



Office of the Chief Inspector
Full Announced Inspection
Wolston Correctional Centre

August 2009





Aerial View - Wolston Correctional Centre



NAIDOC Celebrations - Visits Centre

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OVERVIEW & METHODOLOGY

THE HEALTHY PRISON TEST

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

Safety:	Prisoners, even the most vulnerable, are held safely.
Respect:	Prisoners are treated with respect for their human dignity.
Purposeful activity:	Prisoners are able, and expected, to engage in activity that is likely to benefit them.
Resettlement:	Prisoners are prepared for release into the community, and helped to reduce the likelihood of re-offending.

A healthy prison therefore calls for a safe and predictable environment where prisoners are treated with respect as individuals; where prisoners are purposefully occupied and are expected to improve themselves; and where prisoners are able to strengthen links with their families and prepare themselves for release.

OUTCOMES

Whether or not a correctional facility can be considered “healthy” largely depends on how well it achieves the following outcomes for prisoners:

1. Appropriate steps are taken to ensure that individual prisoners are protected from harm by themselves and others.
2. Prisoners are treated with respect for their dignity while being escorted to and from prison, in prison and while under escort in any location.
3. Prisoners are held in conditions that provide the basic necessities of life and health, including adequate air, light, water, exercise in the fresh air, food, bedding and clothing.
4. Prisoners are treated with respect by centre staff.
5. Good contact with family and friends is maintained.
6. Prisoners’ entitlements are accorded them in all circumstances without them facing difficulty.
7. Prisoners take part in activities that educate, develop skills and personal qualities and prepare them for life outside prison.
8. Health care is provided to the same standard as in the community, available in response to need, with a full range of preventative services, promoting continuity with external health services upon release.
9. Appropriate steps are taken to ensure that prisoners are reintegrated safely into the community and where possible into a situation less likely to lead to their further involvement in crime.

INSPECTION METHODOLOGY

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

Area	Outcome(s)	Standards
1. Arrival in custody	1,2,3,4,5,6,7,8,9	1. Courts, Escorts and Transfers 2. First days in custody
2. Environment and relationships	1,2,3,4,6,7,8,9	3. Accommodation 4. Staff - prisoner relationships 5. Case / unit officers
3. Duty of care	1,2,3,4,5,6,7,8,9	6. Bullying and violence reduction 7. At risk management 8. Equality 9. Diversity 10. Non-Australian citizens and prisoners subject to deportation 11. Mothers and babies 12. Contact with the outside world 13. Request and complaint systems 14. Legislative entitlements 15. Substance-related needs
4. Health Services	3,4,6,8	16. Health Services
5. Activities	5,6,7,8,9	17. Learning, skills development and purposeful activity 18. Physical activities, arts, crafts and hobbies 19. Religious activity 20. Out of cell activity
6. Good order	1,3,4,5,6,7,8,9	21. Security, good order and rules 22. Discipline 23. Remuneration and employment
7. Services	1,3,6,7,8	24. Food 25. Prisoner purchases
8. Resettlement	1,5,6,7,8,9	26. Strategic resettlement 27. Offender management planning 28. Resettlement pathways

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

PERFORMANCE RATINGS

Areas and Outcomes

To enable a valid and reliable assessment of the centre's performance against each area and outcome of the Healthy Prison Test, a rating system, as described below, is applied to the 8 areas and 9 outcomes.

Rating	Description
1	Performing well against the inspection criteria. There is no evidence that <u>outcomes</u> for prisoners are being adversely affected in any significant areas.
2	Performing reasonably well against the inspection criteria. There is some evidence of adverse <u>outcomes</u> for prisoners in only a small number of areas however there are no significant concerns.
3	Not performing sufficiently well against the inspection criteria. There is evidence that <u>outcomes</u> for prisoners are being adversely affected in many areas or particularly in those areas of greatest importance to the well being of prisoners. Problems / concerns, if left unattended, are likely to become issues of serious concern.
4	Performing poorly against the inspection criteria. There is evidence that <u>outcomes</u> for prisoners are seriously affected by current practice. There is a failure to ensure even adequate treatment of and / or conditions for prisoners. Immediate remedial action is required.

WHOLE OF CENTRE PERFORMANCE

The results of each area and outcome assessed are then used to give a “whole of centre” rating, as described below, which assesses the overall performance of the centre against the Healthy Prison Test.

Rating	Description
1	The centre is performing strongly against the Healthy Prison Test. There is strong performance across all areas / outcomes. Weaknesses, if any, are considered minor.
2	The centre is performing well against the Healthy Prison Test. There is good performance across most areas / outcomes. There are some weaknesses but either they are not considered significant or if they are significant, they exist only in a small number of areas.
3	The centre is not performing sufficiently well against the Healthy Prison Test. There is below standard performance across several areas / outcomes and significant weaknesses exist across several key areas. If left unattended, they are likely to become issues of serious concern.
4	The centre is performing poorly against the Healthy Prison Test. There is poor performance across most areas / outcomes. There are many significant weaknesses. There is inadequate treatment of and / or conditions for prisoners. Immediate remedial action is required.

RECOMMENDATIONS: RISK RATING AND IMPLEMENTATION

Each recommendation made is assigned a high, medium or low level of priority, as outlined below, depending on the level of risk that the particular issue poses for the facility and/or the agency, and how significantly it might adversely impact on outcomes for prisoners.

The implementation of high and medium priority recommendations is monitored by the OCI Inspector via its 12-monthly follow-up inspection process. Low priority recommendations are considered “housekeeping” issues and are suitable for actioning at the local level, with the centre’s General Manager responsible for this. Under normal circumstances, low priority recommendations will not be subject to formal monitoring by the Chief Inspector.

Priority	Description	Responsibility
High	Represents a major risk that if not resolved it will have a significant adverse impact on outcomes for prisoners. Where practicable, requires <u>immediate</u> remedial action.	Directorate/Centre. Chief Inspector to monitor implementation via the 12-monthly follow-up inspection process.
Medium	Represents a moderate risk that if not resolved it has the potential to have a significant adverse impact on outcomes for prisoners. Where practicable, requires remedial action in the <u>short to medium term</u> (i.e. within 3-6 months).	Directorate/Centre. Chief Inspector to monitor implementation via the 12-monthly follow-up inspection process.
Low	Represents a minor risk that if left unresolved it may have an adverse impact on outcomes for prisoners. Requires remedial action in the <u>longer term</u> (i.e. within 6-12 months)	Centre. General Manager to implement. Not subject to monitoring by the Chief Inspector.

INSPECTION SUMMARY

CENTRE OVERVIEW

The Wolston Correctional Centre is a 600-bed secure male prison, located on Grindle Road, Wacol. The centre accommodates high and low classification offenders and operates as a placement centre for sentenced protection prisoners in South East Queensland. The centre was commissioned in 1999.

The centre is of a contemporary design which offers two styles of prisoner accommodation. The centre includes six 'secure' units each providing for the accommodation of 50 prisoners in single cells, housing in total 300 prisoners. Additionally, the centre contains 'residential' style accommodation of an open campus design, housing a further 300 prisoners. All prisoner accommodation is enclosed by a high security perimeter fence.

Additionally, the centre includes:

- a purpose built education and programs area adjacent to the 'residential' accommodation, which has eight multi purpose classrooms, a library, three arts and craft rooms, a spiritual centre and a chaplains' office;
- eight classrooms either attached to or within the 'secure units';
- a Health Centre (with no prisoner accommodation);
- a Detention Unit with a ten cell capacity, comprising of eight separate confinement cells and two separation cells;
- a multi-purpose gymnasium and oval with the 'residential' area also including a recreation room and two tennis courts; and
- an external visitor processing centre shared with Brisbane Women's Correctional Centre.

The centre has been designed as an industrial facility to employ the centre's population in industry employment activities. Industries comprises of six workshop areas which are multifunctional and can be adapted/sub divided to accommodate multiple industries. Currently the industries operation includes:

- Ferrous Metal Fabrication;
- Spray Painting & Powder Coating;
- Stainless Steel Fabrication;
- Light Metal Fabrication (agricultural panels/ gates);
- Assembly (trailer assembly and assembling fire collars)

PRISONER PROFILE AND OTHER STATISTICS

During the 2008-09 financial year, the average daily state (ADS) for the centre was 544 prisoners which was a decrease from the 2007-08 ADS of 584. Therefore, on average the centre has not exceeded its built capacity for at least the last two years.

The centre accommodates only a small number of remand prisoners, with an average of 17 per month during 2008-09. During 2008-09 the centre averaged an ADS of 65

Indigenous prisoners (12% of the prison population). Additionally, the centre accommodates a small number of prisoners from a broad range of ethnic groups. Approximately 60% of the prisoners are serving sentences for sexual offending.

During the 2008-09 financial year, the centre processed an average of 216 prisoner movements per month. Prisoner movements have decreased from an average of 266 movements per month during 2007-08.

At the time of the on-site Inspection, there were 484 prisoners classified as high and 50 classified as low.

SUMMARY OF INSPECTION FINDINGS

As is detailed below, Wolston received a Whole of Centre performance rating of 2, meaning that it was found to be performing reasonably well against the Healthy Prison Test.

While there were some positive practices and processes evident in relation to the Arrival in Custody area, the centre was assessed as not performing sufficiently well against these particular standards.

The reception store operations in relation to transfers, court movements and escorts were observed by Inspectors to be professional and efficient. The language used by staff in speaking to or about prisoners was respectful and appropriate. Inspectors observed the comprehensive briefing of, and provision of documentation to, escort staff that included the identification of each prisoner's individual needs.

As Wolston is a placement facility, prisoners are not assessed using the Immediate Risks and Needs Assessment (IRNA), as this would have already been applied by the reception facility. However the operational psychologist/counsellor team carry out a reception assessment. During this process staff assess risk of self harm, compatibility issues and identify vulnerable prisoners.

Of some concern to Inspectors was advice provided by staff that, when larger numbers of prisoners are received in the reception store, prisoners may be sent to an accommodation unit prior to an initial reception interview. Whilst this practice is not the normal operation, nor observed by Inspectors during their visit, Inspectors considered that sending prisoners to accommodation units prior to an assessment may compromise the safety of the prisoner or other prisoners.

Of further concern to Inspectors was that the centre was not running any formal induction program, nor was a prisoner handbook provided to newly received prisoners. As there was no induction process operating, among other things, prisoners were not given key information about sources of available assistance, including chaplaincy teams, counsellors or Official Visitors. In addition to the lack of a centre induction process, no unit induction by custodial staff was in place during the Inspection.

In relation to Environment and Relationships, the centre was rated as performing reasonably well against the inspection criteria.

Inspectors found that the physical infrastructure was of a high standard. Having been constructed in the late 1990s, the centre is of a contemporary design, offering single cell accommodation for all prisoners. All cells are of a suicide resistant construction. The accommodation areas provides a reasonable amount of space for each prisoner,

with room for personal belongings, ventilation, reasonable temperature and natural light. Cells contain a built in desk and seat, shelving and pin board.

Each 'secure' cell is equipped with a toilet and shower and drinking water is available at all times. As is the standard design in 'residential' accommodation, toilet and shower facilities are communally provided for each unit.

All prisoners have access to an exercise yard for exercise in the open air in addition to oval and gym sessions.

Inspectors observed maintenance and repair in the centre to be of a high standard. Equipment is maintained in good order. It was apparent to the Inspectors that cleanliness of the units and cells is a priority. Inspectors observed that an inspection regime involving the management team, including the General Manager and Assistant General Manager, was in place.

At-risk prisoners on high observation regimes are housed in the detention unit as the centre does not have a safety unit. Detention unit cells are of a suicide resistant design and are monitored by CCTV. The detention unit contains 2 powered and 8 un-powered cells.

The centre houses a number of disabled, aged and infirm prisoners with Wolston accommodating a larger proportion of aged prisoners than any other centre in the state. In the 'residential' area, there is a dedicated accommodation unit (R13) that caters for high need aged, infirm and disabled prisoners. The unit is purpose designed and equipped to cater for their various conditions and is considered to be suitable for the purpose. Prisoners in this unit also receive the services of an occupational therapist/diversional therapist. In addition to Unit R13, two further residential units (R11 and R12), since commissioning, have undergone local adaptations to make them more suitable for the accommodation of elderly and infirm prisoners.

Prisoners spoken to by the Inspectors reported that they felt safe in the centre and indicated that it was a 'good' centre in this regard. The 'secure' units have adequate surveillance capacity and the design allows for good sightlines. Prisoners were observed to be effectively supervised by staff with the 'secure' units having officers present in the units. As is customary and appropriate, there is a reduction of control measures over prisoners in 'residential' and prisoners are not always under the direct supervision of staff. [REDACTED]

Inspectors observed that staff are aware of their responsibilities in regard to prisoner welfare and management. Staff were observed to interact with prisoners in an appropriate, professional and respectful manner.

It was noted that the combination of 12-hour shifts and the rotational rostering system did not allow case officers to engage in long-term and consistent interaction with offenders to whom they were assigned. Offenders in 'secure' were able to name their case officer, but those in 'residential' were not. Case notes are generally completed weekly or fortnightly.

The centre was assessed as performing reasonably well against the Duty of Care standards.

The centre has a well established but undocumented anti-bullying strategy. Posters and other visual material can be seen across the centre. It was obvious from discussion with

staff and prisoners that a culture of non-bullying is well established in the centre and practiced widely. However, Inspectors were concerned that the failure of the centre to provide a comprehensive induction program for prisoners compromises the anti-bullying strategy.

The centre demonstrated that it has in place all components of the Agency's at-risk management procedure. Staff displayed a sound knowledge and awareness of self harm identification and procedures. As is stated above, the centre has no safety unit nor has it any prisoner accommodation in the Health Centre. The centre utilises the detention unit for at risk prisoners on high levels of observation.

Inspectors observed that staff treated prisoners fairly and reasonably. Inspectors found no evidence of inappropriate treatment of prisoners or victimisation on the basis of race or religion. Cultural Liaison Officers (CLO's) reported similarly and maintained a regular presence in the units. CLO's reported significant support from the General Manager and were optimistic regarding support for new initiatives to support minority racial/cultural groups.

All prisoners are provided with the opportunity to have a visit of at least one hours duration on a weekly basis. Visits are available four days per week with separate visit sessions for 'secure' and 'residential' accommodation units. This facility shares an external visitor's centre with Brisbane Woman's Correctional Centre. The visitors centre is well equipped and staff employed there were observed to operate in a helpful, professional manner and to treat visitors with respect. Enquiries of visitors and prisoners indicated that visitors are well treated.

The centre has an Arunta phone system in operation. Adequate phones are available for prisoner use during out of cell hours. There is no limit on the number of calls a prisoner may make, other than his financial circumstances.

It was observed that there is no restriction on the number of letters a prisoner may send or receive. Mail appeared to be processed and provided to prisoners in a timely manner and Inspectors found the process to be in compliance with legislation and Agency procedures.

The QCS Complaints Management System is in place and utilised by the centre. The system is well advertised by way of posters throughout the centre and the General Managers Support Officer maintains the database for the centre. The centre has posters promoting the Official Visitor Scheme and the Ombudsman widely displayed. The Official Visitor State Coordinator reported no difficulty with prisoner access to the Official Visitors. At the time of inspection, blue envelopes were not freely available but were provided on request from staff.

Staff that were questioned demonstrated an awareness of the legislative entitlements of prisoners and appeared to meet their obligations. Inspectors were satisfied that prisoners are provided with particulars of their sentence and eligibility dates. Also prisoners returned from parole are informed of the details of their breach/suspension and the results of any subsequent considerations/orders of the parole board.

The centre was also assessed as performing well against the Activities inspection criteria.

Inspectors found that the centre provided a high level of assessment and delivery in the area of learning, skills development and centre based prisoner employment. Wolston demonstrated an industrial employment and programs focus. Workshop and classroom

facilities are well designed and equipped. In comparison to secure centres in the State, high levels of employment, vocational training, education and activities were evident. Industries have a range of positions providing skills and experience that should give prisoners the opportunity for community employment. The centre demonstrated that it provides VET training to support the practical experience the offenders gain in the various industries, including engineering, welding, horticulture, hospitality, computers, safety and first aid.

Wolston has a seven day split shift operation in place. This is designed so that one group of prisoners can access employment in the morning while another group can access programs, education, activities and hobbies. Groups then alternate in the afternoon. Education and programs are not available on weekends.

Inspectors were satisfied that all prisoners have the opportunity to attend at least three gym/oval sessions per week. Inspectors found no evidence that the centre substituted exercise yard activity for gym/oval access. The facility provides a wide range of activities reflective of the nature of the population. This is evidenced by the over 40's activity sessions and individual programs designed by the diversional therapist.

Wolston has a purpose built spiritual centre and a fully equipped office for Chaplains. At least one Chaplain is in attendance daily. Chaplains have access to all areas of the facility and available to all prisoners. Weekly worship is provided in two sessions, one each for secure and residential prisoners. All prisoners have access to weekly worship.

Inspectors viewed log books and attended unlock and lock-away activities at the centre. It was ascertained that prisoners are provided with approximately eleven hours out of cell time each day.

In relation to the Good Order standards, the centre was assessed as performing well.

An Inspector observed a sample of breach hearings and noted that the breach procedure was conducted in a professional and fair manner. Prisoners were afforded the opportunity to make presentations on their own behalf, were invited to call witnesses if required and the Supervisor hearing the breaches ensured that the prisoners understood each stage of the process. The opportunity to appeal the outcome was provided. A review of recent breach hearings showed a variety of outcomes and it was considered that the punishments imposed were appropriate.

Inspectors found that the use of Safety Orders was both appropriate and in accordance with procedure. Prisoners segregated in the detention unit are subject to Safety Orders or breach documentation. During the inspection there were no prisoners housed in the detention unit without valid reason.

The centre was rated as performing well against the Services inspection criteria.

Inspectors observed that the kitchens were clean, well equipped and well managed. Inspectors were satisfied that food is prepared and the area managed in accordance with the Agency approved Food Safety Program. Meals are served at times that are as close to normal as the operational environment will allow. Food provided is as prescribed in a four week menu that is approved by a dietician. Fresh fruit is provided daily. The menu allows for a continental breakfast and two substantial meals each day.

There is a significant number of special diets in this centre with approximately one third of the centre having special dietary requirements.

Inspectors considered that there was generally a sufficiently wide range of products on offer for prisoners to buy. The weekly buy-up list consists of a similar range of items available in other centres.

Finally, the centre was rated as performing reasonably well against the Resettlement standards.

All prisoners were found to have security classifications and escape risk assessments completed on IOMS. Document analysis indicated that offender classification decisions appear to be appropriate. While the decisions appear appropriate and Security Classification and Placement Assessments (SPAs) contain some significant pertinent information, recommendations and decisions did not tend to identify the relevant factors, lack analysis and did not provide sufficient rationale to support the decision.

Escape Risk Assessments (ERAs) were reviewed in conjunction with this standard. While some relevant factors were reported, as with the SPA, recommendations and decisions appeared to be a generic cut and paste format, lacked evidence of analysis and did not provide sufficient rationale to support the decisions.

Inspectors were satisfied that prisoners were individually assessed in relation to placement. There was evidence that centre staff, when determining placement, take into account matters of family support, medical issues, active parole applications and vital criminogenic or educational/vocational program completions.

Offender Management Plan Reviews (OMPRs) are currently being reviewed annually by the Centre, with Knowledge Place indicating a completion rate of over 98%, as well as undertaking event based reviews when required. While the centre appeared to be compliant in relation to timeframes, all OMPRs reviewed appeared to have generic cut and paste style recommendations and decisions and did not incorporate throughcare planning (i.e. reintegration/resettlement assessment, planning and goals).

Inspectors found that the Transitions Support Service and Transitions Program are available to all eligible offenders. The centre offers a full range of Transitions Support Services. Offenders close to release are assisted in their resettlement through linkages with the external agencies identified through the Transitions Coordinator (including ORSS, Advance2Work, Centrelink and Dept of Housing). These are all linkages supported by the Agency through the Offender Intervention Services Directorate.

An analysis of offender resettlement needs is not conducted at those reviews with plans focussed on discussing interventions such as criminogenic programs and education and vocational training courses. Resettlement needs are not documented, canvassed or monitored through the OMPR process. The Transitions Coordinator (TC) is relied upon to capture all relevant offenders within six months of their earliest release date or discharge.

The sexual offending and violence programs are managed by the Criminogenic Programs Unit (CPU) in the Custodial Directorate. Current waiting lists are such that these programs will be offered to offenders approximately four months prior to their parole eligibility date (PED), thus affecting the ability of offenders to complete programs prior to their PED. This was an issue noted by a number of offenders during the inspection.

The CPU advised that it is not expected that these programs will be offered in a more suitable time before the PED for at least three years, by which time it is expected the waiting lists will have been addressed.

Inspectors considered that the parole process and parole panel are well managed with ownership taken by all staff involved in the process, including management.

While appropriate transitional support services are provided in the months prior to release, the Inspectors noted that the management of the 'residential' area was very regimented in approach. The regimentation does not encourage self discipline, self sufficiency or self regulation. For example, although prisoners in the residential area are free to move around the residential compound during times of unlock, the doors to their units are locked from the outside and thus to re-enter the unit they must have staff provide them with access. There are few in cell hobbies and no in cell painting. Access to the library is by request only, no undercover communal areas are available to encourage positive interaction with others and there is no cooking in units.

There are a significant number of very long term offenders that will remain at Wolston until the end of their sentence (because many are child sex offenders and are ineligible for progression to a farm). In these circumstances, and without introducing some more measures to encourage self sufficiency, they appear to have only a limited opportunity to reduce their institutional dependence and practice independent living prior to discharge.

PERFORMANCE RATINGS

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 they exist only in a small number of areas.

By area:

AREA	RATING	DESCRIPTION
1. Arrival in custody	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.
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	N/A	

AREA	RATING	DESCRIPTION
5. Activities	1	Performing well against the inspection criteria. There is no evidence that outcomes for prisoners are being adversely affected in any significant areas.
6. Good order	1	Performing well against the inspection criteria. There is no evidence that outcomes for prisoners are being adversely affected in any significant areas.
7. Services	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.
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.

By outcome:

OUTCOME	RATING	DESCRIPTION
1. Steps are taken to ensure that individual prisoners are protected from harm by themselves and others	1	Performing well against the inspection criteria. There is no evidence that outcomes for prisoners are being adversely affected in any significant areas.
2. Prisoners are treated with respect for their dignity while being escorted to and from prison, in prison and while under escort in any location	1	Performing well against the inspection criteria. There is no evidence that outcomes for prisoners are being adversely affected in any significant areas.
3. Prisoners are held in conditions that provide the basic necessities of life and health, including adequate air, light, water, exercise in the fresh air, food, bedding and clothing	1	Performing well against the inspection criteria. There is no evidence that outcomes for prisoners are being adversely affected in any significant areas.
4. Prisoners are treated with respect by centre staff	1	Performing well against the inspection criteria. There is no evidence that outcomes for prisoners are being adversely affected in any significant areas.
5. Good contact with family and friends is maintained	1	Performing well against the inspection criteria. There is no evidence that outcomes for prisoners are being adversely affected in any significant areas.

<p>6. Prisoners' entitlements are accorded them in all circumstances without their facing difficulty</p>	<p>2</p>	<p>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.</p>
<p>7. Prisoners take part in activities that educate, develop skills and personal qualities and prepare them for life outside prison</p>	<p>1</p>	<p>Performing well against the inspection criteria. There is no evidence that outcomes for prisoners are being adversely affected in any significant areas.</p>
<p>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</p>	<p>N/A</p>	
<p>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</p>	<p>2</p>	<p>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.</p>

CHAPTER 1

ARRIVAL IN CUSTODY

Standard 1 - Courts, Escorts and Transfer

Prisoners travel in safe decent conditions to and from court and between correctional Centres. During movement prisoners' individual needs are recognised and given proper attention.

- 1.1 The transport and escort of prisoners to and from Wolston is not the responsibility of the centre but is undertaken by the Queensland Corrective Service's Escort and Security Branch.
- 1.2 The reception store operations applied to transfers, court movements and escorts was observed by Inspectors to be professional and efficient. Waiting times for prisoners at the reception store was observed to be minimal. The language used by staff in speaking to or about prisoners was respectful and appropriate.
- 1.3 Inspectors viewed reception store staff managing prisoners who presented with some difficult and challenging behaviour. It was considered that staff managed these prisoners in a professional and appropriate manner.
- 1.4 Inspectors observed the comprehensive briefing of, and provision of documentation to, escort staff that included the identification of each prisoner's individual needs. All relevant documentation and files accompanied the respective prisoners. Prisoners transferred to other facilities, travelled with their property and trust funds were transferred electronically.
- 1.5 This facility is a placement centre, therefore, prisoners attending courts from this centre are 'irrespective' (not to be released from court but returned to the centre). Therefore, they do not require private cash and property to accompany them. Inspectors observed prisoners for court escort being provided with civilian clothing. This is a standard practice with prisoners accessing their own clothing or being provided with civilian clothing from the stock of clothes held by the centre. Prisoners complained that their clothing, in particular their shirts, were creased. Inquiries revealed that whilst clothing was laundered it was stored in bags and not placed on a hanger. This contributed to the creased and crumpled presentation of the clothing.

Recommendation 1 (Low):

The centre ensures that prisoners' court clothing is clean and pressed for prisoners' court appearances.

- 1.6 Inspectors were advised that the reception store and Health Services staff consult and liaise with the Escort and Security Branch and arrange alternative transport for prisoners identified with disabilities.

- 1.7 A review of documents and interviews of prisoners indicated that prisoners are provided with at least 24 hours notice of planned inter-centre transfers, providing opportunity to call family, next of kin and/or legal advisors.
- 1.8 Inspectors observed morning operations and unlock processes. Prisoners identified for early escorts residing in secure accommodation were released from their cells after the 7:00 am headcount. This gave them a minimum of 30 minutes to have breakfast prior to movement to the reception store. Those residing in Residential Accommodation have access to a unit kitchenette at all times. Early escorts are advised by a PA call at 7:00 am, this provided time to have breakfast prior to movement.
- 1.9 Members of the Prisoners Advisory Committee (PAC) recounted incidents of prisoners not being advised of escorts until called to attend the Reception Store. Staff stated that there are a few occasions when, for example an escort list is produced at the last minute, prisoners do not get sufficient notice of a transfer. However, they advised that when it happens, providing sufficient time is available, the reception store staff organise a cup of tea and some toast for the prisoner/s.
- 1.10 Inspectors observed the application of prisoner restraints for escorts. In all cases the level of restraint was appropriate and complied with the Agency restraint matrix.
- 1.11 The centre provides for the reception of offenders outside of normal operational hours and Inspectors observed court returns being processed during the nightshift operations. These prisoners were interviewed and their mental health status assessed by Health Centre and custodial staff prior to being secured in accommodation units.
- 1.12 The centre has a video link system in operation which is utilised for links with legal aid, video visits and some court appearances. It is not used on a regular basis for court appearances.

Standard 2 - First Days in Custody

Prisoners feel safe on their reception into prison and for the first few days. Their individual needs, both during and after custody, are identified and plans developed to provide help. During a prisoner's induction into the prison he/she is made aware of prison routines, how to access available services and how to cope with imprisonment.

Reception:

- 2.1 Wolston is a protection placement facility. The reception store has a number of holding cells that can be utilised if prisoners are required to be segregated for safety reasons. The reception store was observed to be clean, neat and tidy and fit for purpose.
- 2.2 Inspectors observed that escort staff provided all required documentation and appropriate information to reception store staff. The Offender Management and Intelligence staff profile prisoners prior to reception and provide information to centre staff. This information is provided in advance to functional areas as required (i.e. Counselling and Psychological Services, medical or operational).
- 2.3 Inspectors observed prisoners being processed efficiently through the reception store with minimal time spent in the area. Due to minimal time spent in reception, prisoners receive food in the accommodation units after processing. However, Inspectors were advised that if delays occur, staff will arrange for the provision of food in the reception store. During the inspection no incidents of prisoners being held in the reception store for extended periods during meal times occurred.
- 2.4 Inspectors observed the reception store staff processing prisoners one at a time. The search requiring the removal of clothing was carried out in a discreet area and in accordance with legislative and Agency procedures. This is a male facility and there were sufficient male staff in the reception store to undertake searching procedures.
- 2.5 Prisoners have \$2 placed in their telephone account to facilitate a reception telephone call, however, the time taken to process numbers onto their phone account requires that the officer initiated call is available if required. Staff advised that prisoners are provided with an officer initiated call on the day of reception if requested and this was confirmed by prisoners interviewed.
- 2.6 In relation to the hygiene needs of prisoners on reception, as this centre is a placement facility it receives prisoners who are already in possession of toiletries. Further, a standard reception buy-up is available for purchase by reception prisoners that includes toiletries.

Immediate Risks Needs Assessment:

- 2.7 As Wolston is a placement facility, prisoners are not assessed using the IRNA (this would have already been applied by the reception facility).

However the operational psychologists/counsellor team carry out a reception assessment. This includes questions on whether it is their first time in prison.

- 2.8 Inspectors observed the reception interview process carried out by operational psychological/counselling services staff. The questions and interaction style was appropriate and included questions to identify individual needs and concerns. Whilst the complete assessment is not placed on IOMS, case note entries are made on the day of reception summarising the pertinent information.
- 2.9 The initial reception interview/assessment carried out by operational psychological/counselling and Health Services staff assesses risk of self harm, compatibility issues and identifies vulnerable prisoners. Inspectors were satisfied that subsequent management and accommodation is provided in line with assessed risk and/or medical needs. Inspectors reviewed a number of cases where this had occurred.
- 2.10 Inspectors observed that reception prisoners are processed individually by QCS staff. Inspectors observed prisoners being interviewed individually in the reception store holding cells, thus providing adequate confidentiality. Inspectors were advised that when larger numbers of prisoners are received in the reception store, the reception assessment interviews may be carried out in interview rooms in the accommodation blocks. Staff also advised that a prisoner may be sent to an accommodation unit prior to this initial reception interview. Whilst this practice is not the normal operation, nor observed by Inspectors during their visit, Inspectors considered that sending prisoners to accommodation units prior to an assessment may compromise the safety of the prisoner or other prisoners.

Recommendation 2 (High):

The centre ceases the practice of placing prisoners in accommodation units before carrying out risk assessments.

- 2.11 Inspectors observed a prisoner being interviewed by a nurse in the main area of the reception store, this practice failed to provide the privacy and confidentiality expected during a medical interview.

Recommendation 3 (Medium):

The Centre establishes protocols with Offender Health Services at the Centre to encourage nursing staff to interview prisoners in private areas.

- 2.12 During the inspection, the centre did not receive any special needs prisoners. Reception store staff advised that prisoners with special needs, including prisoners who are elderly, disabled or have mental health issues, are prioritised for processing.
- 2.13 The Health Services and operational psychological/counselling services staff both enquire about substance related needs during their reception interview. Both areas provide information on related services and support.

Protection Issues:

- 2.14 Wolston is required to review the protection needs of every offender every 12 months. Document analysis of a number of protection need reviews indicates generally appropriate assessments, however, one noted an offender was willing to be removed from protection but this avenue was not canvassed in the document. Another document did not provide any reason for the offender being on protection and stated, without any supporting factors, “approved to remain on protection”.
- 2.15 Inspectors consider that the centre would benefit from consulting with the Offender Intervention Services Directorate with a view to improving the quality of analysis in recommendations and decisions and ensuring consistency in the recording of assessment information in Protection Needs Assessments.

Recommendation 4 (Medium):

The centre, in consultation with the Offender Intervention Services Directorate, develop and implement processes aimed at improving the quality of analysis in recommendations and decisions and ensuring consistency in the recording of assessment information in Protection Needs Assessments.

Induction:

- 2.16 The process in place during the initial reception included basic information to prisoners of what will happen next (i.e. placement in an accommodation unit, reception call). However, during the Inspectors time at this facility this process was not supported by a comprehensive induction program.
- 2.17 Inspectors were unable to observe the custodial induction process in operation. The induction unit (S8) was not being utilised for accommodation and was having a new officers station constructed. Reception prisoners were being accommodated in any of the remaining five secure units.
- 2.18 Of significant concern to Inspectors was that the centre was not running any formal induction program, nor was a prisoner handbook provided to prisoners. Inspectors interviewed a number of recently received prisoners who stated they had not received an induction from custodial staff nor received prisoner handbooks.
- 2.19 As there was no induction process operating, prisoners were not provided with an opportunity to be given information, among other things, about sources of help available, including chaplaincy teams, counsellors or Official Visitors. While the sentence management and education staff did carry out their induction components in a timely manner, nonetheless important aspects of the induction process were not in place.

Recommendation 5 (High):

The Centre re-establishes a formal induction process including provision of an induction handbook to prisoners.

- 2.20 In addition to the whole of centre induction process, standard 2.21 states that “*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". No unit induction by custodial staff was in place during the Inspection.

Recommendation 6 (Medium):

The Centre ensures that a unit induction process in all units is undertaken for new prisoners.

PERFORMANCE RATING FOR THIS AREA

Rating	Description
3	Not performing sufficiently well against the inspection criteria. There is evidence that outcomes 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 areas of serious concern.

CHAPTER 2

ENVIRONMENT AND RELATIONSHIPS

Standard 3 - Accommodation

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

Accommodation - General:

- 3.1 Wolston Correctional Centre is a high security facility providing accommodation for 600 protection prisoners that comprises approximately 60% sex offenders. It was commissioned in May 1999.
- 3.2 Prisoner accommodation is provided in two separate areas. The centre includes six 'secure' units each providing for the accommodation of 50 prisoners in single cells, housing in total 300 prisoners. Each 'secure' cell is equipped with toilet and shower and drinking water is available at all times. Cell toilets are not screened as it is not included in the standard cell design used throughout the state. Showers provide an acceptable level of privacy and prisoners have the ability to shower daily.
- 3.3 'Residential' accommodation is an open campus style area, housing 300 prisoners. This accommodation consists of 12 two story blocks and one single story block. The two story blocks are comprised of four individual units which each contain six individual cells, a shared common room, bathroom facilities, kitchenette and a laundry. The single story block comprises of two individual units of six cells designed to accommodate disabled prisoners.
- 3.4 All prisoner cells (both 'secure' and 'residential') are air-conditioned and of a contemporary suicide resistant design.
- 3.5 Prisoner accommodation is clean and provides a reasonable amount of space for each prisoner, with room for personal belongings, ventilation, reasonable temperature and natural light. Cells are fit for purpose and are of a standard modern design and contain a built in desk and seat, shelving and pin board.
- 3.6 All prisoners have access to an exercise yard/areas for exercise in the open air in addition to oval and gym sessions.
- 3.7 Prisoners indicated that intercoms were promptly answered. Inspectors randomly tested intercoms and found them to be operational and appropriately responded to.
- 3.8 Secure Block inmates do not have cell keys but are provided with hourly cell access. Prisoners living in Residential accommodation are issued with room keys.

- 3.9 An Inspector observed a small number of observation panels that were obscured but also noted that staff were vigilant in this regard and had them removed immediately.
- 3.10 Noise levels in accommodation units were acceptable.

Cleanliness/Maintenance:

- 3.11 Inspectors observed maintenance and repair in the centre to be of a high standard. Equipment is maintained in good order. An Inspector was informed that the centre has a maintenance contract and service is timely and an appropriate level of asset replacement is carried out.
- 3.12 It was apparent to the Inspectors that cleanliness of the units and cells is a priority. Inspectors observed that an inspection regime involving the management team, including the General Manager and Assistant General Manager, was in place. The communal areas in the units were clean.
- 3.13 Staff report actively pursuing any prisoner who presents with poor hygiene. Mattresses were observed to be clean and in good repair. Prisoners have access to weekly purchases for toiletries.

Special Needs Accommodation:

- 3.14 At-risk prisoners on high observation regimes are housed in the detention unit as the centre does not have a safety unit. Detention unit cells are of a suicide resistant design and are monitored by CCTV. The detention unit contains 2 powered and 8 un-powered cells.
- 3.15 The centre houses a number of disabled, aged and infirm prisoners. Wolston accommodates a larger proportion of aged prisoners than any other centre in the state. The centre has developed systems to manage this section of their population. In the residential area, there is a dedicated accommodation unit (R13) that caters for high need aged, infirm and disabled prisoners. The unit is purpose designed and equipped to cater for their various conditions and is considered to be suitable for this purpose. A prisoner employed as a carer also resides in the unit. The carer spoken to indicated that he had gained a Certificate 3 in Aged Care before he took the job as carer. Prisoners in this unit also receive the services of an occupational and diversional therapist.
- 3.16 In addition to Unit R13, two further residential units (R11 and R12), since commissioning, have undergone local adaptations to make them more suitable for the accommodation of elderly and infirm prisoners. However these adaptations have not resulted in providing the same standard of accommodation found in R13 (i.e. cells are not large enough for medical beds, shower and toilet areas are small). Carers are also employed in these units.
- 3.17 The selection of carers is managed through the employment officer in consultation with health care staff and the relevant manager.
- 3.18 Comprehensive contingency plans exist and are well displayed. However, there was no formalised process to deal with the management of prisoners with disabilities in the event of an emergency.

Recommendation 7 (medium):

That the centre develops a contingency plan to address the evacuation of disabled prisoners in the event of an emergency.

3.19 The centre does not house youthful prisoners.

Clothing and Bedding:

3.20 Prisoners are provided appropriate standard issue clothing that was observed to be in good condition. Inspectors questioned prisoners regarding clothing provision and they made no complaint.

3.21 Laundering of clothing and bedding is the responsibility of each individual prisoner in Residential. Prisoners accommodated in the Secure Unit have a nominated laundryman in each unit who is responsible for this function.

Safety and Supervision:

3.22 The secure units have adequate surveillance capacity and the design allows for good sightlines. Prisoners were observed to be effectively supervised by staff with the secure units having officers present in the units. As is customary of the reduction of control in residential, prisoners are not under the direct supervision of staff. [REDACTED]

3.23 Prisoners spoken to by the Inspectors reported that they felt safe in the centre and indicated that it was a 'good' centre in this regard.

Prisoner Property:

3.24 Inspectors were informed that property access was by request and is generally dealt with within days and at most a week. When questioned, prisoners had no complaint regarding property access.

3.25 Compensation offers for lost property appeared to be reasonable. The quantum was determined by the state of the missing property as recorded on IOMS. There was evidence of negotiation regarding the quantum.

3.26 Inspectors observed that the centre employs a standard cell property list for each prisoner.

Standard 4 - Staff-Prisoner Relationships

Prisoners are treated respectfully by all staff, throughout the duration of their custodial sentence, and are encouraged to take responsibility for their own actions and decisions. Healthy prisons should demonstrate a well-ordered environment in which the requirements of security, control and justice are balanced and in which all members of the prison community are safe and treated with fairness.

- 4.1 Inspectors observed that staff are aware of their responsibilities in regard to prisoner welfare and management. Staff were observed to interact with prisoners in an appropriate, professional and respectful manner.
- 4.2 Offenders reported that officers were clear on the standards required of them and were fairly treated. Offenders appeared to understand that they are responsible for their own actions and will accept being challenged when appropriate. Staff were observed to challenge offenders in relation to minor misdemeanours, providing advice to assist the offenders to correct the behaviour. No reports of negative interactions were proffered by offenders in any area of the centre.
- 4.3 Standard 4.5 states that “*prisoners are encouraged by staff to engage in all activities and routines, promoting punctuality, attendance and responsible behaviour*”. Offenders reported officers do not generally offer such encouragement.
- 4.4 It was noted that the combination of 12-hour shifts and the rotational rostering system did not allow case officers to engage in long-term and consistent interaction with offenders to whom they were assigned. Offenders in secure were able to name their case officer, but those in residential were not. An offender in residential complained that their case officer changed so frequently they no longer knew or cared who their case officer was. This view was also expressed by the PAC. Both secure and residential offenders stated there was little contact with the allocated case officer. It appears that any available officer will assist with matters regarding offenders under their daily supervision.
- 4.5 As a result, case officers generally know little of the offenders they manage. They read the IOMs file of those allocated to them, but interact infrequently with those prisoners. Offenders report that they seek out officers they know. In secure, there is a shopfront book to obtain psych/counsellor assistance and request forms are used for any other query. In residential, request forms are used to gain any assistance. Offenders reported that request forms often go astray. Inspectors were advised that the centre is considering commencing a shopfront book for residential similar to the secure practice.

Recommendation 8 (Medium):

The centre completes the implementation of a shopfront system in Residential.

- 5.1 Case notes are generally completed weekly or fortnightly. Evidence of multidisciplinary staff input was observed. There is evidence of an audit process being applied, however, quantity rather than quality appears to be checked. There seems to have been a lapse in periodic, summary and employment reports last year, however, they appear to be more regular this

year. Centre management advised that a minimum standard case note guide has been developed by the centre and is accessible to all staff. This is a positive step, however, Inspectors considered that more should be done to improve the quality.

Recommendation 9 (Medium):

The centre implements appropriate strategies to improve the quality of case noting.

- 5.2 The needs of older prisoners and prisoners with disabilities are individually managed through employed occupational/diversional therapists who assist in managing older and disabled offenders.
- 5.3 Inspectors observed that removal of clothing searches were undertaken in accordance with procedural requirements. When cells were searched in residential, offenders were asked to wait outside the cell. In secure, Inspectors were advised that if the prisoner/s was present in the Unit, they would be given an opportunity to stand by the cell door.

Standard 5 - Case/Unit Officers

Note this standard has been addressed above

PERFORMANCE RATING FOR THIS AREA

Rating	Description
2	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.

CHAPTER 3

DUTY OF CARE

Standard 6 - Bullying and Violence Reduction

Prisoners feel safe from bullying and victimisation (which includes verbal and racial abuse, theft, threats of violence and assault). Active and fair systems to prevent and respond to violence and intimidation are known to staff, prisoners and visitors, and inform all aspects of the regime.

- 6.1 The centre has a well established anti-bullying strategy that was introduced with the commissioning of the centre and appears to have survived the test of time. Posters and visual material can be seen across the centre.
- 6.2 It was however noted that the strategy is not documented. This being said, it is obvious from discussion with staff and prisoners that a culture of non-bullying is well established in the centre and practiced widely. It was evident in meeting with the PAC representatives that they were acutely aware of the zero tolerance of bullying.

Recommendation 10 (Medium):

The centre documents its anti-bullying strategy and makes it available to staff.

- 6.3 Inspectors are concerned that the failure of the centre to provide a comprehensive induction program for prisoners compromises the anti-bullying strategy.
- 6.4 Inspectors noted that a recent case of harassment and bullying had been encountered. The centre addressed the issue by confronting the perpetrator, removing him from the general population and making him subject to a management plan. Inspectors were informed that this is the usual method of dealing with similar cases.
- 6.5 Being a 'protection only' prison, the risk of food tampering by mainstream prisoners of protection prisoners' food is not considered to be a major issue.
- 6.6 The movement of prisoners throughout the centre was observed to be controlled in a safe manner by enclosed walkways and control gates.

Standard 7 - At Risk Management

Centres work to reduce the risks of self-harm and suicide through a whole-of-Centre approach. Prisoners at risk of self-harm or suicide are identified at an early stage, and an at risk management plan is implemented and monitored. Prisoners who have been identified as at risk are encouraged to participate in all purposeful activity commensurate with their level of risk. All staff are aware of and alert to at risk/vulnerability issues, are appropriately trained and have access to proper equipment and support.

- 7.1 Reception staff assess prisoners on arrival (with the exception of the cases referred above at 2.10) and subject each prisoner to a search requiring the removal of clothing. This search, among other functions, provides the opportunity for staff to identify any injuries. Inspectors were advised that reception store staff will further investigate the injuries with the prisoner and provide information to Health Services and operational psychological/counselling staff for further investigation.
- 7.2 Again subject to the comments at 2.10, all receptions including court returns are seen and assessed by Health Services staff on the day of reception, prior to being allocated accommodation. The staff carry out a medical assessment that includes the areas of self harm, drug withdrawal and alcohol detoxification. All transferred prisoners are interviewed by operational psychological/counselling staff including assessments of self harm, drug and alcohol use and compatibility issues with other prisoners. Inspectors were satisfied that Health Services staff put in place immediate arrangements for those who need detoxification and symptomatic relief.
- 7.3 The centre demonstrated that it has in place all components of the Agencies at-risk management procedure. Inspectors interviewed a number of staff regarding the at-risk management process. Staff displayed a sound knowledge and awareness of self harm identification and procedures.
- 7.4 As is stated above, the centre has no Safety Unit nor has it any prisoner accommodation in the Health Centre. The centre utilises the detention unit for at risk prisoners on high levels of observation.
- 7.5 Risk Assessment Team (RAT) meetings are scheduled on a frequent basis ensuring prisoners are reviewed on at least a seven day basis and not segregated from the general prison population for longer than necessary. Inspectors attended a number of RAT meetings and observed that these were chaired by a senior psychologist. The Cultural Liaison Officer was in attendance for RAT meetings involving indigenous prisoners. The RAT meetings were attended by a nurse, psychologist, counsellor and a custodial supervisor. Staff had independently interviewed the prisoners involved and presented appropriate material and recommendations at the meeting.
- 7.6 Standard 7.4 states that *“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”*. Of concern to Inspectors was that the visitors’ centre (where visitors are processed) does

not have an anti-bullying posters displayed, nor are there posters addressing the subject of reporting concerns regarding prisoners with at risk potential.

Recommendation 11 (medium):

The centre ensures that appropriate notices/posters relating to:

- prisoner self-harm/suicide; and
- anti-bullying

are displayed in the visitor centre.

7.7 Inspectors reviewed a number of IOMS and hard copy At-Risk Management Plans and were satisfied that they were prepared:

- with input from the prisoner,
- identify needs, and
- identify persons responsible for implementing the plan.

7.8 The shopfront service provided in the Secure Accommodation on a daily basis by operational psychological and counselling staff is utilised to monitor prisoners of concern/elevated baseline risk. Inspectors consider that this practice contributes to the early identification of potential at risk episodes. It contributes to early intervention and often avoidance of at risk behaviours/episodes.

7.9 During the previous year, Wolston reported 12 incidents of prisoner self mutilation. This is a comparatively low number of incidents, however, staff have analysed these incidents for trends for individual prisoners and the centre.

7.10 Prisoners at risk of self harm or suicide are referred to Prisoner Mental Health who visit the centre regularly and provide community support when the prisoner is released.

7.11 At the time of the Inspection, 91% of custodial staff had suicide awareness accreditation and 93% of custodial staff and 100% of Health Services staff are qualified in CPR. Centre staff appear to participate in a range of contingency tests including those related to self harm/suicide incidents.

Standards 8 and 9 - Equality and Diversity

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

All prisoners should have equal access to all Centre facilities. All Centres should be aware of the specific needs of minority groups and implement distinct policies, which aim to represent their views, meet their needs and offer peer support.

- 8.1 Inspectors observed that staff treated prisoners fairly and reasonably. Inspectors found no evidence of inappropriate treatment of prisoners or victimisation on the basis of race or religion.
- 8.2 The General Manager reported that there were no issues regarding racial equality in the centre and that there was no acceptance of racial intolerance. The General Manager advised that a regular scan is conducted to establish any change in the diversity of the centre.
- 8.3 Cultural Liaison Officers (CLO's) reported similarly and maintain a regular presence in the units. CLO's reported significant support from the General Manager and were optimistic regarding support for new initiatives to support minority racial groups. When questioning prisoners regarding the state of race equality in the centre, none raised any concerns with one prisoner describing it as 'homogenous'.
- 8.4 Prisoners questioned were aware of the identity of the CLO's. The CLO's maintained a regular presence in units making them easy to access. In residential they regularly convene spontaneous group discussion in the area set aside for cultural pursuits. Staff were also aware of the identity of the CLO's.
- 8.5 The General Manager meets regularly with Elders Groups when they visit the centre. The centre maintains visits from both the Brisbane and Cherbourg Elders on a weekly rotational basis.
- 8.6 Training records show that 92% of custodial staff and 62% of non-custodial staff have current competency in Cultural Awareness. Discussions with staff indicated that they were sensitive to racial, ethnic and religious differences and engaged appropriately. Catering for the observation of Ramadan and NAIDOC were examples quoted. The population of other ethnic groups does not appear large enough to justify large scale celebration of those cultures.
- 8.7 The centre engages with a local Imam as a point of cultural reference.
- 8.8 As has been stated above, appropriate strategies are in place for the management of prisoners with disabilities, aged and infirm and those with health issues.
- 8.9 The Inspector was informed that Intelligence staff check all incoming prisoner records for a variety of factors, including cultural issues which may influence the placement and compatibility of receptions. Cultural Liaison Officers are also sensitive to such matters and provide appropriate advice.

Standard 9 - Diversity

Note this standard has been addressed above

Standard 10 - Foreign Nationals

Prisoners who are not Australian citizens and/or who may be subject to deportation have reasonable access to all prison facilities. All Centres are aware of the specific needs that this group of prisoners have.

- 10.1 Inspectors were advised that foreign nationals are identified on reception and are managed in accordance with their individual needs. The Offender Management Co-ordinator demonstrated a clear appreciation of the requirements of this group.
- 10.2 Health services and sentence management staff advised that they use the services of an interpreter when and as required. Staff report that they do not currently have any non English speaking prisoners.
- 10.3 Centre staff advised that relevant contact is maintained with immigration authorities regarding the status of potential deportees. Administrative decisions regarding deportees are relayed to prisoners on receipt.
- 10.4 The centre does not accommodate any prisoners held solely under administrative powers.

Standard 11 - Mothers and Babies

Not Applicable

Standard 12 - Contact with the Outside World

S12: Prisoners are encouraged to maintain contact with the outside world through regular access to visits, mail and telephones.

Visits:

- 12.1 All prisoners are provided with the opportunity to have a visit of at least one hours duration on a weekly basis. Visits are available four days per week with separate visit sessions for Secure and Residential accommodation units. Visit bookings operate Monday to Wednesday, 8:30 am - 3:30 pm.
- 12.2 This facility shares an external visitor's centre with Brisbane Woman's Correctional Centre. The visitors centre is well equipped and staff employed there were observed to operate in a helpful, professional manner and to treat visitors with respect. Enquiry of visitors and prisoners indicated that visitors are well treated.
- 12.3 Inspectors consider that the centre has sufficient non-contact visit facilities.
- 12.4 Visitors are provided with a comprehensive information leaflet. Inspectors consider that the addition of information regarding: who to contact in the situation that a visitor is concerned that a prisoner may self harm; and the process for banning visitors and subsequent review would add further value to the booklet.

Recommendation 12 (Medium):

That the centre includes in the visitors information leaflet, information regarding prisoner self-harm concerns and the process for banning visitors including the review process.

- 12.5 Inspectors observed that the pre-visit processing of visitors was efficient and did not impact on actual visit times. Prisoners were processed pre-visit in a timely and efficient manner.
- 12.6 Inspectors observed the searching process for visitors and prisoners. The searching was carried out in an appropriate, respectful and sensitive manner.
- 12.7 No searching of babies was observed and staff operated in a very sensitive manner with toddlers and older children.
- 12.8 The visitors centre provides for toilets pre and post visits. A clean facility for baby changing is provided.
- 12.9 The visits area furniture is designed to reduce physical contact between visitors and prisoners. This is part of the overall drug strategy and reflects an appropriate management of risk. Prisoners and visitors are permitted to embrace in an appropriate manner at the commencement and conclusion of a visit.
- 12.10 The visits furniture was in good condition. The visits area has a soft floored play area for children. It is equipped with a climbing frame, some games and a

television/DVD for children. The visitors centre has a range of drink and snack machines available for visitors. Visitors can access these pre and post visit sessions.

- 12.11 The centre is a protection facility with approximately 50% of the prisoners being sex offenders and does not operate a segregation model for accommodation of sex offenders. Child sex offenders remain in the general prison population. There are no separate visit sessions for child sex offenders. Staff appeared very aware and alert to these offenders being managed in the visits area. In addition the centre utilises a seating regime to assist to manage these diverse groups. It was noted that prisoners (who identified that they were not child sex offenders) complained to Inspectors that they were restricted in having physical contact with their children during visits.
- 12.12 The centre advised that visitors arriving late may be permitted to join the next available visit session. If they are not unduly late they may be given a booth or non contact visit.
- 12.13 Inspectors were satisfied that the banning of visitors is carried out in compliance with legislation and procedure. Banned visitors are clearly advised of the reason for this action.
- 12.14 Prisoners on safety orders are provided with non contact visits.
- 12.15 The centre has a video conferencing facility. The facility is used by prisoners from remote areas as a video visit.
- 12.16 Offenders may request special visits. Special visits are made available to those with family located a long distance away that make efforts to visit. This may be by allowing extended or extra visits over the short stay in the area. Video conferencing is not common but available.

Telephone:

- 12.17 The centre has an Arunta phone system in operation. Adequate phones are available for prisoner use during out of cell hours. There is no limit on the number of calls a prisoner may make, other than his financial circumstances.

Mail:

- 12.18 There is no restriction on the number of letters a prisoner may send or receive. Mail appeared to be processed and provided to prisoners in a timely manner.
- 12.19 Inspectors observed the mail being processed and found it to be in compliance with legislation and agency procedures.
- 12.20 A review of the centres privileged mail indicated it is managed in accordance with agency policy and procedures. There is a system in place for recording instances where mail is opened in error.

Standard 13 - Request and Complaint Systems

S13: 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.

- 13.1 The QCS Complaints Management System is in place and utilised by the centre. The system is well advertised by way of posters throughout the centre and the General Manager's Support Officer maintains the database for the centre. Examination of the database revealed an average of seven (7) complaints per month. Of the complaints registered, approximately 18% were substantiated with a further 23% partially substantiated. The majority of the complaints referred to mail (23%) and personal visitors (18%).
- 13.2 The centre has posters promoting the Official Visitor Scheme and the Ombudsman widely displayed. The Official Visitor Coordinator reports no issues in regard to difficulty with prisoner access to the Official Visitors.
- 13.3 An Inspector was informed by both prisoners and staff that attempts were made to resolve issues at the lowest level before escalating it to a formal complaint.
- 13.4 At the time of inspection, blue envelopes were not freely available but are provided on request from staff. This practice is not considered to be appropriate. Upon raising this matter with the General Manager, during the week of the inspection the General Manager commissioned the centre's industries area to manufacture purpose-built blue letter boxes for each accommodation unit/area. The design includes storage for a large quantity of blue envelopes, has a one-way slot to prevent retrieval of blue letters once inserted, and is accessible by padlock only by the General Manager's Support Officer.

Recommendation 13 (Medium):

That the centre implements throughout the whole centre the system whereby blue envelopes are freely available to prisoners without the need to request them from staff.

- 13.5 There was no evidence of prisoners being pressured to withdraw complaints, with only one documented complaint being withdrawn over a 16 month period. This was not raised as an issue by prisoners or PAC representatives. The Inspectors could find no complaint of reprisal. Prisoners made no complaint to the Inspectors indicating that they were treated less favourably because of pursuing a complaint.

Standard 14 - Legislative Requirements

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

- 14.1 Without a formal induction process and the provision to prisoners of an induction handbook, the opportunity to provide prisoners with relevant information is lost (see recommendation 5).
- 14.2 Staff questioned, demonstrated an awareness of the legislative entitlements of prisoners and appear to meet their obligations.
- 14.3 Staff are provided with Code of Conduct training on induction/initial training. Records show that the centre has provided refresher training for staff on a number of occasions in 2008 and most recently in April 2009 when training was provided by the Ethical Standards Unit during the lockdown training day.
- 14.4 Inspectors were satisfied that prisoners are provided with particulars of their sentence and eligibility dates. Also prisoners that are returned from parole are informed of the details of their breach/suspension and the results of any subsequent considerations/orders of the parole board.
- 14.5 Probation and Parole staff attend the centre to explain the conditions of Court Ordered Parole to prisoners prior to discharge and Board Ordered Parole conditions are explained to prisoners by Sentence Management Staff before it is signed off by the prisoner.
- 14.6 The facilities provided for legal visits appear fit for purpose and adequate for the demand.

Standard 15 - Substance Related Needs

Prisoners with substance-related needs, including alcohol, are identified at reception and receive effective treatment and support throughout their stay in custody. All prisoners are safe from exposure to and the effects of substance use while in prison *(Note: Non-clinical assessment by Inspectors)*.

- 15.1 Wolston is a placement facility and first night symptomatic relief should have already been addressed at a reception facility. Nonetheless staff advised that if Health Services staff assess a prisoner as requiring symptomatic relief they will implement a medical regime.
- 15.2 Health Services staff carry out an initial assessment on the day of reception. This also identifies if the prisoner requires further assessment and if so they are listed for the visiting medical officer (VMO) who can refer the prisoner to specialist services if required.
- 15.3 A Mental Health team from Queensland Health attend the centre on a regular basis.
- 15.4 Health Services staff provide information to prisoners on blood borne viruses. Health Services, through the VMO, has a process of referral to Queensland Health specialist services based at public hospitals.
- 15.5 A range of drug and alcohol awareness programs have been promoted, posters are evident. A number of prisoners are on a smoking cessation program supported by Health Services.
- 15.6 The intelligence officer demonstrated a sound pro-active intelligence gathering and target identification process. This was supported by substance testing, searching and targeting of visitors with the itemiser and PADD dogs. Inspectors were satisfied that substance testing of prisoners is conducted in line with Agency policy and procedures.
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
- 15.7 The Centre advised that prisoners testing positive to substance testing are referred to Pathways or the Do-It programs.

PERFORMANCE RATING FOR THIS AREA

Rating	Description
2	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.

CHAPTER 4

HEALTH SERVICES

Standard 16 - Health Services

With the transition of responsibility for prisoner health care to Queensland Health this Standard was not examined by Inspectors. Instead the Offender Health Services Branch will issue a separate report.

CHAPTER 5

ACTIVITIES

Standard 17 - Learning, Skills Development and Purposeful Activity

Learning and skills development meets the assessed needs of prisoners. Prisoners are encouraged and enabled to learn both during and after sentence, as part of offender management planning; and have access to good library facilities. Sufficient purposeful activity is available for the total prisoner population.

- 17.1 Inspectors found that the centre provided a high level of assessment and delivery in the area of learning, skills development and centre based prisoner employment. The Education area provided data in relation to assessment, program listing and completions which supported the above findings.
- 17.2 Inspectors reviewed data entry in IOMS and found that Vocational and Educational Assessments and Literacy and Numeracy assessments had been completed as per Agency policy and procedures. All offenders are reassessed on arrival at Wolston in relation to educational needs and recommendations made regarding enhancing current levels of education and skills.
- 17.3 Education and training processes are well managed and education staff are pro-active in ensuring quality assessments and goals for the future. Reports of background, progress and achievements are provided for inclusion in the OMPR, however, only information regarding completed programs and those programs about to be undertaken are actually included in the OMPR. There is no discussion in OMPRs regarding overall educational/vocational training progress and achievement.
- 17.4 Wolston demonstrated an industrial employment and programs focus with the facility being designed and built with this in mind. Workshop and classroom facilities are well designed and equipped. In comparison to secure centres in the state, high levels of employment, vocational training, education and activities are evident.
- 17.5 The centre offers a range of employment opportunities. Industries have a range of positions providing skills and experience that should give prisoners the opportunity for community employment on release. The centre provides VET training to support the practical experience the offenders gain in the various industries, including engineering, welding, horticulture, hospitality, computers, safety and first aid.
- 17.6 The structured day allows all offenders the ability to maintain employment as well as engage in educational pursuits including 30 offenders undertaking the tertiary preparation program and university studies. Thirteen offenders in secure and 16 in residential are employed as fulltime students.
- 17.7 Education Officers are proactive in providing opportunities for offenders to improve education and training levels, particularly in relation to literacy and numeracy skills.

- 17.8 Wolston has a seven day split shift operation in place. This is designed so that one group of prisoners can access employment in the morning while another group can access programs, education, activities and hobbies. Groups then alternate in the afternoon. Education and programs are not available on weekends.
- 17.9 Inspectors reviewed workshop and vocational training attendance logs and compared them with statistics provided by the facility. The reporting of meaningful prisoner activity and the actual activities observed by Inspectors suggest that the centre accurately records and reports this information.
- 17.10 From Inspectors discussions with prisoners and reviews of assessment and waitlists, all prisoners appear to have equal opportunities in relation to employment, education and vocational training.
- 17.11 Employment is limited in its links to OMP's. The centre operates those industries for which it can obtain contracts. However, as is stated above, the industries currently in operation provide a range of employable skills for prisoners on release.
- 17.12 The employment process is well documented and subject to a local procedure. A review of prisoner remuneration suggests it complies with Agency requirements.
- 17.13 This centre does not operate a practice of securing in cells, prisoners that are unemployed. Unemployed prisoners get full access to activities in line with the structured day schedule.
- 17.14 Other than Agency criminogenic programs, Inspectors did not observe personal development programs for prisoners.
- 17.15 The library was well equipped with a comprehensive range of materials, reflective of the prisoner population. However the facility is unable to provide access to all prisoners during the structured day operation and prisoner limits in place in the Education Block. The main access to library material is done via a travelling library trolley. Prisoners may access the library but are required to request attendance and access is approved on a priority basis.

Standard 18 - Physical Activity, Arts, Craft and Hobbies

There is a program of physical activities, arts and crafts and hobbies in place and prisoners are encouraged and enabled to take part in those activities.

- 18.1 Inspectors examined the level of promotion of health and personal fitness programs and noted that the Health Services staff run a number of health promotions (e.g. smoking cessation). Inspectors also observed that a number of notices were on display in the gymnasium area promoting personal fitness, activities and outcomes. As there is currently no induction program, activities staff do not participate in the prisoner induction process and that opportunity for them to promote personal fitness objectives for the prisoner population is lost.
- 18.2 The centre has no separate formal assessment of older prisoners prior to them being permitted to use the gym/oval facilities. However, Inspectors were advised that all prisoners undergo a medical assessment on reception and those identified as medically at risk (if involved in strenuous exercise) are advised to centre management.
- 18.3 Inspectors were satisfied that all prisoners have the opportunity to attend at least three gym/oval sessions per week. Inspectors found no evidence that the centre substituted exercise yard activity for gym/oval access. Inspectors found that the residential gym/oval sessions were generally less well attended than secure sessions. It was believed that this is reflective of the activities provided in the residential area and the accommodation there of the aged and infirm.
- 18.4 The facility provides a wide range of activities reflective of the nature of the population. This is evidenced by the over 40's activity sessions and individual programs designed by the diversional therapist. Activities staff provide age-appropriate exercise classes including a specific over 40's (mature aged) class.
- 18.5 During the previous 12 months Wolston has recorded only one injury associated with gym/oval activities.
- 18.6 The centre provides a program of arts and crafts, including leatherwork, art and match stick work. However, in cell hobbies are limited to sketching and use of coloured pencils. No other in cell hobby is permitted in either secure or residential accommodation.

Standard 19 - Religious Activity

All prisoners are able to practise their religion fully and in safety. The chaplaincy plays a full part in prison life and contributes to prisoners' overall care, support and resettlement.

- 19.1 The centre has a purpose built spiritual centre and a fully equipped office for Chaplains. At least one Chaplain is in attendance daily. Chaplains have access to all areas of the facility and are available to all prisoners.
- 19.2 Weekly worship is provided in two sessions, one each for secure and residential prisoners. All prisoners have access to weekly worship.
- 19.3 Chaplains report that they are involved in a timely manner in a death or serious illness situation. They recounted that they had been invited to attend the centre to provide pastoral support to prisoners when a prisoner had died.
- 19.4 Inspectors viewed notices regarding chaplaincy visits and religious service timings and location.
- 19.5 Inspectors were satisfied that prisoners, who for safety or health reasons, are unable to access a religious service can request a chaplaincy visit. Prisoners can request the provision of religious artefacts. These are approved providing they do not pose a risk to security.
- 19.6 Inspectors were also satisfied that chaplains offer pastoral care of prisoners and provide support for identified prisoners during the release process.

Standard 20 - Out of Cell Activity

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

- 20.1 Inspectors viewed log books and attended unlock and lock away activities at the centre. It was ascertained that prisoners are provided with approximately eleven hours out of cell time.
- 20.2 Inspectors viewed unit notices outlining the structured day in place at this facility. A review of movement log books and observation of the daily operation by Inspectors indicated that the structured day is consistently adhered to. Inspectors found no evidence that out of cell activities were cancelled unnecessarily.
- 20.3 As has been stated above, the centre appears to cater well for the aged and infirm prisoners accommodated at the centre. Occupational/diversional therapy is provided to this group providing the opportunity to be involved in activities relevant to their needs. The activity staff have implemented some over 40's activity sessions i.e. indoor bowls, that provides opportunity for the less physically capable to participate in physical activity.
- 20.4 Inspectors found that both secure and residential accommodation areas do an analysis of prisoners involved in employment and programs. This is used to identify and intervene with those prisoners not involved in these out of cell activities.
- 20.5 All accommodation units, including the detention unit have easily accessed open air areas. Inspectors found that prisoners on safety orders and those segregated for punishment have access to open air areas, under supervision where necessary.
- 20.6 The gymnasium was well equipped and prisoners have access in line with the structured day timetable. The secure unit exercise yards had chin up bars, sit up bars, basketball hoops, racket ball, football, floor to ceiling punch ball, and abdominal wheel, exercise mats and punch bags. The secure units also have table tennis equipment. The residential accommodation block has tennis courts and a free access exercise room, equipped with exercise equipment and a table tennis table.
- 20.7 Both accommodation areas are provided with a selection of board games. Prisoners are permitted to purchase playing cards and some other sporting equipment through sales to prisoners.

PERFORMANCE RATING FOR THIS AREA

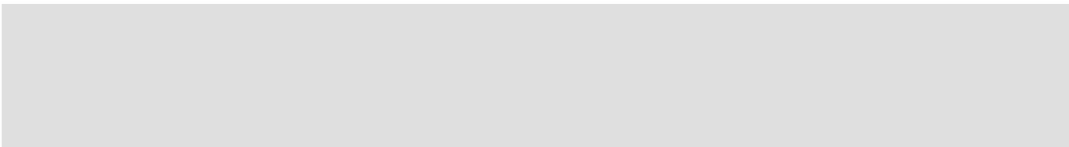
Rating	Description
1	Performing well against the inspection criteria. There is no evidence that outcomes for prisoners are being adversely affected in any significant areas.

CHAPTER 6

GOOD ORDER

Standard 21 - Security, Good Order and Rules

Security and good order are maintained through positive staff-prisoner relationships based on mutual respect as well as attention to physical and procedural matters. Rules and routines are well-publicised, proportionate, fair and encourage responsible behaviour. 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.

- 21.1 The elements of 'dynamic security' were observed to be in place in that staff and prisoners interacted in a positive manner, staff appeared attentive to individuals and the centre provided opportunity for prisoners to engage in meaningful activity and employment. Staff were observed to circulate when supervising activities.
- 21.2 
- 21.3 There is a plethora of information provided to prisoners via unit notices.
- 21.4 There is little movement of prisoners back to secure from residential. The Residential PAC reported some concern that if a complaint is made against a Residential prisoner by another prisoner that the prisoner is returned to Secure pending the outcome of the investigation. It was the perception of prisoners that this left them open following frivolous or vexatious complaints. This matter was raised with centre management who advised that the nature and veracity of the information is initially assessed and prisoners are returned to secure only if deemed necessary for safety and security reasons.

Use of Force:

- 21.5 The Inspectors enquiries revealed that the use of force is rarely employed in the centre. Incidents reviewed on IOMS by Inspectors indicated that force is used as a last resort and when used it is carried out in compliance with procedure and legislation. Inspectors found no evidence of the inappropriate use of force.
- 21.6 Training records indicate that 96% of custodial staff are currently accredited in Control and Restraint.
- 21.7 As force is seldom used, the use of restraints in this circumstance is rare. Restraints are routinely applied when moving prisoners accommodated in the Detention Unit and when staff consider that it is prudent to do so, such as when a breach hearing is being conducted involving an agitated prisoner. This was not considered by the Inspectors to be inappropriate.

- 21.8 Control and restraint equipment is recorded and maintained in good order.
- 21.9 There have been no recent planned interventions. An inspector was advised that the facility to record interventions is available should it be required.

Standard 22 - Discipline

Disciplinary procedures are applied fairly and for good reason. Prisoners understand why they are being disciplined and can appeal against any sanctions imposed on them.

Breaches of Discipline

- 22.1 An inspector observed a sample of breach hearings and noted that the breach procedure was conducted in a professional and fair manner. Prisoners were afforded the opportunity to make presentations on their own behalf, were invited to call witnesses if required and the Supervisor hearing the breaches ensured that the prisoners understood each stage of the process. The opportunity to appeal the outcome was provided.
- 22.2 A review of recent breach hearings showed a variety of outcomes and it was considered that the punishments imposed were appropriate.
- 22.3 Appeals against breaches of discipline are conducted in a timely manner.
- 22.4 Prisoners informed the Inspector that, where there was capacity to do so, efforts are made to resolve issues without resorting to the breach process.
- 22.5 Inspectors were made aware that a group punishment had been recently imposed in a number of secure units following damage being caused to some sporting equipment. However, the Inspector was advised that the blanket punishment was withdrawn when it came to the attention of management.

Safety Orders and Detention Units

- 22.6 Inspectors found that the use of Safety Orders was both appropriate and in accordance with procedure.
- 22.7 The Detention Unit is of a standard modern design and is fit for purpose.
- 22.8 Prisoners segregated in the detention unit are subject to Safety Orders or breach documents. During the inspection there were no prisoners housed in the detention unit without valid reason.
- 22.9 The centre has no 'special' cells for at risk management. The detention unit is used for high level observations.
- 22.10 There was evidence of regular visits to the detention unit by management.
- 22.11 The quality of record keeping in the detention unit was very thorough and covered medical, reviews, Official Visitors and all other procedural requirements.

Standard 23 - Remuneration and Employment

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

- 23.1 The centre has a dedicated Employment Officer and Inspectors considered that this provides for a quality service. Prisoners appear well aware of the processes.
- 23.2 It was noted by an Inspector that although the employment function operates well that there was no documented procedure in relation to the matter. A document clarifying the assessment, selection and termination protocols would further inform the process.

Recommendation 14 (Medium):

The centre develops and publishes an employment procedure.

- 23.3 There is no apparent discrimination in the allocation of employment. Nor is there evidence that employment is being restricted by accommodation status. Given the population profile, there is a section of the prison population that is not suited to industrial work. Many of these prisoners were employed in the Fabric Cutting industry but this has been relocated to Brisbane Womens Correctional Centre and is yet to be replaced with a printing industry. Other than the main kitchens which are staffed from Residential, the work is shared equally between secure and residential.
- 23.4 Inspectors were advised that when a prisoner is demoted or employment is terminated, an advice slip is generated on IOMS and provided to the prisoner. A written procedure would provide clear direction in regard to this function. Further advice was provided that prisoners are able to request a review by the Industry Manager. The document provided to them on suspension/termination has the facility for prisoners to make this request.

PERFORMANCE RATING FOR THIS AREA

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

CHAPTER 7

SERVICES

Standard 24 - Food

Prisoners are offered varied meals to meet their individual approved dietary requirements and cultural beliefs. Food is prepared in accordance with safety and hygiene regulations.

- 24.1 Inspectors observed that the kitchens were clean, well equipped and well managed. Inspectors were satisfied that food is prepared and the area managed in accordance with the agency approved Food Safety Program. The cold rooms and freezers were appropriately used and configured with separation of foods as per the program.
- 24.2 The relevant temperature logs were maintained and the centre endeavours to supply meals as near as possible to the time of consumption to maintain quality.
- 24.3 Meals are served at times that are as close to normal as the operational environment will allow. The times are considered by the Inspectors to be appropriate.
- 24.4 Food provided is as prescribed in a four week menu that is approved by a dietician. Fresh fruit is provided daily. The menu allows for a continental breakfast and two substantial meals each day.
- 24.5 Special diets are a significant point of focus in this centre with approximately one third of the centre having special dietary requirements. A dedicated area is maintained for the preparation of diet meals and a number of prisoner cooks are involved in this function. The meals are provided individually plated and labelled. While prisoners were not critical of the diet meals, they did raise a concern they were not always available on return from escort.
- 24.6 An issue noted in this area was the vague description of the dietary restriction provided to the Food Services Supervisor by Health Services staff. The centre would benefit from better communication between Queensland Health staff and Food Services in relation to dietary requirements recommended by Queensland Health staff.

Recommendation 15 (Low):

The centre seeks to establish communication protocols with Health Service staff to improve the provision of information regarding dietary restrictions for prisoners.

- 24.7 From a cultural perspective, it was noted that one of the diets available to prisoners is an Asian diet. The Centre also provides Halal meals.
- 24.8 Inspectors were satisfied that there is a system of health screening in place for kitchen workers. All workers were appropriately clothed and wearing the correct PPE. Inspectors were advised that prior to commencing work in the

kitchens prisoners complete a Food Handlers Safety Program which is a centre specific program. Further vocational training is available including Certificate 1, 2 and 3 and this is provided by TAFE on site.

- 24.9 Prisoners complained that there were too many 'wet' dishes and some meals were not as per the menu. The explanation provided to Inspectors in relation to 'wet' dishes was that the dietician considered them to be the best way to get the population to eat the range of vegetables required for a healthy diet. Another complaint was that the meals lacked variety, however, the menu did not reflect this.
- 24.10 Staff advised that complaints received after the delivery of meals are followed up immediately by the catering staff. An Inspector examined the complaints log and saw that this was the case and the usual resolution was to remedy the complaint by providing more where the complaint was that there was a shortage (usually steak and eggs).
- 24.11 The centre has the facilities for prisoners to dine in association in normal circumstances.
- 24.12 Prisoners have access to drinking water 24 hours a day and are able to purchase an electric jug to enable them to make a hot drink after lockdown.

Standard 25 - Prisoner Purchases

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

- 25.1 Inspectors considered that there was generally a sufficiently wide range of products on offer for prisoners to buy. The weekly buy-up list consists of a similar range of items available in other centres. There are healthy snacks available but they were considered to be limited in range.
- 25.2 The same items are available to all prisoners in the centre. A check of previous lists shows price fluctuation both up and down. This is evidence that the centre actively seeks competitively priced goods. The prices were considered to be similar to supermarket prices.
- 25.3 A reception pack including 'essential' items is available to all prisoners and they are provided credit for this purpose only. Credit is not extended to the general buy-up.
- 25.4 Inspectors were advised that prisoners, who are absent from the centre on the day of order, are able to place their order on return to the centre. Prisoners spoken to confirmed this practice.
- 25.5 Buy-ups are available to prisoners on a weekly basis. An issue was raised by the Residential PAC who complained that they are only able to purchase items from the first two columns of the buy-up sheet on weeks when there is a public holiday. Centre Management explained to the Inspector that the workload of the stores in regard to prisoner purchases was substantial given that they also do the buy-ups for Brisbane Womens Correctional Centre and Helena Jones. On the short weeks they did not have the capacity to service the full buy-up.

Recommendation 16 (Medium):

The centre ceases the practice of restricting buy-up items during weeks that include a public holiday.

- 25.6 Prisoners are provided with a statement of their trust account weekly.
- 25.7 The centre does not charge an administration fee for purchase of catalogue items.
- 25.8 Purchases are pre-bagged and issued to prisoners in the units by custodial staff. The bags are checked and signed for when they are delivered to prisoners.
- 25.9 Newspapers are provided daily and there is a comprehensive list of magazines available for purchase by prisoners.
- 25.10 The range of hobby material available to prisoners to purchase is confined to sketch books, pencils and the like. Materials required for hobbies, supervised in the activities areas, are available through the Activities Officers.

25.11 The Stores Supervisor attends PAC meetings to accept submissions from that forum regarding changing items on the list. Stores staff also monitor the quantity of various items being purchased and suggest removal/replacement if the volumes are low.

PERFORMANCE RATING FOR THIS AREA

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

CHAPTER 8

RESETTLEMENT

Standard 26 - Strategic Resettlement

Note: This standard is dealt with in conjunction with Standard 28 - Resettlement Pathways (see pages 60 - 63).

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

Prisoners serving sentences of 12 months or more have an offender management plan based upon an individual assessment of risk and need, which is regularly reviewed and implemented throughout and after their time in custody. Prisoners, together with all relevant staff, are involved in drawing up and reviewing plans.

Classification:

- 27.1 All prisoners were found to have security classifications and escape risk assessments completed on IOMS. Classification reviews are also undertaken when change in risk indicates offenders are no longer suitable for the current classification.
- 27.2 In relation to classification and placement decisions, offenders were not being provided verbal or written advice of avenues or conditions of appeal. At the completion of the review interview, offenders were advised they would receive a copy of the review document when verified and verbally advised to talk to sentence management if they had any problems with the review.

Recommendation 17 (Medium):

The centre ensures that offenders are verbally advised of appeal processes at the review and this advice be confirmed in the review document.

- 27.3 The classification interview panel is multidisciplinary and includes the participation of the offender. All reports are read and discussed with the offender. At the reviews the Inspector attended, the offenders were not asked to leave the room for panel discussion prior to making the recommendation. The chair of the panel reported she informs the offender of the recommendation she considers appropriate without consultation and the offender will only be asked to leave if there is dissent amongst the panel. Inspectors were concerned with this practice as it has the potential to give the impression that the decision was determined before the interview.

Recommendation 18 (Medium):

The centre ensures that offenders are always asked to leave the room to allow for panel discussion and incorporation of any additional information provided by the offender prior to advising the offender of the team recommendation.

- 27.4 Security Classification and Placement Assessments (SPAs) reviewed contained significant pertinent information on which to base a decision, however, recommendations and decisions, while containing some individual information, did not identify the relevant factors, lacked analysis and did not provide sufficient rationale to support the decision. Much effort was made in repeating all sentence and offending details rather than providing a brief summary.
- 27.5 It was noted that three centre prisoners have challenged classification and placement decisions within the last six months, however, all the decisions were made by the Offender Placement and Review Committee (OPRC). Two appeals were not upheld, with the third being up-held and transferred to low custody.
- 27.6 Document analysis indicates that offender classification decisions appear to be appropriate. There have been no appeals or official complaints made within the last 12 months regarding classification decisions made at centre level.
- 27.7 The Inspector observed that prisoners are interviewed and the reasons for classification decisions are explained verbally. Prisoners are advised of what is required to achieve progression in custody. Prisoners are provided with a copy of the SPA once it is verified.
- 27.8 SPAs are being completed for low security offenders. They are not required procedurally and appear to be an unnecessary use of resources. The Inspectors are of the view that the resources would be better used in improving the quality of the offenders OMPR.
- 27.9 ERA's were reviewed in conjunction with this standard. Some relevant factors were reported. As with the SPA, recommendations and decisions appear to be a generic cut and paste format, lacking in analysis and do not provide sufficient rationale to support the decision.

Recommendation 19 (Medium):

The centre, with the assistance of the Offender Intervention Services Directorate, takes steps to improve the quality of analysis and recording of sentence management decisions including SPAs and ERAs.

Transfers:

- 27.10 Inspectors were satisfied that prisoners are individually assessed in relation to placement. There is evidence that centre staff, when determining placement, take into account matters of family support, medical issues, active parole applications and vital criminogenic or educational/vocational program completions. Inspectors identified that there have been 31 transfers between January and May 2009. As a protection prison, with a majority of sex offenders who are ineligible for low custody placement, there are only a small number of transfers.
- 27.11 As sex offenders cannot progress to low custody, many attain low classification but remain at Wolston until their sentence expiry date. The centre currently accommodates 50 low security prisoners.

Offender Management Plans (OMPs):

- 27.12 As a placement centre, all prisoners serving 12 months or more and received at the Centre should have an OMP completed prior to transfer to Wolston.
- 27.13 OMPRs are currently being reviewed annually by the Centre, with Knowledge Place indicating a completion rate of over 98%, as well as undertaking event based reviews when required. Relevant assessments that support the OMPR are completed and attached on IOMS. The Senior Psychologist reviews all Psychological Services advice to Sentence Management and the Senior Adviser, Sentence Management, audits all documents, providing feedback to staff, prior to forwarding them to the General Manager.
- 27.14 An Inspector attended review panels in both secure and residential areas. Interview rooms were appropriate and multi-disciplinary panel members attended. Offenders are interviewed by relevant staff, with the reports forwarded to Sentence Management before the meeting. The offender is encouraged to participate in the review process. The offender is provided with a copy of the plan when verified.
- 27.15 OMPs contain appropriate criminogenic interventions as determined through the assessment process. There is evidence of planning needs and reintegration issues being identified for offenders, but these are not transcribed into the plan. Education and psychologist reports are very thorough and include both offender considerations and recommendations based on the officer's assessment of needs. However not all this material is incorporated in to the OMPR. Inspectors found no evidence of goals being linked to timeframes. Sexual and violence intervention programs are not prioritised as they are managed by the Central Programs Unit in Head Office.
- 27.16 All OMPRs appear to have generic cut and paste style recommendations and decisions and do not incorporate throughcare planning (i.e. reintegration/resettlement assessment, planning and goals). The process would benefit from improvement in recording of reintegration planning and identified needs in the plan (and not just left as an attachment to the plan as the offender does not receive a copy of the attachments).

Recommendation 20 (Low):

The centre takes steps to improve the recording of reintegration planning and identified needs in the OMPR documents.

- 27.17 At the time of the inspection Wolston was managing eleven prisoners on detention orders under the Dangerous Prisoners (Sexual Offenders) Act 2003, three interim orders and a further 18 with pending decisions. Each of these prisoners is individually managed under Individual Management Plans (IMPs), which are reviewed monthly and require fortnightly case noting. The IMPs focus on encouraging the prisoner to participate in programs and to assist the prisoner to prepare for successful placement in the community.

Information Management:

27.18 [REDACTED] Staff demonstrated that they were cognisant of the need for confidentiality when discussing prisoners. Prisoner interviews are carried out in areas that maintain confidentiality.

Parole Returns:

27.19 As a placement centre, parole returnees have usually been in custody (at the Brisbane Correctional Centre) for a period prior to arrival at Wolston. Inspectors were satisfied that they are scheduled for a review within four weeks of arrival to review planning needs.

Standard 26 and 28 - Strategic Resettlement and Resettlement Pathways

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

Prisoners' resettlement needs are met. An effective Centre response is used to meet the specific needs of each individual offender in order to maximise the likelihood of successful reintegration into the community.

Transitions:

- 28.1 The Transitions Support Service and Transitions Program are available to all eligible offenders.
- 28.2 Standard 26.1 provides that: *“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”*.
- 28.3 The centre reviews OMPs at regular intervals (12 monthly). An analysis of offender resettlement needs is not conducted at those reviews with plans focussed on discussing interventions such as criminogenic programs and education and vocational training courses. Resettlement needs are not documented, canvassed or monitored through the OMPR process. The Transitions Coordinator (TC) is relied upon to capture all relevant offenders within 6 months of their earliest release date or discharge. There is currently little or no communication between the TC and sentence management to inform the planning or parole process. Prisoner resettlement issues are not formally collated and accounted for in the OMPR and therefore lacks accountability to the Agency.

Recommendation 21 (Medium):

The centre ensures that Throughcare, Education and Offender Management staff incorporate education, employment, transitions, criminogenic programs, general planning needs and resettlement needs into a comprehensive whole of sentence plan for each relevant offender at every review.

- 28.4 The centre offers a full range of Transitions Support Services. Offenders close to release are assisted in their resettlement through linkages with the external agencies identified through the Transitions Coordinator (including ORSS, Advance2Work, Centrelink and Dept of Housing). These are all linkages supported by the Agency through the Offender Intervention Services Directorate. The centre does not have, or seek, partnerships with any agencies not facilitated through the Agency.
- 28.5 Those with significant need can access ORSS providers to gain assistance with accommodation. Accommodation assistance is also supported through links with Ozcare and known service providers in Brisbane.
- 28.6 Education staff are proactive in encouraging educational/vocational programs and improving literacy/numeracy skills while the offender is at Wolston.
- 28.7 The centre has a good relationship with Prison Mental Health workers who visit the centre regularly and link prisoners pending discharge with community

based agencies. There are significant numbers of aged or disabled offenders with access to an occupational therapist to assist with reintegration needs. The centre advised that any offenders that fall within specific minority groups are individually assessed and managed to ensure resettlement services are appropriate to their needs.

- 28.8 In the last 11 months, 39 offenders completed the Transitions Program, 191 offenders accessed Transitional Support Services and 34 offenders were supported through ORSS following release. In 2008-09, 154 offenders commenced the A2W program. Twenty six offenders were placed in employment and 21 remained employed for 13 weeks after discharge.
- 28.9 All offenders are offered placements on the Transitions Core Program or Transitions Support Service within three months of their eligibility date or discharge date. Offenders are prioritised according to the eligibility/discharge date and program placements are scheduled in advance of discharge.

Criminogenic Programs:

- 28.10 The sexual offending and violence programs are managed by the Criminogenic Programs Unit (CPU) in the Custodial Directorate. Current waiting lists are such that these programs will be offered to offenders approximately four months prior to their parole eligibility date (PED), thus affecting the ability of offenders to complete programs prior to their PED. This was an issue noted by a number of offenders during the inspection. The CPU advised that it is not expected that these programs will be offered in a more suitable time before the PED for at least three years, by which time it is expected the waiting lists will have been addressed.
- 28.11 The CPU reported that the centre has exceeded its targets in relation to sexual offending and general offending programs.

Parole:

- 28.12 The parole process and parole panel are well managed with ownership taken by all staff involved in the process, including management.
- 28.13 An Inspector attended two parole interviews that were attended by a Probation and Parole officer, psychologist, custodial manager and sentence management officer. A comprehensive range of discussions were held between staff and with the prisoner. A consensus was reached on the recommendations to the board.
- 28.14 Probation and Parole Officers (PPOs) are members of the parole interview panel. Health and social care needs are identified through the parole process and incorporated in the parole report which is provided to the relevant Parole and Probation office upon release to the community.
- 28.15 Offenders released to court ordered parole are interviewed by PPOs as prescribed in the Exit procedure prior to release, to assist in transition to the community.
- 28.16 The Health Services Coordinator attends the Academy to train PPOs in relation to elderly, frail health issues, including dementia, body decline and mental illness.

Strategic Resettlement Issues:

28.17 Management of the centre ensures that the resettlement of offenders through the parole process is incorporated in offender management processes, and is supported with a level of input from all disciplines in the centre, including custodial, employment, programs and education and vocational training. However, there are no mechanisms for monitoring and/or reviewing results of resettlement applications. There are no regular organised meetings of offender management team members. No records are kept of parole outcomes, therefore strategic analysis of resettlement strategies is very limited.

28.18 There is no strategy at Centre level to effectively monitor the quality and outcomes of resettlement services. There is no process for reviewing the decisions made in respect to prisoners' parole applications to determine if any shortfalls in programs and service delivery will affect resettlement outcomes.

Recommendation 22 (medium):

The centre implements a strategy to monitor the quality and outcomes of parole applications with a view to improving outcomes for prisoners.

28.19 While appropriate transitional support services are provided in the months prior to release, the Inspectors noted that the management of the 'residential' area was very regimented in approach. The regimentation does not encourage self discipline, self sufficiency or self regulation.

28.20 Although prisoners in the residential area are free to move around the residential compound during times of unlock, the doors to their units are locked from the outside and thus to re-enter the unit they must have staff provide them with access. There are few in cell hobbies and no in cell painting, access to the library is by request only, no undercover communal areas are available to encourage positive interaction with others and there is no cooking in units. Prisoners in 'residential' are not permitted to move onto the landing area of other prisoners units.

28.21 Offenders reported that there was no opportunity to progress or self-regulate any differently to the secure block other than having a larger outdoor area to walk around. There are a significant number of very long term offenders that will remain at Wolston until the end of their sentence (because many are child sex offenders and are ineligible for progression to a farm). In these circumstances they appear to have only a limited opportunity to reduce their institutional dependence and practice independent living prior to discharge.

Recommendation 23 (Medium):

That the centre review and increase the opportunities for offenders in residential accommodation to acquire independent living skills and reduce institutional dependence prior to discharge.

PERFORMANCE RATING FOR THIS AREA

Rating	Description
2	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.

APPENDIX A

Wolston Correctional Centre Full Announced Inspection Recommendations

1	Low (p.16)	The centre ensures that prisoners' court clothing is clean and pressed for prisoners' court appearances.
2	High (p.19)	The centre ceases the practice of placing prisoners in accommodation units before carrying out risk assessments.
3	Medium (p.19)	The Centre seeks to establish protocols with Offender Health Services at the Centre to encourage nursing staff to interview prisoners in private areas.
4	Medium (p.20)	The centre, in consultation with the Offender Intervention Services Directorate, develops and implements processes aimed at improving the quality of analysis in recommendations and decisions and ensuring consistency in the recording of assessment information in Protection Needs Assessments.
5	High (p.20)	The Centre re-establishes a formal induction process including provision of an induction handbook to prisoners.
6	Medium (p.21)	The Centre ensures that a unit induction process in all units is undertaken for new prisoners.
7	Medium (p.24)	The centre develops a contingency plan to address the evacuation of disabled prisoners in the event of an emergency.
8	Medium (p.25)	The centre completes the implementation of a shopfront system in Residential.
9	Medium (p.26)	The centre implements appropriate strategies to improve the quality of case noting.
10	Medium (p.27)	The centre documents its anti-bullying strategy and makes it available to staff.
11	Medium (p.29)	The centre ensures that appropriate notices/posters relating to: <ul style="list-style-type: none"> o prisoner self-harm/suicide; and o anti-bullying are displayed in the visitor centre.
12	Medium (p.34)	That the centre includes in the visitors information leaflet, information regarding prisoner self-harm concerns and the process for banning visitors including the review process.
13	Medium (p.36)	That the centre implements throughout the whole centre the system whereby blue envelopes are freely available to prisoners without the need to request them from staff.
14	Medium (p.48)	The centre develops and publishes an employment procedure.
15	Low (p.49)	The centre seeks to establish communication protocols with Health Service staff to improve the provision of information regarding dietary restrictions for prisoners.
16	Medium (p.51)	The centre ceases the practice of restricting buy-up items during weeks that include a public holiday.

17	Medium (p.53)	The centre ensures that offenders are verbally advised of appeal processes at the review and this advice be confirmed in the review document.
18	Medium (p.53)	The centre ensures that offenders are always asked to leave the room to allow for panel discussion and incorporation of any additional information provided by the offender prior to advising the offender of the team recommendation.
19	Medium (p.54)	The centre, with the assistance of the Offender Intervention Services Directorate, takes steps to improve the quality of analysis and recording of sentence management decisions including SPAs and ERAs.
20	Low (p.55)	The centre takes steps to improve the recording of reintegration planning and identified needs in the OMPR documents.
21	Medium (p.57)	The centre ensures that Throughcare, Education and Offender Management staff incorporate education, employment, transitions, criminogenic programs, general planning needs and resettlement needs into a comprehensive whole of sentence plan for each relevant offender at every review.
22	Medium (p.59)	The centre implements a strategy to monitor the quality and outcomes of parole applications with a view to improving outcomes for prisoners.
23	Medium (p.59)	That the centre reviews and increases the opportunities for offenders in residential accommodation to acquire independent living skills and reduce institutional dependence prior to discharge.

APPENDIX B

Inspection Team

Andrew Brown, Chief Inspector
Steve Green, Senior Inspector
Dave Crothers, Inspector
Alice Mascini, Acting Inspector