restraint procedures or those occurring outside normal hours are seen as soon as possible by a medical staff member.            | There have been no control and restraint procedures applied in the past 12 months. |
| S18.12 The design and build of the separation unit is suitable for its purpose and offers well maintained facilities.   | NA   |
| S18.13 Prisoners are received into the separation unit with the proper authorisation and for appropriate reasons. Documentation accompanies the prisoner into the unit. | See 18.1   |
| S18.14 Prisoners under separate confinement have their wellbeing ensured by close monitoring and active management.   | See 18.1   |

**S19: Prisoner employment and remuneration is well-publicised, designed to improve behaviour and is administered fairly, transparently and consistently.**

| Standards   | Findings  |
|---|---|
| <p>S19.1 Staff and prisoners are clear about prisoner employment and remuneration and the criteria for assessment, selection and termination.</p> | <p>The Centre utilises an employment panel made up of supervisors, the AGM and sentence management. Although this seems to operate well there is no documented procedure outlining this nor is there a termination or appeal process. Inspectors were advised that sacking and demotion very rarely occurs as prisoners are generally placed in areas in which they have requested.</p> <p>The Centre provided a local procedure and advised that they use it and the associated forms. However during the Inspection there was no evidence identified or provided that supported this information. Further the local procedure provided by the Centre did not comply with current Agency policy, for example it wasn't approved by the delegated officer, not formatted in the required style.</p> <p><u>Recommendation 12 (medium):</u><br/> The Centre consolidates its employment process in a local procedure.</p> |
| <p>S19.2 Remuneration and employment is applied consistently and fairly across the prison.</p>  | <p>Given prisoners are physically able to work and generally placed in areas of employment that have been based of their previous skills or jobs that have been requested, there is no apparent discrimination in the allocation of employment.</p>   |

| Standards  | Findings  |
|--|---|
| <p>S19.4 Prisoners are promoted or demoted on the basis of their behaviour. Consideration is given to the length of time a prisoner has been positively engaged in full employment.</p>                      | <p>Inspectors were advised by staff and prisoners that there have been no demotions or terminations due to poor behaviour. If prisoners are unhappy in their employment then they request a transfer to another area. As long as this can be operationally organised then it is granted. This appears to mitigate any behavioural problems that would require prisoners being demoted.</p> <p>In relation to promotion there is no formal documented process however, the prisoner's behaviour and length of time of the job are contributing factors. A documented process regarding promotion may assist to motivate prisoners in order to work towards an obtainable goal.</p> |
| <p>S19.5 Prisoners who are demoted or terminated from employment are advised in writing of the reasons for the action. Staff consult prisoners and inform them in writing of the findings of any review.</p> | <p>As mentioned above this has not occurred in such recent times that an example could be provided. See Standard 13.7</p>   |
| <p>S19.6 Prisoners can request a review of employment decisions to demote or terminate.</p>  | <p>The Centre advised that although no prisoners had been demoted or terminated given the open lines of positive communication between staff and prisoners. While staff were aware of the review process, it was found that prisoners were not aware that they could request a review given such an action had not taken place.</p> <p>See Standard 13.7</p>  |

| Standards   | Findings   |
|---|--|
| <p>S19.8 The program of employment and related training focuses on equipping prisoners for employment on release.</p> | <p>There was some evidence that Centre and the Education Officer focuses on equipping prisoner for release with regards to vocational certificates. For example one prisoner completed certificates 1-3 as an animal carer and subsequently worked within an organisation while completing community service and upon release obtained full time employment.</p> |

## SERVICES

**S20: 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.**

| Standards  | Findings  |
|--|---|
| S20.1 Food is adequate for health, varied and culturally appropriate.  | The centre works to an Agency approved menu.  |
| S20.2 All areas where food is stored, prepared or served conform to the relevant food safety and hygiene regulations.                                      | The areas where the food was stored, prepared and served appeared to be maintained in an appropriate and hygienic condition.  |
| S20.3 Prisoners with approved special dietary requirements have meals properly prepared and served.  | Once approved by the AGM the names of the prisoners on special diets are displayed to allow the cooks to be aware of their needs. Approximately 20% of the population have special dietary needs. Inspectors observed separate meals being prepared for those on special diets. |
| S20.4 All areas where food is stored, prepared or served are clean, properly equipped and well managed.  | See 20.2  |
| S20.5 Prisoners and staff who work with food are health screened and trained, wear proper clothing and prisoners are able to gain relevant qualifications. | Inspectors observed the prisoners working in the kitchen to be wearing the appropriate PPE. Prior to commencing work in the kitchen they undergo a comprehensive induction program including workplace safety, equipment knowledge, hygiene and how to avoid accidents.         |

| Standards  | Findings   |
|--|--|
| S20.7 Meals are served at appropriate times during the day.  | The prisoners have access to three meals a day. Breakfast is self-service with a breakfast bar set up separately. Lunch and dinner are prepared by the cooks. The prisoners also have access to bread for making toast and facilities for making a hot beverage at all times so the day. |
| S20.8 Prisoners are able to dine in association (except in exceptional circumstances).   | Prisoners are able to dine in association. It was observed that prisoners would choose to either eat at the dining table, in front of the television or outdoors.  |
| S20.9 Staff supervise the preparation and serving of food in order to prevent tampering with food and other forms of bullying. | Food services staff oversee the preparation of the food. Staff were observed to supervise the serving of the night meal.   |

| S21: Prisoners can purchase a suitable range of goods at reasonable prices to meet their diverse needs.  |  |
|--|--|
| Standards  | Findings   |
| S21.1 Prisoners have access to a wide range of products on offer and the range and cost of items are comparable to that of a local supermarket.  | Prisoners have access to a range of items for sale that appears to be at a price comparable to a local supermarket.  |
| S21.2 The list of goods available to prisoners is publicised prominently in every accommodation area. Any price changes during the last twelve months can be justified by changes in prices outside the Centre and any restrictions on products are based on sound evidence. | The buy-up forms are easily accessed by the prisoners and the service is advertised in the prisoner handbook. Prices are reviewed each 3 months in line with the CPI.  |
| S21.3 The range of goods available reflects the diverse needs of the prisoner population.  | The women were critical of the lack of choice available in the area of toiletries. They felt that because they were a smaller centre than the male facility that they had less say in the selection. While the range of items appeared adequate it appeared to be substantially less than some other low security centres. |
|  | <u>Recommendation 13 (medium):</u><br>In consultation with the prisoners, the Centre undertakes a review of the items for available for purchase.  |

| Standards   | Findings   |
|---|--|
| S21.5 If prisoners are absent from the Centre on any form of authorised absence on the day they would normally use the canteen, they are able to order purchases on the same day, and receive all items ordered by the following day. | The Centre appears flexible in the opportunities for prisoners to place a buy-up if they were unexpectedly absent.                               |
| S21.6 Prisoners can use the Centre canteen or place orders with it at least once a fortnight.   | Purchases can be made weekly.  |
| S21.7 All prisoners are able to access accurate and up-to-date records of their finances.   | Prisoners can access their trust fund figures through the custodial staff.   |
| S21.8 Prisoners are able to order items from catalogues, and are not charged an administration fee if they do so.   | Sales to Prisoners happen on a monthly basis and include items from Big W including makeup, moisturiser, hair dye and body products.             |
| S21.9 Attendance at the canteen or delivery of bagged items is appropriately supervised by staff.   | The delivery of bagged items is supervised by staff.   |
| S21.10 Prisoners can buy all approved magazines.  | Prisoners can buy up to 4 magazines weekly. The magazine choice is extensive and includes any magazine that is openly available in a newsagency. |

| Standards   | Findings   |
|---|--|
| <p>S21.12 Staff systematically consult with prisoners/prisoner representatives (PAC) about what items they would like to see on the shop list or available through alternative means.</p> | <p>The prisoners felt that they had little say as to what was included in the buy-up list as the larger centre was always catered for.</p> |

## RESETTLEMENT

**S22:** 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 Prisoner in order to maximise the likelihood of successful reintegration into the community.

| Standards   | Findings   |
|---|--|
| <p>S22.1 There is a whole of Centre approach to resettlement and Centre staff work collaboratively and with community based agencies to maximise resettlement outcomes for prisoners.</p> | <p>The individual prisoner's needs are captured on a spreadsheet by the counsellor who undertakes the co-ordination of Transitions. Prisoners are placed on the spreadsheet at the time of their reception. Transitions or the transitional support services are then offered generally nine months prior to the prisoners release or parole eligibility date.</p> <p>Resettlement needs are assessed through the OMPR and discussed in the recommendation section. There were some plans however in which the Intervention tab was blank. This area should be utilised for resettlement needs if they are discussed in the recommendation section. This issue has been addressed by the Centre.</p> <p>While the Centre advised that there is regular communication between all relevant staff about resettlement planning, no formal evidence of this communication was ultimately provided to Inspectors. It was however evident that prisoners are assisted a great deal in their resettlement through linkages with external agencies such as, but not limited to ORSS, Logan Tenancy, Employment Plus, QLD Health, Family Planning, Relationships Australia, Lifeline and Heritage Building Society.</p> |

| Standards  | Findings  |
|--|---|
| <p>S22.2 The type and range of resettlement services provided for prisoners is based on an up-to-date assessment of their resettlement needs.</p>  | <p>The Centre reviews OMPRs at 12 month intervals for those prisoners who are required for such a review. Some plans however, are not being updated from sending centres when they have been transferred and as such some of the recommendations are irrelevant.</p> <p>Whilst it is the sending centres responsibility to ensure that plans are correct upon transfer it is also the responsibility of the receiving centre once they have taken management of that prisoner to ensure plans are updated as required.</p> <p><u>Recommendation 14 (medium):</u><br/> The Centre implements a practice that ensures that a review of the content of a prisoner’s OMPR on IOMS is undertaken on reception and, if not completed by the sending centre, undertake a review and then take relevant action.</p> |
| <p>S22.3 The provision of interventions and programs, especially those intended to address offending behaviour, is timely, appropriate and sufficient to meet the assessed needs of the prisoner population. Prisoner access to interventions and programs is fair and well managed.</p> | <p>The Centre does not offer any criminogenic programs as these are required to have been completed prior to transfer to the Centre.</p>  |

| Standards   | Findings  |
|---|---|
| <p>S22.5 Monitoring of the quality and outcome of resettlement services and the development of policy and practice include taking account of the views and experiences of prisoners, counsellors, psychologists, Prisoner management and Centre managers.</p> | <p>Whilst specific statistics in relation to resettlement referrals and interaction are not kept at the Centre level - there is a primary focus from all areas within the Centre on the provision of resettlement services for all prisoners at Numinbah.</p> <p>Prisoners who are declined parole are immediately evaluated and linked with agencies or provided information and strategies to recognise and develop any area's of deficit identified by the Parole Board and are supported to address these issues.</p>   |
| <p>S22.6 The Centre provides adequate through-care services such as Transitions and Pre-Employment Assistance Programs (PREAP) for prisoners.</p>   | <p>The Centre provides a full range of Transitions Support Services and Transitions programs including ORRS.</p> <p>In the last financial year 31 prisoners completed Transitions.</p> <p>All prisoners are offered placement on the Transitions Core program or Transitions Support Service within 9 months of their eligibility date or discharge. There is a waitlist of prisoner recorded by the Transitions co-ordinator.</p>  |
| <p>S22.7 A broad and relevant education program is available.</p>   | <p>The structured day allows the majority of prisoners the ability to maintain employment as well as engage in tertiary or vocational studies. There are however no full time students as it is considered that the Centre is a working farm.</p> <p>The education officer is proactive in offering courses when prisoners arrive at the Centre and continues to promote courses as they become available through posters and contact with the prisoners. There are no courses that specifically address creativity and self development.</p> <p>Set targets however for transitions and vocational courses have been met consistently.</p> |

| Standards  | Findings   |
|--|--|
| S22.9 Specialist accommodation services are available to assist prisoners in finding new accommodation for those who have no fixed abode on release.   | Those prisoners with no accommodation upon release are assisted by the counsellor to contact ORSS and Logan Tenancy through the program and an additional resource book with various contact details is also provided.   |
| S22.10 A suitable training/learning environment is provided to prepare prisoners for employment, training or education after release. Opportunities that are available for prisoners are relevant and based on a needs assessment. | The Centre has specific education rooms and a computer room where prisoners can attend in order to complete their studies. However, as previously identified not all prisoners are assessed for their educational needs when at the Centre.  |
| S22.11 Prisoners are able to access services that provide assistance, advice and information on finding employment, training or education after release.   | All prisoners are captured at the reception process and advised of the educational services available to them within the Centre in addition to this all prisoners are placed on spreadsheet for assessment of their eligibility for the Transitions program or Transitional support program. See 22.6  |
| S22.12 Specialist services are effective in placing Prisoners into education, training and actual, viable employment after release.  | <p>During the preceding twelve months three prisoners were assisted with work placement by Advance 2 work, and remained employed at the 13 week point.</p> <p>The Inspectors were advised that a prisoner completed certificates 1-3 as an animal carer and subsequently worked within an organisation while completing community service and upon release obtained full time employment within that organisation.</p> |

| Standards  | Findings  |
|--|---|
| <p>S22.14 All prisoners have an opportunity to undertake an integrated Transitions program prior to release. Courses are tailored to meet the needs of the population.</p>   | <p>As is stated above, all prisoners who are eligible for either the transitions program or the transitional support are offered this at least 9 months prior to release. ORRS has only recently been introduced to low custody Centres and as such Numinbah recorded the following figures for ORRS referrals:</p> <ul style="list-style-type: none"> <li>- Six prisoners had pre-existing referrals from other Centres.</li> <li>- Eleven new referrals for the last financial year</li> <li>- Ten referrals for 2010 thus far.</li> </ul> <p>Additionally, in the last financial year 24 male prisoners and 7 female prisoners have completed the Transitions Program.</p> |
| <p>S22.15 The last Offender Management Plan Review prior to discharge identifies specific needs upon release. Where specific needs are identified, staff make contact with relevant services and voluntary agencies that assist Prisoners during their first weeks in the community.</p> | <p>See 22.8</p>   |
| <p>S22.16 Discharge planning for parolees with health and social care needs includes contact with probation and parole for monitoring while on parole.</p>   | <p>Probation and Parole officers visit the Centre regularly and assist with the Transitions program, to participate in the parole review panels and induct court ordered parolees.</p>  |

| Standards  | Findings   |
|--|--|
| S22.18 Prisoners identified as suffering from serious and enduring mental illness are referred to mental health professionals on release.    | There are no prisoners at Numinbah CC suffering from serious mental illness.   |
| S22.19 Prisoners are encouraged to open a bank account before their release, if necessary. Assistance is provided with this.                 | The counsellor/transitions co-ordinator has established an excellent linkage with the Heritage Building Society who assists prisoners to open bank accounts while still in custody in which they can deposit savings. This money however, cannot be withdrawn until the prisoner attends the building society upon release. There is also one employee at the building society whose main role is to assist prisoners. |
| S22.20 Prisoners have easy access to accurate information and shopfront services about all the resettlement services.                        | The Shopfront service is available. It involves the prisoners placing their names in a book with the person to whom they wish to speak. Each morning the Shopfront book is taken to the morning meeting and the requests discussed and allocated.  |
| S22.21 Prisoners with an identified need can access accredited programs/interventions aimed at improving parenting skills and relationships. | The Transitions program provides prisoners with access to Relationships Australia and an additional module is being implemented which addresses parenting skills.  |
| S22.22 Children/family days are available.   | Family Days are available six times per year. The prisoners did indicate that they would like a family day to fall on Mother's Day and Father's Day. The centre advised however that this was raised within the PAC meeting and prisoners were happy with the current schedule of family days.   |

| Standards   | Findings  |
|---|---|
| <p>S22.23 Preparation for interventions takes account of each Prisoner's learning style, motivation and capacity to change. Diversity and other individual needs such as learning disabilities are actively assessed and plans put in place to minimise the impact of potentially discriminatory or disadvantaging factors.</p> | <p>The assessment process for prisoners requiring Offender Management Plans was found to be of a satisfactory standard.</p> <p>The Centre does not undertake mandatory Literacy and Numeracy screening, however all prisoners are assessed to a small degree at the time of undertaking the health and safety course by the Education Officer.</p> <p>Literacy and Numeracy screening should be undertaken for all prisoners prior to placement at Numinbah Correctional Centre. However, a review of receptions should be undertaken and any deficit in screening addressed by Numinbah Correctional Centre.</p> <p><b><u>Recommendation 15 (medium):</u></b></p> <p><b>The Centre implements a practice which ensures that all prisoners are assessed in Literacy and Numeracy if not already done so at the transferring centre.</b></p> |
| <p>S22.24 Prisoners moving to resettlement are given support to reduce institutional dependence and are able to prepare for reintegration into the community.</p>   | <p>As the Centre is low custody prisoners are provided with ample opportunity to reduce institutional dependence and prepare for reintegration through:</p> <ul style="list-style-type: none"> <li>• Participation in the transition program</li> <li>• Increased trust</li> <li>• Community work</li> <li>• Reparation opportunities</li> <li>• Increased independence</li> <li>• Greater range of social activities</li> </ul>  |

| Standards  | Findings  |
|--|---|
| S22.26 Prisoners subject to parole conditions on release have the requirements of the parole conditions explained to them and have an opportunity to discuss their rights and responsibilities prior to release. | Probation and Parole officers visit the Centre on a regular basis to explain parole requirements and to assist within the Transitions program.  |
| S22.27 Suitable clothes and bags are available to discharged prisoners who do not have them.   | If the prisoners do not have suitable bags on discharge the Centre either provides them with one or the women have the opportunity to make themselves a carry all. The prisoners were also making themselves clothes for discharge. |
| S22.28 Facilities are available before discharge to launder clothes that have been in storage for long periods.  | There are facilities available for clothes to be laundered prior to discharge.  |

**S23:** Classification, transfer and cell allocation procedures are based on assessment of a prisoner's risks and needs; and are clearly explained, fairly applied and routinely reviewed. Prisoners serving sentences of 12 months or more have a Prisoner 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.

| Standards   | Findings   |
|---|--|
| <p>S23.1 Security classifications are no higher than is necessary to meet the risk presented by the prisoner.</p>   | <p>The Centre only accommodates low security prisoners. All prisoners are classified low security prior to transfer.</p> |
| <p>S23.2 Application of procedures for deciding security classifications are as transparent as circumstances permit and provide adequate descriptions of the reasons for classification in a language that can be understood by the prisoner.</p> |  |

| Standards   | Findings  |
|---|---|
| <p>S23.4 All prisoners, including unconvicted prisoners, have their security classification and escape risk assessed and placed on IOMS.</p>  | <p>All prisoners at Numinbah have a security classification and escape risk assessment completed and entered on IOMS prior to placement.</p>  |
| <p>S23.5 All prisoners required by procedure to have a written offender management plan have a plan that specifies how their specific goals to meet resettlement needs will be met during and post custody. Offender management plans take account of existing risk and needs assessments and plans relating to the management of the prisoner.</p> | <p>Offender Management Plans are completed on the prisoners prior to their arrival at the Centre. Inspectors were unable to attend an OMPR during the period of inspection as none were required to be scheduled.</p> |
| <p>S23.6 Assessments and offender management plans are completed within 21 days. Reviews take place at suitable intervals and following any significant change in circumstances.</p>  | <p>Inspectors found that assessments and offender management plans were completed within the specific time frames.</p>  |

| Standards   | Findings   |
|---|--|
| <p>S23.8 Offender management plans contain outcome-focused targets that identify appropriate interventions to address reduction of harm and risk of re-offending and to promote successful resettlement.</p>    | <p>There are no criminogenic programs at Numinbah CC and thus those prisoners who are eligible for an offender management plan are focussed on other areas.</p> <p>An Education report forms part of the documentation presented at the OMPR and is discussed with the prisoner with recommendations being included in the agreed case plan which is signed by and provided to the prisoner.</p> |
| <p>S23.9 Prior to discharge, prisoners assessed as presenting a high risk of harm to others (e.g. DPSOA) are informed of the arrangements for managing their risk and the implications for them personally.</p> | <p>NA</p>  |
| <p>S23.10 Interventions with prisoners are delivered in an appropriate sequence, in a suitable environment and meet professional or other agreed quality standards.</p>   | <p>Education rooms for vocational and transitional needs are adequate and provide a suitable learning environment There is also a dedicated computer room.</p>   |



| Standards   | Findings   |
|---|--|
| <p>S23.15 Prisoners experience continuity in the delivery of interventions especially following transfers between establishments and on release into the community. Decisions to depart from the agreed offender management plan are made as a last resort and are recorded and justifiable based on the Prisoner's needs and changing circumstances.</p> | <p>Given not all OMPR are reviewed prior to transfer to Numinbah this has impacted negatively in that recommended programs are no longer available. However some of these interventions can be addressed through alternative means or in the community upon release.</p>             |
| <p>S23.16 Prisoners who have their parole revoked are transferred to placement Centres or regular accommodations as soon as possible after return to custody and are subject to a review of their offender management plan.</p>   | <p>N/A</p>   |
| <p>S23.17 Wherever possible, prisoners are given the opportunity to spend their last months in custody in the area or region where they will be discharged.</p>   | <p>Inspectors were advised that on occasion they receive prisoners for very short periods as they have been transferred for release. They also advised that very rarely do they have to transfer one of their prisoners for release however if needed this would be facilitated.</p> |

| Standards  | Findings |
|--|----------|
| S23.19 Classification and Centre placement decisions are clear, objective, fair and can be challenged by prisoners where information is in dispute.                | N/A      |
| S23.20 Transfer i.e. Secure to Low custody decisions are made following consultation with staff who know the individual Prisoner and with the Prisoner themselves. | N/A      |
| S23.21 Indigenous prisoners are held in the most convenient local prison for their domestic and legal visits.  | N/A      |
| S23.22 Sentenced prisoners are allocated transfers according to their individual needs.  | N/A      |
| S23.23 Classification and transfer decisions are explained in writing and verbally, in a language that the prisoner understands.                                   | N/A      |
| S23.24 Prisoners are placed in the lowest appropriate security category.   | N/A      |

| Standards  | Findings  |
|--|---|
| <p>S23.26 A range of criminogenic interventions programs are in place to enable suitably assessed Prisoners to address those behaviours which may contribute to their offending.</p> | <p>No criminogenic programs are delivered at Numinbah Correctional Centre. However, the Centre receives support on a weekly basis from Narcotics and Gamblers Anonymous. The Chaplaincy also provides pastoral care and support services and assistance. In addition, there is also in place a referral process through the psychological staff to ATODS and QUIHN.</p> |

## APPENDIX B

### Numinbah Correctional Centre (Women's) Full Announced Inspection Recommendations

|    |                  |  |
|----|------------------|--|
| 1  | Medium<br>(p.9)  | The Centre implements practices to ensure induction information is entered into the prisoner's case note on the day of reception.  |
| 2  | Medium<br>(p.9)  | The Centre continues the practice of providing information sessions to prisoners at BWCC.  |
| 3  | Medium<br>(p.20) | The Centre ensures that case notes are entered on a regular basis, contain appropriate information and a system of regular oversight and auditing is immediately implemented.  |
| 4  | Low<br>(p.22)    | The Centre discusses with prisoners their concerns regarding other forms of bullying and considers any suggestions that arise as a result.   |
| 5  | Low<br>(p.23)    | The Centre insures that the Anti-Bullying policy is presented as an aspect of the verbal induction provided to reception prisoners.  |
| 6  | Medium<br>(p.35) | The Centre provides the facility for visitors to access snack items or allow prisoners to bring such items to the visits session.  |
| 7  | Medium<br>(p.35) | The Centre formalise the practice of allowing visitors with small children to bring in appropriate food and beverage items for the children.   |
| 8  | Low<br>(p.36)    | The Centre updates the prisoner handbook to include information pertaining to assistance and special visits to facilitate families in special circumstances.   |
| 9  | Medium<br>(p.44) | The Centre implements a practice that ensures a review of the assessment content of a prisoner's records on IOMS is undertaken on reception and if assessments have not been completed then the relevant action be taken to address the deficit. |
| 10 | Medium<br>(p.48) | Assessment be undertaken of the library resources to ensure that an appropriate range and volume is available for the prisoners to access.   |
| 11 | Low<br>(p.50)    | The Centre provides physical activity resources to meet the needs of the older prisoners.  |
| 12 | Medium<br>(p.60) | The Centre consolidates its employment process in a local procedure.   |

|    |                  |   |
|----|------------------|---|
| 13 | Medium<br>(p.65) | In consultation with the prisoners, the Centre undertakes a review of the items for available for purchase.   |
| 14 | Medium<br>(p.69) | The Centre implements a practice that ensures that a review of the content of a prisoner's OMPR on IOMS is undertaken on reception and, if not completed by the sending centre, undertake a review and then take relevant action. |
| 15 | Medium<br>(p.74) | The Centre implements a practice which ensures that all prisoners are assessed in Literacy and Numeracy if not already done so at the transferring centre.  |

## APPENDIX C

### Inspection Team

Andrew Brown, Chief Inspector  
Kerrith McDermott, Senior Inspector  
David Crothers, Inspector  
Nicole Meakins, Inspector  
Nadine Hedger, Inspector