

Office of the Chief Inspector  
Follow-up Inspection Report  
Brisbane Women's Correctional Centre

November 2011



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## 1. BACKGROUND

- 1.1 The Brisbane Womens CC (including the Helana Jones Centre) was subject to its first Full Announced Inspection (against the *Healthy Prison Standards* as detailed in the Queensland Corrective Services Healthy Prisons Handbook) in February 2010. The inspection report was published in May 2010. The centre received an overall rating of 3 meaning that: *“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.”*
- 1.2 Recommendations for improvements were made in the report, which were broken down into the following priority ratings:
  - 5 high recommendations
  - 60 medium recommendations; and
  - 14 low recommendations.
- 1.3 These recommendations cut across all areas of prisoner management.
- 1.4 As is currently the practice, the Office of the Chief Inspector carries out Follow-up Inspections of a correctional centre 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.

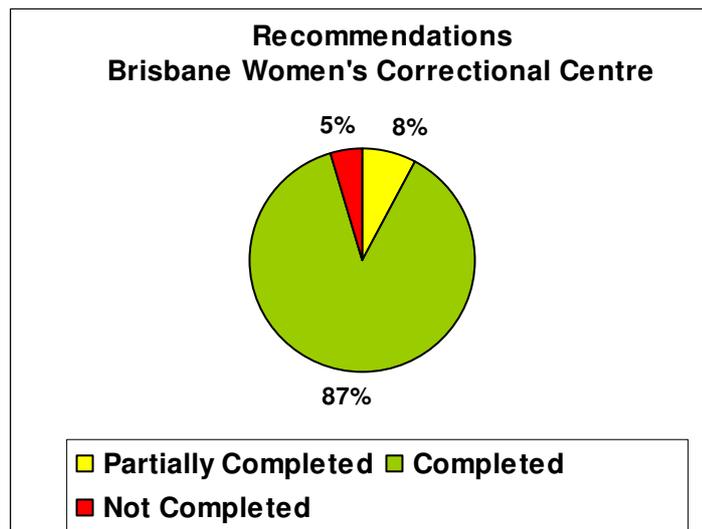
## 2. SUMMARY OF FINDINGS

- 2.1 In making their findings in this follow-up report, the Inspectors acknowledge the following:
  - As a female facility, BWCC (including HJC) has specific challenges in relation to the unique needs of female prisoners which resulted in Inspectors considering different and sometimes additional factors over that considered in a male centre.

- BWCC (including HJC) had a difficult and challenging task ahead of it in terms of making inroads into the large number of recommendations.
- A high number of the recommendations which were made required substantial policy changes at Centre and Agency levels, as well as structural, operational and cultural changes. In this regard, a number of the recommendations resulted in the allocation of an Agency based project team to undertake research into best practice options.

2.2 While there were some recommendations that were yet to be completed, the Inspectors found that the Centre had initiated an implementation plan and had made an impressive effort to address the recommendations.

2.3 Overall, Inspectors determined that of the 65 (high and medium) recommendations, 1 recommendation was no longer applicable leaving a total of 64 of which 56 were completed, 3 not completed and 5 partially completed.



### 3. RECOMMENDATIONS:

3.1 It is recommended that the Centre take steps to implement those recommendations identified by Inspectors as either partially implemented or not completed.

**Brisbane Women's Correctional Centre  
Full Announced Inspection Recommendations**

		RECOMMENDATIONS	ASSESSMENT OF CENTRE RESPONSE
1	Medium	The Centre, whilst being cognisant of those prisoners on at-risk observation, provides prisoners the opportunity to wear their own footwear to court appearances and provides prisoners with the opportunity to wear hair ties and/or other articles to hold their hair in position whilst attending court.	<p>COMPLETED</p> <p>The centre provided evidence in the form of a memorandum from the General Manager (17.10.10) advising of approved prisoner attire for court.</p> <p>Inspectors observed that prisoners attended court wearing their own clothes, underclothes, footwear and hair ties.</p>
2	Low	The Centre reviews its management of prisoners for early court escorts to ensure prisoners have the opportunity to access hot drinks prior to leaving the centre on a court escort.	Low - not reviewed by Office of Chief Inspector.
3	High	The Centre ensures immediate compliance with the Agency procedure and legislation regarding searching requiring the removal of clothing.	<p>COMPLETED</p> <p>The Inspectors observed Centre staff conduct searches which required the removal of prisoners' clothing. In addition, the Inspectors asked prisoners how searches which required the removal of their clothing were conducted.</p> <p>It was found that the searches conducted by Centre staff complied with the Corrective Services Act 2006 and Agency procedures.</p>
4	Medium	The Agency reviews arrangements whereby four prisoners are accommodated in one room at the HJC	<p>COMPLETED</p> <p>A review of arrangements where four prisoners are accommodated in one room at the HJC was conducted by</p>

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			<p>the Centre in consultation with the Agency The review found that the existing arrangements in place were appropriate in all of the circumstances. This is because:</p> <ul style="list-style-type: none"> <li>• at the time of the recommendation, there was significant pressure on the availability of bed space at the Brisbane Women’s CC; and</li> <li>• while it is desirable to accommodate all prisoners in single cell/room accommodation, it was deemed to be a better option to double up bed capacity at a low custody facility where prisoners were not locked in and had free access to the common areas than the high custody facility where they would be locked in a cell for 12 hour periods.</li> </ul> <p>An onsite inspection by the Inspectors indicated that the 4 person bedrooms are still in use at the HJC. However, it was also found that these rooms were predominantly used as a last resort for prisoners on induction and for some Warwick Work prisoners during stand down.</p> <p>While the Inspectors feel that the requirement for 4 persons to live in the small rooms is not ideal, the rationale presented by the Agency is accepted.</p>
5	Low	HJCC ceases the practice of charging prisoners the full television hire fee in circumstances were they a sharing a television.	Low - not reviewed by Office of Chief Inspector.
6	Low	The Centre encourages reception store staff to be flexible in	Low - not reviewed by Office of Chief Inspector.

		RECOMMENDATIONS	ASSESSMENT OF CENTRE RESPONSE
		the sequential processing of prisoners.	
7	Medium	<p>The Centre reviews the content and methodology used in the induction including:</p> <ul style="list-style-type: none"> <li>• Consultation with the prisoners regarding additional material they would like covered during the early period of their incarceration;</li> <li>• Attendance of the indigenous liaison officer and Activities Officers;</li> <li>• Opportunities for prisoner interaction;</li> <li>• Spatial configuration of the room;</li> <li>• Relevance of the material being presented; and</li> <li>• Consideration of other methods to communicate the material other than a reliance on wordy documents and verbal presentations.</li> </ul>	<p>COMPLETED</p> <p>The Centre conducted a review of the content and methodology used in its inductions in accordance with this recommendation. In doing so, the Centre developed a new induction model which:</p> <ul style="list-style-type: none"> <li>• is presented to prisoners in two sessions of two hours duration;</li> <li>• is comprehensive and presented to prisoners by a suitable range of staff;</li> <li>• includes power point presentation, DVD, prisoner questionnaires, verbal presentations; and</li> <li>• contain an underlying theme of encouraging prisoner participation and engagement.</li> </ul> <p>Under the new induction model developed by the Centre, a specific correctional supervisor is responsible for its development, introduction, operation and review. Whilst this model has just recently been introduced and appears to have the potential for further development, the Inspectors were impressed with the model.</p>
8	Medium	HJC updates its handbook and ensures that the contents for the prisoners are meaningful, relevant and current.	<p>COMPLETED</p> <p>The Inspectors reviewed the Helena Jones Induction Booklet dated February 2011 and found that the information was current, useful and presented in an appealing format. In addition, prisoners at the HJC confirmed that they received</p>

		RECOMMENDATIONS	ASSESSMENT OF CENTRE RESPONSE
			this booklet upon arrival at the centre.
9	Medium	The Centre reviews the movement and centre access for protection prisoners to ensure that they have increased opportunities to leave their unit.	<p>COMPLETED</p> <p>Inspectors reviewed the S1 accommodation unit, structured day relevant to protection prisoners and spoke to a number of prisoners.</p> <p>Inspectors found that a review was conducted which resulted in greater opportunities for protection prisoners to leave their unit. For example, the Centre has developed a market garden and the protection area prisoners have been employed renovating the garden for the purpose of establishing a seedling growing area.</p> <p>Inspectors also observed that prisoners were pleased and positive regarding the opportunities which were available to them.</p> <p>Finally, Inspectors note that the S1 accommodation unit is now equipped with a satellite library and an activities room, In addition, Chaplains report that a weekly service is provided to the prisoners (attendance is low averaging about two prisoners).</p>
10	Medium	The Agency reviews the allocation of accommodation at HJC to ensure that the accommodation style best suits the needs of the prisoner. Options that should be considered include: <ul style="list-style-type: none"> <li>- utilising the accommodation in Store Street on a</li> </ul>	<p>COMPLETED</p> <p>A review was conducted by the Agency that considered the options listed in this recommendation. As a result, the current position with respect to the allocation of</p>

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		<p>seven day a week basis;</p> <ul style="list-style-type: none"> <li>- establishing Store Street as a more independent living arrangement (including meal preparation) and/or</li> <li>- the accommodation of mothers and children in the Store Street house thereby facilitating opportunities for the mothers to learn skills of independence, (including allowing them to prepare the food for their children).</li> </ul>	<p>accommodation at HJC is that:</p> <ul style="list-style-type: none"> <li>• the Store Street accommodation remains for the sole use of Warwick Work prisoners and therefore is in use 50% of the time - the reason for using the Store Street accommodation unit for Work prisoners is to ensure that there is an additional incentive for those prisoners working on the Warwick Work program ;</li> <li>• Work prisoners are now able to prepare their own food in the Store Street accommodation unit;and</li> <li>• mothers are able to prepare food for their children up until the children commence eating ‘family food’.</li> </ul> <p>The Inspectors are disappointed that the Store Street facility is only utilised 50% of the time however accept the rationale that such a form of utilisation of the work facility is designed to provide an additional incentive for those prisoners working on the Warwick Work program.</p> <p>It is also noted that the Agency has informed the Inspectors of its intention to convert Numinbah Low Custody Centre into a women only facility. Incorporated into this plan is the relocation of the Warwick Work program to Numinbah CC which will thereby provide HJC with the opportunity to utilise the Store Street accommodation for HJC prisoners.</p>
11	Medium	BWCC and HJC review furniture requirements for prisoners (including in the protection unit) and make arrangements to increase furniture where needed. If additional furniture is to be purchased, consideration should be given to purchasing that which is most suitable to the needs and risk	<p>COMPLETED</p> <p>New furniture for HJCC was ordered, manufactured, delivered and has been installed.</p> <p>The Protection units at Brisbane Women’s CC have been</p>

		RECOMMENDATIONS	ASSESSMENT OF CENTRE RESPONSE
		of the prisoner population.	provided with additional furniture to suffice for the prisoner population. Alternative furniture has been purchased and trialled in the Parental Support Unit.
12	Medium	HJC arranges for the cleaning of carpets and then establishes a regular cleaning regime.	COMPLETED Carpets are being cleaned under a regular cleaning regime. The prisoners advised that they have no concerns.
13	Medium	The management of air conditioning be reviewed so that an appropriate procedure can be implemented to ensure that during times of significant heat, air conditioning is not turned off.	COMPLETED The Centre has instructed staff to cease regulating the Air Conditioning. In addition, the HJC induction booklet at page 13 has been amended to refer to the socially responsible use of air conditioners by prisoners, as well as the requirement to not turn air conditioners off when prisoners are justifiably in their rooms. Inspectors spoke with prisoners regarding the matter of air conditioning. Prisoners stated staff do not alter or turn off prisoner air conditioning units, and misuse of airconditioners by prisoners (i.e. left on whilst not in their room) is dealt with by staff talking to the prisoner involved to effect compliance with house rules.
14	Medium	The Agency reviews the issue of cooling in the common areas at the HJC.	COMPLETED The Agency provided information that a review of the provision of air conditioning had been undertaken. The

		RECOMMENDATIONS	ASSESSMENT OF CENTRE RESPONSE
			review resulted in the status quo remaining unchanged.
15	High	The Centre immediately implements a process whereby cell intercoms are also tested by master control and recorded.	COMPLETED Evidence was provided that cell intercoms are tested by master control and recorded accordingly.
16	High	A PAC is established at HJC and the accumulation of matters that the prisoners have are dealt with as expediently as possible.	COMPLETED The prisoners confirmed that the PAC meets monthly and minutes were available as evidence. The prisoners were advised that their requests were always responded to and if the request was declined they were always given a reasonable response.
17	Medium	Subject to at-risk requirements that may arise for certain prisoners, the Centre ceases the blanket practice of removing prisoners' personal underwear on reception and establishes a process (with appropriate limits) that allows for underwear to be handed in.	COMPLETED The Centre has now put in place a trial of a "hand in" process for prisoner underwear on a twice annual basis. Centre management advise that the trial will be assessed with a view to increasing the frequency of underwear hand ins. This coupled with the introduced process of allowing prisoners to have their personal underwear (if appropriate) that accompanied them on reception is viewed by Inspectors as having addressed the initial recommendation.
18	Low	The Centre schedules protection prisoner's access to the property store.	Low - not reviewed by Office of Chief Inspector.
19	Medium	The Centre reviews its unit management methodology to ensure staff have the opportunity to engage with prisoners	COMPLETED

		RECOMMENDATIONS	ASSESSMENT OF CENTRE RESPONSE
		in a manner that promotes meaningful interactions without the limitations of a physical barrier.	Inspectors found that during their visit that the grilles were not deployed. Discussions with prisoners and staff suggest that this is now the prevalent practice.
20	Medium	The Centre ensures that monthly Behavioural and Employment reports and Behavioural Report Summaries are completed as required by Agency procedures.	<p>COMPLETED</p> <p>A sample of Case files indicates that, overall, there has been a recent improvement (last three months) in the completion of behaviour summaries and employment summaries.</p> <p>The Centre has introduced an administrative matrix that provides schedule for report completion and this is monitored.</p> <p>A compliance audit indicates a vast improvement with a 100% compliance rate in the timely completion of employment and behavioural reports.</p>
21	Medium	Where prisoners may require additional assistance and/or support due to their special needs (e.g. due to a medical condition or disability), the Centre develop care plans in consultation with Queensland Health.	<p>COMPLETED</p> <p>The Centre has provided examples of prisoners with special needs for whom they have developed care plans in consultation with Queensland Health.</p>
22	Medium	The Centre documents and distributes its strategy for the reduction of violent and intimidatory behaviour.	<p>COMPLETED</p> <p>The Centre has developed a “Respect” policy which is documented, will publicised throughout the centre. The policy incorporates a strategy for the reduction of violent</p>

		RECOMMENDATIONS	ASSESSMENT OF CENTRE RESPONSE
			and intimidatory behaviour.
23	Low	The Centre considers engaging prisoners in the development of a centre wide strategy aimed at confronting and reducing intimidatory and violent behaviour.	Low - not reviewed by Office of Chief Inspector.
24	Medium	The Centre seeks the Agency's assistance to undertake cosmetic changes to S4's infrastructure.	<p>PARTIALLY COMPLETED</p> <p>The Centre advised that modifications to infrastructure for S4 had been undertaken, including:</p> <ul style="list-style-type: none"> <li>• flashing under doors in unit</li> <li>• anti-hang mesh on the S4a side</li> <li>• large TV's adhered to the common area walls</li> <li>• Repair and return of unit DVD player</li> </ul> <p>The Centre advise that Facility Services purchased some furniture for S4, however when it was delivered it was found not to be suitable for purpose and not placed in S4.</p> <p>Centre has reinstalled televisions with DVD capacity in the two main common areas there have been no other "cosmetic" changes to S4 infrastructure observed by Inspectors or evidenced by the Centre.</p>
25	Medium	The Agency develops a policy in relation to the use of padded cells.	<p>COMPLETED</p> <p>The Agency has developed a Custodial Operations Standard Operating Procedure titled Safety Orders dated 28 September 2011 that includes policy and direction on the</p>

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			use of padded cells.
26	Medium	The Centre ensures that all prisoners accommodated in Unit S4 have an Individual Intervention Management Plan developed in keeping with the Agency Procedure - Safety Orders.	COMPLETED Inspectors reviewed the documentation on all prisoners accommodated in S4 and found that all prisoners had current Intervention Management Plans or At Risk Management Plans.
27	Medium	The Centre, in consultation with the Agency, investigates opportunities to enhance the interventions in S4.	COMPLETED Inspectors are of the opinion that the Centre has made significant positive changes to the operation of S4. A significant program of in unit and out of unit activities has been implemented. Further the Centre has implemented changes to cell property and prisoner clothing commiserate with individual risk assessment.
28	Medium	The Centre places posters in the visits processing building that encourages visitors to report any concern they may have for the prisoner.	COMPLETED Inspectors confirmed that the posters are in place.
29	Low	The Centre considers the creation of a focus group of indigenous prisoners to assist in directing cultural opportunities within the centre.	Low - not reviewed by Office of Chief Inspector.
30	Low	The Centre reviews the possibility of recruiting to the vacant CLO and if not possible, assists the current incumbent to prioritise her work.	Low - not reviewed by Office of Chief Inspector.

		RECOMMENDATIONS	ASSESSMENT OF CENTRE RESPONSE
31	Medium	The Centre and HJC develops and implement a strategic plan to provide opportunities for cultural expression and development amongst indigenous prisoners.	<p>COMPLETED</p> <p>The BWCC Business Plan sets the focus for the development of cultural activities for the next twelve months. Further, an Indigenous Focus Group has been formed which the prisoners appreciate and are hopeful of a number of initiatives from the project, including the construction of a meeting place, will occur.</p> <p>The CLO has clearly defined tasks which involve developing relationships with the community, providing cultural expression opportunities and support for the prisoners and assisting in transitioning prisoners to low custody.</p> <p>Prisoners stated that they felt well supported by the CLO. The CLO indicated a detailed knowledge of the prisoners and their current plans.</p> <p>Inspectors felt that the CLO may be assisted by exposure to activities being undertaken in other correctional centres.</p>
32	Medium	The Centre undertakes some redecoration of the Parental Support Unit to make it appropriate and stimulating for the children.	<p>COMPLETED</p> <p>The Centre has made progress in this area with the installation of “chalk walls” in the toy room for the children to draw on. Expanded the children’s “play gym” to include a grassed area, the provision of “soft fall” flooring in the patio area and the provision of DVD capacity in the common area with child appropriate DVD’s available.</p>

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33	Medium	HJC implements a cot mattress replacement program.	COMPLETED Mattresses were observed to be in good condition.
34	Medium	The centre considers the involvement of the Parental Support Officer with HJC, with a view to the prisoners being provided appropriate support.	COMPLETED The Centre has implemented a Parental Support Officer visit program to HJCC. Currently a visit is scheduled monthly and provides in-house parental support for pregnant women and mothers at HJCC.
35	Medium	BWCC and HJC formalises a planning process for the care and development of the children in residence.	COMPLETED A local procedure was proposed for Parents Supporting Children which is currently with the Women's Project Team. In the interim the Centre and HJC have been developing a 'structured week' for the mothers which includes planning for activities such as Play Group and Tiny Tots.
36	Medium	The centre investigates the opportunity for children in residence at HJC and their mothers to have increased exposure to community based activities.	COMPLETED The centre has implemented a leave program under s.72(1)(e) of the <i>Corrective Services Act 2006</i> which allows relevant prisoners at the HJC to take their children: <ul style="list-style-type: none"> <li>• to the Clayfield Child Care Centre;</li> <li>• to Tiny Tots at PCYC;</li> <li>• for walks in the park;</li> <li>• to Church services;</li> <li>• to shopping centres; and</li> </ul>

		RECOMMENDATIONS	ASSESSMENT OF CENTRE RESPONSE
			<ul style="list-style-type: none"> <li>to health care providers.</li> </ul> <p>The Centre is currently negotiating with the city council for access to the local library.</p>
37	Medium	The Centre reviews the provision of visit sessions for protection prisoners with a view to providing equitable opportunities with that of mainstream prisoners.	<p>COMPLETED</p> <p>The centre has reviewed the provision of providing equal visits provision for protection prisoners. This has resulted in a planned introduction of an additional visit session on a Wednesday morning. Whilst this has not been fully operationalised when Inspectors attended the facility it is clear from the documentation provided by the Centre that it will occur.</p>
38	Low	The Centre provides information on the banning of visitors and appeal rights in the visitors information leaflet.	Low - not reviewed by Office of Chief Inspector.
39	Low	The centre considers providing the opportunity for an evening visit session at HJC.	Low - not reviewed by Office of Chief Inspector.
40	Medium	The Centre considers trialling alternative strategies in the operation of the visits area to create a more family conducive environment.	<p>PARTIALLY COMPLETED</p> <p>The visitors waiting area has been refurbished and decorated with paintings and pot plants creating a more relaxing environment.</p> <p>Whilst Inspectors commend this progress there have been no alternative strategies introduce in the actual visits area or operation.</p>

		RECOMMENDATIONS	ASSESSMENT OF CENTRE RESPONSE
41	Medium	Funding for additional furniture and shade structure at HJC be sought.	COMPLETED Improvements have been completed that enhance the comfort and environment of the visitors' facility for the prisoners and the visitors. Mothers with children are also being encouraged to use the facility at other times as a play area.
42	Low	The Centre reviews the timeliness of the mail distribution at HJC.	Low - not reviewed by Office of Chief Inspector.
43	Medium	The Centre makes blue envelopes freely available to prisoners to ensure that prisoners making complaints are not readily identifiable.	COMPLETED Inspectors found that blue envelopes are readily available in all units and prisoner common areas without prisoners being required to request them from
44	Low	The Centre considers instituting a process whereby prisoner complaint data is captured and analysed for systemic issues or trends.	Low - not reviewed by Office of Chief Inspector.
45	Medium	The Centre improves the range of programs available to prisoners at HJC.	COMPLETED There has been an improvement in the number of self

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			<p>development, education and training programs at HJC. The centre advises that funding has now been provided for a range of Vocational and Educational training including: Literacy and Numeracy; First Aid; White Card and Certificate 4 Training in Business.</p> <p>While prisoners are not paid as fulltime students, prisoners are able to continue study while working at HJC and a staff member is designated as a support person to assist students. Where leave is required from work for study time or access to educational resources it is approved.</p> <p>Arrangements have been made for a “Financial Literacy” program to be conducted with prisoners, where prisoners are assisted with financial planning.</p> <p>In the area of Self Development programs AA attends the centre regularly to assist prisoners with alcohol or drug dependency issues. QHealth also provides a Healthy Lifestyles Program to assist and educate prisoners around on healthy lifestyle choices for good physical and mental health.</p>
46	Medium	The centre undertakes a needs analysis of the population to identify suitable physical activities that meets the prisoners’ needs and interests.	<p>COMPLETED</p> <p>Inspectors acknowledge that an informal needs analysis existed at the time of the initial inspection, usually in the form of verbal suggestions and requests to activities staff. The Centre has introduced a formalised process that allows for individual needs to be recorded and placed in a “suggestion box” and also via the PAC forum which is documented. These processes are ongoing and may be more</p>

		RECOMMENDATIONS	ASSESSMENT OF CENTRE RESPONSE
			effective and efficient than a “one off” annual or more frequent centre wide needs analysis. Furthermore, these processes have resulted in the outcome sought by the Inspectors, namely an increase in the range of physical activities available to the prisoner population. Inspectors see this as a significant improvement in business practices and prisoner services.
47	Medium	The Centre considers purchasing exercise equipment for HJC that meets the needs of the population.	<p>COMPLETED</p> <p>The Centre considered the purchase of additional exercise equipment and reported purchasing some medicine balls. As a result of the implementation of leave of absence that now permits prisoners to attend activities in the community, the Centre has decided not to progress the purchase of further exercise equipment.</p>
48	Medium	The Centre reviews the opportunities available to prisoners with a view to increasing the range and skill base of activities suitable for the prisoner population demographics.	<p>COMPLETED</p> <p>Inspectors found that there is an overall increase in the range and skill base of hobbies, arts and crafts and physical activities available to prisoners. This was responsive to the identified needs of the population.</p>
49	Medium	The Centre undertakes an analysis of the population to identify a greater range of arts, crafts and hobby opportunities to meet the needs and interest of the prisoners.	<p>COMPLETED</p> <p>Prisoners were screened and invited to utilise the suggestion box in the multi purpose hall as a means of increasing the range and skill base of activities available.</p> <p>The centre has produced a local procedure - Reparation and Alternative Recreational Activities for Prisoners and was</p>

		RECOMMENDATIONS	ASSESSMENT OF CENTRE RESPONSE
			<p>approved by the Acting Deputy Commission, Custodial Operations in March 2011</p> <p>The procedure outlines prisoners to engage in meaningful and constructive activities such as jewellery making, RSPCA pouches, RCHS items, DV Connect, bears for sale in visits, Murri Art, general art, scrapbooking, leatherwork, storybook recording, knitting and Christmas specific activities.</p> <p>Inspectors found that there is an overall increase in the range of arts and crafts already identified in the follow up inspection which have further increased including the reintroduction of leatherwork and pottery.</p>
50	Medium	The policy at HJC that does not allow the prisoners to attend church services in the community be reviewed.	<p>COMPLETED</p> <p>Prisoners are now able to participate in leave of absence program to attend church pursuant to section 72 of the Corrective Services Act 2006.</p>
51	Low	The Centre ensures that notices are placed in accommodation units that identify the schedule of chaplaincy visits and religious services.	Low - not reviewed by Office of Chief Inspector.
52	Medium	The Centre considers the opportunity to extend the out of cell hours available to prisoners in Unit S4.	<p>NOT COMPLETED</p> <p>Centre has undertaken a review of the operation of S4. Whilst the Inspectors acknowledge the improvements made in its operation and interventions provided to prisoners it has not increased the out of cell hours to meet the Healthy Prison Standard of 10 hours .</p>

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53	Medium	The centre standardises the provision of exercise equipment to the units that meets the needs of the population.	<p>COMPLETED</p> <p>Inspectors found that limited area is available in each S1 and Residential accommodation unit to provide a standardised range of exercise equipment as that in place in S6 units. However the Centre has established activity areas in S1 and Residential that are equipped with the same range of equipment as S6 units.</p>
54	Low	The Centre considers providing board games to prisoners and institutes a replacement program.	Low - not reviewed by Office of Chief Inspector.
55	Medium	The Centre reviews the range of activities available to prisoners at HJC.	<p>COMPLETED</p> <p>The range of activities available at the HJC has significantly increased as a result of the introduction of a leave program under s.72 of the Corrective Services Act 2006. In particular, there is now opportunity for prisoners to attend activities in the community. These include attendance at AA Meetings, External Education, shopping excursions, Positive Parenting Programs and physical activities such as walking.</p> <p>The availability of programs provided at the centre has also increased with the inclusion of the “Lighten Up Program” and handicrafts such as scrap booking.</p>
56	Medium	The Centre considers allowing suitable prisoners at HJC to engage in activities in the community.	<p>COMPLETED</p> <p>As indicated above, the range of activities available at the HJC has significantly increased as a result of the</p>

		RECOMMENDATIONS	ASSESSMENT OF CENTRE RESPONSE
			introduction of a leave program under s.72 of the Corrective Services Act 2006.
57	Medium	The rules of HJC are documented and distributed to prisoners on induction and reinforced during their stay.	<p>COMPLETED</p> <p>The Centre has inserted the Centre Rules in an updated handbook which are distributed to each prisoner through the Induction process. The Centres Rules are available in handouts.</p> <p>Feedback from the PAC representatives indicate that the HJC Rules are easily understood and in some instances better than the parent centre at BWCC.</p>
58	Medium	The Centre ensures that the rules of HJC are appropriate for a community based facility.	<p>COMPLETED</p> <p>An appropriate list of guiding principles has been developed.</p>
59	High	<p>The Centre undertakes a review of the breaches to:</p> <ul style="list-style-type: none"> <li>○ determine if breaching is the most effective response to an incident; and</li> <li>○ assess the appropriateness of the penalties imposed.</li> </ul>	<p>NOT COMPLETED</p> <p>The Centre review the issue of breach proceedings and determined that the Agency change to the breach hearing delegation has addressed the matter.</p> <p>The Office of the Chief Inspector has previously noted that while the Centre is procedurally compliant, its breach rate remains high. The Inspectors reviewed IOMS to determine the number of breaches conducted at the Centre between 1 May 2009 to 30 April 2010 and found that there were 265 breaches . This figure increased by 97 for the period between 1 May 2010 and 30 April 2011.. The Inspectors also</p>

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			<p>reviewed Knowledge Place and found that the Centre is breaching at twice the rate of the Custodial average (that is 106.84 for BWCC and 46.87 for Custodial Directorate). A further review of data on IOMS indicates that over the last nine months the centre has 212 breaches recorded with a rate predicting a 12 month figure 265.</p> <p>Having regard to the abovementioned figures, it is considered by the Inspectors that the Centre has not made significant progress in addressing the findings of the Full Announced Inspection with respect to Breaches.</p>
60	Medium	The Centre reviews the policy that requires prisoners to be handcuffed to go to the DU regardless of the prisoner's presentation.	<p>COMPLETED</p> <p><i>The centre advised: "This issue is resolved and was previously reported as all breaches being conducted in the DU. To avoid the perception of pre-determination, this has returned to the S6 area. The management of handcuffs for prisoners accommodated in the DU will be specified within each Safety Order/Separate Confinement condition and an operational instruction has been furnished to confirm this."</i></p> <p>In essence, this has resulted in an individual assessment of whether a prisoner should be restrained or not prior to the movement of that prisoner to the Detention Unit.</p>
61	Medium	The Agency assists the Centre to develop employment opportunities for the prisoners that will equip them with skills to seek employment in the community and to provide an avenue within their period of incarceration to develop	<p>PARTIALLY COMPLETED</p> <p>The Centre stated "An inter-jurisdictional review into the delivery of relevant vocational education and correctional</p>

		RECOMMENDATIONS	ASSESSMENT OF CENTRE RESPONSE
		their self esteem and self worth.	<p><i>industries within female correctional centres was undertaken by the Women's Program. Based on sound evidence and data, the review identified that the current facilitation of vocational education and correctional industries within Queensland female correctional centres is appropriate and in alignment with other jurisdictions, nationally and internationally."</i></p> <p>While the Inspectors found that additional employment opportunities have been developed by the Centre (i.e. market gardening project), they did not find that the report undertaken by the Women's Program contained data or analysis that supported the above statement.</p> <p>The Inspectors also found that, as required by this recommendation, employment opportunities were not sufficiently developed with the assistance of the Agency.</p>
62	High	The Centre reviews and amends its policy on the management of prisoners who refuse to work, are terminated or resign.	<p><b>PARTIALLY COMPLETED</b></p> <p>The Centre has reviewed its policy regarding the management of prisoners who refuse to work, are terminated or resign. Subsequently, it has developed a Local Procedure which has not as yet been approved.</p> <p>The reviewed policy has resulted in a change in that it allows prisoners to retain their visit status. For example, if a prisoner is on contact visits prior to refusing to work, she will remain on contact visit status. However no other</p>

		RECOMMENDATIONS	ASSESSMENT OF CENTRE RESPONSE
			<p>alterations have been made to the policy.</p> <p>Whilst it is evident that the Centre has reviewed and amended its policy Inspectors are concerned that it has not addressed all concerns identified in the initial Inspection report.</p>
63	Medium	The Centre subsidises the haircut prices at HJC.	<p>NOT COMPLETED</p> <p>The Centre chose not to implement this recommendation.</p>
64	Medium	The Agency reviews the purchasing arrangements between WCC and BWCC with a view to providing enhanced service delivery and a greater scope to provide goods that are suited to the prisoner population.	<p>COMPLETED</p> <p>The Centre has become independent of Wolston CC Centre regarding prisoner purchases. This will allow for the range of goods to be more gender appropriate.</p>
65	Medium	The Centre reviews the policy of charging prisoners for freight costs.	<p>COMPLETED</p> <p>The Centre chose not to implement this recommendation based on the fact that it is a less resource intensive option for the centre and that the cost should be passed on as a preparation for independent living. The Inspectors accept that the Centre has considered their policy, however do not consider the reasoning appropriate or acceptable and is out of step with the majority of correctional centres.</p>
66	Medium	The Centre provides a greater range of magazines for purchase.	<p>COMPLETED</p> <p>The Centre advised that there are now 25 magazines</p>

		RECOMMENDATIONS	ASSESSMENT OF CENTRE RESPONSE
			available for purchase and provided a notice as evidence.
67	Medium	The Centre provides avenues for prisoners to be consulted regarding the items for purchase.	<p>COMPLETED</p> <p>The centre advised that this is managed through the PAC and purchases are reviewed every 6 months. Prisoners confirmed that this is the case however there remains the requirement that for any new item to be added an item needs to be removed.</p>
68	Medium	The Centre considers allowing appropriate HJC prisoners to undertake their own shopping in the community.	<p>COMPLETED</p> <p>The prisoners confirmed that they are now able to make purchases in the community on a weekly basis.</p>
69	Medium	The Agency continues to undertake the review of the system of classification for female prisoners.	<p>COMPLETED</p> <p>The Agency provided evidence that a review of the classification of female prisoners has been completed resulting in an alternative model. The alternative model has been trialled at both Brisbane Women's CC and Townsville Women's CC.</p> <p>The results of this trial and the related alternative classification model has been provided to the Operational Support Services for further progress.</p>
70	Medium	The Centre takes steps to improve the recording of reasons so that prisoners are provided with meaningful and easily understood reasons for the decisions.	<p>COMPLETED</p> <p>The Centre informed that a template has been produced and recommendations and decision making outlines the individual reasons.</p>

		RECOMMENDATIONS	ASSESSMENT OF CENTRE RESPONSE
			<p>Sentence Management personnel confirmed that the template was modified and improved. In conjunction to the facilitation of staff training and quality control processes, have resulted in documents being more prisoner-friendly.</p> <p>Inspectors reviewed a sample of Security Classification and Placement assessments and were satisfied that the recording of reasons were meaningful and easily understood.</p>
71	Medium	The Centre ensures that all offender management documentation is completed within the Agency's procedural timeframes.	<p>NO LONGER APPLICABLE</p> <p>Whilst the Agency has centralised the sentence management function the completion of offender management documentation still remains in many cases outside the Agencies procedural timeframes.</p> <p>The responsibility for this function has been transferred to Offender Intervention Services and no longer within the Centre's portfolio. Therefore this recommendation is no longer applicable to the Centre.</p>
72	Low	The Centre ensures that prisoner files and paperwork is secured when staff members are not in attendance.	Low - not reviewed by Office of Chief Inspector.
73	Medium	The Agency reviews the program type and availability for female offenders and develops strategies to address the therapeutic treatment of the needs of female prisoners.	<p>PARTIALLY COMPLETED</p> <p>The centre advises: <i>"This recommendation is an action item in the Women's strategy program</i>  <i>The Women's Program has commenced reviewing the availability, benefits, gap analysis and current best practice to enhance offenders' access to therapeutic, meaningful</i></p>

		RECOMMENDATIONS	ASSESSMENT OF CENTRE RESPONSE
			<p><i>and general life skills programs.</i>  <i>Following review, development and implementation of a standardised “syllabus model” will be provided to Centres for a holistic approach state-wide to address the needs of women offenders. A working group has been identified and will meet in mid-May 2011”.</i></p> <p>While the Inspectors acknowledge that action in relation to this recommendation has commenced, further strategies which address the therapeutic treatment of the needs of female prisoners has not as yet be developed.</p>
74	Medium	The Centre implements a needs analysis in respect of prisoners requiring/seeking parenting and relationship programs and if necessary facilitates program delivery in this area.	<p>PARTIALLY COMPLETED</p> <p>The Centre provided evidence of a questionnaire that was completed in September 2010 of 100% of the population. However, the Centre failed to provide any evidences of analysis or actions/activities from the exercise.</p> <p>The delivery of further programs in respect to subjects of parenting and relationship are still outstanding.</p>
75	Medium	The Centre is to ensure that mainstream and protection prisoners have access to the full Transitions Program at a point suitable prior to discharge.	<p>COMPLETED</p> <p>At the time of the Full Announced Inspection, a Transitions Coordinator had not been appointed. The centre has now appointed a fulltime Transitions Coordinator.</p> <p>The full transitions program is now available to all prisoners at Brisbane Women’s CC at a point suitable to discharge. The Centre provided evidence that t is being facilitated in a</p>

		RECOMMENDATIONS	ASSESSMENT OF CENTRE RESPONSE
			timely manner for protection and mainstream prisoners.
76	Medium	The Agency reviews the organisational structure of BWCC with a view to providing and increased overview and focus on offender development.	COMPLETED The Centre had been approved and utilised interim funding to appoint a Manager Offender Manager on a temporary basis. Subsequently reoccurring funding has been approved and the Centre has appointed against the position on a permanent basis.
77	Medium	HJC explores opportunities for the prisoners to develop independent living skills.	COMPLETED There are a number of opportunities for prisoners that give them greater level of personal and community responsibility as well as increased independent living skills.
78	Medium	HJC allows the Warwick Work Program prisoners to make their own purchases whilst in camp.	COMPLETED Prisoners on the Warwick Work program do their own shopping either at Warwick or on return to Brisbane.
79	Medium	The Centre provides suitable carry bags for prisoners who are discharged to ensure that they are not identifiable to the general public as released prisoners.	COMPLETED Inspectors observed all prisoners being issued with appropriate carry bags on discharge.