



Office of the Chief Inspector

# Follow-up Inspection Report

Wolston Correctional Centre

November 2010





## 1 BACKGROUND

- 1.1 The Wolston Correctional Centre (WCC) was subject to its first Full Announced Inspection (against the *Healthy Prison Standards* as detailed in the Queensland Corrective Services Healthy Prisons Handbook) in May 2009. The inspection report was published in August 2009. The centre received an overall rating of two meaning that:

*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.*

- 1.2 Twenty-three recommendations for improvements were made in the report, which were broken down into the following priority ratings:
- 2 high recommendations;
  - 18 medium recommendations; and
  - 3 low recommendations.
- 1.3 These recommendations cut across the areas of induction, prisoner and visitor documentation, assessment and some sentence management practices.
- 1.4 As is currently the practice, the Office of the Chief Inspector carries out Follow-up Inspections of a correctional centre approximately 12 months after the Full Announced Inspection Report is published to examine and report on the progress the centre has made in relation to the implementation of recommendations.
- 1.5 As part of the follow-up process, a centre is asked to submit a folder of evidence which details documentary evidence to demonstrate the implementation of each recommendation. Inspectors review this material and also attend the centre to examine evidence of the implementation of the recommendations on the ground.
- 1.6 Only high and medium recommendations are examined by Inspectors. Inspectors do not measure the implementation of low priority recommendations.

## 2 SUMMARY OF FINDINGS

- 2.1 On 1 November 2010, this Office undertook a Follow-up Inspection of WCC. The Inspectors were very complementary of the Centre's presentation. They also found that the general atmosphere was positive and staff were openly prepared to be engaged about all aspects of the operation.

- 2.2 The Centre demonstrated that it has made a genuine and concerted effort to implement the recommendations. Significant progress has been made in addressing the vast majority of recommendations (90%) since the August 2009 Inspection Report, with only 2 recommendations of the 20 (high and mediums) not being fully implemented.
- 2.3 Inspectors determined that 2 recommendations had been only partially completed and require further work. These are as follows:
- Rec 9: The centre implements appropriate strategies to improve the quality of case noting.
- Rec 23: 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.
- 2.4 During the initial Inspection, of particular concern to Inspectors were some reception issues for new prisoners. Most significantly it was noted by Inspectors that some prisoners were being sent to units without at-risk assessments and that a formal centre induction program and unit induction process was not occurring. These matters have now been adequately addressed by the Centre.
- 2.5 A schedule that details each recommendation and Inspectors' findings as at November 2010 is attached.

### **3. RECOMMENDATIONS:**

- 3.1 It is recommended that the Centre take steps to implement those recommendations identified by Inspectors as unimplemented. It is acknowledged that Recommendation 23 will require the assistance of the Agency before further progress can be made.



**Wolston Correctional Centre Follow Up Inspection  
Response to Recommendations**

		RECOMMENDATIONS	ASSESSMENT OF CENTRE RESPONSE
1	Low	The centre ensures that prisoners' court clothing is clean and pressed for prisoners' court appearances.	Low - not reviewed by Office of Chief Inspector
2	High	The centre ceases the practice of placing prisoners in accommodation units before carrying out risk assessments.	COMPLETED  The Centre has put in place practices that ensure prisoners, who are received through the reception process, undergo comprehensive assessment, including risk assessment prior to being placed in accommodation units.
3	Medium	The Centre seeks to establish protocols with Offender Health Services at the Centre to encourage nursing staff to interview prisoners in private areas.	COMPLETED  The Centre has implemented practices that ensure all assessments carried out by Health Services staff, in respect of prisoners being received into the centre, are undertaken in consulting rooms in the Health Centre.
4	Medium	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.	COMPLETED  It is noted that to date the support provided to Wolston Correctional Centre from Offender Intervention Services (via teleconferences and supporting documentation) has primarily been in relation to the review of prisoners' security classification and placement and the recording of assessment outcomes in the Security Classification

			and Placement Assessment (SPA). However, Inspectors assessed a number of Protection Needs Reviews undertaken at the centre and consider the level of detail to be appropriate and the assessments satisfactory.
5	High	The Centre re-establishes a formal induction process including provision of an induction handbook to prisoners.	<p>COMPLETED</p> <p>The Centre has redesigned the Prisoner Induction and Information Booklet. Information from staff, prisoners and a review of IOMS case notes demonstrates that a formal prisoner Induction process is in place for all prisoners being received into the centre.</p>
6	Medium	The Centre ensures that a unit induction process in all units is undertaken for new prisoners.	<p>COMPLETED</p> <p>Information from staff, prisoners and a review of IOMS case notes by Inspectors indicates that a formal unit Induction process is in place for all prisoners being received into a Secure accommodation unit and Residential Accommodation.</p>
7	Medium	The centre develops a contingency plan to address the evacuation of disabled prisoners in the event of an emergency.	<p>COMPLETED</p> <p>The centre provided evidence that a contingency exercise had been undertaken that had Identified a number of issues which included staff training, purchase and storage of drag mattresses, formalised contingency information and information on individual prisoner mobility requirements.</p> <p>The Centre advised they had constructed a cage for the housing of drag mattresses, would continue to conduct</p>

			<p>contingencies and had developed a draft Code White local procedure.</p> <p>A review of the QCS Intranet located a local procedure for Wolston titled - 'Evacuation - Code White' which was implemented on 10 June 2010. The procedure contains a relevant appendix titled "<i>APPENDIX - EVACUATION OF AGED AND FRAIL PRISONERS DISABILITY UNITS</i>". The contents of the procedure were appropriate and met the recommendation requirements.</p> <p>Centre also provided a copy of the most recent Code White contingency undertaken.</p> <p>As part of the on-site follow-up the mattresses were inspected, plans reviewed and discussions held regarding the process with the Supervisor, Residential.</p>
8	Medium	The centre completes the implementation of a shopfront system in Residential.	<p>COMPLETED</p> <p>The Centre advised that a shopfront system was introduced into Residential from 9 November 2009.</p> <p>Inspectors observed the Shopfront system. It was considered suitable and being managed appropriately.</p>
9	Medium	The centre implements appropriate strategies to improve the quality of case noting.	<p>PARTIALLY COMPLETED</p> <p>The centre advises that a case note audit process was developed and implemented and training provided. The centre provided copies of a case note audit sample and annual training plan.</p> <p>A sample of those provided were reviewed and it was</p>



			<p>identified that supervisors were providing good oversight in the case of DPSOA prisoners.</p> <p>However, a further random sample was taken 8 prisoners case notes and only one was found to be audited.</p> <p>It was also identified that case notes were not occurring at the frequency as expected by the Agency and the standard of the case notes was variable.</p> <p>It is evident that some processes have been put in place, however it is not appear that they are being consistently applied.</p>
10	Medium	The centre documents its anti-bullying strategy and makes it available to staff.	<p>COMPLETED</p> <p>The centre's evidence principally addressed staff bullying however it also referenced prisoner bullying stating "29.3.10 - Anti - Bullying Strategies for offenders and for correctional staff have been developed". The centre also provided a draft copy of the "<i>Wolston Correctional Centre Anti-Bullying Strategy - Offenders</i>".</p>
11	Medium	<p>The centre ensures that appropriate notices/posters relating to:</p> <ul style="list-style-type: none"> <li>○ prisoner self-harm/suicide; and</li> <li>○ anti-bullying</li> </ul> <p>are displayed in the visitor centre.</p>	<p>COMPLETED</p> <p>Inspectors found that notices regarding concerns for prisoner's welfare and anti-bullying were on display in the visits processing and visits area.</p>

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.	<p>COMPLETED</p> <p>A review of the visitor information package by Inspectors found that information and advice for visitors on reporting prisoner self-harm concerns is included in the guide. A separate document/flyer is also provided in this package that advises visitors of the process, including the review process utilised when visitors are banned/suspended from visiting this centre.</p>
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.	<p>COMPLETED</p> <p>The centre advised that they have designed manufactured and installed stand alone blue letter boxes with in-built storage capacity for blue envelope supplies.</p> <p>The boxes and the blue envelopes were observed on site. The boxes are an excellent design.</p>
14	Medium	The centre develops and publishes an employment procedure.	<p>COMPLETED</p> <p>The centre advised that they had developed a local procedure.</p> <p>A review of the local procedures on the QCS Intranet confirms that the local procedure “<i>Wolston - Prisoner Employment</i>” was implemented on 7 June 2010.</p>
15	Low	The centre seeks to establish communication protocols with Health Service staff to improve the provision of information regarding dietary restrictions for prisoners.	Low - not reviewed by Office of Chief Inspector

16	Medium	The centre ceases the practice of restricting buy-up items during weeks that include a public holiday.	<p>COMPLETED</p> <p>The centre provided a copy of a memorandum dated 6 October 2009 directing the Manager Business Services and Store Supervisor to cease the practice of limiting the items for buy-up during weeks that contain a public holiday.</p> <p>This matter was discussed with Business Services Manager and confirmed that buy-ups are not restricted.</p>
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.	<p>COMPLETED</p> <p>The process was implemented in June 2009 whereby the centre has included a standard paragraph in the SPA to ensure that offenders are advised of the review process. Of the SPAs randomly reviewed this information has been included. Sentence Management also assured the Inspector that all offenders are verbally advised of the appeal process.</p>
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.	<p>COMPLETED</p> <p>The Centre has advised that this has always been the practice however due to one staff member not following procedure this was identified. The Inspector was assured that all offenders are asked to leave the room as per the recommendation.</p>
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.	<p>COMPLETED</p> <p>Teleconferences commenced on 4 Feb 2010 with MOD, senior psych, SMU coordinator. Conferences were held on a weekly basis during February before moving to</p>

			<p>monthly conferences for the remaining year. The sharing of information is to enhance the quality of analysis and recording of sentence management decisions including SPAs and ERA's.</p> <p>A copy of the minutes from the conferences were provided.</p>
20	Low	The centre takes steps to improve the recording of reintegration planning and identified needs in the OMPR documents.	Low - not reviewed by Office of Chief Inspector
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.	<p>COMPLETED</p> <p>The centre has implemented an "Advice to Sentence Management" template which assists the staff to structure the content of input for a whole of sentence plan. Each is being reviewed by the senior psych. From the assessments randomly reviewed by the Inspector all were of a very high standard and provided a whole picture of the offender's management.</p>
22	Medium	The centre implements a strategy to monitor the quality and outcomes of parole applications with a view to improving outcomes for prisoners.	<p>COMPLETED</p> <p>The centre has implemented a tracking process to monitor parole outcomes and the associated detail of reasons for decline. They also provide the General Manager with an in-depth summary of all parole hearings to ensure consistency and quality of the decisions made.</p>

23	Medium	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.	<p>PARTIALLY COMPLETED</p> <p>The Centre advised that ‘residential’ provides a pathway of reduced restrictions and increased responsibility. The Centre feels that the nature of residential does provide prisoners with the opportunity for greater self direction and to prepare them for low custody placement.</p> <p>It was noted that the Centre has provided increased social activities and socialization opportunities, including cooking classes and a weekly barbeque.</p> <p>The centre acknowledges that for those prisoners that fall within Schedule 1, residential accommodation is the final accommodation option prior to release. The Centre advised that there would need to be some refurbishment of the units to allow for self-catering. The General Manager advises that this matter has been raised in other forums. It is felt that this recommendation is only partially completed and will require Agency assistance to progress any further.</p>
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