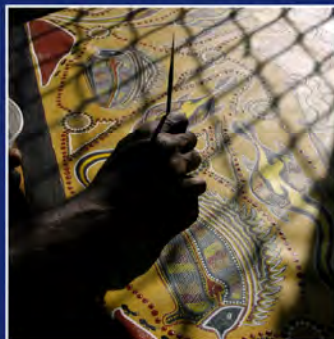
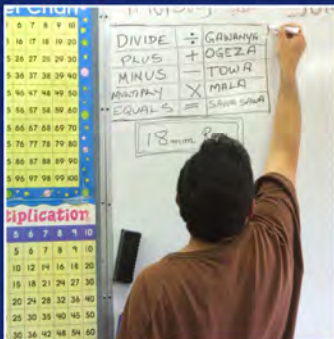


Queensland Corrective Services



FOLLOW-UP INSPECTION DARLING DOWNS CORRECTIONAL CENTRE Office of the Chief Inspector

October 2011



1 BACKGROUND

- 1.1 The Darling Downs Correctional Centre (DDCC) was subject to its first Full Announced Inspection (against the *Healthy Prison Standards* as detailed in the Queensland Corrective Services Healthy Prisons Handbook) in September 2010. The inspection report was published in December 2010. The centre received an overall rating of two (2) meaning that:

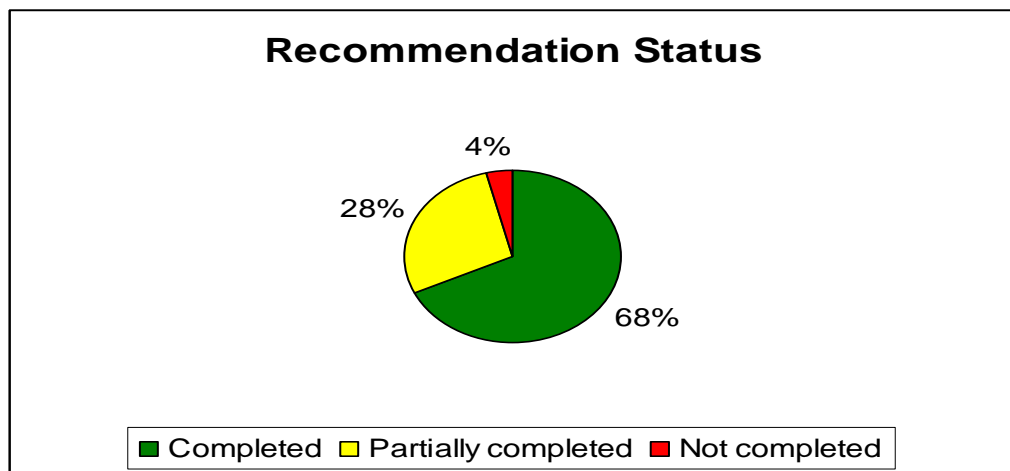
The centre is performing reasonably well against the inspection criteria. There is some evidence of adverse outcomes for prisoners in only a small number of areas however there are no significant concerns.

- 1.2 Thirty-four (34) recommendations for improvements were made in the report, which were broken down into the following priority ratings:
- 3 high recommendations;
 - 21 medium recommendations; and
 - 10 low recommendations.
- 1.3 These recommendations cut across the areas of reception and induction processes, infrastructure and maintenance, offender management, and case management.
- 1.4 As is currently the practice, the Office of the Chief Inspector carries out Follow-up Inspections of a correctional centre approximately 12 months after the Full Announced Inspection report is published to examine and report on the progress the centre has made in relation to the implementation of recommendations.
- 1.5 As part of the follow-up process, a centre is asked to submit a folder of evidence which details documentary evidence to demonstrate the implementation of each recommendation. Inspectors review this material and also attend the centre to examine evidence of the implementation of the recommendations on the ground.
- 1.6 Only high and medium recommendations are examined by Inspectors. Inspectors do not measure the implementation of low priority recommendations.

2 SUMMARY OF FINDINGS

- 2.1 On 11 and 12 October 2011, this Office undertook a Follow-up Inspection of DDCC. The Inspectors were pleased to note the centre's preparedness for the inspection and the open and professional communication by all staff with the inspection team.

- 2.2 DDCC demonstrated that they had made progress in the planning and implementation of most of their recommendations. Specifically, in relation to the Follow-up Inspection it was found that:
- 17 recommendations were fully implemented;
 - 7 recommendations have been partially implemented but require some further work;
 - 1 recommendation is not completed; and
 - 9 recommendations were not reviewed as they were low.
- 2.3 Excluding low priority recommendations, the progress to date is detailed in the following diagram.



- 2.4 A schedule that details each recommendation and the Inspectors' findings as at October 2011 is attached.
- 2.5 As can be seen, DDCC has made progress in addressing a number of issues that had been identified by Inspectors during the original Inspection. From a thematic perspective, some of the challenges that the Centre still faces which require some further work include:
- meaningful activity; and
 - infrastructure maintenance and improvement.

3 RECOMMENDATIONS

- 3.1 It is recommended that the Agency and the Centre take steps to implement the 1 recommendation identified by Inspectors as being unimplemented, namely:

Recommendation 24 – the Agency reviews the adequacy of the intelligence function at the Centre.

- 3.2 It is also recommended that the Agency and Centre finalise the actions necessary to fully implement those 6 recommendations that Inspectors consider have been partially implemented.

1	Low (p.16)	The Centre implements a program of interpersonal communication skills training for staff working with prisoners.	Not reviewed
2	Medium (p.19)	All assessments of reception prisoners by psychologists and counsellors are entered into the prisoner's case notes in IOMS on the day the assessments are undertaken.	Completed Inspectors reviewed IOMS and found that reception assessments of prisoners by Psychologists and Counsellors are carried out on the day of reception and entered into prisoner case notes in IOMS on the same day. Further, that reception assessments were found to document enquiries regarding child safety issues.
3	Medium (p.20)	The assessment carried out by the psychologist/counsellor include enquiries to ascertain any child safety issues and the results recorded in the prisoners case notes in IOMS	Completed See above
4	Low (p.21)	The Centre implements a practice that ensures when a prisoner is offered and receives a reception calls that it is recorded in the prisoner's IOMS Case Notes.	Not reviewed
5	Low (p.22)	The Centre ensures that all staff who deliver the custodial induction package are given clear instructions on the intention of the induction and the boundaries of appropriate content.	Not reviewed
6	Low (p.22)	The Centre requires each staff member who participates in a prisoner induction to case note such fact.	Completed Whilst this is a low recommendation, and not usually reviewed, as per the comments at recommendation 13 below, a random review of centre case notes demonstrates excellent induction case notes.

7	Medium (p.25)	The Centre ensures that cells are assessed for cleanliness prior to prisoners being allocated to them.	<p>Completed</p> <p>Inspectors viewed cells allocated for reception prisoners arriving during the period of Inspection. These were found to be clean and appropriately prepared for occupancy.</p> <p>The Centre has introduced a cell condition report that is completed by prisoner and verified by staff on both the occupancy and vacation of a cell. Inspectors reviewed these records and found them to be well kept and compliant.</p>
8	Medium (p.27)	The Agency undertake an assessment of the fabric and infrastructure of the Centre and identify the maintenance needs of the Centre and where appropriate rectify these concerns.	<p>Completed</p> <p>Inspectors understand that consideration has been given to the need for improving the infrastructure, resulting in cyclical condition-based maintenance improvements. However, the future of the infrastructure being upgraded to reflect a modern facility, is not a financially viable plan. The lifespan of the centre is for further decision-making by government – and not within the remit of the centre or the directorate.</p>
9	High (p.27)	Fire alarms are installed in all accommodation units.	<p>Completed</p> <p>It was evident from the follow-up inspection that all individual cells within the centre are serviced by a functional fire alarm system.</p>
10	Medium (p.28)	The Centre amends its laundry practice to insure that prisoners receive their own allocated clothes after they have been washed.	<p>Completed</p> <p>Inspectors found that the Centre has introduced a system that now ensures clothing provided by individual prisoners laundering is processed separately. This ensures that prisoners receive their own clothing after laundering. The PAC advised that the current system is effective in ensuring prisoners clothing is appropriately laundered and returned to the correct recipients.</p>

11	Medium (p.30)	That the Agency review the use of double-up and four-up cells and consider issuing a direction that the double-up cells should only be used for single occupancy and four-up cells should only be used to accommodate two prisoners.	<p>Completed</p> <p>The centre have updated their local procedure – Centre Routines, to include direction that <i>“it is preferable to accommodate one prisoner to a cell. When prisoner numbers allow, prisoners should not share a cell with another prisoner. All cells in Warrego and Proserpine should have a prisoner allocated to them before prisoners are doubled up or sharing a four out in Warrego. The two out cell in Coolibah should only be utilised whenever there are no other rooms available.”</i></p> <p>This local procedure has been submitted to the custodial directorate for approval, however, the centre practiced explained – and observed – by the Inspectors, is consistent with the above direction. It is understood that unless exceptional circumstances exist, a double-up cell should not be used to accommodate 2 prisoners, and the four-up cells should not be used to accommodate more than 2 prisoners.</p>
12	Low (p.33)	The Centre review the requirement for the sender to provide receipt of purchase or a declaration for the same.	Not reviewed
13	Medium (p.37)	The Centre reinforces with the case officers the requirement for comprehensive, meaningful case notes and institutes a case note audit process.	<p>Partially completed</p> <p>A random review of centre case notes demonstrates excellent induction case notes, but there remain absences on case note entries for ongoing case management. Long time periods would appear to exist between standard entries, although regular case note entries exist regarding case file auditing.</p> <p>The most regularity in case noting appears to come from employment / vocational training related input.</p>

14	Medium (p.37)	The Centre institutes a process to ensure that periodic and summary reports are completed consistently.	<p>Partially completed</p> <p>The centre report that they are to provide report writing training to the staff however whilst projected within the annual training plan, have been unable to deliver against this item.</p> <p>There is no evidence to suggest that a system has been implemented to diarise the furnishing of periodic reports, although advice from the Senior Advisor, Sentence Management indicates that summary reports are now being provided for OMP-R's in a timely manner.</p>
15	Medium (p.41)	The Centre increases the accreditation rate of Correctional Practices Competency Assessment (CPCA) topics.	<p>Partially completed</p> <p>Whilst the statistics of compliance against CPCA are notably improved, there remains a shortfall of the required 100% compliance.</p> <p>The centre identify this as an area of ongoing concern and attention, and see the shared resource of the STC, who is located off-site to the centre, as a critical problem. There would appear to be data errors in reported statistics, resulting in a lack of reconciliation between training completed and training reported. The centre advised this remains to be further resolved between themselves and the QCSA.</p>
16	Medium (p.43)	The Centre places notices about the centre in strategic locations and in the Induction Handbook, encouraging prisoners to seek help if they are experiencing thoughts of self-harm.	<p>Completed</p> <p>Inspectors evidenced completion of this item, and prisoners articulated ready access to same.</p>
17	Low (p.46)	The Centre conducts training in the area of Cultural Awareness to ensure that all non-custodial staff have current accreditation.	Not reviewed

18	Medium (p.49)	The visits area is fitted with weather barriers to moderate the climatic conditions that can be experienced.	Completed Inspectors found that the visits area had been fitted with wind barriers, sun and rain shades and equipped with gas heaters for colder weather. The Centre and prisoners advised Inspectors that during really adverse weather conditions the visit session may be relocated to the gymnasium.
19	Medium (p.52)	The Centre considers the purchase of a variety of age related toys and activities that will provide entertainment for the duration of the visit and that will allow the prisoner and his child to interact.	Completed Inspectors were unable to view a visit session during the follow up inspection. However the Centre has provided a range of games, books, and other toys that provide the opportunity for interactive activities between prisoners and their visiting children.
20	High (p.57)	All management and staff at DDCC be reminded of the importance of elevating allegations of assault by staff on prisoners to the appropriate level (including referral to the DCS Ethical Standards Branch).	Completed It is noted that this recommendation was referencing an isolated incident (with specific individuals) and has been both addressed with the relevant persons, and more widely discussed through the leadership meeting in June 2011.
21	Low (p.66)	The Centre purchases additional reading material for the library to provide a range of recent releases thereby stimulating the prisoners' interest in reading.	Not reviewed
22	Medium (p.68)	The Centre undertakes a needs analysis of the prisoner population to determine what arts, crafts and hobbies they wish to pursue and then facilitate the provision of the raw material and provide instruction if required.	Partially completed The Centre in consult with PAC representatives identified a range of possible arts, crafts and hobby activities. However attempts by the Centre to attract tutors for these activities have proved unsuccessful to date. The Centre has introduced a request form for individual prisoner arts, crafts and hobbies that can be filled in on reception. This links to a management approval process that may provide for the purchasing and use of hobby materials.

23	Medium (p.73)	The Centre takes steps to increase the level and type of interaction between staff and prisoners.	<p>Completed</p> <p>There is consistent feedback from prisoners indicating that they are aware of the individual allocated as their Case Officer, and have regular interactions with staff – with an ability to discuss simple and trivial matters, to difficult, sensitive and transitional matters. Inspectors noted evidence of staff and prisoner interaction across all levels of the centre.</p>
24	Medium (p.73)	The Agency reviews the adequacy of the intelligence function at the Centre.	<p>Not Completed</p> <p>“07.06.11 – SEQ Low Custody forum held on this date. The need for a stand alone intel function was discussed. The General Manager, Operational Performance was also present. Consensus was reached within this group that the current Intel services in place at NCC, DDCC and PCCC are adequate to manage immediate Centre information and Intel functions. The preferred model accepted is to utilise the correctional supervisors and operations officers to maintain an intel profile as part of their duties.”</p> <p>However the current process at Darling Downs CC is not in compliance with the referenced accepted model and this suggests to Inspectors that an informed review of the adequacy of the intelligence function of the Centre was not undertaken by the Agency. (It is recognised that the centre do not currently have a Correctional Supervisor and Operations Officer intelligence qualified due to the role of Correctional Supervisor being a new appointment – and hence, no intelligence training delivered as yet, and the role of Operations Officer being recruited).</p>

25	High (p.74)	The Centre instructs all custodial staff in the appropriate method to undertake a search requiring the removal of clothing and institutes an audit process to ensure future compliance.	<p>Completed</p> <p>Inspectors observed staff at the Centre undertaking removal of clothing searches and found that they were undertaken in a professional and legislative compliant manner.</p> <p>A review of the Centres Prisoner Search Register indicates that Custodial Supervisors are partaking in the search process with the purpose of auditing legislative compliance.</p>
26	Medium (p.75)	DDCC undertake a review of breaching practice to ascertain whether alternative prisoner management practices could be utilised in some cases.	<p>Partially Completed</p> <p>Inspectors were provided with a copy of an email suggesting that event based reviews were being considered as an alternative to Major Breaches. The understood rationale for this was to manage the <i>pattern</i> of apparent behaviour that breaches could evidence, assessing the prisoner's suitability for a low custody environment.</p> <p>Inspectors cautioned that event based reviews should not be used as an alternative to the breach of discipline process, and Inspectors were not provided with evidence that any examples of formal reviews had been undertaken.</p> <p>Inspectors did find a significant reduction in prisoners being the subject of breach action but recommend that alternative methods continue to be developed. This may be in the form of the case conference model that the centre have discussed above, without the events based review element.</p>
27	Low (p.77)	The centre ensure that prisoners are advised during the induction process of how and where to access the QCS Prisoner Information Booklet.	Not reviewed

28	Medium (p.80)	The Agency explores the option of refurbishing a detention unit cell with the view to making it suicide resistant.	<p>Completed</p> <p>This recommendation was identified as an action item within the low custody reform project, with a submission forwarded for a built-for-purpose refurbishment of the detention unit. This was declined however due to funding, and the centre remains with the same detention unit infrastructure.</p>
29	Medium (p.84)	The Centre ensures that prisoners responsible for the preparation of food wear the appropriate PPE.	<p>Completed</p> <p>Much evidence exists to confirm that prisoners receive an adequate induction to food-related employment, and involved in this induction training, is an outline of the required PPE and the manner in which to use it. Further, ongoing, regular refresher training is conducted with prisoners employed in food-related employment, usually on a bi-monthly basis.</p> <p>Prisoners employed in food-related areas were evidenced to be wearing PPE and readily confirmed that PPE is provided readily and replaced as required.</p>

30	Medium (p.85)	The Centre reviews the list available for prisoner purchases and increases the range to reflect opportunities available at other similar facilities, the level of risk and provide opportunities for some independent living.	<p>Partially Completed</p> <p>The Centre advised the range of products available for purchase by prisoners has been reviewed. The centre also advised that the current low numbers of prisoners at the centre does not make it viable to increase the product range, particularly stock on hand items. Further, the centre advised that independent living style food is not feasible at this time due to the infrastructure of the accommodation blocks (ie no microwave ovens).</p> <p>There is evidence that planning is in place for Healthy Lifestyle Blocks and an Independent Living Model. As part of this planning, a wider variety of products, particularly food products is being considered.</p> <p>Inspectors are of the view that whilst the constraints noted above are of consideration, they are not prohibitive of an increase to an increase in the range of independent living options that could be actualised.</p>
31	Medium (p.86)	The Centre reviews the range of products able to be purchased on the reception buy-up and provides same day delivery of the item.	<p>Completed</p> <p>Inspectors observed the reception process and found that prisoners were provided with the opportunity to have a buy-up on the day. Inspectors viewed the buy-up list and found that it had an increased range and value than that previously viewed.</p>
32	Low (p.87)	The Centre provides the prisoners information on the type of products available through sales to prisoners and, where appropriate, advice on the individual items and price. The Centre ensures that the range is reflective of the Low Security environment.	Not reviewed
33	Low (p.99)	The Centre ensures consistency in the conduct of sentence management panels and that sentence management staff are encouraged to facilitate discussion between panel members and the prisoner.	Not reviewed

34	Medium (p.99)	The Centre ensures that prisoners are advised of the appeal processes available if they feel aggrieved or dissatisfied.	Partially completed The induction booklet outlines how to go about lodging complaints and using the Ombudsman, however, there is no direct reference to how to appeal against a classification or placement decision. It would appear that this was the context of this recommendation. Inspectors were advised by prisoners that they are aware of their options should they be aggrieved by a decision, however, given the importance of this recommendation, particularly in light of previous natural justice concerns from the Ombudsman Office (see The Classification and Movement of Prisoners report 2009), this remains to be documented for prisoner reference.
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