



Office of the Chief Inspector

# Follow-up Inspection Report Maryborough Correctional Centre

August 2011





## **1 BACKGROUND**

- 1.1 The Maryborough Correctional Centre (MCC) was subject to its first Full Announced Inspection (against the *Healthy Prison Standards* as detailed in the Queensland Corrective Services Healthy Prisons Handbook) in July 2010. The inspection report was published in August 2010. The centre received an overall rating of one meaning that:

*The centre is performing strongly against the Healthy Prison Test. There is strong performance across all areas / outcomes. Weaknesses, if any, are considered minor.*

- 1.2 Twenty recommendations for improvements were made in the report, which were broken down into the following priority ratings:
- nil high recommendations;
  - 14 medium recommendations; and
  - 6 low recommendations.
- 1.3 These recommendations cut across the areas of reception, induction, cultural expression, visits, meaningful activity and structured day.
- 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 26 and 27 July 2011, this Office undertook a Follow-up Inspection of MCC. While Inspectors did not review all operations of the Centre (as its work was limited to reviewing the implementation of recommendations), it was evident to Inspectors when walking around the Centre why it originally received a rating of 1 during the initial Inspection. Inspectors consider that it continues to perform strongly against the Healthy Prison Test and demonstrates a commitment to positive outcomes in this regard.

- 2.2 MCC demonstrated that it had prioritised its efforts to implement their recommendations. Specifically, in relation to the Follow-up Inspection it was found that all recommendations (including low priority recommendations) were fully implemented.
- 2.3 A schedule that details each recommendation and the Inspectors' findings as at July 2011 is attached.
- 2.4 The implementation of 100 per cent of the recommendations arising from the Full Announced Inspection is an outstanding achievement and for this the Centre is congratulated.

### **3 RECOMMENDATIONS**

- 3.1 It is recommended that the Centre be commended on their efforts to implement the recommendations.



**Maryborough Correctional Centre**  
**Full Announced Inspection Recommendations**

1	Low (p.2)	The Agency assists the Centre in exploring options that would allow the prisoner's property to travel with the prisoner.	Not usually reviewed due to low status - however the Centre has <u>completed</u> this item and its response is worthy of mention. In circumstances where a large number of prisoners are being escorted (and as such there is limited space for property within the vehicle), the Centre engages a courier to travel with the vehicle to ensure all property is transported with the prisoners.
2	Medium (p.5)	The Centre institutes an accountable process to ensure all prisoners new to the Centre receive a phone call free of charge.	The Centre has in place a practice of providing reception telephone calls to prisoners when initially received in the reception store. All prisoners are verbally offered a free staff initiated telephone call. This is documented in IOMS and the call recorded in a separate hardcopy log book. Inspectors reviewed IOMS and the log book and are satisfied that this process provides all prisoner receptions with the opportunity to have a free reception telephone call.  COMPLETED
3	Medium (p.7)	The Centre reviews the induction process to ensure that the prisoners receive comprehensive and accurate information in relation to all relevant aspects of QCS and Centre operations.	The Centre has reviewed the Centre and System Induction process and has now included additional members of staff from different disciplines to deliver the Induction. The panel comprises of: Custodial representation with either a Correctional Supervisor or Correctional Officer attending; offender management staff on rotational basis; and a prisoner Peer Support Worker (PSP). The Centre advises that a timetable is used to schedule staff for Inductions each week, and

			<p>these staff are responsible for arranging the attendance of the PSP worker.</p> <p>Inductions are carried out twice a week for both mainstream and protection prisoners.</p> <p>It was noted that a separate Induction is carried out by the CLO with Indigenous prisoners. A separate Offender Management Induction takes place every Wednesday and Friday at 9am and 10am for Protection and Mainstream offenders respectively. The Centre has also advised that QHealth nursing staff provide an admission pack to prisoners.</p> <p>To provide for consistency of the information being provided by staff, a template to ensure consistency of information delivered is used. The induction program follows a standard format that is published and available to all participants and facilitators.</p> <p>The Centre has a database recording the date of attendance of all offenders who have participated in the Centre and System Induction and a case note for each prisoner is entered on IOMS.</p> <p>Prisoners were consulted about the efficacy of the Induction and advise that they felt it covered most areas required.</p> <p><b>COMPLETED</b></p>
4	Medium	The Centre develops and distributes its strategy for the	The Centre has developed a local strategy called

	(p.14)	reduction of violent and intimidatory behaviour.	<p>“Respect”. This strategy was a result of consultation with representatives from the prison population and is posted within the Centre. Inspectors suggested to the Centre that a promotional campaign may be timely, as a number of prisoners were unaware of the strategy.</p> <p>The Centre has posted the Agency Anti-Violence posters clearly within the Centre. Comments from prisoners articulated that they feel ‘comfortable’ within their respective environments.</p> <p>COMPLETED</p>
5	Medium (p.16)	The Centre undertake a review of unlock, lockaway and muster practices with a focus on identifying opportunities for increasing their effectiveness in providing for the health and wellbeing checks of prisoners.	<p>The Centre undertook a review of unlock and lockaway practices and identified improvements that have been included in a Local Procedure which has been approved and published. The Local Procedure and observed process clearly provides for an improved effectiveness in undertaking the health and well being checks of prisoners.</p> <p>COMPLETED</p>
6	Low (p.18)	Consideration be given to the inclusion of an Indigenous prisoner as a member of the Indigenous Reference Group.	<p>Not usually reviewed due to low status - however the Centre has <u>completed</u> this item by including representative prisoners in their Indigenous Reference Group.</p>
7	Medium (p.18)	The Centre develops a strategic document that addresses the Centres plans to recognise and provide opportunities for cultural expression and development amongst the	<p>A cultural immersion plan has been generated by the Centre and was developed in consultation with representative prisoners and the Cultural Liaison Officers</p>



		Indigenous and wider prison community.	and Cultural Development Officer. It outlines a number of actions that the Centre intend to address and implement across the life of the plan (2012), acknowledging that it is evolutionary and will continue past this timeframe.  COMPLETED
8	Medium (p.21)	The Centre reviews the Visitor's Centre waiting area to consider if any enhancements can be done to make the facility more comfortable and to provide activities for the children.	The Centre provided documented evidence that it has undertaken a review of the Visitors waiting area. As a result of the review is has identified a number of recommendations to enhance the area and intend to progress these dependent upon finance approval and operational security assessments.  COMPLETED
9	Medium (p.21)	The Centre incorporates into their information brochure for visitors, advice on suspension and banning of visitors and appeal options.	The Centre provides this information to visitors by way of posters in the visits and visits reception area and in a visitors leaflet.  COMPLETED
10	Low (p.22)	As part of the Centre's review of visits, consultation occurs with the local legal community to ensure that access for legal visits is appropriate.	Not usually reviewed due to low status - however this item is <u>complete</u> . The Centre commissioned a review of legal visits and access to the Centre, identifying a number of areas of improvement, and working through these recommendations.
11	Low (p.22)	The Centre undertakes a review of the incoming mail exclusion criteria to ensure that it is not overly	Not usually reviewed due to low status - however this item is <u>complete</u> . The Centre has reviewed their incoming mail processes, and updated to ensure a

		restrictive.	balance between security and access to prisoners.
12	Medium (p.23)	The Centre implements a process to analyse complaints data to identify any possible systemic issues.	<p>The General Manager and the General Managers Support Officer (GMSO) have instigated a process of review of prisoner complaint data using the existing prisoner complaint Tracking Spreadsheet since October 2010.</p> <p>The GMSO records all blue letters on a spreadsheet and provides a copy of all complaints over a quarterly period to the General Manager for Review.</p> <p>The General Manager reviews the recorded complaints to ascertain any general themes or issues from prisoners that might require redress within discrete areas of the Centres operations.</p> <p>COMPLETED</p>
13	Medium (p.29)	The Centre undertakes a recreational and activities needs and interest analysis to ensure that what is provided is suitable for the prisoner population demographics.	<p>The Centre provided evidence that it has undertaken a survey of all offenders including a specific survey of prisoners aged over 65 years. The Centre also continues to review prisoner activity needs through monthly PAC meetings and on the advice of activities staff providing weekly activity analysis and prisoner feedback. As a result, the Centre is progressing a number of new initiatives including:</p> <ul style="list-style-type: none"> <li>○ a walking track in residential;</li> <li>○ static exercise stations in residential;</li> <li>○ an external provider who provides a variation of activities including yoga, zumba and aerobic style sessions;</li> <li>○ pilates machines in each secure accommodation</li> </ul>

			unit. COMPLETED
14	Medium (p.29)	The Centre considers opportunities for increasing in cell and in unit hobbies, arts and crafts availability for prisoners.	<p>The Centre has utilised the recreational and activities needs survey to introduce ‘in unit painting’ in two protection secure units, and in-cell “trauma teddy” soft toy making in residential.</p> <p>Whilst this is a clear progression in this area, Inspectors are of the opinion the Centre has the opportunity to increase provision in this area particularly in the Residential and Mainstream Secure Accommodation areas where no in unit activities are available as yet.</p> <p>Although outside the scope of this recommendation, it was noted Mainstream Secure prisoners have limited opportunity for employment, and as a result, it is the view of the Inspectors that the Agency work with the Centre to increase employment opportunities to mainstream secure prisoners - as a priority.</p> <p>COMPLETED</p>
15	Medium (p.32)	The Centre takes steps to monitor the structured day to ensure there is minimal impact on the provision of meaningful activities and programs.	<p>A section entitled ‘delays to structured day’ has been added to the morning briefing sheet to ensure accountability for changes that occur on a daily basis to the structured day.</p> <p>COMPLETED</p>
16	Medium (p.36)	The Centre reviews method of advising prisoners of the outcome of their employment application and of the	The Centre has developed a good model of employment selection with a strong focus on the prisoners’ participation. Vacancies for employment positions are

		positions that are available.	<p>listed on the unit notice boards and prisoners are able to apply for advertised positions.</p> <p>Prisoners are interviewed by a full employment panel comprising custodial, industries and offender management representation.</p> <p>Prisoners who are suspended or terminated from an employment position are reinterviewed by the employment panel and the reasons for the suspension or termination are discussed with the prisoner. Prisoners who lose employment may be offered alternative employment, if suitable. Prisoners may be able to return to their original employment if the reasons for their dismissal are addressed.</p> <p>The 4 week period whereby prisoners were not able to be employed following termination has been rescinded, and prisoners may be assessed or reassessed for employment on their individual merits and circumstances following termination.</p> <p>Prisoners who were interviewed and asked to provide feedback on the employment process were complimentary of the model being applied by the Centre.</p> <p>COMPLETED</p>
17	Low (p.36)	The Centre consider reviewing the requirement of prisoners to wait 4 weeks before reapplying for an employment position.	Not usually reviewed due to low status - however <u>completed</u> as per comments above.
18	Low (p.38)	The Agency liaises with Queensland Health with a view to facilitating a visit by the dietician.	Not usually reviewed due to low status - however the Centre had <u>completed</u> this item. Consultation has occurred, resulting in Queensland Health determining

			that no further provision of dietetic services will be provided to Centres.
19	Medium (p.42)	<p>That the Centre undertake a review of the operation of the Centre's Offender Management Area with a view to improving:</p> <ul style="list-style-type: none"> <li>• the quality of the content of OMP's to reflect the discussions undertaken with offenders; and</li> <li>• the timeliness of sentence management processes.</li> </ul>	<p>The Centre has advised that it has consulted with Offender Intervention Services to review the process of formulating Offender Management Plans. A comprehensive review has been undertaken and completed. Revised practises have been implemented within the Centre.</p> <p>It is to be noted that there have been complaints received through the Official Visitor in regard to the accuracy of some completed reviews and reports, and this was expressed to Inspectors by prisoner representatives from the PAC. After a random review of the documentation, this is considered to be isolated.</p> <p>COMPLETED</p>
20	Medium (p.47)	<p>The Centre reviews the provision of staff to Transition Support Services to ensure that the maximum number of prisoners have the opportunity to access the service.</p>	<p>The Centre advises that a Transitions Officer has now been appointed and provides services to eligible prisoners for the transitions program and support services. External service providers provide support for elements of the Transitions Program and Transitions Support Services.</p> <p>The Transitions Coordinator receives support from the Welfare Officer and Counsellor, and staff work together as part of the multidisciplinary team that is managed by the Manager Offender Development. The Transitions Coordinator also has access to the Programs Administration Officer (AO2) for support.</p> <p>COMPLETED</p>

