



Office of the Chief Inspector

# Full Announced Inspection Southern Queensland Correctional Centre

May 2013



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# OVERVIEW AND METHODOLOGY

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## THE HEALTHY PRISON TEST

The Healthy Prison Test is one that was first set out by the World Health Organisation. 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

Under the Healthy Prison Test, 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 2. First days in custody
2. Environment and relationships	1,2,3,4,6,7,8,9	3. Accommodation 4. Staff – prisoner relationships 5. Case / unit officers
3. Duty of care	1,2,3,4,5,6,7,8,9	6. Bullying and violence reduction 7. At risk management 8. Diversity, Equality and Non Australian Citizens 9. Mothers and babies (not applicable) 10. Contact with the outside world 11. Request and complaint systems 12. Substance-related needs
4. Health Services	3,4,6,8	24. Health Services
5. Activities	5,6,7,8,9	13. Learning, skills development and purposeful activity 14. Physical activities, arts, crafts and hobbies 15. Religious activity 16. Out of cell activity
6. Good order	1,3,4,5,6,7,8,9	17. Security, good order and rules 18. Discipline 19. Remuneration and employment
7. Services	1,3,6,7,8	20. Food 21. Prisoner purchases
8. Resettlement	1,5,6,7,8,9	22. Resettlement 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.

# INSPECTION SUMMARY

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## CENTRE OVERVIEW

Southern Queensland Correctional Centre (SQCC) is operated by SERCO and is a high security male facility situated in Spring Creek, South East Queensland. It was commissioned in January 2012 and is the newest correctional infrastructure in Queensland.

It has a built capacity of 300 prisoners. At the time of the inspection, it had 335 prisoners due to a double-up arrangement with Queensland Corrective Services. However, at the time of the inspection, it was in the process of reducing the doubling-up arrangement.

The Centre is a mainstream placement centre for South East Queensland. At the time of the inspection, it was accommodating 98.93% sentenced prisoners. It also accommodates up to four acute care prisoners at any point in time in its purpose built assisted care unit.

Southern Queensland Correctional Centre is separated into two areas – secure and residential accommodation. Secure accommodation contains 104 cells in 26 cell units (not including the 12 cells Detention Unit). Residential accommodation contains 196 beds, in six bed units, across eight buildings. The centre also contains an eight bed purpose built Safety Unit (currently not commissioned as a Safety Unit). It also has a cultural centre; gymnasium; oval; programs building; industries building; health centre; prisoner reception; general store; visits; and external visits processing.

Employment options for prisoners include:

- Woodworking
- Metal Work
- Food Services
- Animal care
- Plant nursery/landscaping

It offers a range of programs and activities to prisoners. The focus of criminogenic intervention is substance misuse treatment. There is a wide range of programs and activities offered focussed upon providing prisoners with educational or vocational skills and training, and wider life skills, for lifestyle enhancements / improvements.

It delivers health services to prisoners through SERCO medical staff. Queensland Health do not provide the day to day health services to its prisoners. Health related referrals from SERCO medical staff link prisoners to Queensland Health, and include regular provision of services at the centre by Prisoner Mental Health Services.

## PRISONER PROFILE AND OTHER STATISTICS

Since August 2012 the monthly Average Daily State (ADS) for SQCC has ranged between 345 to 348 prisoners (approximately 115% of its built capacity) while in July 2012 the ADS was 309 prisoners. In April 2013, Indigenous prisoners made up 24.57% of its population.

In April 2013 the Centre had 326 high classification prisoners and 18 low classification prisoners. Further, 30.92% of its prisoner population was aged between 20 – 29 years. The greatest proportion of serious offence type was Assault and Assault related offences, compiling 35.96% of the population.

In the 2012 – 2013 Financial Year, it processed an average of 102 prisoner receptions per month, and a monthly average of 97 discharges (including courts and hospital escorts).

## **SUMMARY OF INSPECTION FINDINGS**

As is detailed below, SQCC received a Whole of Centre performance rating of 2, meaning that it was found to be performing well against the Healthy Prison Test. It performed strongly across a number of areas / outcomes, including bullying and violence reduction, diversity and equality, staff and prisoner relationships, physical activities, out-of-cell activities, remuneration and employment, prisoner services and resettlement. While SQCC performed either very or reasonably well in relation to most of the Healthy Prison standards, one area where improvements must be made, based on documentation, interviews and observations at the time of the full-announced inspection, concerned the area of at-risk management of prisoners.

In relation to Arrival in Custody, it was apparent that prisoners travelled in safe decent conditions to and from court and between the Centre and other centres. Further, with the one exception of the issue of prisoner access to their property upon discharge from the Courts, prisoners' individual needs were accorded proper attention in terms of escorts, courts and transfers. Likewise, prisoners indicated that they felt safe on their reception into the centre, and there were sound induction and assessment processes.

The Centre also performed reasonably well in the area of Environment and Relationships. Some specific issues which were identified by Inspectors were as follows:

- There were some inherent challenges with the options available to the Centre in terms of the placement of additional prisoners, namely 'double ups'. However, the Centre's approach of aiming to place these prisoners in Residential accommodation did appear to be, on balance, a more effective way of managing the challenges it faced in respect of its double up options.
- A number of cells throughout the Centre had posters from approved magazines openly displayed on Pin Boards within accommodation cells depicting females in suggestive poses. Whilst these pictures displayed females semi clothed or with their back to the camera it still portrayed females in a demeaning light.

Nonetheless, the Centre performed particularly well against some other items under the Environment and Relationships standard. For example, it performed strongly in terms of staff and prisoner relationships. Staff were, in general, professional and consistent in their dealings with prisoners. They encouraged prisoners to take responsibility for their actions as well as, for example, engage in employment. In turn, prisoners felt safe to approach staff.

In terms of Duty of Care, there were shortcomings identified in the management of at-risk prisoners. These shortcomings related to the allocation of at risk levels, the utilisation of non-therapeutic environments for conducting assessments, the independence of assessment processes, and the level of compliance with at risk instruction forms.



However, the Centre performed well in terms of bullying and violence reduction. The Centre was active in the area of awareness, intervention and education related to bullying and violence reduction. Inspectors spoke to a range of prisoners, including those considered the most vulnerable – aged, infirm, disabled and youthful prisoners – and the consistent feedback was one of living in a safe environment. Likewise, the Centre performed well in the area of diversity and equality, and contact with the outside world. For example, the Centre's rolling visits system at the Centre was, in general, effective as it provided visitors with a degree of flexibility in terms of times for visits, a minimum of disruption at the visits processing point as well ensuring that the allocated period for the visits with the prisoner is not impacted by any administrative issue. In addition, prisoners indicated to the inspectors that, in general, they were happy with the rolling visit system.

While there were some concerns raised by Chaplains in respect of religious activity in the Centre, the Centre, in general, performed very well against the criteria of Activities. Both skills development training and opportunities for such training were well structured. In addition, the structured core day was well enforced. The Centre did a good job in encouraging out of cell activities, including promoting personal fitness and offering opportunities for personal fitness.

With respect to Good Order, staff and prisoner relationships were, in general, found to be positive and interactive. Likewise, there was reasonably good levels of security, good order and rules. However, the Centre has had difficulty in achieving a sufficient number of intelligence staff, which it understands must be addressed due to the essential nature of the function. In terms of discipline, some breaches were either delayed or did not proceed due to the Centre not having appropriate people to hear the breach (major) i.e. acting supervisors. Nonetheless, the Centre performed well in regard to prisoner employment and remuneration. Employment and remuneration were well publicised and, in general, administered fairly, transparently and consistently.

Likewise, the Centre performed very well in the area of Services. There were good levels cleanliness and tidiness where food was prepared, and the food was adequately varied. Prisoners were also able to purchase a suitable range of goods at comparable prices to the general public.

In relation to the area of Resettlement, the Centre has a well established process for prisoners transitioning to the Community, including a reasonable pre-release assessment and planning system. There is a sound level of engagement between external entities and the Centre. However, there was an unsatisfactory number of prisoners who did not have a current Offender Rehabilitation Plan, which the Centre itself has identified and will address.

Lastly, the Centre performed well in the area of Health. Some concerns were raised by prisoners about the timeliness of health services but a review conducted by the Inspectors found that waiting times were satisfactory.

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

## PERFORMANCE RATINGS - SOUTHERN QUEENSLAND CORRECTIONAL CENTRE

Overall centre rating:

RATING	DESCRIPTION
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.

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	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. Duty of care	2	Performing reasonably well against the inspection criteria. There is some evidence of adverse <u>outcomes</u> for prisoners in only a small number of areas however there are no significant concerns.
4. Health Services	1	Performing well against the inspection criteria. There is no evidence that <u>outcomes</u> for prisoners are being adversely affected in any significant areas.
5. 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	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.
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>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>	
<p>S1.1 Prisoners held in cellular vehicles for the minimum possible period of time.</p>	<p>Prisoners transferring to SQCC are primarily moved from either BCC or AGCC. Inspectors found that these movement were, in general, conducted in an expeditious manner under the control and direction of E&amp;SB.</p> <p>In some situations, prisoners were transferred from Woodford Correctional Centre to SQCC. These prisoners from time to time are accommodated overnight at the Brisbane Correctional Centre and complete the relevant journey the following morning.</p> <p>It was observed that prisoners arriving in SQCC were not unduly delayed in the vehicle. SQCC Reception staff cooperated with E&amp;SB officers to ensure that prisoners could be moved safely from the vehicle to a Reception holding cell.</p> <p>At the time of inspection, SQCC only received 5-7 prisoners per day due to the fact that it was over-state (50 double ups which include the 8 buddy cells).</p>
<p>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).</p>	<p>Prisoners who are transferred to another prison in SEQLD receive at least 24 hours notice of the move. In addition, these prisoners are permitted to make telephone contact with relevant family and legal advisers.</p> <p>New receptions are offered a phone call when they arrive at S4 (the unit used for new receptions). In the current double-up situation, SQCC can also use the Safety unit as an overflow unit (identified as M2 on IOMS). This is usually the case if a prisoner is received after 1800hrs and if their usual accommodation is unavailable.</p>
<p>S1.3 Prisoners can have a meal before going to court or being transferred.</p>	<p>Yes. A meal can be arranged in the blocks or residential accommodation prior to being moved to the Reception Store or in the Reception store prior to departure.</p> <p>Inspectors confirmed with relevant prisoners they were provided with meals in the unit in which they were situated prior to being moved.</p>

Standard	Findings
<p>S1.4 Prisoners have access to appropriate clothing so that they do not have to wear prison uniforms, for example for court appearances.</p>	<p>Where practicable, prisoners are encouraged to visit the Reception store 24 hours prior to a court appearance. This is done in order to confirm the availability of their clothes for court. If these clothes are not appropriate or insufficient, the prisoner would be issued clothing from supplies available in the Reception store.</p> <p>It was further observed that a prisoner who was processed through Reception to ESB on route to Court via another centre was provided with an amenities pack (toiletries).</p>
<p>S1.5 Property and private cash accompanies un-sentenced prisoners to court and sentenced Prisoners who are being transferred.</p>	<p>SQCC Reception staff advised that a prisoner destined to appear in Court does not have his property and cash entitlement on board the E&amp;SB vehicle. If over-nighting at Brisbane Correctional Centre, the prisoner can take a change of clothing and is issued with an amenities pack. The views expressed were:</p> <ul style="list-style-type: none"> <li>• It is difficult to determine whether a prisoner is likely to be released to freedom direct from Court; and</li> <li>• If the prisoner's property and money/trust account entitlements are loaded onto the vehicle the prisoner may become distressed if the Court does not release him.</li> </ul> <p>SQCC management confirmed this and advised that at times a prisoner's personal effects have been delivered to the prisoner's location after release from Court.</p> <p>The in-cell property of un-sentenced prisoners going to court is added to the property held in the Reception Store.</p> <p>Prisoners are given basic clothing and an amenities pack for their last night. SQCC developed 'Post Orders' based on relevant QCS procedure.</p> <p>If transferring, all property is transferred with the prisoner to the receiving centre.</p>
<p><b>1. Recommendation (Medium): That SQCC develops a clear process to expeditiously furnish a prisoner discharged to liberty from the Courts with their property including the immediate transfer of all funds to the nominated prisoner's bank account.</b></p>	
<p>S1.6 Court movements, transfers and external escorts are efficient and minimise waiting times.</p>	<p>Court movements are dictated by E&amp;SB who advise when a prisoner is to be picked up to make a court appearance.</p> <p>The Inspectors observed the process undertaken to transfer prisoners in and out of SQCC. It was found that E&amp;SB staff and SQCC Reception staff managed the process in a cooperative and professional manner. In addition, the removal of clothing search and the loading and unloading of prisoners were conducted in a sensitive and proficient manner.</p> <p>SQCC staff discussed with E&amp;SB the order in which they wished to conduct the transfers - either the transfer in first or the transfer out. Relevantly, inspectors observed the transfer in of a prisoner who was subject to a safety order. This prisoner was in handcuffs and, as such, moved in to the Centre before the other prisoners. He was marched while handcuffed through Reception to a holding cell away from other prisoners. During this process,</p>

Standard	Findings
	the prisoner was flanked on both sides by E&SB and SQCC custodial staff.
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	<p>Inspection of the vehicle was undertaken and the following observed:</p> <ul style="list-style-type: none"> <li>• The vehicle was clean and in good order.</li> <li>• Food and water were stored in the fridge in the cabin.</li> <li>• Extra water and supply of urine bags were secured in the locker.</li> <li>• Medical kits and fire extinguishers were in place.</li> </ul> <p>E&amp;SB staff indicated that they perform a vehicle check prior to departure from E&amp;SB.</p>
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.	<p>The movement order sets out the scope of the transport/transfer and provides specific details about any special requirements in respect of the movement.</p> <p>SQCC supports the prisoner movement in accordance with the movement order requirements. SQCC modifies its preparations for supporting the movement if it has been advised to do so by attending E&amp;SB staff.</p> <p>Inspectors observed that SQCC and E&amp;SB officers were professional when moving a non-compliant prisoner into the Reception Store for processing.</p>
S1.9 Methods of restraint are only used if justified by a risk assessment.	Inspectors observed that an incoming prisoner on a safety order (assaulted a custodial officer) was fitted with heavy duty handcuffs and that SQCC and E&SB officers escorted the prisoner from the vehicle to the holding cell in the Reception Store without incident.
S1.10 For external movements, all relevant information travels with prisoner.	<p>A prisoner who was being moved to Brisbane Correctional Centre prior to a Court appearance the next day had his prisoner files and medical records packaged up and on board the ESB vehicle (separate from the prisoner). Likewise, incoming prisoners had their personal property and relevant files securely stored on the E&amp;SB vehicle.</p> <p>Reception Store staff recorded and processed information regarding the transfer of files and records.</p>
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.	<p>Staff have regard to the Removal Order and the information gleaned from the relevant prisoner during the Reception process prior to each move from a Centre.</p> <p>E&amp;SB staff consult with Reception store staff but ultimately the manner in which the move is conducted is controlled by E&amp;SB.</p>
S1.12 Prisoners are given comfort breaks at least every 2.5 hours with additional stops where necessary.	<p>E&amp;SB use the 2 hour rule for approved comfort breaks but have items such as urine packs for emergency situations. Also, E&amp;SB staff use special doors within each primary door in the vehicle during unscheduled stops to provide food and liquids to prisoners.</p> <p>Each long trip has predetermined and pre-tested stop points/locations.</p>

Standard	Findings
S1.13 Staff consistently use respectful language in speaking to, or about, prisoners.	<p>Both E&amp;SB and SQCC staff spoke clearly and in a manner that was neither overly friendly or authoritarian and no officer raised their voice.</p> <p>A prisoner who was being moved from the detention unit through Reception to be escorted by E&amp;SB to Brisbane Correctional Centre appeared agitated when he arrived at Reception. However, SQCC staff handled the prisoner sensitively and easily moved him to a separate cell away from the other prisoners. He became compliant and prior to being loaded onto the vehicle he was moved into a holding cell shared with another prisoner and they both chatted without incident.</p>
S1.14 Escort staff take responsibility for ensuring that prisoners receive an adequate meal and drink at meal time.	<p>In most cases, prisoners who are required for court in Brisbane are transferred to Brisbane Correctional Centre the day prior to their court appearance. Consequently a meal break or comfort stop at 2 hourly intervals is not required . However, E&amp;SB carry basic food and water in vehicle refrigerator and additional supplies are located in the storage compartment.</p>
S1.15 Escort staff ensure that 17 year-old and women prisoners are segregated from adult male prisoners.	<p>At the time of inspection, SQCC only had prisoners who were 18 years or older.</p>
S1.16 Prisoners are produced at court on time.	<p>Inspectors did not identify any situations where a prisoner was delayed getting to court. E&amp;SB provided adequate time to allow for traffic/roadworks, and if arriving very early the relevant prisoners were temporarily housed in the appropriate watch-house.</p>
S1.17 Prisoners are held in court cells for the minimum possible period.	<p>E&amp;SB use their experience and knowledge of peak travel times, roadworks, and road conditions to determine the timetable for movement. Travel times are adjusted when evidence dictates the need for change. Corrective Services Act directs that prisoners be held until required to satisfy the requirements of the order.</p>
S1.18 Centre Receptions remain open to receive prisoners at any time.	<p>Normal receiving hours are between 0700 to 1800 hrs. Receiving prisoners after hours was not found by inspectors to be an issue at SQCC.</p>

Standard	Findings
S1.19 Any prisoners arriving after normal working hours receive essential reception and first night procedures.	<p>The process for receiving prisoners after hours is as follows:</p> <p>Arrive; Reception Store readied; Prisoner settled in holding cell and then advised of the requirement to conduct a search of clothing; Prisoner is assessed by Nurse on duty particularly for at-risk; Operational Supervisor or Duty manager provides an overview of the Centre's requirements to the Prisoner; Prisoner is offered a meal; Prisoner is provided with an amenities pack and moved to a cell in S4 if a cell is available otherwise into the Safety unit called the overflow unit (particularly as the Centre is over-state); Prisoner is spoken to by Through care, Sentence management, Education, and Catering staff on the following business day as part of the induction process.</p>
S1.20 Prisoners are given information at court about the prison to which they are being transferred in a language they understand.	<p>QCS staff inform prisoners in the courts that:</p> <ul style="list-style-type: none"> <li>- they will be placed in a QPS managed watch-house until they are received by a correctional centre; and</li> <li>- they might be in the watch-house for up to 7 days.</li> </ul> <p>Non-English speaking prisoners are informed by the relevant sending centre (i.e. either Arthur Gorrie Correctional Centre or Brisbane Correctional Centre) about what to expect at SQCC. Likewise, SQCC officers provide basic information about the relevant receiving centre to prisoners who are being transferred out.</p>
S1.21 Where practicable, video links are used to facilitate court appearances in lieu of prisoners appearing in person.	<p>CIO team observed 4 video and 2 tele-conference room set-ups. The judiciary determine when a prisoner will appear in Court via a video link. In April 2013, Video conferencing was used for 21 Court appearances, 42 legal representative visits and zero parole hearings.</p>

**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 observed that E&amp;SB staff pass on all the required documentation and appropriate information to reception store staff. Staff from the offender management area attend immediately to interpret the official sentencing documentation to ensure the prisoner is being correctly detained prior to escort staff departing the centre. The order for transfer was sufficient in that all the procedural requirements were met.</p> <p>It was reported the prisoners' current IOMS file (including warrants, criminal history and transcripts) and if relevant, archived IOMS files always accompany the transferring prisoner. However, offender management staff informed the Inspectors that if the prisoner has been previously incarcerated, any archived detention and prisoner management files (pre-IOMS) do not accompany the prisoner and, as a result, they have to be ordered from archives.</p> <p>An review conducted by the Inspectors show that the archived detention and prisoner management files that had to be ordered from archives were received within five to seven days.</p> <p>A further check indicated that the centres operate differently. That is, some centres request the archived files while others refuse to take possession of them.</p> <p>The inspectors observed all transferring prisoner's property, trust accounts, medical file and valuables arrived with the prisoner. The complaint management system indicates there has been one complaint with respect to lost property upon the transfer of a prisoner during the previous 12 months.</p> <p>Being a placement centre, any sensitive or pertinent information is received prior to the prisoner's arrival. A prisoner profile is also presented to SQCC staff by the Intelligence Advisor at the daily operational briefing prior to the prisoner's arrival. This information allows for management and accommodation strategies to be developed in relation to the relevant prisoner. Information is also provided to functional areas within SQCC such as, for example, Intelligence, Medical, Counselling, Psychological and Operational Staff.</p> <p>Inspectors observed the reception prisoners were individually and, as a result; found that the process promoted confidentiality.</p>

**2. Recommendation (Medium):** That the agency conducts a review such that it is satisfied that all centres have appropriate regard to information contained in archived detention and prisoner management files (pre-IOMS).



Standard	Findings
<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>As SQCC is a placement centre, the Initial Risk Needs Assessment for each prisoner is completed prior to transfer of that prisoner to the centre. Inspectors undertook a desktop analysis on IOMS to confirm this fact. It was also evident that comprehensive information is recorded identifying vulnerable and at risk prisoners.</p> <p>Whilst SQCC does not have a specific unit for prisoners with special identified needs, a range of acceptable strategies are applied to ensure the effective management of this cohort of prisoners. For example, prisoners may be accommodated in the induction unit (Secure 4), Assisted Care Unit, Detention Unit or M2.</p> <p>The centre promotes a “Say No to Bullying” program. Under the policy, any form of bullying or violence may result in disciplinary action. The topic of harassment and bullying is heavily promoted with posters displayed throughout the centre and also features in the prisoner induction booklet. On their initial visit, Inspectors found that a “Say No to Bullying” brochure is also given to prisoners at reception. However, Inspectors found a follow up visit to the reception store that these brochures were no longer being used and, in addition, staff were unsure how to restock the brochures.</p> <p>Inspectors also found that during the throughcare interviews that they observed, the questions on the transfer reception assessment pertaining to bullying was skipped over.</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>Inspectors observed that staff working in the reception area interacted with the prisoners in a respectful and empathic manner. At the same time, it was identified that there was a lack of process in so far as staff:</p> <ul style="list-style-type: none"> <li>- could not provide a schedule of activities for the area that they would follow; and</li> <li>- indicated that they would do things ad-hoc rather than having a schedule/process to follow in respect of matters such as seized property.</li> </ul> <p>The centre is a male facility and there were sufficient staff to undertake removal of clothing searches. Staff disclosed that if necessary, the female staff member rotates with the male staff member in clinical care services momentarily until the clothing searches are completed, however this appears to be an informal arrangement.</p> <p>A sample of prisoners interviewed by inspectors who were recently transferred to the centre disclosed that they were treated with respect throughout the reception process.</p>
<p>3. Recommendation (Medium): That SQCC reviews the reception store functionality and service provision with the objective of providing an increased level of governance and support to maintain structure which incorporates all processes undertaken in the area (ie. processing of the seized property).</p>	

Standard	Findings
<p>S2.4 Prisoners experience a safe and clean reception environment which is fit for purpose.</p>	<p>Inspectors observed a purposeful built area which had adequate space for processing receptions and transfers. The centre can receive a maximum of 10 prisoners at a time but normally receives about four to six prisoners at a time.</p> <p>Although court returns and video-conferencing appointments were also conducted in the reception store, there appeared to be a reasonable amount of space to accommodate all the prisoners that were in it.</p> <p>Q Build and an employed prisoner are involved in the cleaning of the area on a daily basis and the area was found to be clean and tidy.</p> <p>Prisoners were processed individually which promoted a safe environment and all prisoners were afforded the opportunity to be interviewed by clinical care services, offender management and throughcare staff in private rooms.</p>
<p>S2.5 Prisoners are always asked if this is their first time in prison and treated accordingly.</p>	<p>Inspectors observed the reception interview process facilitated by nursing, offender management and throughcare staff. The questions and interaction were appropriate and included questions to identify if the prisoner was incarcerated for the first time.</p> <p>New receptions are generally placed in Secure 4 being the new reception unit for further observation and assessment.</p>
<p>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.</p>	<p>Inspectors observed the prisoners' details being confirmed and interviews being conducted by clinical care, offender management and throughcare staff prior to unit placement.</p> <p>The reception process is designed so that one prisoner is processed at a time, which ensures privacy in all aspects of the process.</p> <p>While inspectors observed that the prisoner employed in the reception store was sometimes near the received prisoners during some of the less sensitive type of interviews, it was found that if the information is sensitive, staff asked him to leave the area.</p>
<p>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.</p>	<p>This information is usually identified prior to the prisoner's placement at SQCC however, when required, staff liaise with the Department of Child Safety with respect to matters involving the prisoner's children or other dependants.</p>

Standard	Findings
S2.8 Prisoners with special needs, such as pregnant women, women accompanied with babies, older, and disabled prisoners receive priority treatment.	Inspectors did not have the opportunity to observe the processing of any prisoners with special needs. However, reception store staff informed that any prisoners with special needs, for example, the aged or disabled, are prioritised with respect to being assessed by clinical care services staff, reception processing and accommodation placement.
S2.9 Prisoners entering custody are searched thoroughly in accordance with legislative and procedural requirements.	Inspectors observed several removal of clothing searches and note all were procedurally compliant and conducted with the prisoners dignity being considered by staff. The centre displays copy of the searching procedure at all search locations. The inspectors did not receive any negative comments from prisoners with regard to removal of clothing searches.
S2.10 Prisoners' hygiene needs including the provision of toiletries are catered for in reception.	Being a placement centre, a majority of the prisoners are already in possession of toiletries and personal hygiene products upon arrival. Inspectors observed new receptions being offered a canteen reception pack which catered for the prisoner's immediate canteen supplies until the prisoner's next opportunity to purchase canteen supplies. The items available consisted of tobacco, papers, soap, toothbrush and paste, envelope, writing pad and pen. The maximum total expenditure permitted is \$30 and this cost is recovered from the prisoner's trust account.
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 are provided a "Mail and Trust Accounts" brochure in the reception store which outlines their rights and obligations regarding mail and trust accounts. Prisoners are also provided with an induction handbook. The prisoner induction handbook is comprehensive and easy to understand. In addition, it: <ul style="list-style-type: none"> <li>- included information about prisoners' entitlements to letters, telephone calls and visits;</li> <li>- highlighted that administration staff will check the incoming mail for contraband and that all mail with the exception of privileged and legal mail will be opened and that the outgoing mail is randomly checked; and</li> <li>- stated that all personal calls are monitored and may be recorded, with the exception of legal calls.</li> </ul> Lastly, inspectors observed that a case note is entered on IOMS recording the fact that the prisoner has had the induction paperwork explained, clarified and signed.
S2.12 Prisoners are able to make one free telephone call on their first night location.	Inspectors observed reception telephone calls being offered (limit of five minutes) and initiated in the Reception Store. If the prisoner declined to make a reception call at this point, the call was later facilitated in the accommodation unit. The fact that the prisoner had or was to have his reception call is recorded as a case note in IOMS. The prisoner's entitlement to receive a reception call is outlined in the prisoner induction handbook.

Standard	Findings
S2.13 Prisoners are held in reception for as short a period of time as possible.	Some prisoner's reported that they were held in the reception store upon arrival between 3-5 hours. While inspectors directly observed that some prisoners were processed within 90 minutes, they also confirmed that some prisoners are held for 3-5 hours in the reception store because of SQCC's group movement approach to processing prisoners. That is, all prisoner's are processed and once the final prisoner is processed, a group movement is facilitated by SQCC.
4. Recommendation (Low) : That SQCC reviews its group movement approach in the reception store such that prisoners are kept in the store for as short a time as reasonably practical.	
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.	Observation of the reception process and inquiries made with prisoners indicated that prisoners were provided cereal or sandwiches and a hot drink at meal times.
S2.15 All prisoners are seen and assessed by health services staff in private on arrival.	All prisoners received by SQCC including court returns are assessed by clinical care services staff in private prior to placement or return to the unit.  In addition, an 'Adverse Outcome Screening Assessment Tool' has been developed in reference to the At Risk Management procedure and used for prisoners who are returning who have potentially received an adverse or distressing outcome.
S2.16 Prisoners with substance related needs are identified at reception and given information about services available.	All prisoners are assessed by throughcare and clinical care services staff. These assessments seek to identify, amongst other things, drug use and treatment requirements for the prisoner.  Prisoners are provided with information on the types of services available. In addition, if required, they are placed on intervention or a referral is generated. Inspectors observed an extensive range of literature available in the clinical care services consultation/treatment rooms.
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	The induction program is extensive and includes information on all aspects of centre operations and services.  All prisoners have the opportunity to meet individually with clinical care services, throughcare, offender management staff and their unit manager and, at a later date, in a group format with representatives from industries (employment) and education.  Inquiries made with prisoners indicated that the induction program provided a sound awareness of the centre and processes. Prisoners, for example, were able to verbalise their employment and educational/vocational opportunities, how to deal with their problems, chaplaincy and counsellor access and about the Official Visitor

Standard	Findings
<p>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>Scheme.</p>
<p>S2.18 Prisoners who may require protection are assessed appropriately in a confidential manner. Alternatives to protection are explored.</p>	<p>Prisoners who are identified as having needs in this area are assessed by offender management staff and the assessment is facilitated in a confidential manner. A Protection Needs Assessment is completed in IOMS for the delegate's determination.</p> <p>A desk top analysis of a sample group of assessments was completed and it was found that alternative placement was always considered, a sound analysis with respect to the assessment of threat was undertaken and the evidence or rationale was well documented to support the delegate's decision.</p> <p>Vulnerable prisoners may be managed on a safety order regime whilst alternative options are explored. The centre conducts a safety order meeting on a weekly basis with the objective of taking a multidisciplinary approach to managing these prisoners to get the best outcome.</p>
<p>S2.19 In reception, prisoners are informed about what will happen next. They receive written and/or verbal information.</p>	<p>SQCC has information posters within holding cells advising prisoner of the administrative process upon reception. SQCC management advised that SQCC reception staff verbally brief new receptions on arrival however there is no recorded evidence of this activity. However, Inspectors did not observe prisoners being informed of the reception process. Staff advised that this is because they believe that prisoners would be aware of the process. That is, the prisoners would have gone through the reception process at Arthur Gorrie Correctional Centre and or Brisbane Correctional Centre.</p> <p>SQCC has indicated it will implement a process to formally record the admission verbal brief.</p>
<p><b>5. Recommendation (Low): That SQCC ensures that prisoners in reception are informed about what will happen next in the reception process.</b></p>	
<p>S2.20 All information and documentation of assessments undertaken in reception are inputted into IOMS on the day of reception.</p>	<p>A review of IOMS indicates that reception all relevant staff (including reception, throughcare, offender management, clinical care, and unit staff) complete case notes.</p> <p>A desktop analysis indicates these case notes are generally entered on the day of reception. It is noted by the inspectors that on occasion the case notes were inputted in the days after the prisoner's reception however a notation was always recorded indicating it was a late entry.</p>

Standard	Findings
<p>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.</p>	<p>Inspectors did not have an opportunity to observe a prisoner undertake a unit induction during the inspection period. A desktop analysis of case notes reveals prisoners are informed about the rules and procedures of the unit, employment, programs, IEP, smoking rules, centre information, zero tolerance to bullying, gym, oval and muster times.</p> <p>Inspectors sighted checklists signed by both unit staff and prisoners indicating that all components of the induction process has been delivered including unit/centre induction, initial assessment, prisoner property, health services, prisoner handbook, gym induction, offender management, IEP, Chaplains, Education Overview/Assessment, Workplace/Health and Safety and Food Handling.</p>
<p>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.</p>	<p>Prisoners identified on initial reception as being at risk of self harm or suicide are placed on an observation regime that may include segregation from the mainstream prisoner population.</p> <p>Prisoners identified as vulnerable are placed in accordance with their assessed needs.</p> <p>Prisoners identified as having substance related needs are placed on a regime by health services and referred to the doctor.</p>
<p>S2.23 Prisoners will not be allocated to a cell until IRNA is completed and any risks identified are taken into consideration.</p>	<p>All prisoners are required to have an IRNA completed prior to placement at SQCC. A desktop analysis of a sample group of receptions indicated that all the IRNAs were completed in accordance to procedure.</p>
<p>S2.24 Prisoners identified as vulnerable to bullying and/or self harm receive special help and support to cope with imprisonment.</p>	<p>Vulnerable prisoners are assessed and placed in S4, M2 or the detention unit. This allows for these prisoners to receive assistance and support in an attempt to sustain them through their imprisonment.</p>
<p>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.</p>	<p>Refer to s2.10</p>

Standard	Findings
<p>S2.26 Prisoners first night accommodation has been prepared, is clean and provides a comfortable environment.</p>	<p>The prisoner accommodation was observed to be clean and the cells equipped to agency standards.</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> <li>▪</li> </ul>	<p>It is evident from the documentation viewed by inspectors that SQCC maintains a strong process which supports prisoners with their transitions needs during their imprisonment and in preparation for their release/discharge.</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>Inspectors found evidence that regular contact between prisoners and the Department of Child Safety is facilitated by throughcare and transitions staff.</p>

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
<p>S3.1 The accommodation is clean and provides a reasonable amount of space for each prisoner, with space for personal belongings, ventilation, a reasonable temperature, natural light</p>	<p>SQCC has purpose built modern infrastructure, albeit originally intended to be occupied by a Female cohort of prisoners. This does not appear to impose any operational limitations to the occupying male cohort of prisoners or significantly impact on current service delivery or operations.</p> <p>The cells are predominately purpose built for single occupancy and as such these have adequate fittings and fixtures to meet the needs of the occupant. For example the single purpose built cells have seating, desk, display board and storage capacity to satisfy the need.</p> <p>There are a number of purpose built 'buddy cells' cells within the Secure accommodation areas. These cells have two purpose built single beds secured in place and are larger than the standard single cells.</p> <p>Inspectors observed that the fittings and fixtures in these cells were predominantly catered for single occupancy. That is, there were prisoner property storage limitations to the extent property items were left on the cell floor due to lack of storage options. In addition, these cells did not have duplicate desk or display boards in place. There was also one toilet within these cells.</p> <p>Inspectors were informed that the Centre does not conform / utilise the developed Cell Double Up Risk Assessment process at this time. But have provided a verbal undertaking to adhere to the formal selection and vetting process for any future planned Dual Occupancy needs.</p> <p>Prisoners have access to drinking water at all times.</p> <p>Inspectors observed most of the cells throughout the Centre were in a neat and tidy state, however there were exceptions to this with some cells found to be in an unsatisfactory state of cleanliness and hygiene throughout the period of the on site inspection - floors were littered with rubbish, hand basins were not wiped clean, beds/bedding not made or folded and foodstuffs / scraps evident.</p> <p>Unit Officers explained that accommodation areas are Inspected on a weekly basis with this normally being actioned on a weekend and conducted by the area Supervisor. The Inspectors observed a significant variance in the record keeping and structure related to these Inspections across the accommodation areas and little or no formal follow up was evident at the time to address repeated instances of poor accommodation standards.</p> <p>Staff and prisoners expressed a desire to have greater Management visibility within the accommodation areas as this afforded the opportunity for both groups to engage with Management.</p> <p>Inspectors observed the Unit Common areas and Exercise Yards to be for the most part clean and tidy and well utilised by the prisoner cohort.</p> <p>Inspectors observed during the period of the on site visitation there were 30 prisoners within the Residential area who were accommodated external of a purpose built cell and occupied a 'stack a bunk' within the Unit Common area. This arrangement had these prisoners occupying a section of the Common area floor as their 'cell'</p>



Standards	Findings
	<p>- there was no privacy, provision of storage or the most basic of normal cell provisions.</p> <p>Dual occupancy limitations in respect of ablutions and privacy shall be commented on in S3.7.</p>
<p>6. Recommendation (High): That SQCC reviews, amends and adheres to the formal process of the Cell Double Up Risk Assessment.</p>	
<p>7. Recommendation (Medium): That SQCC reviews the current Centre Inspection regime and consider the introduction of Leadership Team participation in the weekly inspection activities.</p>	
<p>S3.2 Prisoners are provided ample access to fresh air on a daily basis.</p>	<p>All accommodation units have an attached open air communal exercise yard. This area is available to all prisoners in the unit during cell unlock periods. The Detention Unit (DU) prisoners have less fresh air access, however, opportunity is provided for prisoners in this area to access open air areas for an acceptable period of time as per current QCS Standard Operating Procedure (SOP).</p> <p>Validation of this Standard was by Inspector observations, review of Log Books and Registers and direct liaison with the area prisoners throughout the period of the onsite component of the Inspection activity.</p> <p>Clothing (19 individual items) issued to prisoners was found to be of a suitable mix to cater for all prevailing weather conditions. During inclement weather (rain) prisoners are not permitted to access the outside oval areas due to the increase in injuries from the slippery surface - however there are adequate options for prisoners to exercise during these periods in a safe and structured manner.</p>
<p>S3.3 Personal clothing is in a decent condition, washed frequently and fits. Prisoners have at least weekly access to laundry facilities to wash their personal clothing.</p>	<p>Prisoner issued clothing appeared in good condition and was size appropriate. The Centre has a Central Laundry model that allows adequate opportunity for prisoners across the site to launder clothing on a regular basis.</p> <p>Inspectors noted and the Centre acknowledge that there are complaints received from the prisoner cohort regarding missing items of clothing from the Central Laundry process - however these complaints are not disproportionate to the prisoner state and any significant loss issues are dealt with in a timely manner (item/s located or compensation agreed).</p> <p>Inspectors noted that there does exist some limited provision for prisoners to launder smaller articles of clothing within their Units if they so desire.</p> <p>Inspectors noted that adequate systems are in place and utilised to cater to the launder of bed linen.</p>

Standard	Findings
S3.4 Bedding is supplied and laundered at frequent intervals.	<p>Inspectors observed that appropriate bedding is provided to all prisoners and systems are in place that provide adequate laundering of items.</p> <p>Mattresses were found to be in good condition and were not torn or soiled.</p> <p>Pre and post cell occupancy inspections are carried out - validation from randomly selected Secure and Residential Unit Log Books and Registers and questioning of prisoners throughout the Centre.</p>
S3.5 Sanitary arrangements take account of health, hygiene and human dignity.	<p>Cells are equipped with shower facilities and adequate facilities are accessible to allow personal cleaning, hygiene and ablutions.</p> <p>Those prisoners utilising 'stack a bunk' in the Residential area of the Centre whilst not occupying a cell proper do have access to the communal facilities for hygiene and ablutions.</p> <p>The Inspectors found that those prisoners accommodated in the dual occupancy cells within the Secure Units were afforded a significantly less level of privacy due to the cell configuration. This was also apparent with the use of the showering facilities within the dual occupancy cells - as per Standard 3.1 Recommendation 1.</p> <p>Prisoners locked out of their cells during cell access timeframes had the opportunity to use communal ablution areas within the Unit.</p> <p>Inspectors found that there was no provision of soap to the Secure 2/3 accommodation area communal toilets, it was also noted that the Secure 2 Communal toilet area had a strong unpleasant 'drainage' type odour for three days during the onsite visitation. Prisoners maintained and an Officer acknowledged that the issue of the odour was ongoing and was reported for maintenance on a 'fairly regular' basis.</p> <p>The lack of soap to enable prisoners to wash their hands following use of the communal toilet was observed and raised with the Centre on Wednesday 15 May 2013, the areas were inspected again on Tuesday 28 May 2013 with still an absence of soap evident.</p>
<p><b>8. Recommendation (Low) :That SQCC ensures that soap is provided to the Communal toilets throughout the Centre in the interests of hygiene and regular checks of supply are conducted on an ongoing basis.</b></p>	
S3.6 Cells and communal areas are in a good state of repair.	<p>All Cell and Communal areas were found to be in a good state of repair with faults being actioned through the maintenance reporting system.</p>

Standard	Findings
<p>S3.7 All prisoners occupy accommodation that is suitable for the purpose and for their individual needs.</p>	<p>As documented in S3.1 the Centre has a combination of purpose built single and dual occupancy cells and at the time of the on site inspection an additional 30 prisoners were accommodated within Residential occupying single portable 'stack a bunk' arrangements in each of the Communal Areas.</p> <p>Inspectors observed and formed the opinion that:-</p> <ul style="list-style-type: none"> <li>• The Single occupancy cells were adequate for purpose</li> <li>• The dual occupancy cells were deficient in the areas of storage, display board, desk, privacy regarding toilet and ablutions and the selection process to 'match up' those prisoners identified for dual occupancy</li> <li>• The 'stack a bunk' usage was less than adequate and was deficient in the areas of - privacy, personal security, storage, fittings and fixtures</li> <li>• Prisoner accommodation within the Acute Care Unit (ACU) was found to be adequate for need and fit for purpose</li> <li>• Prisoner accommodation within the Detention Unit was found to be adequate for need and fit for purpose</li> <li>• Prisoner accommodation within the Disability Units of Residential were found to be adequate for need and fit for purpose</li> </ul> <p>Cells are air conditioned and as such are well ventilated and climate aligned.</p> <p>The Centre is developing a 'Youthful Offender Strategy' that shall target Employment, Education, Activities, Transitional Needs, Special Needs, Support and Training. This Strategy was explained to Inspectors and has been allocated to a member of the Leadership Team for development.</p> <p>It is relevant to note that at the time of the on site Inspection the Director made the Inspection Team aware of the planned formal reduction in Centre Prisoner State from current levels. This shall alleviate to the extent possible the necessity to occupy Secure Dual Occupancy Cells and negate the need to the extent possible for the 'stack a Bunk' model in current use.</p> <p>Inspectors noted that adequate fittings, fixtures and considerations were applied to the accommodation needs of older, infirm and or disabled prisoners.</p> <p>At Risk prisoners were observed to be managed appropriately relevant to escalated risk, security, observations and engagement.</p>
<p>9. Recommendation (Medium):That SQCC as a priority completes the development and implementation of the proposed 'Youthful Offender Strategy'.</p>	

Standard	Findings
<p>S3.8 Reasonable adjustments are made to ensure that prisoners with disabilities and those with mobility problems can access all goods, facilities and services.</p>	<p>Inspectors spend some significant time liaising directly with prisoners with disabilities and or mobility limitations during the on site inspection.</p> <p>These prisoners were interviewed individually, as were their allocated Carer's, the common theme was that the prisoners felt they were provided a voice within the Centre, their specific needs were considered and acknowledged, access to various locations throughout the Centre was not problematic and staff were cognisant of their individual limitations.</p> <p>Inspectors observed the allocation of accommodation for this group of prisoners to be aligned to their needs.</p> <p>Inspectors formed the opinion that prisoners with medical conditions/disabilities were provided with appropriate facilities and their needs are assessed, reviewed and any remedial needs addressed in a timely manner.</p> <p>The physical distance from the Residential Disability Unit/s was raised as an issue by a number of staff across the Centre, those prisoners accommodated with the Residential Disability Unit/s and their Carer's and a number of Clinicians from the Health Centre.</p> <p>The line of sight distance from the Medical Centre to the Residential Disability Unit/s is approximately 33 metres, the two areas are separated by a purpose built single layer internal boundary fence. The issue is that a medical response to the Residential Disability Unit/s is significantly extended due to the requirement to travel through a number of electronic barriers and follow a circuit route to access the area. Inspectors were informed that this issue had been raised on previous occasions with little practical outcome other than the provision of an electric Response Cart to reduce the time of response.</p>
<p>10. Recommendation (Medium): That the Agency reviews the current infrastructure and considers the installation of an Emergency/Code Response pedestrian and vehicle access point immediately adjacent to the area between the Health Centre and Residential Disability Unit/s.</p>	

Standard	Findings
<p>S3.9 There are nominated carer's for prisoners in accommodation units who are trained to help less able prisoners.</p>	<p>The Centre has a system of employing 'Acute Care Unit Assistant's' / Carers. The Inspectors spent some time with one identified Carer, prisoners accommodated within the Acute Care Unit and those prisoners occupying the Disabled Units within Residential during the time of the on site visitation. Whilst it is acknowledged that the prisoner employed in this Carer capacity was from reports doing a satisfactory job there were some deficits identified -</p> <ul style="list-style-type: none"> <li>• The number of employed prisoner Carer's was inadequate for the existing prisoner population and the spread of physical workload - this was validated from the Carer, patient and staff feedback and comment</li> <li>• There appeared to be no formal succession plan (to cater to any short or long term absence) in place to identify additional new Carer's or to replace the existing individuals - this was validated from Carer and staff reports</li> <li>• There appeared to be no formal process to interview the proposed Carer prior to occupying the role and a reliance on a paper driven assessment only - this was validated from Carer and direct staff feedback.</li> </ul> <p>The Inspectors acknowledge the provision of the provided Duty Statement 'Acute Care Unit Assistant' which articulates the duties and responsibilities of the role.</p>
<p>S3.10 Accommodation staff are aware of prisoners within their care with disabilities and their location. Safe evacuation procedures are in place to assist those prisoners who may need help in an emergency.</p>	<p>Inspectors found that staff throughout the accommodation units had a good working knowledge of the prisoners they were supervising including knowledge of those with some level of disability or higher needs.</p> <p>Inspectors confirmed that the Centre does not have in place a regime of weekly contingency testing of the particular alternate access panels within the Residential accommodation areas. Centre management have confirmed that these panels are for tactical entry options for staff during an incident.</p> <p>This was validated from discussions with accommodation area staff, Leadership Team and the Centre Contingency Testing Matrix.</p> <p>N.B These panels are at times incorrectly referred to as Emergency Evacuation Windows</p>
<p>S3.11 All prisoners have access to an in cell Intercom that works and is responded to within five minutes.</p>	<p>Tests undertaken by the Inspectors indicated that in all tests conducted the Intercom was responded to in a timely and professional manner.</p> <p>A series of testing across the Centre was conducted through the period of the onsite attendance with responses tested through Master Control and Education Block.</p>

Standard	Findings
S3.12 Where appropriate prisoners have privacy keys to their cells/rooms.	<p>Prisoners accommodated within the Residential area of the Centre were issued with cell and area keys to allow access as per the Centre Core Day.</p> <p>Inspectors observed a structured process to manage the issue/return and location of any issued keys to prisoners.</p>
S3.13 Observation panels in cell doors remain free from obstruction	<p>Prisoners accommodated within the Residential area of the Centre were issued with cell and area keys to allow access as per the Centre Core Day.</p> <p>Inspectors observed a structured process to manage the issue/return and location of any issued keys to prisoners.</p>
S3.14 Inappropriate or offensive displays are not permitted.	<p>Inspectors found in a number of cells throughout the Centre posters from approved magazines openly displayed on Pin Boards within accommodation cells depicting females in lewd and suggestive poses. Whilst these pictures displayed females semi clothed or with their back to the camera it still portrayed females in a demeaning and crude light.</p> <p>Inspectors discussed the display of such photos with female members of staff across a variety of disciplines - Program, Custodial, Chaplains and Administration. The responses were consistent, that they would rather not encounter such posters at all within the Centre and had a shared opinion that they found the displays crude and offensive.</p> <p>Staff acknowledged their awareness of the current Standard Operating Procedure - Prisoner Restrictions Publications.</p>
S3.15 Prisoner communal areas meet the needs of the prisoner population and are effectively supervised by staff.	<p>Inspectors found that this Standard was adequately managed and no issues were observed / reported at the time of the on site inspection.</p>
S3.16 Prisoners feel safe in their cells and in communal areas of the accommodation units	<p>Inspectors liaised directly with a number of prisoners throughout the Centre through the onsite inspection period. Prisoners relayed that they were comfortable in their areas, that they held no fears for their safety and were willing to approach staff (across all areas and levels) if they did have any concerns.</p> <p>Inspectors did note that there appeared to be regular movement by Unit staff out of the Secure accommodation Officer Stations other than to satisfy Core Day activities - cell access times, musters and well being checks. These movements were duly recorded in the relevant Log Books and Registers.</p> <p>Inspectors did observe during the on site inspection period Officers moving in and about the Units and prisoners at irregular timeframes.</p>

Standard	Findings
<p>S3.17 Notices are displayed in a suitable way for the establishment's population.</p>	<p>The Inspectors noted that Prisoner Notice Display Boards in most of the Accommodation Units are full to capacity, to the extent that Notices are placed over other Notices or affixed to surrounding wall areas. In this sense, there appeared to be a basis for considering other forms of communicating information to prisoners.</p> <p>Inspectors were informed that at the point of prisoner Reception to the Centre conducted assessments shall identify any prisoner limitations and strategies are put in place to cater for such limitations.</p> <p>Inspectors were provided a number of examples to validate this process and were satisfied that Centre staff are cognisant of the individual prisoner needs and take appropriate steps to assist where warranted.</p>
	<p>11. Recommendation (Low): That SQCC conducts a review of the number of Notices on Accommodation Display Boards and surrounds to enable prisoners to be better informed and kept up to date with changes.</p> <p>12. Recommendation (Medium): That the Agency trials utilising an information channel for prisoners, and computer or TV display screens in some unit common areas in order to electronically provide information and updates to prisoners.</p>
<p>S3.18 Prisoners are consulted and engaged on issues of concern to them on a regular, monthly basis. Prisoners are informed of the outcome of the consultation and provided with justifiable reasons for any decision made.</p>	<p>Inspectors attended a number of Prisoner Advisory Committee (PAC) Forums and liaised directly with PAC members and prisoners in general across the Centre.</p> <p>The Centre has two levels of PAC consultation in operation with a Mini PAC being conducted leading into the formal monthly PAC to allow prisoner representatives the opportunity to meet collectively to the extent possible to generate an Agenda and agree on discussion points.</p> <p>There was a variance with prisoner feedback regarding the availability of PAC Minutes being provided to the accommodation units. Minutes were observed to be available in some Units but not all.</p> <p>PAC representatives are provided a number of copies to take back to their respective areas and to place on accommodation Display Boards (see Standard 3.17) to inform area prisoners of PAC outcomes.</p> <p>PAC Minutes are provided to and retained in Officer Station Information Folders within all area - Inspectors found some to be current whilst others were missing Minutes from previous forums.</p> <p>Inspectors were advised that Accommodation area Town Hall meetings were conducted on a regular basis to provide information to the prisoner group. These forums were informal and not recorded in Log Books and Registers reviewed.</p> <p>Feedback from prisoners in general was supportive and positive of the PAC forum and the opportunity such a forum provided.</p>

Standard	Findings
S3.19 Accommodation units are as calm and quiet as possible both to avoid incidents and to enable rest and sleep, especially at night.	Inspectors found that this Standard was adequately managed and no issues were observed / reported at the time of the on site inspection.
S3.20 Male and Female prisoners are held in separate accommodation units. Where female prisoners are held in male Centre's, rigorous safeguards are in place to ensure appropriate staffing and physical separation of prisoners.	Not applicable to this Centre - Male only.
S3.21 Prisoners property held in storage is secured and prisoners can access their property within one week of making application.	<p>The Centre has an advanced and automated model of prisoner property storage. Inspectors conducted and inspection of the area and found it to be clean and secure.</p> <p>A selection of prisoner property requests were reviewed and found to be adequately managed - timeliness of response and opportunity to attend the area to receive items.</p> <p>This test selection found that waiting timeframes for prisoners from the Application form being received to an outcome varied from 24 hours to 9 days dependant on a number of resource and operational factors.</p> <p>Inspectors were of the opinion that the waiting time for prisoners was not excessive and genuine efforts were made by Store staff to provide a timely service.</p> <p>The Complaints data base was reviewed to validate Complaints, timeliness and outcomes. The Inspectors were made aware of only one outstanding Property related issue that warranted resolution and closure attention, this was related to a compensation claim from a prisoner following the loss of an article by the Centre.</p> <p>This issue was raised with the Centre Leadership Team and next day follow up was actioned with the prisoner.</p>
S3.22 Prisoners are fairly compensated for clothing and possessions lost while in storage.	<p>Inspectors found that this Standard was adequately managed and no significant issues were observed / reported at the time of the onsite inspection.</p> <p>An electronic system was maintained to record and manage prisoner claims for Property Compensation with all of the necessary details and outcomes recorded. The level of claims from prisoners was proportionate with the population numbers and claims were found to be fairly reviewed and actioned to an outcome in a timely manner.</p>



Standard	Findings
S3.23 A standard list detailing the possessions that prisoners are allowed to keep is displayed/provided in the Centre/to the individual.	<p>Inspectors found that this Standard was adequately managed and no significant issues were observed / reported at the time of the onsite inspection.</p> <p>As per the comments in Standard 3.17 not all prisoners were readily able to access a generic list from their accommodation Unit Display Boards, although a list could and was provided at short notice following an enquiry from a prisoner.</p>
S3.24 Suitable clothes and bags are available to discharged prisoners who do not have them.	<p>The Inspectors were satisfied with the process in place that involved a combination of Centre sourced and Salvation Army donated items of clothing for prisoner use.</p> <p>Examples provided to Inspectors were related to Discharging prisoners, Prisoners attending Court and Prisoners attending a Funeral.</p> <p>The Centre had a satisfactory system in place to cater to the limited need for clothing and validation was supplied through members of the Chaplaincy Team.</p>
S3.25 Facilities are available before discharge to launder clothes that have been in storage for long periods.	<p>Inspectors found that this Standard was adequately managed and no issues were observed / reported at the time of the onsite inspection.</p> <p>Validation was achieved from direct liaison with Store staff members and prisoners.</p>
S3.26 Prisoners are encouraged, enabled and expected to keep themselves, their cells and communal areas clean.	<p>As commented in Standard 3.1 Recommendation 7, Inspectors consider that a review of the current weekly Inspection regimes might be warranted.</p>
S3.27 Prisoners have access to necessary supplies of their own personal hygiene items and sanitary products.	<p>Inspectors found that this Standard was adequately managed and no issues were observed / reported at the time of the onsite inspection.</p>

**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
<p>S4.1 All prisoners are treated with humanity and with respect for the inherent dignity of the person.</p>	<p>Inspectors observed Centre staff engaging with prisoners in a mutually respectful and professional manner. Prisoners reported to Inspectors that they felt comfortable approaching staff members if the need arose. Staff demonstrated a genuine awareness, interest and desire to assist prisoners within their areas and were observed advising prisoners on who else to liaise with to best assist with their concerns. Staff verbalised a clear understanding of their role and function within the Centre, assisting prisoners to the extent possible and providing opportunities for self improvement. Staff across the Centre had a good understanding of the prisoners within their respective areas and the circumstances relating to each individual.</p>
<p>S4.2 Staff are aware that they should set a personal example in the way they carry out their duties at all times.</p>	<p>Inspectors observed staff conducting themselves and engaging with prisoners in a professional and consistent manner.</p>
<p>S4.3 Staff are always fair and respectful in their day to day working with prisoners.</p>	<p>Inspectors observed staff, across all of the Centre disciplines and at all levels, engaging with prisoners in a positive manner. Staff addressed issues raised in a timely manner and to the extent possible, if staff were not able to address a particular issue they would either advise the prisoner of whom to follow up with or sought advice directly from the staff member themselves and relayed this to the prisoner. It was reported by members of the Centre Chaplaincy Team that on occasion and recently a Custodial staff member had entered a Chaplaincy session without any courtesy demonstrated or acknowledgement to the Chaplain and removed a prisoner from the group without question or advice. The Chaplain was offended by this event and sought an audience with Centre Management to address the incident. Centre Management have advised Inspectors that a staff information session shall be delivered by members of the Centre Chaplaincy Team in July 2013. The purpose of the activity is to assist Staff/Chaplain relationships and provide an opportunity for constructive discussion and role description, understanding and appreciation.</p>

Standards	Findings
S4.4 Staff positively engage with prisoners at all times and interaction between staff and prisoners is encouraged by the senior management team.	The Centre Leadership Team provide consistent and professional standards.
S4.5 Prisoners are encouraged by staff to engage in all activities and routines, promoting punctuality, attendance and responsible behaviour.	<p>Inspectors noted that a percentage of prisoners were unemployed either through choice or lack of employment opportunities within the Centre.</p> <p>Inspectors spoke to a range of prisoners across the Centre and those that were motivated to secure employment were actively encouraged to do so.</p> <p>A percentage of prisoners were found to be unmotivated despite staff attempts.</p>
S4.6 Inappropriate conduct on the part of prisoners is challenged.	<p>Inspectors observed staff dealing with prisoner related issues in a fair and balanced manner.</p> <p>Staff would actively seek out prisoners to question them regarding ongoing issues and the resolution of same - this dealt with Visits, Remuneration, Activities and Monies.</p> <p>A sample of Case Notes was reviewed across the full range of prisoners and accommodation areas.</p> <p>This review identified some deficiencies in the timeliness of Case Notes, of the 312 Case Notes reviewed they were generally found to be of satisfactory or higher standard and value added to the management of the individual prisoner.</p> <p>There was an element of Cut and Paste with some entries while others were deficient in content.</p> <p>The Centre has a structured Core Day of activities and prisoners are encouraged and expected to comply with these routines. The Incentives and Earned Privileges (IEP) model is in place at the site and for the most part prisoners were able to articulate the model and explain the progression and regression and what this meant to individuals.</p> <p>The greater percentage of prisoners interviewed shared the opinion that the IEP Model was fair and reasonable and the onus was on the individual to manage themselves at all times.</p>
S4.7 Prisoners are encouraged and supported to take responsibility for their actions and decisions.	Inspectors found that this Standard was adequately managed and no issues were observed / reported at the time of the onsite inspection.

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

Standards	Findings
<p>S5.1 Respect is the underlying basis of all interactions between staff and prisoners.</p>	<p>Inspectors observed that staff managed and engaged with the prisoners in a respectful and consistent manner. The relationship between staff and prisoners across all disciplines was observed to be mutually professional and courteous.</p> <p>Staff for the most part clearly displayed their name badge or identification card.</p> <p>Inspectors were provided an example of this activity and the circumstances surrounding the event. Staff were genuinely considerate of the situation and provided the appropriate support and follow up to the individual concerned. Case Notes that were generated were of an informative and appropriate standard.</p>
<p>S5.2 Security measures such as Searching are carried out with regard to the protection of human dignity.</p>	<p>Inspectors viewed a number of Searches which demonstrated compliance of application and appropriateness of the activity.</p> <p>Searching observed was conducted in a professional and consistent manner</p> <p>Inspectors viewed a number of Removal of Clothing (ROC) searches and found these to be fully compliant and respectful to the individual</p> <p>Inspectors were informed by both staff and prisoners that this process is not always followed and more often than not it does not occur.</p> <p>A sample of prisoners were questioned from recently conducted and recorded Cell Search activities of the twelve none of the prisoners were afforded the opportunity to be present at the time of the Search. Six of the nine were in the immediate area of the Search and were not advised of the activity that was to occur.</p> <p>Staff relayed to Inspectors that the process is very much dependant on the staff member/s conducting the Search.</p>
<p>13. Recommendation (Medium): That SQCC reinforces with operational staff the requirement, where and when appropriate to afford the prisoner the opportunity to be present during a cell search.</p> <p>14. Recommendation (Medium): That SQCC reinforces with operational staff the requirement to fully comply with all prisoner search procedures, including ensuring that the searches are respectful to the prisoner.</p>	

Standard	Findings
<p>S5.3 Prisoners know the name of their Case /Unit Officer and are able to access him/her as an initial point of reference.</p> <p>NB The current Standard Operating Procedure (SOP) has no requirement for the allocation of specific staff members to specific prisoners. The SOP supports the role and function of all staff, is to support and record appropriate notations re an individual or event on IOMS as a Case Note</p>	<p>The current Standard Operating Procedure (SOP) does not formally require the strict allocation of prisoners to specific Officers but rather promotes the more holistic approach of all staff having a shared responsibility to appropriately engage with the prisoners and record events as Case Notes.</p> <p>The Centre does have a formal process of allocating specific cells within specific accommodation areas for the generation of daily Case Notes. For example Accommodation Secure 2 Cells 1-6 shall require Case Notes to be generated on Monday 13 May 2013 , Secure 2 Cells 7 - 12 shall require Case Notes to be generated on Tuesday 14 May 2013 .</p> <p>This information is an automatic 'bring up' system and clearly describes what is required to be satisfied each day within a Unit.</p> <p>The Centre has a Contract Standard to satisfy the completion of Case Notes and Case Note Audits. Advice provided to the Inspectors states that upon completion of regular Case Note Audits Unit Managers must notify their respective member of the Leadership Team with the email data.</p> <p>Inspectors were provided feedback from a sampled cohort of prisoners who relayed that while they did not formally deal with one specific Case Officer they did generally have regular Officers in their accommodation areas and that in the absence of a regular Officer they were quite comfortable to approach other members of staff.</p>
<p>S5.4 Case / Unit Officers are aware of the individual needs and personal circumstances of their prisoners and help them to access the services they require or respond to any matters they raise.</p>	<p>Inspectors observed that staff did have a sound knowledge of the individual prisoners within their immediate areas and any relevant associated circumstances.</p> <p>The staff were observed to have a professional and engaging rapport with prisoners.</p> <p>Unit staff questioned about their knowledge of external service providers was adequate and the staff could name a number of the providers attending the Centre on a regular basis and the type of service they provided to the prisoners.</p> <p>Unit staff questioned could provide a detailed overview of the prisoners within their immediate area without referring to others or Case Notes.</p>

Standard	Findings
<p>S5.5 Case / Unit 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>	<p>As stated in Standard 5.3 the Centre does have a strategy in place to promote and encourage the regular generation of Case Notes. From the sample reviewed the following is an extract:-</p> <p>Sample 01: March to May 2013 regular, informative and descriptive</p> <p>Sample 02: March to May 2013 regular, informative and descriptive</p> <p>Sample 03: March to May 2013 regular, informative and descriptive</p> <p>Sample 04: March to May 2013 regular, informative and descriptive</p> <p>Three examples of event based comments</p> <p>Sample 05: March to May 2013 regular and event based comment</p> <p>Sample 06: March to May 2013 descriptive and informative</p> <p>Three examples of event based comments</p> <p>4/6 day gaps between Case Notes</p> <p>Sample 07: March to May 2013 descriptive, informative</p> <p>Four examples of event based comments</p> <p>4/14 day gaps between Case Notes</p> <p>Sample 08: March to May 2013 descriptive, informative</p> <p>Four examples of event based comments</p> <p>4/6 day gaps between Case Notes</p> <p>Sample 09: March to May 2013</p> <p>5/7 day gaps between Case Notes</p> <p>Sample 10: March to May 2013</p> <p>5/7 day gaps between Case Notes</p> <p>Evidence of Cut and Paste</p> <p>Sample 11: March to May 2013</p> <p>7/9 day gaps between Case Notes</p> <p>Sample 12: March to May 2013</p> <p>Descriptive</p>

	5/7 day gaps between Case Notes
<p>15. Recommendation (Medium): That SQCC provides an increased level of governance to the generation of Case Notes and the level of compliance to the current model in place as described in Standard 5.3</p>	
<p>S5.6 Where appropriate older prisoners and prisoners with disabilities have care plans as part of their management and there is evidence those care plans are monitored.</p>	<p>Inspectors observed and reviewed the Centre practice of Care Plans and found these to be comprehensive and appropriate to the individuals managed.</p> <p>Inspectors reviewed the Intensive Plans in place for those individuals accommodated and managed within the Acute Care Unit - strategies and practices in place were appropriate, well documented and reviewed regularly.</p>
<p>S5.7 Case/Unit Officers provide input and advice on all matters relating to their prisoners</p>	<p>As per comments listed in Standard 4.6 and Standard 5.3</p> <p>Inspectors were informed that Officers would notify prisoners when any negative or detrimental Case Note was generated. This requirement was an undertaking provided to the Prisoner Advisory Committee (PAC).</p> <p>From a sample taken seven of the nine prisoners with recent negative Case Notes documented stated that they were informed at the time of the event that a negative Case Note would be entered.</p> <p>While a member of the Supervisor Group aims to attend formal forums relevant to prisoner management, inspectors were informed by staff that staff had limited involvement in formal forums relevant to prisoner management, with a number stating they had some regular involvement with Parole Review Panels only. Staff further stated that attendance was contingent on staffing resources allowing the release of staff and that this was not always operationally possible.</p> <p>Inspectors were informed and Centre Training data reflected compliance in this discipline. The Centre's Annual Training Plan has this topic listed as mandatory training for staff and a formal timetable of delivery.</p>
<p>16. Recommendation (Medium): That SQCC, to the extent reasonably possible, arranges the release of operational staff to attend formal prisoner management forums as part of the role and function of Case Management and support strategies.</p>	

**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 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>Inspectors were provided with a copy of, Southern Queensland Correctional Centre (SQCC) - Violence Reduction Strategy April 2010. The Inspectors were informed that the document was in place at the former Borallon Correctional Centre site and the intent is to roll out the Strategy within the current Centre following a period of review and possible amendment to align the Strategy 'for best fit' to the new environment and prisoner profile.</p> <p>Inspectors were provided a comprehensive overview of the intended actions, timeframes and targets.</p> <p>It is reasonable to acknowledge that SQCC is in a transitional phase with this specific topic and the Senior Management Team openly concede there is a great deal of work to be completed to achieve the desired outcomes.</p> <p>Whilst the Strategy is not in place at this time, the Centre is active in the area of awareness, intervention and education related to Bullying and Violence reduction.</p> <p>These sentiments are part of the everyday dynamics at the site and are reinforced during formal forums by the Director and the entire Leadership Team.</p> <p>Inspectors discussed the topic of Bullying, Harassment, Violence and remedial strategies with prisoners from across the Centre. This included those considered the most vulnerable - aged, infirm, disabled to the youthful prisoners.</p> <p>The consistent theme to the feedback was one of living in a comfortable, safe and tolerant environment. Bullying behaviours were not prevalent within the accommodation units and prisoners spoke openly of staff interventions if they became aware of the issue.</p> <p>Inspectors spoke specifically with minority groups in this regard and again the consistent message was one of living in a calm and tolerant environment.</p> <p>None of the minority groups or specific individuals had experienced any violence related episodes during their time at the Centre.</p> <p>As earlier commented in Standard 3.1 Recommendation 2 - the Centre reviews the level of compliance with the formal Dual Occupancy suitability process.</p> <p>The Inspectors were informed and validated the process in place to complete and review Self Audits aligned to the SQCC Violence Reduction Strategy.</p> <p>Inspectors were made aware and observed the food processing and distribution practices in place at the Centre that manages and minimises to the extent possible the opportunity for food tampering to occur.</p>



Standards	Findings
	<p>Inspectors observed the positive and professional engagement between staff and prisoners and the level of rapport staff have with their individual area charges.</p> <p>Inspectors were of the opinion that the greater percentage of staff across all disciplines were committed to promoting, encouraging and maintaining a safer workplace for all persons and they actively engaged with peers and prisoners to ensure this outcome.</p> <p>Inspectors were informed that at this stage of development and review of the Violence Reduction Strategy prisoners and staff have not been consulted. The topic of Bullying, Harassment and Violence is discussed and recorded within the Prisoner Advisory Committee (PAC) Forum as a standard agenda item.</p> <p>As the formal Strategy has not been introduced to the Centre the Inspectors offer no comment at this time.</p>
<p>S6.2 Protection and young adult offenders are identified and appropriate steps are taken to mitigate threats posed to their safety by other prisoners.</p>	<p>Inspectors were informed of the development of the 'Youthful Offender Strategy' as commented on in Standard 3.7 Recommendation 5. The Inspectors observed that the Reception Induction and Assessment activities conducted at the Centre for all new Transfers serves to identify special needs or vulnerable individuals.</p> <p>The Centre does not accommodate any 17 year old prisoners.</p>
<p>S6.3 Where appropriate prisoners have privacy keys to their cells/rooms.</p>	<p>Centre practice allows those prisoners accommodated within the residential area of the Centre access to Cell and common area keys.</p>
<p>S6.4 Observation panels in cell doors remain free from obstruction</p>	<p>Observation panels were found to be clear of obstructions and afforded good visibility to the cell.</p>
<p>S6.5 Prisoners feel safe in their cells and communal areas of the accommodation units</p>	<p>As documented in Standard 3.16 Inspectors did observe staff moving in and about the units and prisoners in addition to satisfying the basic Core Day activities and timeframes.</p> <p>Prisoners stated to Inspectors that they did feel safe in the environment and felt comfortable to approach staff for assistance if the need arose.</p>

Standard	Findings
<p>S6.6 Prisoners are consulted and involved in determining how their lives in the prison can be made safer, how bullying, verbal and physical abuse, racial abuse and threats of violence are confronted, how conflicts can be resolved and what sanctions are appropriate.</p>	<p>Inspectors were made aware that there has been little or no formal communication/consultation with the prisoner population in regard to the planned introduction of the SQCC Violence Reduction Strategy.</p> <p>Those PAC members spoken to did not have any knowledge of the above strategy. However, the topic of Bullying, Harassment and Violence within the Centre is discussed at the PAC Forums.</p>
<p>S6.7 Staff supervise and protect prisoners throughout the Centre from bullying, verbal and physical abuse, racial abuse and threats of violence. Staff are consistent in challenging these behaviours</p>	<p>Inspectors observed that movement around the Centre was aligned to the Core Day schedule and any movement was structured and orderly with good supervision in place.</p> <p>Staff were observed to be professional and appropriate when engaging with other staff at all levels, communicating in person, over the radio, intercom and telephone.</p> <p>Movement of special need prisoners was well considered and coordinated and to the extent possible all prisoners were treated the same.</p> <p>The Centre's reception assessment process and practices provides the opportunity to identify any specific needs or operational considerations of individuals.</p> <p>Staff appear to have a satisfactory understanding of the inappropriate behaviours that can manifest within the environment and readily share information to limit this opportunity.</p> <p>As above</p>
<p>S6.8 Prisoners are made aware of behaviour that is unacceptable through a well publicised policy and are made aware of the consequences of bullying. Inappropriate behaviour is consistently challenged.</p>	<p>The Inspectors observed a variety of Bullying Posters and similar throughout the Centre across staff, prisoner, visitor and common areas.</p> <p>Inspectors were made aware that the Induction Booklet is under review and shall in the future contain extracts from the proposed SQCC Violence Reduction Strategy.</p>

Standard	Findings
S6.9 Appropriate interventions are in place to deal with bullies and support victims.	Inspectors were informed that at this time there is a less formal and consistent approach taken in regard to this specific topic while the review, development and implementation of the SQCC Violence Reduction Strategy is progressed.
<p>17. Recommendation (Medium): That the Centre completes the review, development and implementation of the proposed SQCC Violence Reduction Strategy 2010. Linked to this strategy are the following points:</p> <ul style="list-style-type: none"> <li>(a) Consultation with Staff in the strategy development</li> <li>(b) Consultation with prisoners in the strategy development</li> <li>(c) Identification of the Centre's Anti Bullying Coordinator</li> <li>(d) Completion of the 2 year cycle Bullying Survey</li> <li>(e) Recording of information as per page 14 section 5.3 of the Strategy</li> <li>(f) Review of the Offender Induction Package to align to the Strategy</li> <li>(g) The establishment of the weekly prisoner service meetings as per the Strategy intent</li> <li>(h) Communicate the completed Strategy to the Centre staff group as discussed via staff information / Awareness sessions and possible inclusion in the Annual Training Plan (ATP)</li> <li>(i) Introduce and promote the use of Safer Custody Forms as part of the Strategy (relevant to both Bully and Victim)</li> <li>(j) Consider the placemen of the finalised Strategy to the Centre's electronic Notice Board</li> </ul>	

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>SQCC has established processes to care and support prisoners identified as an increased risk or suicide or self harm. Strategies include:</p> <ul style="list-style-type: none"> <li>• Staff across the disciplines were able to articulate their role in the management of at risk prisoners.</li> <li>• Comprehensive transfer assessments providing an opportunity for early identification of prisoners presenting as an increased risk of deliberate self harm or suicide or having history of same.</li> <li>• A SEC process (Notify Supervisor, Ensure Prisoner Safety, Raise Notification of Concern) to implement the early stages of the at Risk Management Process and maximise prisoner safety prior to the initial assessment.</li> <li>• Regular assessment and management of prisoners who have been identified as an elevated base line risk.</li> <li>• Assessment by professional staff (psychologist or nurse) upon return from court.</li> <li>• A multi-disciplinary approach to the Risk Assessment Team Review above procedural requirements.</li> <li>• Use of the peer mentoring system to engage and support prisoners at risk of deliberate self harm or suicide.</li> <li>• Utilisation of diversional therapy techniques to assist in the progression of prisoners through the at risk management regime.</li> </ul> <p>It is noted that no prisoner was being managed under the at risk management procedure during the week of the on-site inspection until Thursday 16 May 2013. Therefore, no at risk management meetings were convened during the inspection. Inspectors interviewed several psychologists as well as the counsellor and manager of Through-Care. In addition, a notification of concern/initial assessment process was observed on the 16 May 2013.</p> <p>Based on an assessment of the interviews and observations conducted by the Inspectors, the following factors were evidenced (observed, reported, documented) during the on-site inspection:</p> <ul style="list-style-type: none"> <li>• SQCC have advised that in practice prisoners placed on a Section 53 (1)(a) Safety Order are in all cases completed on the advice of the centre psychologist. Be that as it may, the Centre does not have an</li> </ul>

Standards	Findings
	<p>established communication strategy in relation to Section 53 (1a) of the Corrective Services Act authorising the Chief Executive to make an order for a prisoner if ‘a doctor or psychologist advises the chief executive that the doctor or psychologist reasonably believes there is a risk of the prisoner harming himself, herself or someone else’. Further, there is no communication strategy relating to S54 (2) and S55 of the CSA 2006 regarding consecutive safety orders and the review of orders. In this regard, SQCC management have acknowledged that the administrative requirements have not been met in IOMS.</p> <ul style="list-style-type: none"> <li>• Safety Orders for prisoners being accommodated in ‘safer cells’ on high level at risk observations are raised by custodial supervisors and authorised by senior management.</li> <li>• Staff may strongly weight their ‘experience’ of the prisoner when conducting at risk assessments creating an imbalance in documented identified risk factors and recommended observation regime. That is, on more that one occasion during staff interviews the terminology of ‘base-line’ presentation was used and it became apparent that staff at the time appeared to make assumptions regarding a prisoner’s ‘base-line’ presentation. For example, a prisoner presenting with a flat or restricted affect, yet on anti-psychotic medication may have their flat presentation attributed to their medication and therefore considered ‘base-line’ and subsequently observation levels are reduced. Likewise, the observation of an initial at risk assessment interview of a prisoner by the inspectors strongly suggested that the assessment of risk may be influenced by the preservation of the relationship with the prisoner or staff assumption of a prisoner’s base line presentation.</li> <li>• Staff reported that at risk instruction forms for high level observations are not consistently adhered to, potentially jeopardising the integrity of the at risk management plan.</li> <li>• At risk prisoners are not interviewed independently on all occasions with evidence that staff regularly conduct the assessment in conjunction with another assessor.</li> <li>• At times interviews for the Risk Assessment Team Meeting are conducted in non-therapeutic environments. Staff reported interviewing prisoners through doors and ‘grates’ or whilst standing in the door way with a prisoner sitting on a cell bed.</li> </ul> <p>SQCC acknowledge some of these shortcomings and also indicated that some of these examples (i.e. staff strongly weighting their ‘experience’ of the prisoner over the symptomology of the prisoner) are due to the behaviour of a very limited number of staff and not reflective of its established practices. In particular, SQCC indicated that some key staff were not present during the inspection and have returned to ensure its standard but appropriate operating processes are in place. Inspectors do not query that SQCC is genuine in ensuring that it has appropriate at-risk management processes and their response to the issue. Nonetheless, given the significant risks associated with the management of at-risk prisoners as well as the observations made by the inspectors on the basis of several interviews and a detailed observation of an initial at-risk assessment, the inspectors consider that at least some remedial action must be implemented to make certain and give</p>

Standards	Findings
	reassurance in the effectiveness of the at-risk management process at the Centre.
<p>18. Recommendation (Medium): That SQCC ensures that each psychologist or doctor advice under sections 53(1a), 54(2) or 55 to raise a safety order is properly documented.</p> <p>19. Recommendation (High): That SQCC conducts a review of managerial oversight/supervision of at risk assessments to enhance congruency between recommended at risk regimes and at risk prisoner presentation.</p> <p>20. Recommendation (Medium): That SQCC takes active steps to better ensure that its Risk Assessment Team members do not conduct at-risk assessments through a hatch/grate or doorway - unless exceptional circumstances are present and documented.</p> <p>21. Recommendation (High): That the Agency conducts a review and, thereafter, take active steps so as to ensure that relevant staff do not undervalue a prisoner's at-risk symptomology on the basis of their past experience of the prisoner.</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>At Risk Management Team (RAT) Meetings were not convened during the on-site inspection period.</p> <p>RAT paperwork was file reviewed and appeared to meet the procedural standards and provide a range of information across disciplines to effectively manage the prisoners' at risk presentations.</p>
<p>S7.3 Prisoners' families, friends and external agencies are encouraged, through local arrangements, to provide sources of information which may help identify and support those prisoners likely to be bullied or who have a history of self-harming behaviour.</p>	<p>No evidence was found supporting liaison with at risk prisoners' external supports. However, signage inviting prisoners' external supports to contact the centre if they held welfare concerns or welfare information concerning a prisoner, were clearly visible in the visits processing building. Weekly meetings were evidenced between Through-care, Health Services and Prison Mental Health Services.</p> <p>SQCC staff report that Indigenous at risk prisoners, accommodated in the Detention Unit, do not have access to the Indigenous Peer Mentors.</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>The prisoner is engaged in the at risk management process through the multi-disciplinary assessments. The interviews appear to occur on the day of review. However, the interviews are often conducted by two team members which means that one member's view may override or diminish another member's view during the assessment phase. In this regard, there is a real risk that the moderator model of assessment adopted by the Centre may not be consistently independent.</p> <p>Custodial staff are required to ensure the availability of a suitable interview space for these interviews to occur, unless in special circumstances whereby safety or operational issues prevent this from occurring. In these situations, Centre management have indicated a case note should be made detailing the reason for the interviews to be conducted in a less appropriate location. However, during the inspection, inspectors found that interviews were often conducted in an environment that is not conducive to prisoner engagement.</p> <p>Review of at risk management episodes indicated procedural compliance with time frames and IOMS data entry.</p> <p>SQCC has a detailed Persons of Concern (POC) Register which tracks prisoners with an elevated base line risk or those recently removed from observations. The frequency of prisoner contact with Through-care staff is structured and is comprised of a mental status examination and review of current coping mechanisms. POC assessments are case noted on IOMS.</p>
<p><b>22. Recommendation (Medium): That SQCC ensures that relevant independent assessments of at risk prisoners are conducted individually rather than in conjunction with another assessor.</b></p>	
<p>S7.5 Prisoners at risk of suicide and self-harm are held in a supportive and caring environment.</p>	<p>SQCC accommodates high level observations in both the 'Hard Cells' within the Detention Unit and the M2 cells. It is noted that M2 is a purpose built Safety Unit and as such has cells with diversional strategies built within the infrastructure i.e.: televisions within each cell and common area. The M2 Unit is not commissioned as a Safety Unit so does not have dedicated staffing or receive state-wide referrals.</p> <p>In the last six month period (20 December 2012-20 May 2013) SQCC has utilised M2 to manage at risk prisoners for 79 nights and has utilised the Detention Unit at twice the rate (161 nights).</p>
<p><b>23. Recommendation (Medium): That the Agency and SQCC give strong consideration to increasing the utilisation of M2 as a Safety Unit.</b></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>SQCC has clear processes for the prisoners to engage with professional staff (shop front, persons of concern register and at risk management processes). Encouragement of prisoners to engage in therapeutic/diversional activities is evident in review of case notes and at risk management plans.</p>

Standards	Findings
<p>S7.7 All staff, including night staff, are fully trained in suicide prevention and are clear what to do in an emergency. A program of refresher training is in place.</p>	<p>SQCC has well established and practiced contingency plans in response to Code Blue emergencies across the site. Training records displayed 95.5% compliance with CPCA suicide awareness across all staff disciplines (as at 9 May 2013).</p>
<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>SQCC demonstrated a range of at risk behavioural analysis. For example, it has contracted an independent enquiry into self harming behaviours enacted by prisoners since the commissioning of the facility.</p> <p>The terms of reference included identifying trends in prisoner at risk behaviours, procedural compliance, identified learnings and associated recommendations.</p> <p>Individual incidents are reviewed at the subsequent morning senior management briefings.</p> <p>The management of the individual at risk prisoner's behaviour is reviewed through the multi-disciplinary risk assessment team.</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>SQCC has established weekly meetings (Friday AM) between Through-Care, Health Services and Prison Mental Health Services. Transitional information regarding at risk prisoners is presented in this forum for liaison with mental health. Further, the Manager Through-Care provides written at risk summary advice to the relevant Probation and Parole Office if the prisoner is being released to community supervision.</p> <p>Lastly, the Throughcare team maintains a log book in the Throughcare office detailing any concerns they wish to raise with PMHS. This helps to ensure information is passed on during the weekly triage meeting.</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>There was a positive standard of interaction observed between staff and prisoners throughout the on-site inspection. This was reflective of the culture and values outlined in the SERCO Code of Conduct which specifies the requirement to always ‘treat everyone you interact with at work with courtesy, dignity and respect’ and ‘to recognise cultural difference and adapt your behaviour accordingly’.</p> <p>When questioned prisoner self report varied from high levels of staff engagement to dismissive interaction. Inspectors considered that varied self report may occur yet on average interaction with staff was reported positively by prisoners and no specific instances of significant negative interaction were identified</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>SQCC captures prisoners with special needs on a Persons of Concern Register (POC). Prisoners on the register are provided professional regular intervention and additional management strategies are implemented. Further, referrals from other centres are accepted into SQCC’s Assisted Care Unit for prisoners with intensive medical, physical or psychological needs. Weekly meetings are convened between Health, Through-Care and Prison Mental Health Services to case conference presentations of a psychological nature.</p> <p>Diversional strategies are implemented in the acute care and disability units to ensure access to meaningful activity. Shop front services are provided to each area in addition to prisoner management through the POC process.</p>
<p>S8.3 Prisoners from minority groups are not being victimised or excluded from any activity.</p>	<p>No evidence of inappropriate exclusion was noted during the inspection. To the contrary there was evidence of a high level of service to, and engagement of Indigenous prisoners. Further, there was evidence of attempts to meet the needs of other minority groups (for example, Islamic or Polynesian prisoners).</p>
<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>SQCC has established a ‘One Voice Committee’ which is a monthly forum for SQCC management representatives to meet with Indigenous prisoners across the facility. There were no minutes to evidence these meetings which was identified as an area for improvement by the Manager Offender Education. Both staff and prisoners were able to talk to the One Voice Committee process when questioned.</p> <p>There was representation from minority groups on the Prisoner Advisory Committee (PAC), notably both Indigenous and Islamic prisoners were present and engaged.</p>

Standard	Findings
<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>As at the 9 May 2013 data provided by SQCC indicated that only 43% of the staff group held current cultural awareness accreditation (102 custodial staff and 14 non-custodial prisoner contact staff had expired or no recorded cultural awareness training). SQCC indicated that this was a direct result of not having a CPCA cultural awareness trainer on establishment and that the Queensland Corrective Services' Academy has twice delayed the scheduled train the trainer accreditation.</p> <p>While at the time of writing this report, the figure of 43% was due to increase, inspectors still find that some proper remedial action is required so as to minimise the risk of similar low numbers is minimised.</p>
<p>S8.6 Staff attempt to understand and actively engage with indigenous and ethnic groups.</p>	<p>SQCC demonstrated a strong commitment to engage with Indigenous Prisoners and has recognised the need to engage other minority groups. The Cultural Liaison Officer articulated his role in engaging all minority groups and not exclusively Indigenous prisoners. SQCC has promoted/celebrated minority groups through culturally appropriate festivals including Ramadan, NAIDOC and Polynesian Day.</p>
<p>S8.7 Inappropriate language or conduct is challenged.</p>	<p>SQCC operates under the SERCO corporate framework regarding Code of Conduct and zero tolerance to bullying, harassment and discrimination. There was no overt evidence that inappropriate language or behaviour would be acceptable. There was a high level of signage to support an anti-bullying campaign evident throughout SQCC.</p>
<p>S8.8 Prisoners know the identity of the indigenous liaison officers and/or cultural development officer representatives, and are easily able to contact them.</p>	<p>All Indigenous prisoners questioned were able to quickly identify the Indigenous Liaison Officer and the contact processes. Upon direct questioning no prisoner articulated concerns regarding their ability to contact Indigenous cultural support. Reference was made by Islamic prisoners regarding access to religious specialist support yet SQCC was able to respond with strategies to date to address the articulated issues.</p>
<p>S8.9 The cultural development and indigenous liaison officers take action to identify and minimise racist bullying.</p>	<p>Detailed knowledge of the violence reduction strategy was not articulated. However, there was evidence that the Cultural Liaison Officer promptly addresses any cultural issues as they arise amongst the prisoners, prior to any situational escalation.</p>

Standard	Findings
<p>S8.10 The opportunity is provided to prisoners to practice and express themselves culturally within the centre.</p>	<p>SQCC evidenced a clear commitment to providing the opportunity for prisoners to practice cultural values and cultural expression. This was evidenced through the following:</p> <ul style="list-style-type: none"> <li>• Strong participation from community Elders in the visitation program</li> <li>• Educational qualification opportunities in Indigenous Art (RPL Certification)</li> <li>• Vocational cultural art</li> <li>• Provision of a cultural facility</li> <li>• Facilitation of Friday Islamic Prayers</li> <li>• Celebration of significant cultural events (Ramadan, NAIDOC, Polynesian Day)</li> <li>• Aboriginal mentor program</li> <li>• One Voice committee</li> <li>• Development of the 2013 Strategic Cultural Plan (noted in it's infancy)</li> </ul>
<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.</p>	<p>SQCC does not have a process in place that specifically deals with identifying individual prisoners that are convicted of a culturally aggravated offence. However the intelligence unit monitors the profile of all prisoners coming into SQCC. The intelligence unit is very proactive and through observations and discussions with staff it is evident that problems will be identified.</p> <p>Interviews with reception store staff indicate that they are alert to potential problems with prisoners transferring into SQCC and they rely on several areas to source information, examples include:</p> <ol style="list-style-type: none"> <li>1. Information passed on by escorting staff that are conducting the transfer of prisoners.</li> <li>2. Information from the intelligence unit.</li> <li>3. Special treatment orders.</li> <li>4. Prisoners self reporting during the induction process, and</li> <li>5. External information from prisoner's family and other relevant support entities.</li> </ol>
<p><b>24. Recommendation (Medium): That SQCC puts in place a formal process for identifying prisoners that have been convicted of a culturally aggravated offence or of an incident of racist bullying in prison and to draw the attention of staff to these individuals</b></p>	

Standard	Findings
<p>S8.12 All Centre's are fully conversant with the needs of this group of prisoners which is reflected in the way they are managed.</p>	<p>Inspectors were informed that the Centre does not have a formal strategy or framework document to manage this type of cohort. The Centre did articulate that the necessary steps are taken as part of the Assessment conducted at the point of Reception to the Centre.</p> <p>The Inspectors were informed of the process engaged at the time of the Centre receiving a number of foreign nationals from Indonesia and the steps taken to identify management issues and support strategies.</p> <p>Inspectors were satisfied that this current process does satisfactorily address the Standard.</p> <p>Inspectors were made aware of the actions taken by the Centre to adequately meet this type of need. The Centre demonstrated the process of utilising both internal Centre resources and strategies in addition to external supports - Interpreter / Translation Services, members of the Centre Chaplaincy Team and local/regional contacts.</p> <p>Inspectors were made aware of the actions taken by the Centre to adequately meet this type of need and specific examples were provided. Validation of the statements was satisfied via the Inspectors liaising directly with the individuals/organisations identified.</p> <p>Offender Management team members demonstrated and articulated their awareness of this cohort and the specific needs related to their management.</p>
<p>S8.13 Prisoners have access to interpreter and translator services whenever matters of accuracy and /or confidentiality are a factor.</p>	<p>Inspectors were provided specific examples which validated this enquiry of when such support mechanisms would be utilised and to the extent utilised.</p> <p>Inspectors were provided specific examples both previous and current that satisfied this enquiry.</p> <p>Inspectors were provided with an example of the type of leaflets readily available to the prisoner cohort. Identification of specific individual need was highlighted at the point of Reception to the Centre and augmented by the Assessment process in place.</p> <p>Inspectors were provided with data that validated the use of this type of support service from recent prisoner needs. At the time of the onsite inspection there were no recorded requests or required actions outstanding in this regard.</p> <p>Prisoners were identified for special need support at the point of Reception to the Centre and augmented by the Assessment process in place.</p>

Standard	Findings
<p>S8.14 All Centre's regularly liaise with the Department of Immigration and Citizenship (DIC) and all prisoners are informed as early as possible in their sentence whether they are being considered for deportation</p>	<p>Inspectors were provided examples from prisoner files of recent contacts initiated by the Centre to the Department of Immigration and Citizenship (DIC) regarding detention and or deportation status of individuals.</p> <p>Individual prisoner specifics are discussed as part of the Leadership Team briefings and individual plans are developed regarding the relay of information to the individual prisoner/s whilst remaining cognisant of impacts to the individual and the Centre.</p> <p>Inspectors provided to the Centre a number of current and relevant brochures that describe the process, practice and Legislative requirements regarding the management of Foreign Nationals, 'Detention or Death of a Foreign National in Australia'- Australian Government Department of Foreign Affairs and Trade. This material specifically targets Chinese, Vietnamese and Indonesian Foreign Nationals and obligations for Consular contact.</p>
<p>S8.15 Immigration detainees held solely under administrative powers are transferred to an immigration unit in a special purpose facility.</p>	<p>Inspectors were informed that at the time of the onsite inspection period there were no prisoners accommodated at the Centre that matched this enquiry.</p> <p>The Centre has in the past and continues to engage appropriately with the Department of Immigration and Citizenship (DIC) with regard to individual prisoner management.</p>

S9: Not applicable

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

Standards	Findings
<p>S10.1 Prisoners are provided with adequate personal visits in terms of accessibility, frequency and length.</p>	<p>The entire visits system at SQCC was examined, covering the entry and processing of visitors, the screening and personal searching of visitors, the conduct of visitors/staff and prisoners at the Visits centre and the processing of screening and searching the prisoners into and out of the visits centre.</p> <p>The rolling visits system works effectively in providing visitors with a degree of flexibility in terms of times for visits, a minimum of disruption at the visits processing point as well as ensuring that the allocated period for the visits with the prisoner is not impacted by any administrative issue.</p> <ul style="list-style-type: none"> <li>• The duration for the approved visit commences when the visitor and the prisoner are together in the visits centre.</li> </ul> <p>Individuals and groups of visitors all expressed their satisfaction with the visits process particularly the ‘rolling visits’ concept.</p>
<p>S10.2 Visitors are treated respectfully.</p>	<p>Correct and confirmed with visitors.</p>
<p>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.</p>	<p>Correct</p> <p>Visitors remarked that SQCC provided a well organised visitor /prisoner meeting area that included the provision of Games, video games, children’s playground equipment, books and spacious areas within the building and in the open air.</p> <p>Wheel chair access was not an issue.</p>
<p>S10.4 Protection prisoners or those on safety orders are not disadvantaged in their access to visits.</p>	<p>Depending on circumstances a prisoner on a safety order is very unlikely to be given a contact visit but usually will be permitted a 1 hour non-contact visit.</p> <p>All prisoners had the opportunity for a visit.</p>
<p>S10.5 The visits booking system is accessible and able to deal with the number and needs of visitors.</p>	<p>Correct and corroborated by a number of visitors most of whom were very complimentary.</p>
<p>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.</p>	<p>Comprehensive hand-out and well sign posted in visits. Visitors indicated that they received comprehensive information when calling the visitor booking line.</p>

Standards	Findings
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.	Regularly open before 0830hrs. Visitors all comment on the quick processing at visits and in the gate-house. (With the exception of the previous issues with the Ion Itemiser).
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>Inspectors observed the removal of clothing search of prisoners in Station 7 Visits. All searches were conducted professionally and in a dignified manner. The introduction and explanation to the prisoner regarding the removal of clothing search conducted in the Reception store for an incoming prisoner was more comprehensive. However, both searches were performed by experienced staff who followed the approved search process professionally.</p> <p>The Ion Itemiser scan of children was conducted in a friendly manner where the Officer took the time to ensure that the child was comfortable with the process and that the child's parent was present.</p> <p>During the period 0800hrs to 1200hrs on Saturday, Inspectors did not observe the PADD dog in action at either Visits processing or at Station 7 or within the visits compound.</p> <p>The search of an infant and a baby was observed and in each case the officer ensured that the Mother and the child were managed sensitively to ensure the baby did not become distressed or degraded. Baby never left its parent's care.</p>
<p><b>25. Recommendation (Medium): That SQCC schedules the PADD dog to work a minimum testing roster each visits day whilst maintaining the randomness of the search frequency and covering the visits processing, visitor centre and station 7 where prisoners are searched in and out of visits.</b></p>	
S10.9 Visitors arriving late in secure custody centres are offered non contact visits.	<p>With rolling visits, this is not an issue. Only disruption will be if they arrive whilst the visits shutters are down for the lunch break period.</p> <p>Arriving late does not apply during the prescribed visiting hours.</p>
S10.10 There is a system in place to consider and resolve complaints from prisoners and visitors regarding the visit process.	<p>Prison blue letter to the Director. Visitors are encouraged to air their concerns/complaints in writing to the Director if the issue can not be properly resolved on the spot with officers or the Visits Supervisor, duty manager or senior staff.</p> <p>At least a dozen visitors, both individuals and groups of regular visitors complained about the accuracy of Ion Itemiser and had previously raised their concerns with the SQCC Director. A number of these visitors stated that they remained very nervous and apprehensive about being subjected to the Ion Itemiser scan given their previous experience.</p>
<p><b>26. Recommendation (Medium): That SQCC considers providing more information to visitors in relation to Ion Itemiser such as, for example, issuing a statement to visitors indicating that the Ion Itemiser is maintained and calibrated in accordance with the manufacturer's specifications and is an essential element of the required screening of visitors to the Centre.</b></p>	

Standards	Findings
S10.11 Before and after visits, visitors have access to toilet facilities.	Correct with the ablutions block meticulously maintained and well appointed.
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.	<p>It was observed that all the areas dedicated to Visits is well staffed with the exception of the front visits processing area where only one female staff member was on duty for the entire Saturday morning.</p> <p>It was observed that the location of the safe is clearly visible from each of the visitor processing windows. To avoid a potential threat to staff, a sign indicating that the safe is protected by a time clock might dissuade any potential threat of theft.</p> <p>Visits staff is openly on the floor, patrol the area and regularly rotate through posts to keep fresh and maintain vigilance.</p>
<p>27. Recommendation (Medium): That SQCC management reviews the Visits staff roster so as to be reasonably satisfied that the roster makes provision for close security support and/or ensures that there is sufficient staff on duty in the visits area.</p> <p>28. Recommendation (Low): That SQCC considers installing a sign on the safe in the visits processing area indicating that the safe is protected by a time clock.</p>	
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.	<p>Children's facilities are well appointed. More spacious than at other Centres (Due to the original design of the Centre being for women prisoners).</p> <p>For all sex offenders there are no special visiting times as these prisoners are capably managed as part of the rolling visits program.</p>
S10.14 Prisoners' visitors can buy a range of refreshments during visits.	Dispensing equipment was full and provided a good range of products with fair pricing.
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>4 video conferencing (frequency of use reported elsewhere).</p> <p>Procedure for video conferencing access and use is initiated by staff and arranged through Transitions. (Usually with the support of the Department of Communities).</p>
S10.16 Private legal visits are permitted, and suitable facilities to accommodate these are provided.	<p>No limit although constant request for legal visits becomes a resource issue.</p> <p>Video link is available.</p>



Standard	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.	<p>Notices in Visits Processing area alludes to penalties if visitors are unruly. The Visitor's Consistency Flow chart provides good guidelines on the process to follow for the inexperienced officer. Readily on hand in Visits processing office.</p> <ul style="list-style-type: none"> <li>• Visitors subject to suspension may make written representations to the Director.</li> <li>• Visitors subject to bans are reviewed at the conclusion of their suspension.</li> </ul>
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).	<p>All visits are assessed on a needs and risk assessment basis.</p> <p>In the event that a prisoner in the DU or in any other accommodation area requires a visit in a discreet area, rooms such as the area used for legal visits may be made available.</p> <ul style="list-style-type: none"> <li>• Arrangements and the composition of supporting and/or escorting staff will be determined as required.</li> </ul>
S10.19 Visitors are able to share any concerns they have about the prisoner with visits staff.	<p>Notice from the SQCC Director on the wall at Visits processing encourages visitors to raise their concerns about the safety of a prisoner with staff or if the matter cannot be resolved on the spot, to write directly to the Director.</p>
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>Phone access and video conferencing is possible. SQCC advised that costs associated with the video link-up suites are paid for by the Department of justice and Attorney General. The prisoner in these instances is not liable for any costs.</p>
<p><b>29. Recommendation (Medium): That SQCC issues a brochure promoting the video conferencing as an added option and providing some indicative costing for the benefit of visitors and prisoners.</b></p>	
S10.21 Prisoners who are primary carers are provided with additional assistance and telephone calls specifically to maintain contact with their children.	<p>Phone calls are possible. Frequency is dependant on stated need and some discretion is possible to assist with costs.</p> <p>Can be arranged with little notice if the need dictates.</p>

Standard	Findings
<p>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.</p>	<p>Child Safety officers and one visits staff member are usually assigned to this. These are supervised contact visits which the Department of Child Safety coordinates.</p> <p>Video conferencing is also possible.</p>
<p>30. Recommendation (Low): That SQCC provides a brochure promoting the option to utilise video conferencing as an additional or alternative option to face to face visits with children and providing some indicative costs</p>	
<p>S10.23 Telephone contact is made as easy as possible.</p>	<p>Information regarding Telephone contact such as, for example, frequency of use is detailed in the Induction booklet.</p> <p>There is a phone in each unit in Secure and 8 telephones in Residential accommodation. No issues on phones access/availability were raised.</p> <ul style="list-style-type: none"> <li>• Funds are downloaded into prisoner's accounts every Friday although emergency access to funds is also possible.</li> </ul> <p>Telephones are placed where designated in the design of the facility.</p> <ul style="list-style-type: none"> <li>• Prisoners indicated that at times it is difficult to hold a telephone conversation without other prisoner's overhearing.</li> </ul>
<p>31. Recommendation (Low): That SQCC examines options to install noise attenuation booths over the phones.</p> <p>32. Recommendation (Low): That SQCC examines the option of SQCC industry workshops undertaking the manufacture of the noise attenuation booths as a production and training exercise.</p>	
<p>S10.24 Letter contact is made as easy as possible.</p>	<p>Correct.</p> <p>Mail goes out every afternoon, Monday to Friday.</p> <p>Prisoners at PAC complained that it can take days for mail to be received in the blocks.</p> <p>Every prisoner spoken to had some story about the delay in receiving mail.</p>

Standard	Findings
<p>33. Recommendation (Medium): That SQCC examines ways of improving the flow of mail into and out of the Centre</p> <p>34. Recommendation (Medium) That the Agency considers a trial use of emails or another form of electronic communication by or to prisoners (either direct or indirect) under controlled conditions to develop an alternative means of communication, to assist in:</p> <ul style="list-style-type: none"> <li>• Better monitoring of prisoner communication;</li> <li>• Minimising the clerical workload in processing mail; and</li> <li>• Decrease the incidents of incorrect management of incoming and outgoing mail.</li> </ul>	
<p>S10.25 Prisoners' mail is opened to check for unauthorised enclosures or to carry out legitimate or targeted censorship in accordance with procedures.</p>	<p>Hand-out entitled Mail and Trust Accounts covers off the process for mail checking.</p> <ul style="list-style-type: none"> <li>• A procedure covering the process relating to the searching of regular mail and on the management and rules around the management of privileged mail was readily accessible to officers searching mail.</li> </ul>
<p>S10.26 Privileged mail is only opened by staff in accordance with procedures.</p>	<p>According to the procedure, privileged mail is only opened if it is suspicious or is not clearly identifiable as meeting one the categories of privileged mail as defined under schedule 4 of the Corrective Services Act 2006..'</p> <p>While SQCC staff adhered to the examples shown on the list of what qualifies as privileged mail, the relevant staff member observed by inspectors was unaware of the requirements and had to resort to a list which took some time.</p> <p>Legal mail is opened by INTELL when there are any suspicions that warrant opening.</p>
<p>S10.27 A newspaper is delivered to each accommodation unit daily and made available to prisoners in a timely manner.</p>	<p>PAC purchases newspapers for prisoners.</p>

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 complaint management system operating at SQCC is the DCS Complaints Management System and is governed by the DCS Complaints Management Procedure. In addition to the DCS system SQCC keeps an in-house register as a secondary checking system. The Director's Secretary manages the systems and is responsible for the administration of correspondence and other executive support functions.</p> <p>Sampled evidence showed that all complaints are actioned by the 30 day period and most are actioned within 14 days. The Director SQCC has set a timeframe of 14 days for actioning blue letters.</p> <p>Evidence of registered complaints for 2012 shows that 117 complaints were registered and that 49 complaints were registered to date in 2013.</p> <p>The inspectors note that complaints of a more serious nature are relayed to the appropriate areas e.g. Ethical standards.</p>
<p>S11.2 Information about prisoner requests and complaints is provided to prisoners in a way that is easily understood, including appeal mechanisms.</p>	<p>The prisoner induction handbook contained comprehensive advice and instructions on requests and complaints including the various avenues that prisoners have available to them - for example, the blue letter system, Official Visitors and the Ombudsman.</p> <p>Inspectors looked at prisoner notice boards in units and other areas and found that they all contained information on requests and complaints. This included detailed information on contacting the Ombudsman and other relevant organisations such as State Penalties Enforcement Registry, Crime and Misconduct Commission, and Aboriginal and Torres Strait Islander Legal Services. Phone lists are placed at Arunta phone sites and include, for example, contact times.</p> <p>A sample of prisoners were interviewed and all appeared to have a good understanding of the complaint process and how to submit a complaint at SQCC.</p>
<p>S11.3 Prisoners are encouraged to resolve complaints informally at the lowest possible level before making official complaints.</p>	<p>Staff were aware of the SQCC complaint resolution process including the emphasis on getting complaints resolved at the lowest level. Generally the unit officers attempt to gain resolution but may have to refer complaints to the supervisor if required, and then to management, if no resolution can be found.</p> <p>The sampled prisoners that were interviewed also were generally satisfied with the process and with the efforts of the case officers to assist them with problems.</p> <p>Both staff and prisoners provided examples of complaints that were handled at unit officer level.</p> <p>A review of a sample of PAC meetings was undertaken and it was found that the meetings are well attended by management and prisoner representatives. A wide range of issues are discussed and resolution is generally timely.</p>

Standards	Findings
S11.4 Prisoners can easily and confidentially submit complaint forms.	<p>Inspection of various accommodation blocks at SQCC found that all areas have sufficient supplies of blue letter envelopes and that a system was in place whereby the supervisor oversaw the supply of these envelopes. Staff are aware of the location of the blue letters and all have indicated that they are aware of the importance of confidentiality of these requests and complaints.</p> <p>Blue letter envelopes are kept in the officer station and on the unit noticeboards and prisoners can either ask the unit officer for an envelope or get one from the unit.</p> <p>No negative feedback from prisoners was received concerning the blue letter process relating to confidentiality or hindrance in submitting blue letters. This differed from feedback from the PAC who made claim that some prisoners were getting quizzed by officers about their blue letters.</p> <p>The units blue letter mailboxes are not emptied on a regular basis and prisoners now hand the unit officer or the supervisor their blue letters for processing.</p> <p>** Inspectors note a blue letter request from a particular prisoner dated 17/01/13 relating to access to blue letter envelopes. Outcome is positive with blue letter envelopes available in all areas.</p>
<p><b>35. Recommendation (Medium): That SQCC puts in place a system that ensures regular and timely checking of blue letter mailboxes in the units and promotes this to the prisoners.</b></p>	
S11.5 Prisoners are not pressurised to withdraw any requests or complaints.	<p>Review of the complaints register and outcomes satisfied that the system is working. There were a total of three withdrawn complaints, two being from the same prisoner and relating to the same issue. The Director SQCC had acknowledged the withdrawal of the complaint in each circumstance and has written to the prisoner advising that he had received the withdrawal request.</p>
S11.6 Prisoners feel able to ask for help in completing their application or complaint and in copying relevant documentation.	<p>A sample of prisoners were interviewed and all report positive interactions with staff when making requests for assistance. No negative comments were made by prisoners.</p> <p>PAC meeting representatives reported that SQCC performed well compared to other centres. The treatment from staff was reportedly better and the prisoners felt safe in SQCC.</p>
S11.7 Prisoners who make complaints against staff and/or other prisoners are protected from possible reprimand.	<p>A review of the complaint system did not indicate any reprisal complaints being instigated by prisoners.</p> <p>SQCC has in place an anti-bullying program that is advertised through signage placed throughout the centre. The inspectors noted that the signage did appear new and temporary, however this was not challenged.</p> <p>Prisoners are provided with basic information about bullying in the prisoner induction booklet.</p>

Standard	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>The State Coordinator, Official Visitors, confirmed that there were no problems in relation to prisoners accessing the OV system.</p> <p>Prisoners that were interviewed all indicated that they were able to access the OV and have done so.</p> <p>The SQCC official visitor booking system has been reviewed. The system appeared to be sound and the OV will have a list of prisoners to see and signs a register against those names. However it was noted that the official visitor signs the register prior to seeing the prisoners.</p> <p>One negative comment was made on the PAC that concerned access to the OV and that was that some prisoners were turned away from seeing the OV by the officer at the door saying that they “weren’t on the list”. The inspectors found no evidence of this. Through interviews with staff and prisoners the OV visits to the unit are well supervised and any prisoners wanting to see the official visitor are provided with the opportunity.</p> <p>Unit interview rooms are used for the official visitor to conduct interviews.</p>
<p>S11.9 Prisoners are not discouraged from pursuing grievances with external bodies if they need to.</p>	<p>Prisoners interviewed said that they had no issues with progressing complaints to external bodies.</p>
<p>S11.10 Centre management analyse complaints data regularly and if necessary take remedial action.</p>	<p>Complaints data is regularly monitored and is presented to the senior managers meeting once per month. This consists of graph overviews to show trends and details analysis of issue and number of complaints. This information is then distributed to area managers for action.</p> <p>Outstanding complaint data is also presented at the senior management meetings for action. SQCC’s performance in this area is sound.</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>Because SQCC is a placement centre, not many reception prisoners experience a high need for symptomatic relief.</p> <p>If symptomatic relief is required, this is provided. The prisoner is triaged and an appointment is made for the prisoner to see the doctor within a week.</p> <p>If a prisoner arrives on an existing prescribing regime, this regime will be continued or an equivalent regime will be implemented.</p> <p>SQCC does not have an opioid substance abuse program as it is not funded to conduct such a program.</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>Prior to transferring the prisoner to placement accommodation within the Centre, clinical care services staff complete a comprehensive assessment in the reception store in order to determine a suitable stabilisation, maintenance or detoxification program.</p> <p>Additional support is available from the Addictions Counsellor.</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>Pain relief regimes, authorised by SQCC's doctor/s, are maintained for the detoxification of those prisoners assessed as substance dependent.</p> <p>Inquiries made with prisoners indicate that specialist staff provided sufficient treatment and that they were housed in an environment that complimented their treatment.</p> <p>While SQCC does not have a detoxication unit, prisoners identified as requiring a higher level of observation during treatment are, in general, accommodated in unit M2.</p>
<p>S12.4 Specialist diagnosis services are provided for prisoners who experience both mental health and substance-related problems.</p>	<p>Prisoner Mental Health Services (PMHS) attend SQCC twice a week in order to deal with any referrals made by clinical care services staff. PMHS provide dual diagnosis services to prisoners who are experiencing substance-related problems.</p>
<p>S12.5 There is appropriate treatment and support for pregnant women with substance dependency.</p>	<p>Not applicable.</p>

Standard	Findings
<p>S12.6 Prisoners receive effective support during and post-clinical intervention. Clinical treatment is integrated with psycho-social interventions.</p>	<p>Relevant representatives from PMHS, throughcare and clinical care services meet on a weekly basis in order to review prisoner care plans and identify any associated problems with care arrangements.</p> <p>Intervention is provided to those prisoners identified as at risk of suicide or self harm, or having an elevated base line risk.</p> <p>There is daily follow-up and mental status examination of prisoners being managed under an at risk regime. Structured follow-up occurs with prisoners post intervention in accordance with their Prisoners of Concern (POC) Register.</p>
<p>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.</p>	<p>Clinical Care Services staff inform prisoners about blood-borne viruses and other problems that may arise from substance use during the reception process.</p> <p>Inspectors found an extensive range of brochures and resources were made available for prisoners in consultation rooms.</p> <p>Inspectors found that the prisoner induction handbook contained limited information about blood-borne viruses. That is, it only focused on the process that must be followed in situations where a blood-spill kit is required.</p>
<p><b>36. Recommendation (Low): That SQCC includes information regarding blood-borne viruses and other problems that may arise from substance abuse in the prisoner induction handbook.</b></p>	
<p>S12.8 A range of effective alcohol, drug and tobacco avoidance strategies are in operation.</p>	<p>SQCC offers self-help meetings based on the 12 step philosophy of Narcotics and Alcoholics Anonymous. These meetings are voluntary. Narcotics Anonymous is peer driven. External sponsors have been engaged and are now providing a structured program for Alcoholics Anonymous.</p> <p>Inspectors observed posters during the inspection advertising the Narcotics Anonymous and Alcoholic Anonymous programs.</p> <p>SQCC supports the Queensland Health QUIT Smoking cessation program. Inquiries made with prisoners supported the conclusion that the prison population were both aware of the program and the process involved in order to commence the program. SQCC also offers another nicotine replacement therapy (Champix) to prisoners via the STP process.</p>



Standard	Findings
<p>S12.9 Effective intelligence and security measures are in place to guard against the trafficking of drugs or alcohol.</p>	<p>SQCC's intelligence system is supported by a five day per week coverage model. The intelligence analyst is skilled and capable, with an efficient methodology of identifying targets. SQCC have shown through statistics that they have been able to, in some respects, minimise the introduction and use of drugs and alcohol in the centre. Being one staff member short in this area is having a negative impact on the ability to provide quality intelligence services.</p> <p>SQCC has a integrated and documented drug management strategy to compliment the Australian National Drug Strategy 2010-2015.</p> <p>Whilst the strategy is not in place at this time, SQCC appears active in the areas of reducing supply, demand and harm from drugs within the centre.</p> <p>External barrier controls, internal security controls, substance testing, searching and intelligence are utilised daily in an attempt to detect and stop the incoming flow of drugs and other prohibited substances to SQCC.</p> <p>Intelligence strategies are deployed within the visits area with increased liaison with visits and delta personnel. Intelligence holdings are sourced from prisoners and visitors of interest, targeted mail/calls, positive urinalysis and itemiser testings.</p> <p>Prisoners may be subjected to closer monitoring/scrutiny during their visits sessions, have their cell or accommodation area searched, be targeted for urinalysis testing if considered a high profile substance user or trafficker. Patterns are identified with a focus on key periods with respect to the biology of substance abuse and substance penetration rates.</p> <p>Information is shared daily to allow for immediate management strategies to be developed and at the Security and Intelligence meetings to address key areas of concern.</p> <p>The Security Compliance Coordinator reported in October 2012 that all intelligence baselines were found to be compliant in accordance with SQCC's contract standards.</p> <p>Inspectors did not observe the use of PADD dogs in the reception store during the inspection period.</p>

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>SQCC uses a forms and a visual test where it is easier for prisoners to recognise where their skills and limitations lie and for staff to corroborate the information provided.</p> <ul style="list-style-type: none"> <li>• The diagnostic tools, (Individual Student Report for Professionals One test for maths and one for reading) assess the prisoner against 30 separate criteria. The score is translated into a scale and the summary identifies the basic position where the prisoner is at in terms of literacy and numeracy needs.</li> <li>• Serco uses an Educational Recommendations and Review Interview (form) to identify key findings and to extract additional information on training needs, aspirations and education background to better inform decisions on the training required for each prisoner.</li> </ul> <p>All prisoners undertake a mandatory Cert I in Business (skillset) - Work Prep that is a lead-in to the Academic Skills Courses, the Sports and Recreation Courses, the Industrial skills (industries) and the Career skills.</p> <p>Serco has a staff matrix that identified which staff member has the skills and to whom various relevant training programs are assigned for delivery or management.</p> <p>Seven staff involved have their array of qualifications listed on a matrix. All have Cert IV in Training and Assessing.</p> <p>All the stakeholder groups are consulted on the best mix of training to suit the community, local business and to suit where feasible, the desires of prisoners</p> <p>The Trade Instructors and education officers/trainers collaborate on modifications to the theory content and delivery and the running of the training room in the workshop.</p> <p>Prisoners were supportive of training initiatives undertaken by Industries and Education officers.</p> <p>Skills and training sought by prisoners varied greatly. Some wanted training to help them get highly paid jobs in mining. Some still thought that a training program on mining in the prison would get them a job in mines.</p> <p>Various forms and interviews of prisoners by education staff identify the background of prisoners and the skills sets sought.</p> <p>The opportunity to participate in Life skills and work ready training was welcomed by prisoners. These course are proposed for commencement in coming months.</p>

Standard	Findings
<p>S13.2 The provision of learning and skills development and employment in the centre is based on the assessed needs of Prisoners and provides Prisoners with both the opportunity of and access to activities that are likely to benefit them.</p>	<p>Observations revealed that training and opportunities for training were well structured and based on a combination of what worked well at Borallon, what can be easily supported by existing staff and their qualifications and what skills that are in short supply in the community.</p> <p>Serco uses an Educational Review and Needs Identification (ERNI) as a form of training needs analysis for prisoners.</p> <p>The opportunity for prisoners to enrol in training that is linked to the practical commercial work undertaken in the workshops is well regarded by prisoners. It also represents an excellent means of reinforcing practical skills gleaned from activities in the workshops. .</p> <p>Examples of the linkage of the theory in the class room supported by practical in workshop were demonstrated.</p> <p>Prisoners undertake a 2 day induction course that includes a tour of industries workshop and classroom.</p> <p>There are 41 external courses (TAFE/Uni) and workshops operate 0830hrs to 1615hrs, 5 days per week. Prisoners are expected to work 10 sessions/wk.</p> <p>Start 0830 hrs t o1615hrs</p>
<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>60 prisoners currently employed with a goal of consistently employing 75 prisoners per day. No prisoner should be idle as each prisoner has a weekly activities plan.</p> <p>Prisoner arrives on a Wednesday then where possible the next 2 days are taken up with formal and detailed induction.</p> <p>Prisoner preferences for work are obtained.</p> <p>4 hour specific induction into the industries workshop.</p> <p>Also a power point to make it easier for some.</p> <p>OH&amp;S is a key and requires prisoner sign off.</p> <p>All receive an overview of what's happening in industries and the workshops expectation on work, performance and behaviour.</p> <p>All prisoners are told at initial reception/induction that they are expected and encouraged to work. Advised of vacancy from the Blocks or accommodation. Prisoner can fill out a request form which proceeds up the line. For employment it is referred to the weekly Multi-disciplinary employment committee for action.</p> <p>In the induction process, prisoners are encouraged to work. There's a flow chart of what work is available. This clearly articulates a pathway where prisoners must undertake a Cert I in business (Skillsets) before they can undertake other training courses.</p> <p>If no vacancies in the preferred job, prisoner is offered 2<sup>nd</sup> option before considering him for the waiting list</p>

	<p>and paying unemployment pay.</p> <p>Usually the next person on the appropriate waiting list gets the job but sometimes the specific specialist skills of a new prisoner are a key determinant of when and where they are employed. Unit or accommodation officer encourages prisoners to seek work.</p> <p>Employment process is explained in induction and help is provided to fill out forms. Prisoners are also told that their IEP level will be impacted if they misbehave, are truant, or suspended/sacked from work.</p> <p>Sometimes the Education officer will fill these out in the induction.</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>Following the induction and the two day formal induction sessions, the education officer uses the results of the induction/interview process and the results of the Cert 1 in Skillsets to provide advice to the prisoner on the recommendation course of study/activity/work. SQCC advised that the intention was to avoid prisoners enrolling in activity/training that they do not have the ability/aptitude to complete.</p> <p>SQCC has over 25% of their prisoner population identifying as Indigenous. AEVET advise that although SQCC has 78 Indigenous (out of a population of 333) and Wolston only has 68 (from a population of 608), there are no additional funds made available for Indigenous training. Inspectors were advised that SQCC runs the highly successful Indigenous Art program and this motivates indigenous prisoners to participate in other training programs.</p>
S13.5 Facilities and resources for learning and skills development and employment are appropriate, sufficient and suitable for purpose.	<p>SQCC operates on the basis that workshop/training and practical in workshop are supported by theory conducted in the adjoining classroom. The range of equipment in both the metal fabrication and the joinery shop is insufficient to cover the full range of equipment required to support formal joinery and cabinet making training or metal fabrication outcomes.</p> <ul style="list-style-type: none"> <li>• However, depending on the scope of the training selected, it may be possible to simulate the use of equipment in terms of explaining how that equipment would be used and where it fits within the applicable theory.</li> <li>• Classroom is new and well appointed to support theory classes with good views into and out of the classroom. Can support integrated training although this is not the current intention.</li> </ul>
S13.6 All prisoners who are willing and able and who meet the criteria for participation have equal opportunity to engage in the range of activities offered by the centre.	<p>Prisoners have a weekly sheet of activities and are expected to access these activities as indicated. Examples provided related to Art room including canvas and leather training programs. Prisoners were able to request suitable materials on the appropriate order forms order forms for material. Prisoners could also apply for permission to send a completed article out of the Centre.</p> <p>All requests from prisoners to participate in activities are considered and advice taken on the ability of the prisoner to participate safely without potential harm to self or others. The dismantling of computer equipment is a project where prisoners with disabilities can participate and excel.</p>

Standard	Findings
<p>S13.7 Allocation to activity places is equitable and transparent and is based on identified Prisoner management planning needs.</p>	<p>A multi-disciplinary committee comprising a range of relevant staff, including accommodation managers, supervisors, industries staff meets weekly.</p> <p>SQCC uses its own Prisoner Rehabilitation Plan - Education. This form addresses prior employment, seeks advice on formal and non-accredited training and outcomes, employment plans, post release, prisoner's training and other interests, assessed literacy levels and any action in that regard, previous goals/plans and whether any were achieved and revised goals/progression plans.</p> <p>Education Officer usually conducts the PRP-education.</p> <p>Meets weekly (Wednesday's at 1000hrs)</p> <p>It was noted that a medical certificate is not required to work in the kitchen. Prisoners selected for work in catering require a food safety induction and clearance from INTELL only.</p> <p>Of late the focus is shifting to employability skills rather the practical and technical qualifications.</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>It was observed that SQCC follows the procedure and guidelines for the incentive payments to prisoners. Prisoners who met the qualification for unemployment payment or incentive payment for attending approved and appropriate programs were remunerated accordingly.</p>
<p>S13.9 Prisoners who are unemployed through no fault of their own or who are exempt from working (maternity, long-term sick etc) are unlocked during the structured day and provided with access to the library and other structured day activities.</p>	<p>The unemployed prisoners have activities outlined on their weekly plan and are expected to undertake the activities prescribed or allocated.</p> <p>Library hours are irregular depending on other activities in the Education block and on the availability of an officer to open the Library and to conduct roving checks. However, it was observed that the times selected for each prisoner to access the library as shown on the prisoner's weekly plan are in accordance with the approved opening times.</p> <ul style="list-style-type: none"> <li>• Attachments provided outlined the process to gain access to the library, the forms to complete, rules and book club access.</li> </ul>

Standard	Findings
<p>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>	<p>Structured core day is enforced.</p> <p>Generally prisoner workers, students and those attending approved programs are not impacted except on each Thursday afternoon which is dedicated for Centre training or if something like a requirement for special training related to the new Cultural Plan impacts on the Centre.</p> <ul style="list-style-type: none"> <li>• However, if necessary, workshops will remain operational during the Thursday afternoon to meet contractual obligations.</li> </ul> <p>If it's on the prisoner's weekly program the prisoner is expected to attend. Can result in loss of privileges if not punctual, miss sessions or not appear for work or withdraw from training or other programs.</p>
<p>S13.11 The assessment and provision of individual learning and skills development form an effective part of Prisoners' Offender management plans and are used effectively to record and review overall progress and achievement.</p>	<p>Conducted random check of IOMS</p> <p>Education staff provided samples of a works skills assessment that identified specific training needs including literacy and numeracy. If L&amp;N found deficient it is built into the prisoners training package so that it isn't obvious that the prisoner has a L&amp;N problem.</p> <p>A training needs analysis was conducted. The assessment attempts to get the prisoner onto the right course that suits their skills, not just their interests. AEVET advised that SQCC essentially received all the training requested as SQCC were informed that around the 1,000hours mark would be considered by QCS.</p> <p>All training that is linked to a qualification is competency based and follows the rigid Australian standards. Assessment is also on the basis that prisoners must demonstrate competency and be assessed again at different times to ensure that they remain competent and that the information remains relevant to their skills acquisition.</p> <p>SQCC is also an RTO and delivers, assesses and issues qualification. All following the competency based method. (ASPAC).</p> <p>All certificate course use Nationally Accredited Competencies and the elements, learning guides, training plans, work books and assessment tools are all used as required.</p> <ul style="list-style-type: none"> <li>• Examples examined and the detail and professional approach noted.</li> </ul> <p>Prisoners are informed as soon as possible of their results. Where deemed to be 'not yet competent' prisoners are advised of where the shortcomings are and an action place to address these deficiencies is developed.</p> <p>Examined good examples of accredited training. Non-accredited examples were pottery, (note that the pottery kiln is located in an area where prisoners are not permitted to go) art and craft (there is an accredited Cert I Art course as well), leatherwork, sports coaching, yarns and the Indigenous art.</p> <p>SQCC offers Cert II in Life-skills (this is linked to a formal accredited program) and specific targeted work with the Transition team.</p> <ul style="list-style-type: none"> <li>• Planned commencement in the next month or so. Will include communication skills such as resume writing,</li> </ul>

	form completion and other communication skills.
S13.12 The centre accurately record the purposeful activity hours that prisoner's engage in and don't include non-purposeful activities in their calculations.	<p>SQCC conducts self audit and feeds the data into AEVET.</p> <p>All commercial and centre service activities are conducted in accordance with an approved Position description which identifies the appropriate rate of incentive payment.</p>
S13.13 The centre has an effective strategy for maximising access to and use of a properly equipped and organised library.	<p>Numerous brochures are placed on notice boards. Prisoners generally ignore the notice boards as it's too hard to find what they are looking for.</p> <p>SQCC advised that the majority of old reference books materials and literature has been removed. Library is in the rebuilding phase and an MOU with the Lockyer Regional Council will provide prisoners with access to reference material, text books and a range of suitable research and reading material.</p> <ul style="list-style-type: none"> <li>Prisoners in the library were aware that an MOU was planned but weren't aware that it was executed nor how they might use it to access books, texts, reference material.</li> </ul>
S13.14 Library materials should be broadly reflective and meet the needs of the prisoner population.	<p>Despite the cull of old books, the majority of texts are still very old. Couldn't use them for accredited training although they still provide very useful information on techniques, theory. Two full sets of encyclopaedia took up space.</p> <p>Didn't see any 'talking books' or Braille or foreign language books.</p> <p>Education officers propose putting up appropriate signs in the Education building to help prisoners understand how to apply for books using the MOU between SQCC and the Lockyer Valley Regional Council.</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>SQCC has a Healthy Living Program which promotes activity and associated healthy living.</p> <p>Inspectors observed that two activities officers were on duty. One runs the gym and the other takes prisoners for activities on the oval. In addition, a roving Custodial officer is on task and indicated a willingness (and aptitude) to step in to cover as an activities officer if someone is off sick.</p> <p>SQCC offers a variety of physical activities. One such component is the early morning run in Residential Accommodation (0730 to 0800hrs). There are prisoners names on a list and designated areas where prisoners are permitted to run.</p> <p>The Gymnasium Info Sheet also identifies other sporting options and health and Fitness. Prisoners advise that physical activity is something that many prisoner participate in and use the variety of additional equipment available outside Res blocks (activities Stations for each block) and if in Secure, in the Exercise yards (punching bags. Basketball half court, activity station on wall).</p> <p>Details of sporting activities and options are included in the induction book and in the Activities procedure.</p> <p>Prisoners who work 10 sessions in Industries can have gym sessions after work (1645 to 1745hrs). Gym Sign on sheet indicated good and broad distribution of users.</p>
<p>S14.2 Before using the gym or undertaking strenuous exercise older prisoners are assessed by health services staff.</p>	<p>Older prisoners are asked if they are medically fit to undertake gym and exercise machine activity. If they say yes then they are permitted to participate but are mandatorily inducted onto each piece of equipment by the Activities Officer before they are permitted to use it. As in any gym there is a spirit of cooperation between participants who will assist one another and will 'spot' for one another without issue.</p> <p>Activities officers pay particular attention to all new participants to ensure that they are using the equipment correctly and working within their capabilities. If someone is physically struggling, eg out of breath, sore back, etc they will terminate the session for that prisoner and arrange for him to attend Medical for assessment.</p> <ul style="list-style-type: none"> <li>• This is consistent with other Gymnasiums operated by QCS.</li> <li>• It is noteworthy that the SQCC Gym is better equipped then other QCS gyms with an array of equipment that facilities a number of circuits. Specific or targeted muscle group sessions are easier to organise when there's a range of equipment to choose from.</li> </ul>



Standard	Findings
S14.3 All prisoners have the opportunity to use physical activities facilities at least twice a week.	Residential prisoners can use the gym 4 times per week plus can use the activities stations outside their accommodation, more frequently. Secure prisoners can use the Gym 2 times per week and can use the Secure exercise yard when not in cell or undertaking other structured activity.  Generally prisoners were complimentary of the gym, access, staff and the ability of prisoners to use the gym without incident.
S14.4 Recreational physical exercise is encouraged by staff and the prison has suitable facilities.	Prisoners aren't locked out of gym, activities or hobbies.  In general terms prisoners do not need encouragement to use the exercise equipment and facilities.
S14.5 Daily exercise yard activity is not substituted for the opportunity to use the gym and oval facilities.	Prisoners are provided with ample opportunity to use the facilities and equipment provided to support physical activity
S14.6 Physical activities facilities are broadly reflective of the nature of the population.	There was no evidence of any discrimination for access to exercise facilities. This was corroborated by prisoners.  A number of prisoners indicated that the gym was like a multicultural centre. All nationalities represented.  Aged, infirm or disabled also have access to 4 or 5 approved games that they can borrow to use in an appropriate environment such as, for example, in their cell or hospital bed.
S14.7 Records of accidents, injuries and other incidents are monitored monthly and appropriate remedial action is taken where necessary to minimise risks.	Examined the Gym log. Officers provided evidence of the process used to record and manage injuries and the follow-up investigations and remedial action taken such as changing the induction process if required.  <ul style="list-style-type: none"> <li>• Injury generates the need for an Incident Report, Injury Report and necessary action that emanates from the WH&amp;S section of the Injury report.</li> </ul>
S14.8 A program of arts, crafts and hobbies is promoted to prisoners and is reflective of the needs of the prisoner population.	There are cell based hobbies that can be undertaken. These can be associated with craft activity which can be continued in the cells eg leatherwork, painting/decorating pottery, actual painting.  Prisoners in the DU can qualify for the board games as per S14.6  Residential prisoners advised that a good array of board games was available. Prisoners were also able to seek approval to buy their own board games to have in their cell.  Art and craft is promoted and the Indigenous prisoners were particularly pleased with the Indigenous Art training program.  In general it was found that meaningful activity out of cell, is encouraged.

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>Overall the Chaplains were positive about the access prisoners had to religious services and meetings. Also in the past SERCO at SQCC ( and Borallon previously) were responsive to issues and usually addressed and resolved issues in a timely manner. The following issues were current:</p> <ul style="list-style-type: none"> <li>• Chaplains requested that a senior member of the SQCC management be a permanent representative at the Chaplain's meetings.</li> <li>• SQCC arrange easier access to the Education building for chapel and religious meetings at weekends particularly when SQCC staffing numbers are low             <ul style="list-style-type: none"> <li>○ A chaplain key to the building was one option sought.</li> </ul> </li> <li>• SQCC ensure that a Chaplain is not left alone without an Officer in the Education building. (Although the Chaplain is required to wear a duress).</li> <li>• Not all groups were happy with the times available for Sunday services. The Catholic Chaplains indicated their preference for Sunday morning services rather than at 3 PM..</li> <li>• Chaplains requested access to prisoners during the 1130 to 1300 hrs period.</li> <li>• At times, prisoners are removed from Services or meetings if it clashes with the prisoner's criminogenic programs, or alternatively, the prisoners don't appear at services for that reason.</li> <li>• A Chaplain indicated that at times a Custodial Officer will rudely interrupt a religious service to take a prisoner to programs or some other activity. " Just barge in and extract a prisoner."</li> </ul> <p>Chaplains have access to prisoners in the DU</p> <p>SQCC advised that the timetable for religious meetings, services are advertised to prisoners and no impediments or obstacles are placed on prisoner attendance by SQCC staff. Criminogenic programs aren't run on Sundays so any disruption can only occur within reason during the normal business week.</p> <p>Chaplains wish to play a more proactive part in prisoner's lives and have raised issues and other alternatives directly with the Commissioner. eg a stronger mentoring system where Chaplains are permitted to mentor prisoners upon release</p>
<p>37. Recommendation (Low): That SQCC considers assigning a senior management representative to regularly attend key Chaplaincy meetings.</p> <p>38. Recommendation (Medium): That SQCC ensures that a Chaplain is not left alone in the Education building without security present.</p> <p>39. Recommendation (Low): That SQCC gives consideration to enabling Chaplaincy services to be available between 1130 and 1300hrs on a Sunday.</p>	

Standards	Findings
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.	The Chaplain of the relevant denomination is on the contact list for persons that are to be informed when a prisoner is near death or has died.
S15.3 Prisoners know the timings of religious services and these are well advertised. Timings are appropriate to the different religions.	Some posters are displayed. Details of service times and other relevant information are made available to prisoners. No prisoners have complained the Chaplains that they didn't know when services were scheduled. The induction booklet indicated that a representative from a different denomination is available at SQCC each day to provide spiritual guidance and pastoral care.
S15.4 Prisoners are able to obtain, keep and use artefacts that have religious significance, provided they do not pose a risk to security.	Chaplains group state that this is Correct
S15.5 Prisoners are able to celebrate major religious festivals and these are actively promoted by the centre.	There haven't been any major religious festivals at SQCC although SERCO at Borallon were very supportive so Chaplains don't anticipate any issues.
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.	Chaplains outlined several concerns: <ul style="list-style-type: none"> <li>• The Parole Board doesn't provide reasons to the prisoner why parole has been denied.</li> <li>• Chaplains cited instances where parole was denied because the prisoner hasn't undertaken the required criminogenic programs. Shouldn't these programs been made available to the prisoner before allowing the prisoner's case to go before the Board.</li> <li>• Parole Board doesn't give notice of the prisoner's possible release and then deny parole because the prisoner had been unable to obtain accommodation with short notice.</li> </ul> With particular regard to Mentoring rules, the Chaplains sought some freedom and flexibility to act with discretion and for the Agency to be less prescriptive.

**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>Prisoners have a weekly schedule which details their approved activities and supports the premise that prisoners will be unlocked for a minimum of 10 hours per day.</p> <p>Prisoners are unlocked at 0730hrs and green state called at 1830hrs. Work in industries is scheduled for an 0830hrs start with movement commencing at 0820hrs with no other moves permitted except medical or special prisoner call-up.</p> <p>Prisoners are made available for kitchen duties early if required. The number is a function of the demonstrated need.</p>
S16.2 A structured day for prisoners, including activities and exercise, are publicised on every block, and adhered to consistently.	<p>The weekly schedule for each prisoner details all approved activities including work, study, education and training, exercise, access to Chaplaincy services and other approved activities. Details are displayed on notice boards at a number of locations throughout the Centre.</p> <p>It was observed that prisoners arrive late for most activities in the Education block. An Officer is placed at the door to the Education block checking prisoners in. Some prisoners are not on the list and are turned away. Once in the building, prisoners catch-up with other prisoners for hugs and chats and add further to the delays.</p>
<p><b>40. Recommendation (Low): That SQCC takes steps to ensure prisoners are better encouraged to attend programs/activities on-time, including implementing appropriate counselling and consequences.</b></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>Weekly schedule for each prisoner carries the caveat that programs/activities could change and prisoners should defer to the daily door lists for any changes.</p> <p>Only prisoner concern was that sometimes they arrive at an activity and are not on the list. At times there are insufficient staff to fix the problem and prisoners are turned away and attend the next session.</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>Prisoners advised that they may use the 'Prisoner Request Form' to have board games retained in their cell. Other provision for this approval is available via the PAC meetings.</p>
S16.5 All prisoners are encouraged to engage in out of cell activities.	<p>Supported by SQCC management and staff.</p>
S16.6 Prisoners, including those on	<p>There is no MSU at SQCC.</p>

Standards	Findings
<p>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>Prisoners in the Safety Unit (usually termed the overflow unit or M2 on IOMS) have access to the Gym and other activities where security and good order permits.</p> <p>DU cells have an exercise area attached to each cell.</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>Prisoners including prisoners at risk, are encouraged to undertake out-of-cell activities and a number of options for exercise are available both in Residential and Secure accommodation.</p> <p>Bullying posters are on display throughout the Centre. A number of prisoners indicated that bullying isn't an issue as staff manage prisoner concerns as they arise.</p>
<p>S16.8 All prisoners have the use of properly equipped areas for association and exercise.</p>	<p>There is a well equipped gym in Residential with numerous fixed machines and stand alone equipment all in good order and well maintained by staff with assistance from prisoners.</p> <p>Residential accommodation had activity exercise stations permanently set up outside each res building. These stations are designed for use by prisoner in the respective accommodation block. Prisoners from other blocks generally don't use the equipment set up for another accommodation block.</p> <p>Secure blocks all have an exercise yard with basketball, punching bags and fixed to the wall exercise equipment. Also space for prisoners to meet and chat without disrupting prisoners exercising.</p> <p>Secure and Res also have approved board games that can be used in the exercise areas or in-cell.</p>

**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	Finding
<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>Staff / prisoner relationships were found to be positive and interactive. Staff freely interact with prisoners and engage with them. Staff were not seen clustering. Staff appeared to have a good knowledge of prisoners in their care.</p> <p>Prisoners report positive interactions with staff. However, there is some dissatisfaction with case management practices. Prisoners report a lack of individual attention with an officer.</p>
<p>S17.2 There is an effective intelligence function in the centre that safeguards prisoners' well-being.</p>	<p>SQCC has an agreed intelligence unit staffing of two. Inspectors have found that SQCC had an effective intelligence function however SQCC is experiencing some staffing issues with analysts. For the past four weeks they have only had one analyst working. Inspectors consider that much more must be done given how important the intelligence function is to security and good order of the facility. SQCC management is hopeful of rectifying this situation in the near future. The intelligence unit operates Monday to Friday when it is staffed to capacity.</p> <p>SQCC meet their required target and random analysis goals and has sound participation from staff in relation to intelligence report submissions.</p>
<p><b>41. Recommendation (High): That SQCC takes immediate steps to ensure an effective staffing level in the intelligence unit.</b></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>Removal of clothing searches were witnessed and found to be compliant with QCS procedures. Respect and dignity was shown to prisoners subject to search. Of note is that SERCO have placed clearly visible signage regarding the correct and authorised techniques for removal of clothing searches in all areas that the searches are conducted. This information is available for prisoners and staff to refer to.</p> <p>Comment from PAC members was positive about removal of clothing searches at SQCC. No complaints were received by the centre relating to searching for the past six months.</p>
<p>S17.4 Local rules and routines are publicised prominently throughout all accommodation and communal areas.</p>	<p>Rules and routines are posted on all unit noticeboards and throughout SQCC. The centre rules are consistent and the unit notices are up to date.</p>

Standards	Finding
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.	No evidence was found to suggest rules and routines are not applied fair and consistently across SQCC. Prisoners interviewed advised that they had not experienced any problems at SQCC relating to rules being applied fairly. Staff were observed interacting with prisoners and there appeared to be a consistent approach across SQCC by most staff. Staff were seen to challenge prisoners breaches of rules and routines. The breach register was inspected and the penalties applied all seemed to be fair and consistent.
S17.6 When decisions are conveyed to prisoners, appeal arrangements are explained and made available.	Generally prisoners were aware of their right to appeal under the SQCC complaints system. The centre provided sufficient information to prisoners regarding appealing decisions.
S17.7 Force is only used legitimately and as a last resort.	Force is used as a last resort and all use of force incidents were recorded in detail. SQCC appeared to have a low use of force incidence and this was highlighted by speaking with staff. There was evidence that staff employ de-escalation techniques prior to using force.
S17.8 The use of force is monitored by the prison for location and emerging patterns and these are acted upon.	Use of force trends are monitored through fortnightly intelligence unit meetings. The results of the monitoring in distributed for action through the senior management meetings.
S17.9 Where force is used, trained staff use only approved techniques with no more force and for no longer than is necessary.	A review of staff training records showed that all custodial staff had current qualifications in control and restraint. Staff appeared to have a sound knowledge of use of force and the reasons they would use it. All the reviewed use of force incidents showed that the approved techniques were used in the application of force.  A review of Official Visitor complaints showed only one complaint that had been lodged from prisoners at SQCC in the past 12 months relating to a use of force incident. The Official Visitor found the actions of the centre to be reasonable in relation to this complaint.

**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	Finding
<p>S18.1 Safety Orders for security and good order purposes are only used when appropriate to the circumstances and in accordance with procedures.</p>	<p>A review of records indicated that prisoners that are separated on safety orders are provided with the required exercise, access to telephones and other relevant entitlements and privileges and are seen by medical staff daily. Safety order meetings are held once per week and are attended by a multi-disciplinary team.</p> <p>One issue identified is that there is no communication strategy relating to S54 (2) and S55 of the CSA 2006 regarding consecutive safety orders and the review of orders. Of note is that a suitable system was employed at Borallon CC (which involved a checklist in respect of the raising of safety orders) but was not “brought over” to SQCC. Further, Inspectors were unable to verify if prisoners were aware of their right under section 56(1) of the Corrective Services Act 2006. However, they were provided with subsequent evidence by SQCC which confirmed that this latter issue was being addressed and that SQCC will give notification to prisoners placed on safety orders about their rights under s56(1).</p> <p>Intensive management plans are used appropriately and effectively. Prisoners appear to react in the positive when placed on IMPs within SQCC. Sample plans have been provided and reviewed.</p> <p>The inspectors note that the centre has made a concerted effort to improve the effective governance at SQCC. There were clear evidences that differences were emerging over the past months.</p>
<p>S18.2 Prisoners are provided with information about disciplinary processes, including appeals.</p>	<p>A review of the induction process at SQCC indicated that the centre had in place a sound system for informing prisoners of SQCC rules and regulations and their right to appeal decisions. Prisoners also reported that they have a reasonably sound knowledge of rules in the majority of cases. Some prisoners that were interviewed claimed to not have been provided information on some matters such as, for example, rules. The induction process is conducted over several days and this may be why some prisoners felt that they are not fully informed of rules upon arrival.</p> <p>The PAC members reported positive feedback in this area with all rules and other relevant information well explained.</p>
<p>S18.3 Prisoners have opportunities to appeal disciplinary decisions.</p>	<p>Tapes of breaches were reviewed and the breaches were found to be of sound quality with the prisoners being clearly informed of their right of review in all cases. The breach register also reflected this and had entries to substantiate this information. Several breach reviews were looked at in detail - no problems were found.</p>



Standard	Findings
S18.4 Disciplinary matters including appeals are finalised in a timely manner.	<p>The Breach register has been reviewed and breach reviews were conducted in a timely manner.</p> <p>An issue that was highlighted to the inspectors by staff was that on a couple of occasions major breaches were delayed and did not proceed due to not having appropriate people to hear the breach (major) i.e. acting supervisors. Breaches that fall outside of the approved timeframes were stood down.</p> <p>There was clear evidence that SQCC monitors breaches for compliance. However, the inspectors did not find any evidence that breach determinations were monitored for consistency and fairness.</p>
<p>42. Recommendation (Medium): That SQCC enhances its quality assurance system to ensure that the consistent application of breach penalties has effective oversight.</p> <p>43. Recommendation (High): That SQCC puts in place regime that allows for appropriate persons (managers etc.) to hear major breaches if appointed supervisors are not available.</p>	
S18.5 Where appropriate to the circumstances, alternatives to disciplinary proceedings are instituted.	<p>SQCC utilises an active Incentives and Earn Privileges (IEP) program as an alternative to formal disciplinary action in appropriate cases. Case officers are involved throughout the IEP process. The IEPs are monitored through the management team for consistency.</p> <p>Intensive management plans are also employed to great effect at SQCC and are used to guide prisoner behaviour. From observations, prisoners are provided with natural justice when their behaviour is challenged.</p>
S18.6 No 'unofficial' or 'collective' punishments are used, either individually or systematically.	<p>No evidence was found to suggest collective / group punishments are, or have been, used at SQCC. Staff are very aware of being fair to other prisoners when dealing with punishments for others. An example of this is a prisoner in the safety unit on segregation has his exercise at the detention unit. Loss of associations etc are structured around certain times of the day so as not to disadvantage other prisoners.</p>

Standard	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>The breach records for SQCC, both breach logs and IOM's records, were reviewed along with recent taped breach hearings. Supervisors were interviewed about their understanding of the breach process and the way penalties are decided.</p> <p>The inspectors found that breaches were conducted in accordance with the QCS procedure and that prisoners were provided with the correct documentation. In one instance the inspectors noted that a breach hearing had not proceeded due to the prisoner not being provided with the required documentation.</p> <p>After viewing several breach hearings it is clear that prisoners are provided with the opportunity to present their case. There was no indication that they are pressured during the process.</p> <p>The Inspectors further reviewed the breach records for consistency in penalties. It was found that penalties were applied consistently across all groups of prisoners and that the severity of the penalties was aligned to the seriousness of the breach of discipline. Other factors used in determining the penalties involved looking at whether the breach of discipline was repeated by the offender. i.e. fail to supply sample for testing on several occasions will prompt an increase in the severity of the penalty. Results were explained to prisoners clearly in all reviewed cases. Findings were based on evidence.</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>SQCC has two padded cells located in M2. One cell has been used infrequently (three times) since SQCC opened. The inspectors found that the use of the padded cell was justified in all three cases and prisoners were not housed in that cell for an extended period of time. All prisoners that were housed in the padded cell were provided with additional monitoring and psychological treatment. Case notes were created for all events relating to the use of the padded cell.</p> <p>The inspectors found that the use of mechanical restraints at SQCC is minimal and when used could be justified. Restraints were applied for the minimal amount of time.</p>
<p>S18.9 Control and restraint equipment is in good order, and a careful inventory and record of its use is kept.</p>	<p>The inspectors examined the control and restraint equipment at SQCC and found it to be maintained in good working order. Regular checks are carried out on the equipment by supervisors.</p> <p>SQCC has a suitable inventory of the equipment. However, it is noted that this inventory is a recent addition and that a new checking regime is being implemented in line with the new inventory, this was self reported by senior SQCC staff.</p>

Standard	Findings
S18.10 Video cameras are used to record planned interventions requiring physical restraint.	<p>The inspector reviewed several recorded images of planned interventions and found the quality and usefulness of the recordings was of an acceptable standard. The inspectors did not have the opportunity to view any interventions during the visit.</p> <p>Staff were interviewed about planned interventions and reported that interventions are video taped.</p>
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.	<p>The inspectors reviewed available material, including DU log books and found that whenever force was used the prisoner was promptly seen by medical personnel. SQCC has a medical centre that is capable of responding to medical requirements 24hrs per day, seven days per week.</p>
S18.12 The design and build of the separation unit is suitable for its purpose and offers well maintained facilities.	<p>SQCC has a purpose built safety unit with 8 cells and two padded cells.</p> <p>The following paragraph is information from QCS contract management concerning the building at SQCC:</p> <p>“This unit was not commissioned as an operational Safety Unit (and is not to be advocated as one by proxy) so therefore holds no requirement for specialist staff / staffing structure. The beds however were commissioned with the facility and Serco are free to use them to ‘accommodate’ prisoners as necessary (e.g. beds were used in the early stages of the double up process when at capacity), but must maintain appropriate custodial staffing levels in the area should they do so.”</p> <p>Detention unit cells are utilised to accommodate prisoners on safety orders. An inspection of the detention unit cells indicated that they are fit for purpose and capable of accommodating prisoners requiring safety orders.</p>
S18.13 Prisoners are received into the separation unit with the proper authorisation and for appropriate reasons. Documentation accompanies the prisoner into the unit.	<p>Refer to comments in S18.2 relating to the utilisation of the safety unit cells.</p> <p>SQCC does not have an established communication strategy in relation to Section 53 (1a) of the Corrective Services Act authorising the Chief Executive to make an order for a prisoners if ‘a doctor or psychologist advises the chief executive that the doctor or psychologist reasonably believes there is a risk of the prisoner harming himself, herself or someone else’.</p> <p>Safety Orders for prisoners being accommodated in ‘safer cells’ on high level at risk observations are raised by custodial supervisors and authorised by senior management.</p> <p>Prisoners that are placed into the separation unit are inducted into the unit and informed of the units rules.</p>

Standard	Findings
<p>S18.14 Prisoners under separate confinement have their wellbeing ensured by close monitoring and active management.</p>	<p>The separation unit is staffed according to the prisoners that are housed in the unit. For example, if there is a prisoner housed in the unit that is on 15 minute observations the unit is staffed 24 hours a day. If the unit does not have any prisoners on observations it is subject to regular staffing as used throughout SQCC. Should the unit not contain any prisoners then staff are deployed to other areas of SQCC.</p> <p>Log books in the detention unit have been reviewed and regular patrols and observations are apparent. Staff were interviewed and have provided advice to the inspectors that they are aware of their responsibilities when monitoring prisoners placed on separate confinement within the unit.</p> <p>Unit logbooks are sighted and endorsed by area supervisors and managers on a regular basis.</p>

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

Standards	Finding
<p>S19.1 Staff and prisoners are clear about prisoner employment and remuneration and the criteria for assessment, selection and termination.</p>	<p>Prisoners are assessed for employment upon reception and are offered the opportunity to divulge their skill base or knowledge of applicable work. They are further assessed through literacy / numeracy assessment through Education as an extension of their centre induction.</p> <p>Employment at SQCC is sound and accountable with most information available to be referenced on IOM's. During their on-site induction prisoners are supplied with written information about their employment and job instructions. Prisoners sign off that they understand the instruction.</p> <p>Remuneration is also clearly displayed with clear progressions and structure to suit the type of work performed.</p> <p>Unit officers are aware of employment opportunities and are actively involved in the process. Case officers have shown that they provide assistance to offenders in gaining employment, and provide monitoring of behaviour if prisoners are placed on behaviour management plans.</p> <p>An innovation that is being explored by SQCC is apprenticeships for prisoners. This will provide prisoners with even greater opportunities upon release and increase the appropriateness of prisoner work within SQCC. At this stage senior SQCC are working through some remuneration issues with external bodies on the apprenticeship scheme. They are hopeful of bringing this to fruition in the future.</p> <p>The inspectors spoke with a sample of prisoners about work and all seemed satisfied with being able to obtain work but noted that SQCC did have a substantial waiting list (about 64) for employment. SERCO are working to increase the employment opportunities within SQCC - this is in line with QCS requirements for SQCC.</p>
<p>S19.2 Remuneration and employment is applied consistently and fairly across the prison.</p>	<p>Evidence was sighted that SQCC employed prisoners from all demographics including disabled prisoners. Samples and observations indicated that all groups of prisoners are accommodated for at SQCC. This included prisoners in the ACU, who are given work designed for their personal circumstances i.e. work to engage them as opposed to employment that is driven by production and output.</p> <p>SQCC runs a "mentor" program that accommodates needs as they arise. For example when SQCC had a spike in Indonesian prisoners they created a mentor position for that group of offenders. It is noted that SQCC are in process of gaining approval to incorporate a Certificate 2 course around this position.</p>

Standard	Findings
S19.3 A prisoner's progress or access to employment is not unnecessarily restricted because of their accommodation status.	No evidence was found of prisoner's access to employment being restricted due to accommodation status. Several examples were provided to indicate prisoners from both residential and secure are employed in industries and other areas. SQCC has a policy that is based on behaviour rather than accommodation.
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.	Promotion and demotion decisions are made through case conferences that are held at weekly employment meetings. These meetings are attended by a multi-disciplinary team. The meetings are minuted. The system appeared transparent and case notes were completed relating to these decisions.
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.	Termination, demotion decisions are made through case conferences held at weekly employment meetings. These meetings are attended by a multi-disciplinary team. The meetings are minuted. Prisoners are supplied with decisions in writing. It is noted that the notice of termination information is read to the prisoner by the officer upon their receipt. Additionally the prisoner has the opportunity to sign the form acknowledging receipt and the purpose.
S19.6 Prisoners can request a review of employment decisions to demote or terminate.	<p>A review of substantiated official visitor complaints revealed that no complaints relating to this standard were received for the past six months.</p> <p>A review of SQCC procedures and interviews with the QA manager revealed that prisoners have the ability to request a review of any decision via a prisoner request form to the Coordinator, Performance Management Unit. The prisoner employment evaluation form does not contain written advice to the prisoner on how to have the decision reviewed.</p>
<p>44. Recommendation (Low): That SQCC incorporates some information in the "employment evaluation form" on the rights of prisoners to review a decision.</p>	

Standard	Findings
<p>S19.7 Work placements provide purposeful and structured training for prisoners and wherever possible vocational qualifications can be obtained alongside their work. In the absence of such qualifications, developed skills are recognised and recorded.</p>	<p>All workers complete a workplace safety induction prior to commencement. This workplace induction is specific to the individual workplaces.</p> <p>All prisoners must complete a Certificate 1 in Business as work prep. Certificate courses (cert 1 &amp; 2) are offered for a range of areas including - Academic skills courses up to and including university studies, Sports and recreation courses (inc. cert 3 fitness), Industrial skills and Career skills.</p> <p>SERCO is its own Registered Training Organisation (RTO) for the site and this allows increased scope to expand and diversify the training on offer.</p>
<p>S19.8 The program of employment and related training focuses on equipping prisoners for employment on release.</p>	<p>The involvement of prisoners in industries and related certificate courses equips them for employment upon release. The courses and training offered at SQCC are what can be expected in the general population. The systems of IEP and Performance Management Plan when used to regulate prisoners work behaviours assist in instilling in prisoners an understanding of a work ethic.</p>

**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
<p>S20.1 Food is adequate for health, varied and culturally appropriate.</p>	<p>SQCC provides a semi choice menu which allows prisoners the ability to select from three options for both lunch and dinner.</p> <p>SQCC engaged the services of an Accredited Practising Dietician in September 2012 to conduct a menu analysis. The report recommended moving closer the QCS Food and Nutrition Policy by, amongst other things, reducing sugar and salt consumption. In addition, the report highlighted that prisoners at SQCC can obtain more than the QCS Food and Nutrition recommended serves in fruit, vegetables, meats, breads and cereals.</p> <p>While a sufficient variety of bread is offered at the Centre, 50% of the bread is low fibre.</p> <p>The semi choice menu does increase the variety of foods available for prisoners and reduces the special diet management for catering staff. The individual portions ensure that each prisoner can get the recommended serving size.</p> <p>Inspectors observed cereals, bread and fruit to supplement meals. Further, they note that in the residential accommodation areas, prisoners are tasked with a self-care model which involves the management, budgeting and ordering of their weekly rations.</p> <p>The Catering Manager consults with prisoner delegates on a monthly basis at the ‘prisoner food meeting’ to discuss prisoner feedback with respect to the menu, quantity and quality of the food provided by the kitchen. Prisoners are also invited to engage in a quarterly food survey conducted by the Catering Manager.</p>
<p>S20.2 All areas where food is stored, prepared or served conform to the relevant food safety and hygiene regulations.</p>	<p>Inspectors observed the main kitchen and store areas to be clean and organised to a high standard.</p> <p>The main kitchen produces meals for secure, residential, clinical care services and for staff. The meals are individually packaged and chilled. The chilled meals are reheated and distributed in hot boxes to the dining areas.</p> <p>SQCC has implemented an endorsed Food Safety Program. Hazard Analysis Critical Control Points (HACCP) standards are applied and documented. Inspectors reviewed all the registers required in accordance with the program and noted information was current and properly recorded.</p>



Standard	Findings
<p>S20.3 Prisoners with approved special dietary requirements have meals properly prepared and served.</p>	<p>While the semi choice menu minimises the need for preparing special diets, special diets (e.g. clinical diets) are still catered for in the centre.</p> <p>A dedicated (prisoner) cook is tasked with the preparation of soft or pureed, diabetic, high protein, allergy free, low fat, and gluten free meals under the supervision of a trade instructor.</p> <p>Prisoners requiring non-clinical meals for moral, philosophical, religious or other medical grounds are given the option to select meals that do not impinge on their beliefs within the semi choice menu.</p> <p>At the time of the inspection, it is noted there were 45 prisoners requiring special meals.</p> <p>A labelling system is in place to ensure the correct special diet meal is delivered to the correct prisoner. SQCC was found to have an efficient communication system in place to capture the prisoners who have special dietary requirements and experience intra-facility transfers.</p> <p>Inquiries were made with a sample group of prisoners who expressed their confidence with the preparation and delivery of their special meals.</p>
<p>S20.4 All areas where food is stored, prepared or served are clean, properly equipped and well managed.</p>	<p>Inspectors observed all areas where food is stored, prepared or served to be clean, well managed and maintained to a high standard.</p> <p>Kitchenettes, toasters, microwaves, sandwich press and fridges are supplied in both secure and residential areas.</p> <p>Prisoners are able to reheat meals if they choose and cooking is possible with microwaves.</p>
<p>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.</p>	<p>As part of the induction process at SQCC, all prisoners undertake a 'Food Safety and Kitchen Hygiene Procedures' course. The performance objective of the course is to demonstrate the ability to understand basic understanding of food handling techniques, including preventing cross contamination.</p> <p>All prisoners are assessed by clinical care services staff upon reception. A case note is recorded in IOMS in order to indicate whether the prisoner is fit for work or not.</p> <p>Clinical care services has a process in place to identify prisoners who must excluded from working in food preparation areas on medical grounds.</p> <p>Once a prisoner is successful in gaining employment in the main kitchen, he is trained and the prisoner's competencies are assessed against the machinery and tools available in the kitchen.</p> <p>Prisoners are also expected to complete Certificate I, II and III in Hospitality.</p> <p>Inspectors observed all prisoners to be wearing appropriate hats, aprons and gloves for food preparation.</p>

Standard	Findings
S20.6 Prisoner complaints about food are investigated and if required, remedial action is taken.	<p>Food complaints are investigated by the Catering Manager and recorded in the Food Services Complaint/Incidents Register as per the Food Safety Program guidelines. On inspection this register contained limited entries.</p> <p>An investigation of the Complaints Management System highlights the receipt of one complaint in relation to food over the preceding 12 months. It is noted the complaint was deemed not substantiated as the semi choice menu supports the daily provision of Halal and non pork meals.</p>
S20.7 Meals are served at appropriate times during the day.	Meals are served at appropriate times, although prisoners housed in secure accommodation have their meals delivered at the earlier time of 1645 hours.
S20.8 Prisoners are able to dine in association (except in exceptional circumstances).	All units have sufficient chairs and tables to allow prisoners to dine in association with each other. Extra chairs have been provided in the residential areas in order to accommodate the 'extra' prisoners in each unit.
S20.9 Staff supervise the preparation and serving of food in order to prevent tampering with food and other forms of bullying.	<p>Food preparation is supervised by the trade instructors. This is complimented by a prisoner employment system where prisoners are assessed for suitability prior to placement in the kitchen.</p> <p>The semi choice menu order form which is submitted by each accommodation area helps to reduce the likelihood of food tampering. This is because order form does not identify the name or number of the relevant prisoner.</p> <p>Ration Coordinators (prisoners) are in charge of sending out the weekly menus, assisting prisoners with special dietary considerations/selections and tallying the meal choices for the Catering Manager.</p> <p>Inspectors identified that the supervision of the serving of meals in the accommodation areas varied. Nonetheless, inquiries made with prisoners indicate that prisoners have not experienced any negative behaviour such as being stood over or bullied for their food.</p>

S21: Prisoners can purchase a suitable range of goods at reasonable prices to meet their diverse needs.

Standards	Findings
<p>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.</p>	<p>SQCC was found to be compliant with the QCS Standard Operating Procedure, including in respect of selling prices, purchase limits, quality, packaging, refunds and record-keeping.</p> <p>SQCC offers a weekly pick/pack/delivery service to all prisoners. The range of products available on the canteen list is comparable to and in some lines more extensive than other centres.</p> <p>When the prices of a sample group of items were compared to a large supermarket chain, the inspectors found that the prices at the Centre were, on the whole, comparable.</p> <p>Lastly, the buy-up list was unstructured and, as a result, it made it difficult for some prisoners to locate items on the list.</p>
<p><b>45. Recommendation (Low): That SQCC takes steps to ensure that its Canteen Buy Up Form is more reader friendly.</b></p>	
<p>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.</p>	<p>Canteen buy-up forms are generated weekly and distributed to all prisoners.</p> <p>The Sales to Prisoners (STPs) catalogue is available in all accommodation areas. SQCC offers a good variety of items on its catalogue.</p> <p>The canteen sale prices are controlled by QCS and are set in accordance with its procedure. There were some price changes implemented by SQCC. The inspectors were provided with evidence of these price changes and are satisfied that the prices are comparable to that of a local supermarket.</p> <p>A state-wide quarterly review is conducted before price adjustments can be made through the PTAS.</p>
<p>S21.3 The range of goods available reflects the diverse needs of the prisoner population.</p>	<p>A review and comparison of the range of goods available to prisoners was found to accommodate the needs of the prisoner population.</p> <p>SQCC supports a consumer demand model.</p> <p>Prisoners can discuss their issues or concerns with staff at the quarterly STP and canteen review meeting and inspectors have been provided minutes of these meetings. To ensure the goods available to prisoners continue to be current and relevant, prisoners at this forum are provided with the canteen products which are the highest and lowest selling items, which are then considered for review.</p>

Standard	Findings
S21.4 Any prisoner who arrives at reception without private money is offered an advance of up to the approved amount to use in the centre canteen, with repayment staged over a period of time.	Inspectors observed that reception prisoners were offered a canteen reception pack. These packs catered for the prisoners' canteen needs until their next opportunity to purchase canteen supplies. Items available consisted of tobacco, papers, soap, toothbrush and paste, envelope, writing pad and pen. The cost is deducted from the prisoner's trust account when funds allow.
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.	If a prisoner is not able to submit an order for canteen supplies due to escort reasons, upon the prisoners return, the unit staff will make arrangements with the stores area to have the prisoners order processed and delivered. This task is taken on the same day. If a prisoner is not in the centre when an order arrives, the relevant items are housed in a secure area such as, for example, the supervisors office. The items are provided to the relevant prisoner upon his return to the Centre.
S21.6 Prisoners can use the centre canteen or place orders with it at least once a fortnight.	The procedure stipulates the sales of approved canteen items must be made at least once per fortnight. SQCC operates a weekly buy-up and STP routine.
S21.7 All prisoners are able to access accurate and up-to-date records of their finances.	Prisoners are provided a weekly PTAS statement which records the date, description and debit/credit amount of any financial transitions with respect to the prisoners operating account. Unit staff also have the capacity to gain information via PTAS upon request. Inquiries made with a sample group of prisoners indicated that they had no concerns about the management of trust accounts or the provision of statements. Nonetheless, some of the prisoners informed the Inspectors that some staff state they do not have capacity to print and, as such, access to records concerning their finances is not always forthcoming.
S21.8 Prisoners are able to order items from catalogues, and are not charged an administration fee if they do so.	There is a STP process in place at SQCC. Catalogues are available to prisoners in all accommodation areas and there is no administration fee for the provision of this service.

Standard	Findings
<p>S21.9 Attendance at the canteen or delivery of bagged items is appropriately supervised by staff.</p>	<p>Inspectors observed the delivery and distribution of the prisoner's weekly canteen items. The process was observed to be organised, controlled, secure and well governed.</p> <p>The canteen items are packed in a clear heat-sealed bag with the high ticket items such as tobacco and tokens clearly pointed out to the prisoner. The prisoners were provided with the opportunity to check that all items had been supplied and were accounted for prior to the completion of the official documentation.</p> <p>Inspectors did not have an opportunity to observe the delivery of the meat packs and egg orders. Inquiries made with a sample group of prisoners indicated no concerns in this area.</p> <p>Upon review of the Complaints Management System, SQCC received two complaints with respect to the receipt or non-receipt of ordered/charged items within the preceding 12 months. In both cases, SQCC was not able to provide supporting evidence due to 'missing documentation' and the prisoners were reimbursed.</p>
<p>S21.10 Prisoners can buy all approved magazines.</p>	<p>Inspectors observed that sales to prisoners with respect to magazines are facilitated on a weekly basis. The range of magazines at SQCC is higher compared to other correctional centres.</p> <p>All magazines available to prisoners are classified under the National Classification Code (May 2005).</p> <p>The selection of publications available appear to be appropriate and relevant to the prisoner profile. A sample of prisoners interviewed about this topic confirmed this fact.</p> <p>Inspectors note that 6% (19) prisoners have sex offender warning flags recorded in IOMS at SQCC and a review highlights that paraphillic material with sexual connotations have been purchased by prisoners in this group during the preceding six months.</p> <p>Given the risks associated with sexual offenders having access to paraphillic material which may contain different degrees of sexual connotations, it is important SQCC has a robust process for ensuring compliance with the COP Prisoner Restrictions - Publications, Films, Electronic Games Consoles/Computer Games and CD's.</p> <p>It is also noted SQCC lacks a process of vetting current available publications to ensure its classification category does not vary from month to month ( subject to the nature of the material contained) and relies on the 'heads up' from the supplier or sporadic vetting by staff when time is permitting. Inspectors highlight that when this task is completed, it is completed by a female staff member who expressed objections to female involvement in this process.</p>
<p>46. Recommendation (Medium): That SQCC takes steps to ensure stronger compliance with COP Prisoner Restrictions - Publications, Films, Electronic Games Consoles/Computer Games and CD's with respect to section 3.3 and 8.</p>	

Standard	Findings
S21.11 A wide range of approved hobby materials is available, and prisoners can purchase approved hobby materials from external sources.	<p>The prisoners are able to purchase art materials such as canvas, paint, beads, glue matchsticks, pop sticks, colour pencils, sketch pads, canvas pads and essential stationery needs on a weekly basis.</p> <p>The inspectors consider these items support the activities available at SQCC.</p> <p>Inquiries made with the Art Teacher and prisoners indicate extensive delays are often experienced with the provision of ordered materials which affects their progression/learnings in the course.</p>
<p>47. Recommendation (Low): That SQCC takes steps to ensure that ordered materials utilised by the Arts class are available at the commencement of relevant courses.</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.	Refer S21.3

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>SQCC has a well established process for prisoners transitioning into the community. There is a high level of engagement from external government and non-government service providers including:</p> <ul style="list-style-type: none"> <li>• Centrelink (weekly)</li> <li>• Advance 2 Work (weekly)</li> <li>• Child Support Agency (Monthly)</li> <li>• Prison Mental Health Services</li> <li>• Offender Reintegration Support Services</li> <li>• Department of Housing and Public Works</li> <li>• Prisoner Legal Service</li> <li>• Unity Care</li> <li>• Healthy Minds</li> <li>• Hepatitis Queensland</li> <li>• Catholic Prison Ministry</li> <li>• Richmond Fellowship</li> <li>• Salvation Army</li> <li>• Ozcare</li> </ul>
<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>SQCC has a comprehensive pre-release assessment and planning system. Prisoners at the Centre are assessed by the Transitions Officer approximately nine months prior to parole eligibility date (PED), or full time discharge date if PED has expired. The assessment, a Re-Integration Needs Assessment, determines the level of support required by the individual prisoner and determines the re-settlement pathway (Transitions Program, Transitional Support Services, Offender Reintegration Support Services or a Pre-Release Planning assessment). All assessments and pre-release plans are scanned onto IOMS to ensure continuity of information for Probation and Parole if relevant.</p>

Standard	Findings
<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>SQCC's criminogenic program delivery is focused on substance abuse treatment. The waitlist for the Pathways: High Intensity Substance Abuse Program is managed centrally by Offender Rehabilitation and Management Services. Placement on the program is an equitable state-wide process, with respect to each prisoner's proximity to their release dates or other significant review dates. This process ensures that no prisoner is disadvantaged in their timing of intervention placement. It is noted that SQCC receives transfers from other centres for the sole purpose of facilitating criminogenic program completion.</p> <p>During observed Offender Rehabilitation Plan reviews it was stated that SQCC has adopted a guideline that sentenced prisoners, with outstanding remands, are ineligible for program participation, despite a recommendation in their Offender Rehabilitation Plan. It is considered that sentenced prisoners with current Offender Rehabilitation Plans, and associated criminogenic program recommendations, should not be disadvantaged by having further remanded offences.</p>
<p><b>48. Recommendation (Medium): That SQCC reviews the stated policy regarding sentenced prisoners, with further remands, being ineligible for program participation.</b></p>	
<p>S22.4 Centre managers provide the strategic overview and direction necessary to ensure the resettlement strategy is implemented, monitored and reviewed.</p>	<p>It is noted that the Manager Through-Care has been on extended leave potentially creating an absence of leadership and oversight of the re-settlement, and through-care functions. To provide leadership and direction SQCC's Deputy Director, has re-located his office (part-time) to the Education Building. SQCC has acknowledged the need to fill the position with a appointed candidate with strong offender management skills to provided clear oversight of the delegated functions.</p>
<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>There was no overt evidence that centre-wide analysis occurred to determine population re-settlement needs. However, it is noted that thorough individual resettlement needs analysis was evidenced. Further, SQCC had a strong communication strategy with the Indigenous prisoners through which resettlement needs could be raised ('One Voice' monthly forum).</p>
<p>S22.6 The centre provides adequate through-care services such as Transitions and Pre-Employment Assistance Programs (PREAP) for prisoners.</p>	<p>SQCC has established through-care services for prisoners. Review of the IOMS waitlists indicated 17 prisoners were waitlisted for the Transitions Program and two prisoners waitlisted for Transitional Support Services. Please refer to Inspection Standard 22.1.</p>



Standard	Findings
S22.7 A broad and relevant education program is available.	SQCC provides a reasonably comprehensive education program across literacy/numeracy, early maths and English study, tertiary preparation and vocational educational training. Education assessments are conducted on every prisoner following reception and program participation is targeted to be achievable for the individual and to enhance their meaningful skills. Please refer to Standard 13 for detailed information.
S22.8 Prisoners are able to access Transitions services that provide assistance and advice in finding accommodation after release.	SQCC has established processes to support accommodation needs for prisoners post release. The support is provided via the Department of Housing and Public Works who conduct a Transitions Program session or sessions within Transitional Support Services. If a prisoner has not had the opportunity to engage in either of these forums the Transitions Officer provides information on accommodation facilities which accept application from incarcerated individuals. Further, it was evidenced that accommodation literature is provided pre-release to prisoners with accommodation needs.
S22.9 Specialist accommodation services are available to assist prisoners in finding new accommodation for those who have no fixed abode on release.	<p>The Transitions Co-ordinator works with individual prisoners in the nine month period prior to their release. The specific support provided includes assistance with accommodation through a variety of means:</p> <ul style="list-style-type: none"> <li>• Referral to the Department of Housing through the Transitions Program or Transitional Support Services</li> <li>• Provision of information regarding accommodation services for which prisoners are eligible to apply (ie: Ozcare, Salvation Army, Catholic Prison Ministry)</li> <li>• Documentation regarding emergency housing available in their local area.</li> </ul>
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.	SQCC has a well established education and vocational training program which holistically assesses and plans skill development to assist in employability post release. Please refer to Standard 13 for detailed information.
S22.11 Prisoners are able to access services that provide assistance, advice and information on finding employment, training or education after release.	There was evidence to support that SQCC provided information to prisoners regarding opportunities for education, accommodation and employment post release through the transitions framework. It is noted that SQCC is in negotiations with Pearl Milhomes to establish a partnership guaranteeing prisoners employment post release in the kit home industry.

Standard	Findings
S22.12 Specialist services are effective in placing Prisoners into education, training and actual, viable employment after release.	SQCC has an established partnership with Advance 2 Work working to place and maintain prisoners in employment post release. Advance 2 Work attends SQCC on a weekly basis to prepare prisoners for employment.
S22.13 Subject to risk assessment and identified need as part of a formal resettlement plan, all Prisoners have the opportunity to apply for work or education in the community during at least their last three months of sentence.	Advance 2 Work attends SQCC on a weekly basis assisting with the placement of prisoners in employment once released. SQCC advised they are progressing a community service project model aiming to facilitate community employment for suitably assessed prisoners.
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.	Individualized engagement in either the Transitions Program or Transitional Support Services is determined through the completion of the Reintegration Needs Assessment. IOMS evidenced the completion of these assessments and prisoner engagement in the programs. It is noted SQCC has delivered the Transitions Program and the Transitional Support Services modules twice throughout the financial year with another Transitions Program scheduled prior to 30 June 2013.
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.	The sample of Offender Rehabilitation Plan Reviews prior to discharge made broad reference to transitional support. However, each prisoner had detailed offender reintegration support evidenced on IOMS (either Transitions Program, Transitional Support Services, Offender Reintegration Support Service or a local pre-release assessment). SQCC appeared to display strong service delivery in the area of transitional support.
S22.16 Discharge planning for parolees with health and social care needs includes contact with probation and parole for monitoring while on parole.	The Senior Psychologist/Manager Through-Care is the current nominated contact for Probation and Parole. The Manager provides specialist advice to community based staff regarding presenting special needs of prisoners being discharged to their supervision. Documented evidence was provided demonstrating historical liaison with Probation and Parole.
S22.17 There are arrangements in place for appropriately managing Prisoners who require palliative and end of life care on release.	SQCC has a dedicated four bed Acute Care Unit designed to manage palliative and end of life care. SQCC accepts referrals from other facilities and has documented prisoner management processes. SQCC has not been required to manage end of life care to date as they have developed a relationship with Ipswich Hospice historically to assist in the management of a prisoner in the final stages of life (dependant on successful Parole application).

Standard	Findings
S22.18 Prisoners identified as suffering from serious and enduring mental illness are referred to mental health professionals on release.	SQCC conducts weekly mental health meetings with representatives from Health, Through-care and Prison Mental Health. Prisoner custodial management and referral to community mental health facilities is managed through this consultative process.
S22.19 Prisoners are encouraged to open a bank account before their release, if necessary. Assistance is provided with this.	Bank account assistance is managed through the transitions coordinator.
S22.20 Prisoners have easy access to accurate information and shopfront services about all the resettlement services.	SQCC provides a shop front service to all accommodation areas of the prison two times per week. Prisoners can contact specialist staff outside this process through their unit officer. Resettlement information appeared to be readily provided by the Transitions Coordinator. Prisoners did not report any concerns regarding accessing this information.
S22.21 Prisoners with an identified need can access accredited programs/interventions aimed at improving parenting skills and relationships.	Parenting and Relationships intervention is not currently available. These sessions are scheduled for inclusion in the Transitions and Transitional Support Services Programs. However, Relationships Australia (current service provider) does not deliver this service at Southern Queensland Correctional Centre. SQCC has recognised this deficit and is in consultation with Uniting Care to develop packages to address the need.
<p style="color: red;">49. Recommendation (Medium): That SQCC establishes a partnership with a service provider for the delivery of parenting and relationships intervention to support prisoner reintegration needs.</p>	
S22.22 Children/family days are available.	SQCC hosts scheduled family days throughout the year.
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.	Prisoner's individual needs/learning styles are assessed upon admission to SQCC. Their participation in programs is supported through additional facilitator support and utilisation of the prisoner mentor program where appropriate. For example, an Indigenous prisoner currently engaged in the Pathways Program is assessed with low literacy and requiring additional support to manage program activities. The prisoner works with a peer mentor on a daily basis to assist with task understanding and completion. This is supported and monitored by the Pathways Program facilitators.

Standard	Findings
S22.24 Prisoners moving to resettlement are given support to reduce institutional dependence and are able to prepare for reintegration into the community.	Please refer to Standard 22.1.
S22.25 Prisoners understand their sentence, including the opportunities and terms of early release, and the consequences of breach of parole. Returned parolees are quickly identified, and promptly receive documented explanation about reasons for return, their right to make representations or appeal.	Inspectors considered that Sentence Management staff provided adequate support through an induction assessment, Offender Rehabilitation Plan Reviews and response to prisoner requests.
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.	IOMS review of a sample of prisoners being released to Parole evidenced liaison with Sentence Management and Transitions regarding release conditions and support.
S22.27 Suitable clothes and bags are available to discharged prisoners who do not have them.	The Transitions Officer co-ordinates the donation of clothes for prisoners being released without suitable attire.
S22.28 Facilities are available before discharge to launder clothes that have been in storage for long periods.	SQCC has laundering facilities in the reception area and no issues relating to laundering court or discharge clothing was noted.

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 an 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>A sample of prisoner security classifications were reviewed and five prisoner Sentence Management Decision Making Records (SMDMR) and Offender Rehabilitation Plan (ORP) Reviews were observed during the on-site inspection. The security classification decisions were procedurally compliant, logical and with clearly documented rationale. A centre-wide examination of Security Classification Reviews indicated that eight prisoners had not had their security classification reviewed within the previous twelve months. It is noted that all of the eight prisoners had a low security classification. However, it was considered that three of these prisoners (A85650, C39850, D83375) had been subject to a 'significant event' (transfer from low to high security accommodation) post their most recent security classification review and were procedurally required to have their security classification reviewed.</p>
<p>50. Recommendation (Medium): That SQCC establishes a system to ensure security classification reviews are actioned for all prisoners who are subject to a significant event.</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>	<p>SQCC has a clearly established knowledge and application of the Procedure - Review. Five security classification reviews were observed during the scheduled review of prisoners Offender Rehabilitation Plans. The security classification decisions were clearly articulated to the prisoners, their understanding confirmed and clear behavioural recommendations outlined for the prisoners for the proceeding twelve month period.</p>
<p>S23.3 All convicted prisoners serving 12 months or more requiring a Prisoner management plan have one in place which is regularly monitored and reviewed at least annually.</p>	<p>SQCC has recently conducted an audit of prisoner Offender Rehabilitation Plans (ORP). It was identified that 28 prisoners (8.5%) do not have a current ORP.</p> <p>Five SMDMR/ORP reviews were observed. It was noted the multi-disciplinary approach was inconsistent with some reviews occurring without custodial representation. Further, it was considered the assessment information presented to the panel from Through-care and Education Services lacked holistic analysis and detail. Specifically:</p> <ul style="list-style-type: none"> <li>• Links between program completion yet continued substance abuse were not captured or further intervention pathways recommended</li> <li>• Program participation responsivity issues were not identified</li> <li>• Education information was basic and detail needed to be supplied by the prisoner</li> </ul>

Standards	Findings
	<ul style="list-style-type: none"> <li>• No information regarding dynamic or static risk factors was evident</li> <li>• No offence analysis was evident. For example Through-Care staff indicated to a sentenced prisoner, with further remands, was not eligible for program participation, due to his further remands. The prisoner indicated that this led to decreased motivation to engage in rehabilitation programs as he was consistently told he was ineligible.</li> </ul> <p>It is noted that the Through-Care and Sentence Management Teams have worked co-jointly to generate an updated 'review template' with a view to a more holistic review assessment. The inspectors were advised that the new assessment document was to be implemented on the 1 June 2013.</p>
	<p>51. Recommendation (Medium): That SQCC develops a system to ensure all prisoners serving a period of incarceration 12 months or greater have a current Offender Rehabilitation Plan which is reviewed annually for high security classification prisoners.</p> <p>52. Recommendation (High): That SQCC addresses outstanding Offender Rehabilitation Plans.</p> <p>53. Recommendation (Medium): That SQCC implements the newly developed Through-care Review Template and monitor the information generated by the assessment to ensure a holistic through-care and whole of sentence planning approach is generated.</p> <p>54. Recommendation (Medium): That SQCC promotes a consistent multi-disciplinary panel attendance at Offender Rehabilitation Plan and Security Classification Reviews.</p>
<p>S23.4 All prisoners, including unconvicted prisoners, have their security classification and escape risk assessed and placed on IOMS.</p>	<p>There are no unclassified prisoners accommodated at SQCC. It is noted that Escape Risk Assessments are no longer a stand alone assessment. The associated escape risk factors are incorporated into a prisoner's Sentence Management Decision Making Record.</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>An SQCC initiated audit indicated that 28 prisoners do not have a current Offender Rehabilitation Plan (ORP) (previously referred to as Offender Management Plan). Sentence Management staff indicated that a remedial action plan has been initiated and with an expected completion date of 31 June 2013.</p> <p>Offender Rehabilitation Plans are procedurally required to be completed within 21 days of admission. As Southern Queensland Correctional Centre is a placement centre the majority of ORPs should be completed prior to transfer to SQCC, at the reception facility. A sample of 10 Offender Rehabilitation Plans were reviewed for which the Rehabilitation Needs Assessments (assessment document) were completed at either Brisbane Correctional Centre or Southern Queensland Correctional Centre. All documents were of a high standard.</p>

Standard	Findings
<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>As noted in Standard 23.5 being a placement centre the assessment and generation of an Offender Rehabilitation Plan within 21 days should be completed at the sending reception facility. However, as documented in Standard 23.3 there are 28 prisoners who do not have a completed ORP. Further, it is considered there are three low classification prisoners who should have been subject to a review following a significant change in their circumstances (transfer from low to high security placement).</p>
<p>S23.7 Assessments and Offender management plans are produced and reviewed jointly with the prisoner. Prisoners are enabled to actively participate in the Prisoner management planning process including attendance at interviews.</p>	<p>Prisoners across SQCC articulated a sound knowledge of the Offender Rehabilitation Plan review process and reported engagement in the review.</p> <p>Five Offender Rehabilitation Plans were observed. Each prisoner reported having been interviewed by Through-care staff prior to the review. Sentence Management staff positively engaged the prisoners throughout the review processes and were able to elicit additional, detailed information regarding education and employment from the prisoner engagement.</p> <p>Prisoners are informed of the review, in writing, one week prior to the scheduled date. They are advised there will be an opportunity for them to present verbal or documented information to contribute to the review process in order to enable the prisoner appropriate preparation time.</p>
<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>Prisoners' initial Offender Rehabilitation Plans appeared to contain detailed information regarding the identification of precipitating static and dynamic risk factors, criminogenic needs and appropriate intervention pathways. The sampled Offender Rehabilitation Plan reviews appeared to lack detailed holistic analysis conducted in the Through-care and Education assessments with a primary focus on completed criminogenic programs. The panel is to be credited for engaging the prisoners to gain further detailed information, conducting holistic analysis and making appropriate recommendations.</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>Prisoner A02059 was released to a DPOSA Community Supervision Order on the 20 May 2013. He was transferred to Brisbane Correctional Centre on the 17 May 2013 to facilitate a Supreme Court appearance.</p> <p>Prior to his transfer Prisoner A02059 was provided documented pre-release support from the Transitions Coordinator. This support is primarily coordinated by the State Coordinator, Reintegration Support (High Risk Offender Management Unit). As Prisoner A02059 was in custody on a contravention his pre-release planning was consistent with his prior supervision order. Therefore, outstanding pre-release support was coordinated at a centre level.</p> <p>It is noted that a prisoner cannot be informed of arrangements for managing their community risk and associated implications prior to release as a DPOSA Community Supervision Order is not issued until released. Order conditions and implications are incorporated into the induction completed by the High Risk Offender Management Unit. DPOSA offenders are primarily released from court. The HROMU Surveillance Unit transport the prisoner to their placement facility to collect property prior to movement to their accommodation.</p>

Standard	Findings
S23.10 Interventions with prisoners are delivered in an appropriate sequence, in a suitable environment and meet professional or other agreed quality standards.	SQCC facilitated appropriate prisoner rehabilitation plans in a logical sequence. Feedback from Offender Rehabilitation and Management Services indicated that Centre compliance with Program Management Standards is acceptable, meeting professional quality standards. Reference was made to recent improvements in the areas of program supervision and session delivery. As noted in Standard 23.3 sentenced prisoners have been declined the opportunity to participate in recommended programs if they are remanded on further offences with Through-Care staff reporting this was a centre position.
S23.11 Each prisoner with an Offender management plan works in conjunction with an identified member of staff who is responsible for ensuring that Prisoner management plan goals are prioritised, implemented and achieved.	<p>Prisoners canvassed throughout the inspection were unable to identify a single point of contact responsible for assisting in the implementation of their Offender Rehabilitation Plan.</p> <p>Prisoners did report an ability to assess Sentence Management and Through-Care staff to assist with Offender Rehabilitation Plan enquires.</p>
S23.12 There is a high level of integration between offender management planning and other functions within the prison. Key decisions about individual prisoners should reflect the goals of their offender management plan.	The multi-disciplinary nature of the review panels was varied. Of the five panels observed custodial staff were present for half of these panels and a representative was present from Through-Care. The role and function of the panel members was appropriately driven by the panel chair (Sentence Management). The level of engagement from staff across the disciplines was varied, from providing no comment through to good behavioural analysis. The panel chair actively encouraged prisoner engagement and it was considered that some of the detailed information, which ideally would have been captured in pre-assessments, was provided by the prisoner at the review. This detailed information was utilised to capture the goals of the prisoner and contribute to offender planning.
S23.13 Information about prisoners is managed and stored with respect for confidentiality.	SQCC appeared to have sound systems to support information privacy. IOMS is the primary data collection system with hard copy prisoner file information stored in a compactus which is secured nightly. Inspectors did not observe sensitive information lying in prisoner access areas. All conversations witnessed regarding prisoners were conducted in a respectful manner with sensitivity to the environment.
S23.14 Offender management planning and preparation for release are not unnecessarily disrupted by unplanned transfers.	Due to the placement function of the facility there was minimal unplanned transfers from the facility. There was no evidence to suggest that unplanned transfers interrupt offender planning or release preparation.



Standard	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>There was no evidence to suggest that prisoners do not receive continuity in the delivery of interventions with a high program completion rate. SQCC has a relatively stable prisoner population yet it is noted that they do receive transfers into the facility for prisoners to participate in the high intensity substance abuse program. These transfers are voluntary and consistent with program recommendation contained within the prisoners' Offender Rehabilitation Plan.</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>Historically SQCC has not sometimes ensured that all prisoners transferred to Southern Queensland Correctional Centre who are subject to parole revocation, and been returned to secure custody, have been provided a review of their Offender Rehabilitation Plan. Seven parole revocations without ORP reviews were identified (D83375, D31967, D89207, D10665, D43216, B85612, C64930). It is acknowledged that the ORP review should have occurred in secure custody prior to transfer to SQCC on occasion.</p> <p>Throughcare staff conduct a review of ORP recommendations upon reception of new prisoners into the centre. This allows an opportunity to confirm programs have been waitlisted appropriately and identify any other discrepancies at the time.</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>Southern Queensland Correctional Centre released 154 prisoners to discharge in the period 1 January 2013 to 23 May 2013. Only two of the 154 did not reside in South East Queensland. Specifically:</p> <ul style="list-style-type: none"> <li>• Prisoner D99218 - Released to report to Thuringowa Probation and Parole. Had requested transfer to Townsville Correctional Centre yet the 'Inter-Regional Transfer Suitability Assessment' documented 'The prisoner will be transferred to Southern Queensland in the interim due to capacity utilisation needs'.</li> <li>• Prisoner D13126 - Released to report to Emerald Probation and Parole. It is noted that IOMS case notes documented the prisoner self reported intent to reside on the Sunshine Coast and only pre-release assistance required was a letter of identification.</li> </ul> <p>It was considered that prisoners were given the opportunity to spend the last period of their incarceration in a facility relatively close to their home address.</p>

Standard	Findings
S23.18 Prisoners who face an indeterminate sentence are identified on remand, given support and have the elements and implications of an indeterminate sentence explained to them.	SQCC is a placement facility and therefore accommodates sentenced prisoners (prisoners may have outstanding remands). There were two prisoners accommodated at SQCC with an 'indefinite sentence' at the time of the on site inspection, both subject to a DPSOA order. There was no evidence noted indicating the prisoner had received explanation of the implications of their sentence. For example: a Sentence Management case note dated 26 February 2013 for Prisoner A02059 induction made no reference to his DPOSA order. It is noted that both these prisoners had significant contact with Through-care documented on their IOMS case file. The DPSOA prisoner interviewed was only able to provide a basic understanding of the implications of his DPSOA order. However, it is acknowledged that the prisoner had an identified cognitive impairment and therefore might struggle with understanding or articulation of complex factors.
S23.19 Classification and centre placement decisions are clear, objective, fair and can be challenged by prisoners where information is in dispute.	The Sentence Management Decision Making Records (SMDMR) placement and classification reviews observed provided the prisoners with very clear rationale for the decision and the outcomes were procedurally compliant. It was noted that the Delegate was present at all observed SMDMR panels.
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.	Sentence Management Decision Making Records were reviewed for 10 prisoners transferred to low custody during the previous four months. Consideration of transfer for prisoners occurred following reviews of classification and/or ORPs. The decision appeared based on the prisoner's individual circumstances.  The quality of the information regarding staff knowledge of the prisoner and the assessment process varied significantly. If the decision was made at the time of the prisoner's ORP review detailed information was captured. However, if the transfer was recorded in a SMDMR only then no transfer assessment information was captured in IOMS.
S23.21 Indigenous prisoners are held in the most convenient local prison for their domestic and legal visits.	On the main the Indigenous prisoners were appropriately located at Southern Queensland Correctional Centre. There are five Indigenous prisoners from far northern Queensland accommodated at SQCC. However, each of these prisoners transferred willingly from Townsville Correctional Centre to engage in the High Intensity Substance Abuse Program and is scheduled to return to Townsville Correctional Centre upon program completion.
S23.22 Sentenced prisoners are allocated transfers according to their individual needs.	Consideration of placement and transfers for prisoners occurred following reviews of classification and/or the Offender Rehabilitation Plan. The decisions appeared to be based on the needs of prisoners and their individual circumstances.

Standard	Findings
S23.23 Classification and transfer decisions are explained in writing and verbally, in a language that the prisoner understands.	Five SMDMR and ORP reviews were observed by the inspector. Very clear information was provided to each prisoner regarding the rationale behind the placement and security classification decision. Further, specific objectives for placement and classification progression were provided to each prisoner for the pending review period. The Delegate clarified the prisoner's understanding of the outcome, rationale and progression objectives in each instance. The prisoners were advised they would receive the documented information in writing within the next week. Prisoners across SQCC indicated that they did receive written SMDMR and ORP advice following their review.
S23.24 Prisoners are placed in the lowest appropriate security category.	Refer to Inspection Standard 23.1.
S23.25 Prisoners have their classification reviewed annually and are also reclassified whenever there is a change in risk.	<p>SQCC displayed sound processes to ensure that prisoners requiring classification review are captured within the procedural timeframes.</p> <p>As at the 21 May 2013 97.5% of the prisoner population had received a classification review within the previous 12 months. The eight prisoners who had not received a classification review within the prescribed period were classified low, not requiring review unless subject to a significant event. It was considered that three of the eight identified prisoners should have been reviewed following return to high security from a low security facility.</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>SQCC's program schedule focus is appropriately on drug and alcohol treatment. SQCC delivers the following criminogenic programs:</p> <ul style="list-style-type: none"> <li>• Pathways: High intensity substance abuse program</li> <li>• Getting SMART: Moderate intensity substance abuse program</li> <li>• SMART Recovery: Substance abuse maintenance groups</li> </ul> <p>It is suggested that given the rate of Indigenous Prisoners (25.5%) consideration be given to the delivery of the culturally specific criminogenic programs. Specifically:</p> <ul style="list-style-type: none"> <li>• Ending Offending, and</li> <li>• Ending Family Violence</li> <li>• Positive Futures (currently piloted in QCS facilities)</li> </ul>
<p><b>55. Recommendation (Medium): That SQCC gives consideration to the delivery of culturally specific criminogenic programs.</b></p>	

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

Standards	Findings
<p>S24.1 Health services are provided to cater for the assessed needs of the prison population.</p>	<p>Inspectors found that SQCC provided accessible health services which catered for the assessed needs of the prison population. There is a broad range of general community primary health care, short term emergency treatment, health care and medical assistance provided to the prisoner population.</p> <p>Inquiries made with a sample group of prisoners indicated, in general, that the service provision in this area was adequate.</p> <p>An independent audit (commissioned by QCS Contracts Management): Audit Report Southern Queensland Correctional Centre - Medical and Health Services, completed by Indigo Flame International Pty Ltd, Certified Consultant, Queensland Health in November 2012 (Audit Report) found that the clinical care services is managed to a high standard.</p> <p>The Audit Report further indicated that the staff are to be commended for maintaining this level of service and, furthermore, that SQCC's Health Services operates according to community standards.</p>
<p>S24.2 Joint working arrangements between the centre and any external health providers take account of and adhere to Queensland Health quality and regulatory frameworks.</p>	<p>SQCC engages with relevant stakeholders such as Queensland Health PAHSU, Queensland Health Gatton Hospital, Queensland Health PMHS, Queensland Health Oral Services, Queensland Health Hepatitis Services, Queensland Ambulance Service, HPS Pharmacy, Gareth Edwards Optometry, Ipswich Hospice Service, Serco Health COE, and Med-Equip.</p>

Standard	Findings
<p>S24.3 All prisoners have equity of access to health services.</p>	<p>Inspectors found a fair and reasonable access system in relation to health services.</p> <p>Upon reception, each prisoner is assessed by relevant health staff. If necessary, the prisoner, based on an initial assessment during reception, is referred for further clinical support. Alternatively, a prisoner may:</p> <ul style="list-style-type: none"> <li>- directly access health services by submitting a medical request form;</li> <li>- approaching the medical staff during the medication round ; or</li> <li>- requesting to be escorted to the clinical care services.</li> </ul> <p>A review of treatment waiting times at the time of the inspection was deemed satisfactory. Most prisoners were provided the opportunity to see a doctor within 14-21 days. However, it was identified by Inspectors that some prisoners had to wait for up to 40 days to see a doctor.</p> <p>Inquiries made with a sample group of prisoners indicated that most were dissatisfied with treatment waiting times.</p>
<p><b>56. Recommendation (Medium): That SQCC reviews its processes with a view to identifying if it can further reduce incidents of long delays in prisoner access to medical services.</b></p>	
<p>S24.4 Patients are cared for in conditions that are accessible to all and that maintain decency, privacy and dignity.</p>	<p>Inspectors found that prisoners are managed by clinical care services staff in purpose built infrastructure including M2, Advanced Care Unit and Special Needs Unit.</p> <p>Clinical care services staff are governed by the Australian Health Practitioner Regulation Authority; Code of Ethics for Nurses in Australia and Code of Professional Conduct for Nurses in Australia.</p> <p>Prisoners disclosed that they had no concerns about their treatment conditions.</p>
<p>S24.5 The facilities and cleanliness of all rooms used for health services are consistent with the promotion of health and well being and have appropriate infection control facilities.</p>	<p>Inspectors found the clinical care services to be clean, organised and well maintained. The cleaning is completed on a daily basis.</p>

Standard	Findings
S24.6 Patients are treated with respect in a professional and caring manner that is sensitive to their diverse needs.	<p>When accessing the clinical care services, prisoners are first co-ordinated by the correctional officers who record their arrival and then have the prisoner remain in the waiting room until the medical practitioner is able to see them. Inspectors found these correctional staff to be well organised and polite in their interactions with the relevant prisoners.</p> <p>Inspectors observed clinical care services staff to engage in a professional manner with all prisoners, displaying empathy and sensitively delivering this service.</p> <p>Inquiries made with a sample group of prisoners indicated that they were treated with respect, professional and care. In addition, prisoners reported that staff used appropriate language and medical terminology when discussing their treatment needs.</p>
S24.7 Each health services centre has a nurse or health services coordinator with sufficient knowledge, skills and experience.	<p>SQCC employs a Clinical Manager who is Head of the Department.</p> <p>The Clinical Manager holds a Bachelor of Science / Bachelor of Nursing Science, and in addition, has appropriate knowledge, skills and experience in regard to health services, including a background in mental and disability services, orthopaedics/post operative care, palliative, general and emergency nursing.</p>
S24.8 Prisoners are given information about centre health services, in a format they are able to understand, which explains how to access services.	<p>During the reception process, prisoners are provided information in regard to their initial assessment and/or treatment. In addition, they are offered the opportunity for an appointment to see the doctor.</p> <p>The prisoner induction handbook features information about the health services available at SQCC, what the team is responsible for, what does the team do and other important information such as how to access health services.</p>
S24.9 Patients are involved and consulted when planning their own care and treatment.	<p>The Health services unit gives prisoners sufficient information about the purpose, importance, benefits, and risks associated with proposed investigations, referrals or treatments to enable prisoners to make informed decisions about their health care.</p> <p>Inquiries made with prisoners indicated that prisoners were satisfied with their level of involvement (and the level of consultation and planning) in respect of their own care.</p>
S24.10 Clinical governance arrangements are in place, which include the management and accountability of centre staff.	<p>SQCC has embraced the Royal Australian College of General Practitioners National Standards (RACGP) Standards for Health Services in Australian Prisons and is making encouraging progress towards full implementation. This appears to be evidenced by a Gap Analysis that identifies the extent to which there has been compliance and new procedures have to be developed.</p>
S24.12 Every prisoner has a clinical record containing an up-to-date and comprehensive assessment and care plan (if required), including health	<p>All prisoners' records pertaining to any assessments, treatment and planning including history is maintained on the prisoners health file.</p>

Standard	Findings
history.	
S24.12 All clinical records (including dental and pharmacy) are kept securely in accordance with privacy policies. Access is limited to those with a demonstrable need to know.	Inspectors observed all records to be maintained in accordance with Offender Health Services Medical Record Management procedure. The prisoner files complied with ethical and legal standard of documentation and Queensland Health standards with respect to collection and storage of information, access to information, maintaining medical records, filing process, medical record tracking, medical records leaving the centre, transfer, discharge and archiving.
S24.13 Clinical records of prisoners who have left the centre should be stored in accordance with privacy and confidentiality requirements in a way that enables retrieval and amalgamation with a current clinical record if the prisoner returns.	Inspectors did not have the opportunity to observe the management of prisoner records during transfer or discharge from SQCC during the inspection. However, they identified and reviewed the process and, as a result, were satisfied about the steps put in place to protect the confidentiality of the documentation.
S24.14 Prisoners know how to comment/complain about their care and treatment. They are not discouraged from doing so and are supported to do so when necessary.	<p>During the inspection, inspectors received a number of prisoners complaints in regard Health services. The most common issue for prisoners was the waiting time to see a doctor or dentist.</p> <p>Individual complaints were investigated by the Inspectors as case studies. In all cases Inspectors found that health services provided by SQCC were not unreasonable when compared to the same level of service in the community.</p> <p>Nonetheless, while inspectors did not find that SQCC delivered deficient health services, it is apparent that prisoners had a negative perception of some key aspects of health services provided by SQCC.</p> <p>It should be noted that these and other prisoners had access to brochures which explained how they could lodge a complaint in relation to health services. That is, for example, they could lodge their complaint to the following entities:</p> <ul style="list-style-type: none"> <li>- Clinical Manager;</li> <li>- Director via a blue letter</li> <li>- Official Visitor</li> <li>- Health Quality and Complaints Commission.</li> </ul> <p>Inquiries made with a sample group of prisoners confirmed an awareness of the avenues for rising complaints regarding their health and medical needs.</p> <p>A desktop review indicated 12 complaints were received by Official Visitors in relation to health services at</p>

Standard	Findings
	SQCC. Likewise, a review of the complaints management system indicated that four complaints were received during the preceding 12 months with respect to prisoner's health and medical complaints.
S24.15 Systems are in place for prevention of communicable diseases. In the event of an outbreak of a communicable disease, the response is prompt and effective, in liaison with local public health services, including the identification and tracing of contacts.	<p>Inspectors observed the three-pharse program in place for the detection, vaccination and implementation of standard precaution guidelines.</p> <p>SQCC has not experienced an outbreak of a communicable disease. Nonetheless, relevant staff appear to understand their roles and obligations in the event of any such incident. Further, SQCC has a quality control system in place which is supported by a Communicable Disease Coordinator. This officer is, amongst other things, responsible for the following:</p> <ul style="list-style-type: none"> <li>- identification of communicable diseases;</li> <li>- develop of treatment options in respect of communicable diseases; and</li> <li>- education about communicable diseases:</li> </ul>
S24.16 Confidentiality is maintained in the best interests of the patient and the requirements of public protection.	<p>SQCC health and custodial staff shared information in an appropriate manner. In particular, Inspectors found that the general roles and responsibilities, guiding principles, cooperative arrangements and general information communicated in broad terms achieved effective outcomes for prisoners and their clinical care treatment.</p> <p>Prisoners are invited to meet with clinical care services staff to view their health records and have matters explained/clarified to them.</p> <p>If prisoners request copies of any documents, they are required to apply via the Information Rights Unit. However, it would more reasonable if there was a higher level of administrative of such information to prisoners.</p>
<b>57. Recommendation (Low). That SQCC ensures there are higher levels of administrative release of medical documentation to relevant prisoners.</b>	
S24.17 Information sharing protocols exist with appropriate agencies to ensure efficient sharing of relevant health care information.	A referral system is utilised between appropriate agencies such as PMHS and PASHU to ensure the efficient sharing of relevant information.
S24.18 Out of hours and emergency medical cover is well organised, responsive and effective.	<p>Health services are provided 24 hours a day and 7 days a week. A clinical nurse is rostered in the evenings so as to ensure that there is emergency care out of normal business hours.</p> <p>SQCC can accommodate prisoners with urgent, non-urgent, complex, planned chronic care and preventive health needs.</p>



Standard	Findings
S24.19 The prisoner's GP and any relevant care agencies are contacted at the beginning of custody, with the prisoner's consent, to provide relevant information to ensure continuity of care.	If a prisoner disclosed information that he needed continuous treatment for a pre-existing medical condition, then relevant entities, including outside agencies would be contacted by SQCC.
S24.20 An effective appointment system is in operation, which ensures that consultations take place at times that allow enough patient contact time.	<p>All prisoners accepted at SQCC undertake a medical consultation with a Registered or Clinical Nurse. If the prisoner requests to see a doctor or has a particular condition that has been identified as requiring the advice of a doctor, then an appointment is made for a doctor to review the matter at the next available clinical session.</p> <p>Prisoners are also informed about how to request future medical examination/treatment. The Inspectors reviewed the waiting list for seeing a doctor (triaged and collated). At the time of the inspection, there were 21 prisoners waiting to see a doctor.</p>
S24.21 Prisoners who require it are given help with continence needs.	<p>Inspectors were informed at the time of the inspection, SQCC accommodated one prisoner who has continence needs.</p> <p>A Clinical Nurse provides education and support to prisoners with the assistance of Incontinence Care Australia and to date most of the prisoners requiring care have been successfully treated at SQCC and accommodated in the general prison accommodation areas.</p>
S24.22 Health professionals ensure discharge documentation is completed on time.	<p>Prisoners are interviewed prior to their discharge to ensure they continue to receive health care following their transition into the community.</p> <p>SQCC provides the following information to prisoners upon discharge:</p> <ul style="list-style-type: none"> <li>- Information on how to contact external agencies;</li> <li>- Details about any pre-arranged appointment. For example, if relevant, an appointment is made with the relevant prisoners' general practitioner.</li> <li>- Information on the importance of continuity of health care;</li> <li>- Information about the vaccination status of the prisoner;</li> <li>- The prescribed medication of the prisoners; and</li> <li>- Information about any outstanding investigations.</li> </ul>

Standard	Findings
S24.23 All prisoners receive a pharmacy service equivalent to that in the community and that information about the benefits and risks of medications, and the self-administration of medication are available.	The provision, supply and administration of pharmaceuticals at SQCC are governed by the Offender Health Services procedure manual. Medication prescribed to prisoners are available on the Queensland Health List of Approved Medicines (LAM) which is the official state-wide formulary for medicines approved for use in all Queensland Health public hospitals and institutions. The LAM is the equivalent to the community standard being the Pharmaceutical Benefits Scheme (PBS).
S24.24 Prisoners prescribed long-term medications receive them without gaps or delays including when going to court or when transferring from one centre to another.	Inspectors did not find any evidence to indicate that there were notable gaps or delays in respect of the prescription of long-term medication . Prisoners who transfer to another centre or are discharged are provided with seven days of medication with the exception of Schedule 8 Controlled Drugs to ensure continuation of treatment.
S24.25 Systems are in place to ensure that medicines are handled safely and securely. There is safe pharmaceutical stock management and use.	Inspectors observed a pharmaceutical room which was secure, organised, methodical and well maintained. All medicines (including Schedule 4 and Schedule 8 medicines) are stored securely and only accessed by authorised personnel.
S24.26 Prisoners receive dental treatment at least to a standard and range equal to that of Queensland Health.	Inspectors observed that at the time of the inspection, there were 29 prisoners waiting for dental treatment. A further analysis of the waiting prisoners indicated that only 4 prisoners were considered Category One, being the most urgent and most prisoners fell in the Category Three area being the least urgent. It is also noted that SQCC is carrying one vacancy for a dental technician. There is a perception by prisoners that there is inadequate care and access to dental services, however Inspectors did not find corroborating evidence to support such a belief.
S24.27 Health services bed spaces should not form part of the centres normal accommodation and admission should only be on assessment of clinical need.	The clinical care services accommodation areas consists of M2 which contains seven beds and two soft cells. These cells have been used sometimes for non-medical accommodation such as accommodating large groups of prisoners during the closure of Darling Downs Correctional Centre. SQCC also facilitates the Advanced Care Unit, however the state and use of it largely involves QCS.

Standard	Findings
S24.28 Prisoners who have appointments and continuing treatment with specialist services are not moved unless appropriate arrangements are available in the new establishment to ensure continuity of care.	SQCC in general maintains all prisoner appointments, including and specialist treatment.
S24.29 The health centre facilitates supported accommodation for those experiencing difficulty with life in regular accommodation units.	SQCC offers supported accommodation in M2, the Advanced Care Unit and Disabled Unit.
S24.30 Mental health services include primary, secondary and tertiary services.	Most new receptions have already been assessed for psychiatric services or are in the care of PMHS. If there are any concerns raised, a referral is made.
S24.31 Mental health services are provided by specialist staff in liaison with the primary care team and custodial staff.	Inspectors observed an effective working relationship and liaison between care providers during the inspection period. Queensland Health PMHS delivers a service twice a week at SQCC. In addition, there are weekly meetings involving PMHS in order to ensure that there is effective information sharing between the primary care team and PMHS.
S24.32 Prisoners with mental health problems are transferred to specialist secondary and tertiary care if clinically indicated. If they have to be moved to another centre their care is not compromised.	The Audit Report highlights that SQCC referral documents to other healthcare providers contain sufficient information to facilitate optimal care. Inspectors observed the continuity of care, continuity of the therapeutic relationship and a consistent approach provided to prisoners with mental health problems.

## APPENDIX B - Schedule of Recommendations

Number	Recommendation	Priority
1.	That SQCC develops a clear process to expeditiously furnish a prisoner discharged to liberty from the Courts with their property including the immediate transfer of all funds to the nominated prisoner's bank account.	Medium
2.	That the agency conducts a review such that it is satisfied that all centres have appropriate regard to information contained in archived detention and prisoner management files (pre-IOMS).	Medium
3.	That SQCC reviews the reception store functionality and service provision with the objective of providing an increased level of governance and support to maintain structure which incorporates all processes undertaken in the area (ie. processing of the seized property).	Medium
4.	That SQCC reviews its group movement approach in the reception store such that prisoners are kept in the store for as short a time as reasonably practical.	Low
5.	That SQCC ensures that prisoners in reception are informed about what will happen next in the reception process.	Low
6.	That SQCC reviews, amends and adheres to the formal process of the Cell Double Up Risk Assessment.	High
7.	That SQCC reviews the current Centre Inspection regime and consider the introduction of Leadership Team participation in the weekly inspection activities.	Medium
8.	That SQCC ensures that soap is provided to the Communal toilets throughout the Centre in the interests of hygiene and regular checks of supply are conducted on an ongoing basis.	Low
9.	That SQCC as a priority completes the development and implementation of the proposed 'Youthful Offender Strategy'	Medium
10.	That the Agency reviews the current infrastructure and considers the installation of an Emergency/Code Response pedestrian and vehicle access point immediately adjacent to the area between the Health Centre and Residential Disability Unit/s.	Medium
11.	That SQCC conducts a review of the number of Notices on Accommodation Display Boards and surrounds to enable prisoners to be better informed and kept up to date with changes.	Low
12.	That the Agency trials utilising an information channel for prisoners, and computer or TV display screens in some unit common areas in order to electronically provide information and updates to prisoners.	Medium
13.	That SQCC reinforces with operational staff the requirement, where and when appropriate to afford the prisoner the opportunity to be present during a cell search.	Medium

Number	Recommendation	Priority
14.	That SQCC reinforces with operational staff the requirement to fully comply with all prisoner search procedures, including ensuring that the searches are respectful to the prisoner.	Medium
15.	That SQCC provides an increased level of governance to the generation of Case Notes and the level of compliance to the current model in place as described in Standard 5.3	Medium
16.	That SQCC, to the extent reasonably possible, arranges the release of operational staff to attend formal prisoner management forums as part of the role and function of Case Management and support strategies.	Medium
17.	<p>That SQCC completes the review, development and implementation of the proposed SQCC Violence Reduction Strategy 2010. Linked to this strategy are the following points:</p> <ul style="list-style-type: none"> <li>a) Consultation with Staff in the strategy development</li> <li>b) Consultation with prisoners in the strategy development</li> <li>c) Identification of the Centre's Anti Bullying Coordinator</li> <li>d) Completion of the 2 year cycle Bullying Survey</li> <li>e) Recording of information as per page 14 section 5.3 of the Strategy</li> <li>f) Review of the Offender Induction Package to align to the Strategy</li> <li>g) The establishment of the weekly prisoner service meetings as per the Strategy intent</li> <li>h) Communicate the completed Strategy to the Centre staff group as discussed via staff information / Awareness sessions and possible inclusion in the Annual Training Plan (ATP)</li> <li>i) Introduce and promote the use of Safer Custody Forms as part of the Strategy (relevant to both Bully and Victim)</li> <li>j) Consider the placemen of the finalised Strategy to the Centre's electronic Notice Board</li> </ul>	Medium
18.	That SQCC ensures that each psychologist or doctor advice under sections 53(1a), 54(2) or 55 to raise a safety order is properly documented.	Medium
19.	That SQCC conducts a review of managerial oversight/supervision of at risk assessments to enhance congruency between recommended at risk regimes and at risk prisoner presentation	High
20.	That SQCC takes active steps to better ensure that its Risk Assessment Team members do not conduct at-risk assessments through a hatch/grate or doorway - unless exceptional circumstances are present and documented.	Medium
21.	That the Agency conducts a review and, thereafter, take active steps so as to ensure that relevant staff do not undervalue a prisoner's at-risk symptomology on the basis of their past experience of the prisoner.	High
22.	That SQCC ensures that relevant independent assessments of at risk prisoners are conducted individually rather than in conjunction with another assessor.	Medium
23.	That the Agency and SQCC give strong consideration to increasing the utilisation of M2 as a Safety Unit.	Medium

Number	Recommendation	Priority
24.	That SQCC puts in place a formal process for identifying prisoners that have been convicted of a culturally aggravated offence or of an incident of racist bullying in prison and to draw the attention of staff to these individuals.	Medium
25.	That SQCC schedules the PADD to work a minimum testing roster each visits day whilst maintaining the randomness of the search frequency and covering the visits processing, visitor centre and station 7 where prisoners are searched in and out of visits.	Medium
26.	That SQCC considers providing more information to visitors in relation to Ion Itemiser such as, for example, issuing a statement to visitors indicating that the Ion Itemiser is maintained and calibrated in accordance with the manufacturer's specifications and is an essential element of the required screening of visitors to the Centre.	Medium
27.	That SQCC management reviews the Visits staff roster so as to be reasonably satisfied that the roster makes provision for close security support and/or ensures that there is sufficient staff on duty in the visits area	Medium
28.	That SQCC considers installing a sign on the safe in the visits processing area indicating that the safe is protected by a time clock.	Low
29.	That SQCC issues a brochure promoting the video conferencing as an added option and providing some indicative costing for the benefit of visitors and prisoners.	Medium
30.	That SQCC provides a brochure promoting the option to utilise video conferencing as an additional or alternative option to face to face visits with children and providing some indicative costs	Low
31.	That SQCC examines options to install noise attenuation booths over the phones.	Low
32.	That SQCC examines the option of SQCC industry workshops undertaking the manufacture of the noise attenuation booths as a production and training exercise.	Low
33.	That SQCC examines ways of improving the flow of mail into and out of the Centre	Medium
34.	That the Agency strongly considers a trial use of emails or another form of electronic communication by or to prisoners under controlled conditions to develop an alternative means of communication, to assist in minimising the clerical workload in processing mail and to decrease the incidents of the incorrect management of incoming and outgoing mail.	Medium
35.	That SQCC puts in place a system that ensures regular and timely checking of blue letter mailboxes in the units and promotes this to the prisoners.	Medium
36.	That SQCC includes information regarding blood-borne viruses and other problems that may arise from substance abuse in the prisoner induction handbook.	Low

Number	Recommendation	Priority
37.	That SQCC considers assigning a senior management representative to regularly attend key Chaplaincy meetings.	Low
38.	That SQCC ensures that a Chaplain is not left alone in the Education building without security present.	Medium
39.	That SQCC gives consideration to enabling Chaplaincy services to be available between 1130 and 1300hrs on a Sunday.	Low
40.	That SQCC takes steps to ensure prisoners are better encouraged to attend programs/activities on-time, including implementing appropriate counselling and consequences.	Low
41.	That SQCC takes immediate steps to ensure an effective staffing level in the intelligence unit.	High
42.	That SQCC enhances its quality assurance system to ensure that the consistent application of breach penalties has effective oversight.	Medium
43.	That SQCC puts in place regime that allows for appropriate persons (managers etc.) to hear major breaches if appointed supervisors are not available.	High
44.	That SQCC incorporates some information in the “employment evaluation form” on the rights of prisoners to review a decision.	Low
45.	That SQCC takes steps to ensure that its Canteen Buy Up Form is more reader friendly.	Low
46.	That SQCC takes active steps to ensure stronger compliance with COP Prisoner Restrictions - Publications, Films, Electronic Games Consoles/Computer Games and CD’s with respect to section 3.3 and 8.	Medium
47.	That SQCC takes steps to ensure that ordered materials utilised by the Arts class are available at the commencement of relevant courses.	Low
48.	That SQCC reviews the stated policy regarding sentenced prisoners, with further remands, being ineligible for program participation	Medium
49.	That SQCC establishes a partnership with a service provider for the delivery of parenting and relationships intervention to support prisoner reintegration needs.	Medium
50.	That SQCC establishes a system to ensure security classification reviews are actioned for all prisoners who are subject to a significant event.	Medium
51.	That SQCC develops a system to ensure all prisoners serving a period of incarceration 12 months or greater have a current Offender Rehabilitation Plan which is reviewed annually for high security classification prisoners.	Medium
52.	That SQCC addresses outstanding Offender Rehabilitation Plans.	High
53.	That SQCC implements the newly developed Through-care Review Template and monitor the information generated by the assessment to ensure a holistic through-care and whole of sentence planning approach is generated.	Medium

Number	Recommendation	Priority
54.	That SQCC promotes a consistent multi-disciplinary panel attendance at Offender Rehabilitation Plan and Security Classification Reviews.	Medium
55.	That SQCC gives consideration to the delivery of culturally specific criminogenic programs.	Medium
56.	That SQCC reviews its processes with a view to identifying if it can further reduce incidents of long delays in prisoner access to medical services.	Medium
57.	That SQCC ensures there are higher levels of administrative release of medical documentation to relevant prisoners.	Low



## **Appendix C — Inspection Team**

Samay Zhouand, Chief Inspector

Peter Shaddock, Senior Inspector

Alex Lytwysky, Inspector

Lisa Dalmau, Inspector

Nicole Meakins, Inspector

Keith Muller, Inspector