

Office of the Chief Inspector  
**Full Announced Inspection**  
Palen Creek Correctional Centre



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## OVERVIEW & METHODOLOGY

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### 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:

<b>Safety:</b>	Prisoners, even the most vulnerable, are held safely.
<b>Respect:</b>	Prisoners are treated with respect for their human dignity.
<b>Purposeful activity:</b>	Prisoners are able, and expected, to engage in activity that is likely to benefit them.
<b>Resettlement:</b>	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. Prisoner 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

Palen Creek Correctional Centre is a low-security facility situated south west of Beaudesert, close to the Queensland New South Wales border and approximately 130 kilometres from Brisbane. The centre has a capacity of 120 male prisoners.

The centre was first established as an open custody facility in 1934 and featured tent accommodation. Over the years the centre has been upgraded. Palen Creek now has five permanent modern accommodation blocks each of which have the capacity to accommodate twenty four prisoners well appointed single rooms. Each accommodation area has a shared kitchen, toilets and showers and common area.

Since 28 November 2005 the centre has been aligned with the Wolston Correctional Centre and is under the control of the Wolston General Manager. It is therefore the Assistant General Manager, Palen Creek, that is responsible for the on-site management of the centre. Initially Wolston was a feeder centre for Palen Creek, however, its reliance on Wolston as a supplier of prisoners has all but diminished as sex offenders are no longer transferred to Palen Creek.

The centre hosts a number of industries, including landscaping, textiles, farm management including beef and small crop production, hospitality, metal and carpentry workshops, a banana plantation and fruit orchard and a market garden that supplements fresh vegetables to the Centre.

Prisoners at Palen Creek have access to a wide range of educational, vocational and practical programs designed to provide them with useful work related skills and educational benefits. All Prisoners at the centre are encouraged to participate in such programs whilst participating in work opportunities within the Centre.

The centre's involvement in partnership with Community Groups through Community Service Projects provides further opportunities for prisoners who have been assessed as suitable to perform community service on approved projects. The Centre currently has thirteen permanent Community Service Projects with additional one-off projects from time to time.

A wide variety of vocational programs are offered at the centre. These programs provide prisoners with work skills that can be put to good use upon their release, and include the following:

- Engineering/welding
- Forklift operation
- Bobcat operation
- Construction/carpentry
- Safety Induction White Card
- Computers
- Tractor operation
- Chainsaw accreditation
- Hospitality
- Senior First Aid

Prisoners are also able to undertake transitions programs specifically designed to address issues directly related to their release, targeting their needs pre and post-release.

There is a high focus on the literacy and numeracy needs of prisoners and an external facilitator is available five days per week to provide this much needed educational program. Additionally, prisoners are encouraged to participate in external studies through various universities and TAFE institutions.

## PRISONER PROFILE AND OTHER STATISTICS

During the 2008-09 financial year, the Average Daily State (ADS) of the centre was 77 prisoners. However, at the time of writing this report the ADS had increased to 109. During 2008-09 the centre accommodated an ADS of two ATSI prisoners.

The centre has a high turnover of prisoners and a high number of movements. Prisoner movements in and out of the centre include those to Community Service Projects, Leave of Absence Programs, transfers to other correctional centres and medical and court appointments.

## SUMMARY OF INSPECTION FINDINGS

The centre was considered to be performing well in relation to the Arrival in Custody standards. The reception processes were efficient with no identified weaknesses. The staff undertaking the reception were observed to treat prisoners respectfully.

As a low-security placement centre there is no IRNA process (as one is not required), however a robust series of interviews and assessments are carried out by custodial, health services and psychological staff.

Prisoner induction was assessed as a sound process supported by a comprehensive prisoner handbook.

In relation to the area of Environment and Relationships the centre was assessed as performing well. Inspectors considered that the centre's efforts in maintaining accommodation areas to a high standard of cleanliness and presentation, was commendable.

Observed interaction between custodial staff and prisoners was positive and appropriate with staff displaying a respectful attitude towards prisoners. Management also appear to encourage and model good interaction, including making themselves available by walking around the centre and talking to offenders on a regular basis.

Duty of care was considered to be an area where the centre was also performing well. The centre has a well publicised policy on bullying and has a zero tolerance policy. There are extremely low levels of prisoner bullying and violence, and prisoners reported feeling safe in the centre. The full suite of contingency procedures were observed to be in place.

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.



There appears to be a strong commitment, particularly on the part of centre management, to equality and diversity. There is no Cultural Liaison officer at the centre, however the centre has weekly visits by the Cultural Liaison Officers based at Wolston.

All prisoners are provided with the opportunity to have two visits of at least four hours duration on a weekly basis. Visits are available on Saturday and Sunday. It was noted that the centre does not have a visitor's centre or modern visits facilities. The visits area is tired looking and reflective of a facility commissioned 75 years ago. However it is clean and tidy. Prisoners spoke with high regard for the polite and respectful manner used by staff during the visits process, both towards them and their visitors.

The QCS Complaints Management System is in place and utilised by the centre.

The centre was also assessed as performing well against the Activities inspection criteria. Management and staff encourage offenders to participate in available activities, commencing at the induction stage. The centre has a 100% employment policy and all prisoners were employed at the time of the Inspection. There are an extensive range of opportunities for prisoners to engage in learning and skills development at the centre and prisoners are well-catered for in this regard. The industries currently in operation provide a range of employable skills for prisoners on release.

No prisoners were identified as having excessive amounts of free time on their hands. The centre has a significant range and number of activities available (including the widest range of arts, crafts and hobbies of any correctional centre in the state), co-ordinated through the Activities Officer.

Chaplains visit the centre on a daily basis and have free access to any area of the centre. A religious service is held weekly.

The centre is performing well in relation to the Good Order standards. The breach hearing and review processes were considered to be appropriately conducted. While rules and routine are available to prisoners through the induction process, Inspectors considered that there would be benefit in displaying them on notices in accommodation areas.

The centre was rated as performing well against the Services inspection criteria. The food provided to prisoners was generally of a high standard, freshly prepared and prisoners appeared reasonably satisfied. All kitchens were found to be in a clean and tidy condition as were the dining areas and the eating and cooking utensils. However, the inspector noted that prisoners did not wear appropriate PPE on all occasions.

The canteen buy up system operates efficiently and the service to prisoners is fair and timely.

Finally, the centre was rated as performing reasonably well against the Resettlement standards. The centre generally demonstrated a healthy approach to resettlement. There is a robust interview process in place for reviewing parole applications. Good linkages with community-based organisations and services were demonstrated which support resettlement opportunities for prisoners. As is stated above there is also a strong focus on skills development to assist prisoners on release.

Inspectors considered however that there was some scope for improvement in this area with a need to incorporate throughcare measures into the Offender Management Plan Review process and deliver the Transitions program on a more regular basis.

## PERFORMANCE RATINGS

### Overall centre rating:

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.

### By area:

AREA	RATING	DESCRIPTION
1. Arrival in custody	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. Environment and relationships	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.
3. Duty of care	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.
4. Health Services	n/a	This area was not inspected.
5. Activities	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.
6. Good order	1	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.
7. Services	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.
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 <u>outcomes</u> 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 <u>outcomes</u> 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 <u>outcomes</u> 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 <u>outcomes</u> 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 <u>outcomes</u> for prisoners are being adversely affected in any significant areas.
6. Prisoners' entitlements are accorded them in all circumstances without their facing difficulty	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.
7. Prisoners take part in activities that educate, develop skills and personal qualities and prepare them for life outside prison	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.
8. Health care is provided to the same standard as in the community, available in response to need,	N/A	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.

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	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.

## CHAPTER 1

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### 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 As a placement centre, Palen Creek does not conduct escorted transfers. Prisoners arriving at the centre are disembarked from cellular vehicles immediately upon arrival. The centre's reception process usually occurs on allocated days (i.e. Tuesdays and Thursdays) and prisoner transfers and movements were observed on these days. There is an efficient reception process for prisoners with minimal delays for those prisoners transferring or arriving at the centre. The centre does not operate a fulltime reception store and does not normally receive prisoners outside of working hours, unless advance arrangements are made with the Assistant General Manager.
- 1.2 The centre has the capability to receive prisoners on transfer from secure custody or WORK camps provided advance notice is given to the Assistant General Manager.
- 1.3 The use of restraints was not examined as they are not normally used for low-security prisoners.
- 1.4 In relation to the condition of escort vehicles, regular escort services are provided by the agency's Escort and Security Branch. The centre uses a range of vehicles in connection with other transport requirements including sedans, buses, and trucks which are maintained to a suitable standard.
- 1.5 As a low-security centre, transfers resulting from offender management plan reviews do not usually occur. Transfers to secure custody are commonplace for reasons of security or health treatment and in most cases prisoners are advised at least 24 hours prior to transfer. Inter-regional transfers do not generally occur from the centre. All prisoners are able to receive a reception telephone call upon arrival at Palen Creek. Prisoners' telephone accounts are accessible on the day of reception.
- 1.6 Meals were observed to be provided to prisoners on transfer prior to departure and immediately upon arrival. The provision of meals in connection with prisoners' court appearances is not an issue as prisoners with outstanding court are not normally accommodated at the centre. Similarly, the provision of suitable clothing for court appearances is not an issue.
- 1.7 All prisoners transferring from the centre during the inspection were observed to transfer with appropriate travel documentation and active administrative files including IOMS and medical. They were accompanied by appropriate transfer orders outlining security and safety issues. Prisoner transferring to and from the centre were found to normally transfer with their property.

- 1.8 Staff were observed to address prisoners respectfully during embarkation and disembarkation.
- 1.9 Video conferencing facilities are available for court purposes if required, however prisoners with outstanding court are normally transferred to secure custody centres until the outstanding matters have been dealt with.
- 1.10 Prisoners did not raise their treatment during escorts and transfers as an issue.

## 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 All information and official documentation was passed on to centre staff upon arrival of the escort including prisoners' IOMS and medical files.
- 2.2 As a low-security placement centre there is no IRNA process, nor is there a requirement for one, however a robust series of interviews and assessments are carried out by custodial, health services and psychological staff providing the opportunity to identify any vulnerability or other issues that require attention.
- 2.3 The centre has no dedicated reception store, the main store and associated areas are utilised during the reception process. The staff undertaking the reception process were observed to treat prisoners respectfully on their arrival at the centre.
- 2.4 This is a male facility, however, female staff were involved in the reception process. As a low security facility, reception prisoners are not subject to a search requiring the removal of clothing. Therefore, the gender ratio is less important. Prisoners generally were of the view that the reception process was satisfactory and treatment by staff appropriate.
- 2.5 The area utilised for the reception process was found to be clean and well organised, and of sufficient size to process prisoners. There were three officers processing prisoners and up to four prisoners assisting staff. Staff processed prisoners systematically with minimal disruptions.
- 2.6 As a placement centre, prisoners' details were checked and confirmed on arrival by staff. IOMS information was checked and prisoners were moved on to the centres IOMS state following arrival.
- 2.7 All prisoners were interviewed by the Registered Nurse on arrival before being placed into accommodation. Prisoners requiring medical treatment or medication are identified during this process.

- 2.8 As a placement centre, prisoners arrive with toiletries and a buy up is arranged with in the first 24 hours.
- 2.9 Upon arrival at the centre, prisoners were informed of their entitlement to a reception telephone call and their account was credited with \$5 to facilitate this process. Telephone accounts were processed and activated on the day of arrival at the centre.
- 2.10 The prisoners are processed in an efficient manner and the structure of the facility means that prisoners are not confined in holding cells whilst waiting processing. Prisoners are permitted to wait external to buildings in the fresh air, not isolated from other offenders and with toilet and drinking water facilities available. Prisoners are received at this facility at approximately 12 noon. Depending on the number of prisoners received, they may still be involved in processing at 5:00 pm. The remote location of the centre means that some offenders will have been involved in the transfer procedure from 8:00 am.
- 2.11 Prisoners were provided with lunch and hot drinks and water immediately on arrival.

Protection issues:

- 2.12 As a low-security placement centre protection needs are not usually a consideration on reception, however, prisoners who report or are identified as being at risk are interviewed and assessed by offender management staff.

Induction:

- 2.13 Inspectors observed the induction process and reviewed the induction handbook. A centre and unit induction is undertaken by supervising officers, the Operations Officer and Sentence Management Co-ordinator on the day of arrival. This induction includes information about:
- mail, telephone calls and visits;
  - unit routines,
  - making complaints including access to Official Visitors,
  - accessing counsellors and chaplaincy services;
  - education, activities and hobbies;
  - expectations of behaviour; and
  - preparing for release.
- 2.14 This information is also detailed in an information booklet that is provided to each prisoner.
- 2.15 As a placement centre issues relating to sexual harassment were discussed briefly with prisoners. The anti-bullying policy was noted to be a significant theme in the induction process.
- 2.16 As a placement centre prisoners are not required to be provided with an amenities pack, however a buy up is arranged as soon as practicable after reception, usually within 24 hours.
- 2.17 Individual interviews by programs and offender management staff on arrival affords an opportunity for resettlement needs to be discussed including access to

programs, education employment and transitions services. Prisoners who are suitable are then listed for completion of the Transitions Program which assists prisoners in arranging accommodation and employment post-release. Prisoners thought to be suffering any personal problems are referred on to psychological staff. If prisoners have difficulty reading they are referred on to programs staff for assistance.

- 2.18 Program entry and/or education including vocational training are discussed and arrangements are made for program participation on arrival. Those prisoners who are suitable are placed on a waiting list for course commencement.
- 2.19 Inspectors found that by the completion of induction all offenders had met with supervising staff, operations staff, medical staff, and programs and offender management staff.

#### PERFORMANCE RATING FOR THIS AREA

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.



## CHAPTER 2

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### 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 The prisoner accommodation is of a modern design for low security. It was commissioned in 2000. Individual cells/rooms provide for built in furniture consisting of a bed, table, chair, pin board and storage for personal belongings.
- 3.2 Prisoner personal clothing was observed to be clean and in good condition. A laundry service is provided to prisoners on a regular basis. This is done by a prisoner laundryman using commercial equipment. Both staff and prisoners said there was no problem with sufficient clothing for the cooler months. Prisoners were observed to have parka jackets and long pants issued to them. Excess clothing was held in the store.
- 3.3 Small heaters are issued for the colder months. At the time of inspection radiators were in the store having just been cleaned for reissue. The accommodation units all have ceiling fans installed.
- 3.4 Whilst prisoners are to remain in their units between 10:00 pm and 5:00 am, they are not secured in their rooms and are thus able to access drinking water from the unit kitchens at all times.
- 3.5 There are sufficient quantities of cleaning materials supplied throughout the centre and the unit common areas and exercise yards were clean and tidy. Staff appear active in ensuring prisoners maintain an acceptable standard of hygiene.
- 3.6 All prisoners have access to a toilet and wash hand basin. Given the type of accommodation this is mainly in a communal toilet shower within the accommodation units. Soap is available in every toilet block and is issued as required. Communal showers have curtains and prisoners are able to shower every day.
- 3.7 Prisoners who are deemed to be at risk are held in the detention cell. This cell is within the operational administration block. Prisoners held in this area are constantly observed by an officer and transferred out of the centre at the earliest opportunity. The detention unit cell has water on tap.
- 3.8 There are no 17 year old offenders in the centre. At the time of inspection there were no prisoners with disabilities and, having regard to the terrain, the centre is not in position to accommodate such prisoners. The staff did advise that prisoners

who may be in the centre with a temporary mobility condition would be given consideration in room allocation, attendance at muster and provision of meals.

- 3.9 Each unit has access to an intercom that was appropriately responded to when tested. The intercoms are tested weekly by staff. As prisoners are not locked into the accommodation areas they also have the ability to seek assistance outside of the unit in an emergent situation.
- 3.10 Prisoners are provided with room keys.
- 3.11 The observation panels in the room doors were observed to be clear from obstruction.
- 3.12 Inappropriate material on pin boards is not permitted and the Inspector did not observe any such material during the inspection.
- 3.13 The prisoner communal areas meet prisoner needs. They have relative freedom and are able to access kitchenette, toilets and external areas as they wish. Custodial staff patrol these areas regularly as part of normal duties. There is however no recording of these patrols unless they are part of headcounts or musters. In these instances the supervisor who maintains the daily day shift log entries records these activities. Night shift officers enter details of head counts and musters in the log book.
- 3.14 Prisoners reported that they feel safe in the centre. This information was provided through the prisoners' representative meeting and in talking to prisoners during the inspection. Prisoners said if they had a personal safety problem they would approach staff to help them. Given the design and low-security rating of the centre, line of sight and camera observation is not relevant.
- 3.15 Notice boards are available in all accommodation areas. There is no formal provision for prisoners with literacy, language or eyesight problems. Information is provided to prisoners on reception and staff and prisoners reported that verbal advice is given when required or requested. Prisoners generally appear to know the rules and routines of the centre and advise that they seek information from other prisoners in the first instance.
- 3.16 Staff advised there are monthly Prisoner Advisory Committee meetings held. Minutes of the last meeting were sighted on most notice boards.
- 3.17 During the inspection there were no excessive noise levels. Prisoners and staff reported there was no issue in this regard.
- 3.18 Access to personal property is provided on at least a weekly basis. Prisoners advised they had to submit a request form. There appears to be no issue in accessing personal property on a weekly basis. A perusal of a sample of prisoner IOMS records supports that the storage and issue of property is appropriately recorded. The Complaints register does not indicate that property is an issue at this centre.
- 3.19 There were no property claims that required financial resolution in the 12 months prior to the inspection.

- 3.20 The centre generally implements agency requirements relating to approved in-cell property items. The store has sufficient space for each prisoner to keep property in the compactus. The acting Stores Officer was aware the total volume of offender property, including property issued and held in a cell or room, must not be greater in volume than one large suitcase (0.25m<sup>3</sup>). Approved in cell property lists were not found on display in any accommodation area.

Recommendation 1 (Medium):

The centre ensures that an approved in cell property list be placed on display in all accommodation areas.

- 3.21 The Store holds quantities of civilian clothing and bags for prisoners on discharge.
- 3.22 There are facilities within the Store for the laundering of clothing. An indemnity form is signed by the prisoner requesting this service. There is presently no facility available for prisoners to have clothes pressed prior to discharge or court appearance.

Recommendation 2 (Low):

The centre provide the facility for prisoners to have clothes pressed prior to discharge or court appearance.

- 3.23 The supervisor and custodial staff conduct unit inspections on a daily basis. All accommodation blocks are inspected during the course of the week. Any issues are noted and brought to the attention of the relevant prisoner. As mentioned above the centre maintains a high standard in this regard.
- 3.24 Prisoners have access to supplies of personal hygiene items either through buy up or centre supplied soap and razors.

#### 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 From observations and questioning of staff, it appears that in general staff see their job in broader terms than that of a custodial officer responsible for security and containment. They advised that being role models and mentors to prisoners was seen as equally important. Non-custodial staff appear to understand that their role and work contributed to a safe environment for prisoners and other staff.
- 4.2 Observed interaction between custodial staff and prisoners was positive and appropriate with staff displaying a respectful attitude towards prisoners. Prisoners

reported most staff were approachable and treated them with respect. Centre management is active in ensuring officers engage with prisoners. The General Manager was observed to set the example by frequently walking around the centre and engaging with prisoners.

- 4.3 Prisoners also reported that staff encourage them to engage in activities and routines. They acknowledged that they are responsible for their own behaviour and that staff help them with the initial transition to the low security environment and the behaviours which are expected.
- 4.4 Although inappropriate behaviour was not observed during the inspection staff were observed to provide prisoners with information and correct them when required. This was done in a supportive manner. There were case notes recorded on IOMS to support this, mainly relating to being late for muster. Staff spoken to said they challenged prisoners in relation to inappropriate conduct and provide advice and information to assist the prisoner in decision making. This was also the view of prisoners spoken to during the inspection.
- 4.5 Staff usually addressed prisoners by their first name. Prisoners may also address a particular officer by their first name. There were no observed instances of prisoners being called in an inappropriate manner. Where unwelcomed or sensitive news is to be given the particular prisoner is treated with compassion. An observation alert is passed to oncoming staff via the morning operation meeting. Evidence suggests that prisoners' families are advised of major incidents where appropriate.
- 4.6 Searching of prisoners and their belongings is carried out according to procedure. The centre conducts few "removal of clothing" searches, however staff were aware of the requirements of the agency procedures and legislation.

#### Standard 5 - Case/Unit Officers

Prisoners' relationships with their case/unit officers are based on mutual respect, high expectations and support.

- 5.1 Prisoners on reception are advised by Offender Management of their particular case officer. Prisoners reported that some case officers introduce themselves and are active in being an initial point of contact for the prisoners on their case load. Prisoners know who their case officer is and reported they were the first staff member they would contact when the need arose, particularly referencing any complaint they may have.
- 5.2 Some prisoners also reported they saw their case officer prior to or after an offender management review. They said they were given information about the review and the goals set for them. Offender Management staff were viewed as the official source of this type of information.
- 5.3 A sample of case notes were reviewed. Case notes are generally completed weekly or fortnightly. CCO case notes were generally very basic. One officer cut and pasted the same report every month for 6 months. Evidence of multidisciplinary

staff input was observed. There is no written evidence of an audit process being applied.

**Recommendation 3 (Medium):**

The centre takes steps to improve the quality of case noting by custodial staff and establish a case note audit process.

**PERFORMANCE RATING FOR THIS AREA**

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.

## CHAPTER 3

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### 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 publicised policy on bullying and has a zero tolerance policy. Posters are prominent in the centre and both the prisoner induction handbook and the induction itself focus heavily on the standard of behaviour that is expected of prisoners. Prisoners who were spoken to by the Inspectors were acutely aware of the policy and the implications of non compliance.
- 6.2 Relationships between staff and prisoners appeared to be good. However, prisoners reported that they are more likely to go to other prisoners to get help or advice in a bullying situation, if it occurred. It seems though that this situation will vary from prisoner to prisoner as staff reported a number of instances where prisoners directly or indirectly approached them for help or guidance. This was supported by records. No evidence of bullying, physical abuse, racial abuse or threats of violence was witnessed during the inspection.
- 6.3 There were two incidents of offender on offender assaults (minor) in the last twelve months. A review of incident reports and safety orders failed to elicit any evidence to suggest that bullying or physical abuse between prisoners exists at the centre.
- 6.4 Appropriate interventions are in place to deal with bullies and/or their victims. The centre has developed an approach over the years of experienced offenders mentoring new receptions, providing information to some staff regarding any bullying activities. Staff implement strategies that include confronting perpetrators and when required transferring the offending prisoners deemed unsuitable for placement at the centre.
- 6.5 Inspectors are satisfied that staff are aware of their duty to maintain a safe environment for prisoners. Patrols of accommodation areas are carried out on a frequent basis.
- 6.6 There are no apparent vulnerable groups at the facility. Food is cooked in each accommodation unit and distributed by the prisoner cook. Food tampering does not present as an issue.
- 6.7 Offenders reported feeling safe in their cells and units.

## 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 All offenders are interviewed and assessed by the nurse on reception. Referrals are made by the nurse to the psychologist if required. Offenders with a history of self harm are assessed, with staff advised by entry into a log located in the duty office and accessible by all staff. Referrals are made by the nurse to the psychologist and/or the visiting QHS Mental Health Team.
- 7.2 Enquiries regarding injuries are made and the response recorded, this relies on the offenders self-report. A search requiring the removal of clothing is not a routine occurrence.
- 7.3 Offenders requiring detoxification are treated by the nurse immediately. The centre is not a reception centre and those offenders requiring detoxification are usually in the last week or ten days of a detoxification program.
- 7.4 The induction of new offender receptions identifies those in prison for the first time, and those who present as vulnerable. Appropriate support is provided for offenders in these categories. Night shift staff are briefed regarding new receptions.
- 7.5 Offenders assessed to be at risk of suicide or self harm are transferred to a secure facility. Staff were aware of the procedure and a review of “notification of concern” reports indicated appropriate actions by staff. The process followed at the centre is an inclusive one, involving the nurse, custodial supervisor and psychologist carrying out the initial assessment and convening a RAT meeting to decide the risk level. Staff training records indicate a 100% compliance with Suicide Awareness Training. A review of IOMS indicates that this facility has had no incidents of prisoners self harming in at least the last 4 years.
- 7.6 In case of emergent prisoner health and/or safety situations, the centre has copies of Emergency Contingency Procedures placed in key locations, and tests of contingencies take place twice a month at a minimum. Staff training records indicate a 100% compliance with CPR Training. Procedures and evacuation maps are clearly displayed in case of fire. The centre has developed a comprehensive list of local procedures. First aid kits and cut down knives are present in the duty office.
- 7.7 Cells, other than the detention cell are not secured by staff. There are intercoms in all accommodation units. Prisoners have their own keys to their rooms.
- 7.8 All cell doors have observation panels.

- 7.9 There was no evidence of posters in the visits area referring to at risk prisoners and bullying which encourage visitors/families to look for signs of vulnerability and to report them to the centre (see Recommendation 6).
- 7.10 In terms of the discharge of a prisoner identified as being at risk of self harm or suicide, links and support with community mental health was evident in those cases reviewed. The attendance of a Mental Health Team is a significant asset in this process.

### 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 The centre has a monthly visit from the Brisbane Aboriginal Elders. Prisoners who wish to join in the NAIDOC celebrations are taken to Wolston to join in celebrations at that centre.
- 8.2 The Muslim faith is recognised and appropriate arrangements are made regarding halal food and the observance of Ramadan.
- 8.3 There was no evidence of inappropriate language being used by staff towards prisoners. Comments generally from prisoner groups as well as individuals suggested that both they and their visitors were treated well.
- 8.4 At the time of the inspection, the centre did not accommodate any prisoners with physical disabilities, nor were there any prisoners in the older category.
- 8.5 Prisoners with mental health issues are identified by the nurse, psychologist and counsellor. These prisoners are subject to a high degree of monitoring, and they are identified in a register located in the duty office. Active mental health cases are referred to the visiting QHS Mental Health team, which visits on a fortnightly basis.
- 8.6 The centre has a 100% compliance rate in Cultural Awareness Training. Staff are well trained in Cultural Awareness, and demonstrated a sound knowledge of cultural differences and behaviours. They also demonstrated an appreciation of differing custody experiences of different cultural groups within the prisoner population. Centre staffing is of multi-national/cultural composition.
- 8.7 Prisoners reported that in general staff responded to all ethnic groups in a fair and equal manner.
- 8.8 There is no Cultural Development Officer or Indigenous Liaison Officer on the staffing establishment at the centre. The Cultural Liaison Officers from Wolston provide a monthly service to Palen Creek. They report being provided with appropriate levels of support from the management of the centre.
- 8.9 There was a process of profiling newly received prisoners that identifies any history of racist bullying behaviour. This information is provided to staff.



## 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 The profiling, reception and induction processes all provide for identifying this group of prisoners.
- 10.2 The centre liaises with appropriate federal government agencies, including the Department of Immigration and Citizenship (DIC) regarding immigration issues. The centre organises translation services for non-English speaking prisoners. The psychologist facilitates family contact, and a range of other services if required. Prisoners in this category are advised as early as possible in relation to immigration issues and outcomes.
- 10.3 The psychologist and custodial staff when interviewed demonstrated a clear appreciation of the problems facing this group and demonstrated a proactive approach to alleviating any major issues.
- 10.4 The health services staff appeared to be clear on the services available and how to access them if required, should they receive a prisoner with a major language difficulty requiring a translator.

## Standard 11 - Mothers and Babies

*Not Applicable*

## Standard 12 - Contact with the Outside World

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

### Visits:

- 12.1 A centre visitor information booklet is posted out to new visitors and available to prisoners. The information contained is clear and comprehensive.
- 12.2 Arrangements for booking visits are clearly understandable however it is noted that they are only published in English. Visitors are unable to book their next visit whilst attending a visit session.

**Recommendation 4 (Low):**

**The centre implements a system that permits visitors to book visits whilst in attendance at visit sessions.**

- 12.3 Prisoners may attend up to two 4 hour visit sessions per week. There was no record of visit sessions being cancelled for administrative or non-emergency operational issues.
- 12.4 Visitors may access the processing area up to thirty minutes prior to the visit commencing allowing plenty of time to complete administrative procedures. No evidence of administrative procedures impacting on visit times was identified either by prisoners, visitors or observation.
- 12.5 The facility does not have a visitor's centre or modern visits facilities. The visits area is tired looking and reflective of a facility commissioned 75 years ago. However it is clean and tidy. Non-contact visits facilities are not available. Visits furniture was in fair condition.
- 12.6 The reasons for the banning of any visitors were clearly provided in writing to the visitor. The decisions were open to appeal.
- 12.7 Prisoners spoke with high regard for the polite and respectful manner used by staff during the visits process, both towards them and their visitors.
- 12.8 Toilet facilities and baby changing areas were inspected and were found to be clean and well equipped.
- 12.9 The visits area is outdoors with a small covered area in case of inclement weather. The area is sufficient to cater for the operationally acceptable number of prisoners and visitors. The atmosphere is welcoming and relaxed. The visits area is not provided with a purpose built children's play area. An area is set aside with a television that plays children's videos and they also have access to toys, books and table soccer.
- 12.10 Visitors may access the visit session at anytime during the 4 hour period.
- 12.11 Searching of visitors is carried out in an appropriate manner.
- 12.12 Levels of staff supervision during visits were neither excessive nor intrusive but it was considered to be appropriate having regard to the nature of the centre as a low custody facility. However, it was noted that from a drug strategy perspective it is a difficult area to monitor.
- 12.13 Refreshments are not available for purchase by visitors during visits. The providers of refreshment machines similar to those used at other centres are reluctant to supply and restock machines at this centre due to its remote location and distance from their service centres. Whilst quoted for the provision of machines have been obtained, the costs are prohibitive.
- 12.14 Prisoners are permitted to take a quantity of "buy up" foodstuffs and lollies to share with their visitors.

- 12.15 Video conferencing facilities are available for inter-region video visits if required. It was reported to the Inspector that no request for the use of this equipment has been made to date.
- 12.16 There appears to be a system in place to resolve complaints from visitors, however, no visitor complaints were evident. There were no posters on display in the visits area providing information to visitors regarding the complaint process.

**Recommendation 5 (Medium):**

The centre ensures that appropriate notices/posters relating to:

- prisoner self-harm/suicide; and
- complaint processes

are displayed in the visitor centre.

**Telephone:**

- 12.17 There are ample prisoner telephones at the centre, and all were operational during the inspection. Prisoners are clearly advised that their calls are monitored. The location of phones allows a sufficient level of privacy.
- 12.18 The location of the centre means that most of the prisoners are required to make STD calls to maintain adequate contact with family and friends. No allowance in offender remuneration is made to offset this cost. A number of prisoners complained that this is a real financial impost.

**Letters:**

- 12.19 There are no limits on the number of letters sent or received by prisoners. Mail appeared to be processed and provided to prisoners in a timely manner.
- 12.20 The centre's mail processing complied with QCS procedures.
- 12.21 The privileged mail register is well maintained and identifies mail opened in error.

**Standard 13 - Request and Complaint Systems**

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.

**Complaints:**

- 13.1 The centre is using the agency wide Complaints Management System (CMS) to manage and resolve prisoner complaints. There were only five complaints recorded since January 2008 and no particular pattern was evident.

- 13.2 Information regarding request forms and the CMS is available in the information booklet provided to offenders at induction. Notices about the CMS were evident in prisoner areas.
- 13.3 Prisoners demonstrated a sound knowledge of their right to make a complaint and how to access the blue letter system. However, the prisoners spoken to by Inspectors were not aware of how the CMS operated. Prisoners have access to an effective shopfront service that appears to meet their needs thereby reducing the need to lodge a complaint.
- 13.4 Staff demonstrated a commitment to resolving offender issues at the lowest possible level. Some prisoners suggested that some officers were better than others at resolving complaints, providing information and chasing up issues.
- 13.5 Ample supplies of blue envelopes were readily available at the officer's station and provided on verbal request. Prisoners were not required to submit a request form to get a blue letter. Inspectors are of the view that blue envelopes should be freely available in accommodation areas and/or library ensuring anonymity for prisoners who need them.

**Recommendation 6 (Medium):**

**The Centre ensures that blue envelopes are freely available to prisoners without the need to request them from staff.**

- 13.6 There was no evidence that prisoners have been pressured into withdrawing complaints.
- 13.7 There was no evidence that reprisal action was taken against prisoners in response to complaints being made. Prisoners reported that there were no adverse outcomes of this nature, but they knew how and to whom they could raise the issue if it occurred.
- 13.8 Official Visitor and Ombudsman contact information was clearly visible in all accommodation units and the library. There was no evidence from prisoners that they have any difficulty in accessing the Official Visitors.
- 13.9 The volume of Official Visitor complaints is so small that the value of analysis is limited.

**Standard 14 - Legislative Requirements**



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

- 14.1 Prisoners are comprehensively briefed during the induction process in regard to rules and penalties. The induction process is supported by the information booklet providing information on rules and penalties, making requests and complaints.

- 14.2 Staff were aware of their duty to observe the human rights of prisoners and they knew what these rights are. Staff were also aware of their duty to treat prisoners in accordance with fairness and natural justice and they knew what this involves.
- 14.3 The library has some legal books. Prisoner access to a copy of the legislation, regulations and procedures is available but only from the officer's station, as there is a history of this material going missing from the library.
- 14.4 Private legal visits and telephone calls to legal representatives are available at the centre.
- 14.5 Prisoners subject to parole revocation are not initially received into Palen Creek.

### 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 Palen Creek CC is a low security placement facility and first night symptomatic relief should have already been addressed at a reception facility. Nonetheless, if Health Services staff assess a prisoner as requiring symptomatic relief, they advised that will implement a medical regime.
- 15.2 Health Services staff provide information to prisoners on blood borne viruses. Health Services, through the visiting medical officer, has a process of referral to Queensland Health specialist services based at public hospitals.
- 15.3 Prisoners who test positive to illegal drug use are returned to secure custody. Targeted tests appears to be based on sound evidence. Urine testing is carried out in line with QCS protocols.
- 15.4 At the time of Inspection, Palen Creek CC had entered one positive result to substance testing in the last 12 months.
- 15.5 The centre is low security with a large unfenced perimeter. Its operation includes prisoners leaving the centre almost daily to attend Community Service Projects and prisoners working some distance from the centre buildings without constant supervision. Therefore, it is very difficult for the centre to implement an effective drug barrier program.
- 15.6   
 is noted that following a recent escape from the centre (August 2009), the Advisor Intelligence (Wolston Correctional Centre) has been deployed to PCCC on a one day per fortnight basis to cultivate informants and gather intelligence information. Inspectors have been advised that a long term plan exists to investigate options to achieve establishment of a permanent intelligence role at PCCC. As part of the Inspectors Report on the escape, a recommendation was made that the Agency review within six months the

implementation of the remediation strategies instituted specifically to determine the adequacy of the management of the intelligence function at PCCC.

15.7 The dog squad does not regularly attendance at this centre.

**PERFORMANCE RATING FOR THIS AREA**

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.

## CHAPTER 4

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### 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 Prisoner Health Services Branch will issue a separate report.*

## CHAPTER 5

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### 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 prisoner management planning; and have access to good library facilities. Sufficient purposeful activity is available for the total prisoner population.

- 17.1 The education induction is provided by the education officer. Accompanying the induction is a check of IOMS to ensure all educational and vocational assessments are current. The education officer carries out a needs assessment, informs prisoners on what courses are available at the centre and motivates them to list and attend courses.
- 17.2 Palen Creek provides employment opportunities for all its prisoners. It runs a range of vocational training programs, literacy and numeracy programs and an extensive range of hobbies.
- 17.3 This facility is an older facility with a combination of old and new facilities. Some older buildings have been adapted for vocational training. Overall the facilities and resources utilised for skills and learning are suitable and sufficient for purpose.
- 17.4 All prisoners have equitable access to activities including education and vocational training, art, hobbies, and sports activities. There is some competition for certificate courses. Prisoners are prioritised for placement based on the level of their learning and developmental needs and discharge dates.
- 17.5 Employment is limited in its links to OMP's. The centre operates traditional farming related industries. However, the industries currently in operation are also supplemented by a significant range of vocational education and training that provide a range of employable skills for prisoners on release, including:
- Engineering/welding
  - Forklift operation
  - Bobcat operation
  - Construction/carpentry
  - Safety Induction White Card
  - Computers
  - Tractor operation
  - Chainsaw accreditation
  - Hospitality
  - Senior First Aid
- 17.6 The employment process is well documented and subject of a local procedure. The employment process is oversighted by an employment panel.



- 17.7 Community Service Projects, work schedules and program facilitation is discussed weekly and coordinated to ensure that no conflict occurs between the various areas.
- 17.8 Analysis of data provided by the centre to inspectors suggests that meaningful prisoner activity was accurately reported. However, Inspectors found that in the last twelve months the centre has genuinely increased its meaningful prisoner activity. Some activities such as pottery and woodwork classes are facilitated by prisoners with related experience and not supervised by staff. This excludes them from inclusion in the data accepted by the OCI for meaningful prisoner activity.
- 17.9 The Centre has a well organised and well operated Library which is stocked with a range of books, journals and magazines. The activity officer oversees the library operation.
- 17.10 Aside from the provision of newspapers, there is no direct funding for the library. There is no funding for books. Library funding appears to be an issue for all centres that have been inspected throughout the State. However, the Agencies corporate services have advised the OCI that centres are funded for library services but it is not identified as a separate journal item in the budget.

### 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 The facility does not have purpose built physical activity facilities. The centre has converted a farm building into an exercise area. It is equipped with fixed weight systems and cardio equipment. Another building has pool tables available for use. The older prisoners use the cardio equipment and/or a recently established walking circuit. However there are no specific activity sessions/activities for the older prisoner. Prisoners have free access to physical activities and equipment when not at work or programs.
- 18.2 The activity officer does not supervise physical activity sessions. The activities officer works a four day week, coordinates a range of activities, hobbies, crafts, the library and is involved in the transition program.
- 18.3 The activities officer provides an induction for reception prisoners, advising on the physical and hobby activities that are available.
- 18.4 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.
- 18.5 In the last 12 months the centre has not recorded any accidents associated with physical activity, arts, craft and hobbies.
- 18.6 This facility has a wide range of arts, crafts and hobbies suitable for its prisoner population. This facility has the widest range of arts, crafts and hobbies of any correctional centre in the state. The activity officer is very committed to initiating and maintaining these activities.

## 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 Chaplains visit the centre on a daily basis and have free access to any area of the centre. Therefore, prisoners have unfettered access to chaplains. The centre has converted part of a wooden house to provide a spiritual centre and office for the chaplains.
- 19.2 A religious service is held weekly. The times of religious services are included in the induction handbook and posted at the spiritual centre. The various denominations hold the weekly service on a rotational basis.
- 19.3 Other religious visitors also attend the centre on Mondays and Fridays. They may also attend on unscheduled days depending on the needs of offenders.
- 19.4 Religious services were found to be held regularly and were not unnecessarily interrupted.
- 19.5 Prisoners are permitted to keep and use religious artefacts (e.g. crucifixes) as part of their personal or cell property.
- 19.6 The centre celebrates major religious festivals which are promoted by the Chaplaincy team within the centre.
- 19.7 The chaplains are clearly involved in 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 The centre is a low custody facility and prisoners are not secured in cells. The access doors to the accommodation units are alarmed between the hours of 10pm and 5am and prisoners are restricted to the unit during this period.
- 20.2 Prisoners have access to activity facilities between 5am and when they commence work or programs at 7:30am. Similarly after work and programs are completed at 5pm, prisoners can access these facilities until 10pm.
- 20.3 The centre has a published daily routine which mostly provides an operational framework for daily regimes including prisoner employment.

20.4 There is no evidence to indicate that activities and access to activities is cancelled unnecessarily.

**PERFORMANCE RATING FOR THIS AREA**

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.

## CHAPTER 6

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### 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 As a low custody centre, supervision of prisoners is not by constant observation. Headcounts, patrols and dynamic security are key elements in prisoner management.
- 21.2 As is stated above, Prisoners report that they feel safe in this environment. The centre has reported two minor assaults (prisoner on prisoner) in the previous 12 months.
- 21.3 Searches requiring the removal of clothing and personal searches are recorded in log format. The records showed that the centre conducts very few "removal of clothing" searches and those it does are mainly as a result of intelligence information. Staff spoken to were familiar with the legislative and procedural requirements surrounding this type of search. At the time of the Inspection, there were no complaints recorded and prisoners reported no concerns.
- 21.4 Staff maintained a record of visitors containing the prisoner's name, the name(s) of the visitors and the time of the visit. At the time of the inspection there were no non-contact visitors. Records indicated that the General Manager will advise the visitor(s) or prisoner(s) on any visit restrictions, via letter and a review date is included in that advice. Information on display for visitors consists of items which are prohibited and permitted and the rules and times of the visits.
- 21.5 As is stated above, the centre has a comprehensive Information Booklet which is provided to prisoners on reception. While it does contain information regarding rules, it was noted that local rules are not prominently displayed throughout the centre. There is no structured day timetable on display. Prisoners advised they would benefit from rules and routines being displayed.

#### Recommendation 7 (Medium):

The centre displays local rules and the centre's structured day routine in accommodation units.

- 21.6 Prisoners did advise they receive an induction talk from either the Operations Officer or the Assistant General Manager and that they can either access more information from staff or other prisoners. Most indicated they would seek information from another prisoner in the first instance. This is not a practice

which ought to be encouraged as it can lead to prisoners being given wrong information and/or rules being interpreted the wrong way.

- 21.7 Prisoners reported that rules and routines are fairly applied and they were aware that a stay in the Detention Unit (as a result of breach action) will be applied for more serious matters and repeat offences. They did say staff will generally talk to them and give a warning before resorting to breach action.
- 21.8 At the time of inspection, there had been no incident involving the use of force for a number of years. Custodial staff are appropriately qualified should such an occasion arise.

## 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.

- 22.1 Prisoners are not maintained on safety orders at this centre. Any prisoners deemed to be at risk are returned to secure custody. Similarly, prisoners who are considered to pose a risk to the good order of the facility are also returned to secure custody.
- 22.2 A review of the Breach Register and breach hearing recordings demonstrated that prisoners were provided with the opportunity to state their case. They were listened to and given an opportunity to explain their side of the story. They were advised of the review process and, in cases where a review was requested, it was facilitated in a timely manner. Of the hearings reviewed, it was demonstrated that appropriate efforts were made to ensure the prisoner understood the process.
- 22.3 In accordance with agency procedure recordings of all major breaches and reviews are retained for 12 months.
- 21.9 There is evidence that prisoner behaviour is managed in such a way that breaches are seldom used. A review of case notes and discussions with staff and prisoners revealed that alternatives to disciplinary proceedings are generally considered, with prisoners being counselled where appropriate. At the time of the inspection, there had been only four breaches of discipline imposed in the previous 12 months.
- 22.4 Prisoners informed the Inspectors, and the AGM confirmed, that a group punishment had been imposed on prisoners by banning prisoners from the gymnasium and recreation room for two weeks following a prisoner discharging a fire extinguisher from that area. Pursuant to standard 22.7 of the Healthy Prison Handbook, no unofficial or collective punishments are to be used either individually or systematically.
- 22.5 The detention cell is only used when properly authorised and there is no record of recent use of restraints for control purposes.

22.6 The quarterly stocktaking register indicates that the limited stock of control and restraint equipment maintained at the centre is routinely checked and accounted for.

22.7 The centre has a detention unit cell that is fit for purpose.

### 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 Employment is comprehensively covered in the induction process and in the handbook. Staff and prisoners are aware of the process. On reception prisoners are allocated employment in the textile industries and considered for alternative employment from there. The centre has a 100% employment policy. Inspectors observed that all prisoners are employed at this centre.

23.2 Prisoner employment meetings are held bi-weekly and applications for employment and change of employment are considered in this multi disciplinary forum.

23.3 There is no linkage between positive behaviour and rewards by way of remuneration. Prisoners are promoted based on application to their work and the gaining of experience and knowledge in particular industries.

23.4 The centre uses an 'Employment Advice Slip' to advise prisoners of the outcome of requests for change of job or review of employment generally. Case Officers monitor the employment of prisoners and provide guidance as required.

23.5 Prisoners are able to refer their concerns regarding employment decisions to their Case Officer in the first instance and able to progress an issue to complaint if required.

#### PERFORMANCE RATING FOR THIS AREA

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.

## CHAPTER 7

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### 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 All kitchens were found to be in a clean and tidy condition during both day and night shift, as were the dining areas and the eating and cooking utensils.
- 24.2 Training in food handling is provided to all kitchen workers and the centre operates within the presently approved food handling protocols. Prisoners are medically screened prior to working in the kitchens.
- 24.3 The inspector noted that prisoners did not wear appropriate PPE (Personal Protective Equipment) on all necessary occasions.

#### Recommendation 8 (Medium):

All prisoners employed in food preparation wear appropriate PPE.

- 24.4 The centre menu is approved by a dietician and prisoners are provided with a balanced diet. Sufficient quantities of nutritional food are supplied to prisoners. Inspectors noted that there was a plentiful supply of fresh fruit available in the units. The menu is considered to be culturally appropriate for the prisoner group.
- 24.5 Prisoners with special dietary requirements are identified on reception and the Food Services Supervisor is advised in writing of the requirements. Unit cooks are provided with instruction in relation to the preparation of diet meals.
- 24.6 The Food Service Supervisor attends the PAC meetings and has an 'open door' policy regarding complaints.
- 24.7 Over all there are sufficient quantities of rations supplied. An inspection of fridges in the accommodation units confirmed this. Prisoner cooks appear to take pride in their work. There was no indication from staff, the PAC or prisoners questioned during the Inspection that there was any inequitable distribution of rations.
- 24.8 Prisoners are able to access food and water at all times.

## Standard 25 - Prisoner Purchases

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

- 25.1 The centre has an Agency-set canteen list which is varied for local buying requirements. The costs of items are not excessive and mark ups are appropriate and in accordance with agency requirements.
- 25.2 Copies of the buy up list are available in all accommodation areas from pigeon hole boxes. There is evidence of review of pricing and price changes are authorised centrally. There was evidence of price variation both up and down.
- 25.3 The canteen list reflects the standard list available in any centre. The range of goods available reflects the needs of the profile of the centre (which is not particularly diverse).
- 25.4 Newspapers are provided to prisoners daily and they are able to purchase a range of publications. Personal visitors are also able to hand in magazines and the like for prisoners.

### PERFORMANCE RATING FOR THIS AREA

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.



## CHAPTER 8

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### RESETTLEMENT

#### Standard 26 - Strategic Resettlement

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

*Note: This standard is dealt with in conjunction with Standard 28 - Resettlement Pathways.*

#### 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 Classification and placement decisions are generally limited to situations where classification is increased and a prisoner is returned to secure custody. Prisoners have access to appeal forms. As a low custody centre, there is no requirement for scheduled classification and placement reviews. Analysis of reviews where the classification was increased for return to secure custody were noted to provide sufficient rationale on which to base the decision.
- 27.2 Information on processes and appeal mechanisms is thoroughly explained to prisoners. Offender management decisions are provided in writing to the prisoners and processes explained in person.

#### Offender Management Plans (OMPs):

- 27.3 As a Low Security placement centre, all offenders serving 12 months or more that are received at the Centre have an OMP completed prior to transfer to Palen Creek. As well as undertaking event based reviews when required, OMPRs are currently reviewed annually by the Centre with Knowledge Place indicating a completion rate of over 96%. Relevant assessments that support the OMPR are completed and attached on IOMS. There is no audit process prior to forwarding the reviews to the General Manager.
- 27.4 The location of reviews is appropriate and multi-disciplinary panel members attend. Prisoners are interviewed by relevant staff before the meeting, with the

reports forwarded to Sentence Management prior the meeting. Prisoners are encouraged to participate in the review process. The prisoner is provided with a copy of the plan when verified.

- 27.5 As a low custody facility, goals are focussed on educational/vocational skill improvement. Case officers and managers ensure every offender maintains constructive employment. Education and activities staff foster employable vocational skills and training and self development opportunities.
- 27.6 Case officers review OMPs for offenders on their case load, however, OMPs generated at this centre do not generally reflect any reintegration goals, rather broad concepts of maintaining employment, and good conduct only.
- 27.7 In general, transfers and movements of offenders were considered appropriate and did not unnecessarily disrupt OMPs. The few unplanned transfers were the result of security concerns where the impact on the OMP is not considered due to the focus on the safety of the offender or security of the centre.
- 27.8 The centre provides significant opportunities for offenders to prepare for reintegration into the community by encouraging self discipline, self sufficiency and self regulation. Offenders may move about freely, with minimal in-cell time. Offenders are able, and are encouraged, to access community service leave of absence and the large variety of recreational activities available at the centre.

#### 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 (S26). Prisoners' resettlement needs are met. An effective Centre response is used to meet the specific needs of each individual prisoner in order to maximise the likelihood of successful reintegration into the community (S28).

#### General:

- 28.1 The centre induction process makes it clear to offenders that there is an expectation they maintain employment and engage in productive activities. Offenders are encouraged to be responsible for their actions. The significant out of cell hours allows offenders the opportunity to participate in numerous extra-curricular activities.
- 28.2 Most centre activities, including employment, are available five days per week. Some employment is available 6 and 7 days per week. Educational/vocational training is available 5 days per week. On weekends, offenders can continue with hobby work and access the library.
- 28.3 While cultural activities were not evidenced, at the time of the Inspection there was only one identified indigenous offender at the centre. A CLO attends the centre from Wolston one day per week, bringing Elders to visit the centre.
- 28.4 The Education Officer is proactive in providing opportunities for offenders to improve education and training levels, including analysis of trends and profiles of

offender employment/education histories to ensure programs are correctly targeted to the offender population.

- 28.5 In addition to vocational courses, all offenders have access to education facilities and support. While there are no fulltime student positions, offenders are encouraged and supported to maintain employment and study part-time. There are currently 6 offenders undertaking tertiary studies, one doing secondary and a continual flow through of offenders doing literacy/numeracy courses.

Transitions:

- 28.6 Formal analysis of resettlement needs of offenders is not undertaken on a regular basis. The trigger is usually an application for parole or forthcoming release date. Resettlement needs are not captured through the Offender Management Plan Review (OMPR) document other than reference to participation in Transitions where eligible. It was noted that the reports provided by the psychologist and education officer contain relevant reintegration information, but this was not included in the offenders plan.

Recommendation 9 (Medium):

The centre ensures that reintegration needs and plans be formally included in each prisoner's OMPR and updated yearly.

- 28.7 The Transitions Support Service and Transitions Program are available to all eligible offenders, though at the time of Inspection the program had not been facilitated since December 2008. At the time the AGM reported it was scheduled to restart in the near future and Inspectors have confirmed that another Transitions Program was completed in August 2009 with 12 prisoners completing the program. The next program is planned for February 2010.
- 28.8 Prisoners are assisted in their resettlement through linkages with external agencies (e.g. A2W, CEA and ORSS (through Wolston)) identified through the Transitions Coordinator. Additionally, Community Bridges assists with resettlement and accommodation assistance is also supported through links with Ozcare and other service providers in Brisbane.
- 28.9 Between September 2008 and April 2009, 94 offenders' transitional needs were assessed through Transitional Support Services. In the 12 months to April 2009, six offenders were referred to ORSS. This is commendable, considering that the centre has no contracted ORSS providers at Palen Creek (with the centre arranging for the identified offenders to be escorted to Wolston to meet with the ORSS providers at that centre).
- 28.10 From July 2008 to May 2009 A2W assisted: Stage one - 97 offenders; Stage two - 25; and in Stage three - 21 offenders went on to maintain employment for over 3 months after release.
- 28.11 The Education Officer interviews all offenders on arrival and provides advice on educational and vocational training and referral to A2W. The Transitions Program and Support Services include modules focussing on employment post release.

- 28.12 The library holds a variety of resources and brochures regarding resettlement for offenders to access.
- 28.13 There are no offenders currently on a resettlement leave program. There are currently, however, 23 offenders approved for community service leave of absence, who regularly leave the centre to participate in community programs.
- 28.14 As a small centre, consultation between staff tends to be of an informal nature. There are no regular forums or meetings for offender management staff to discuss the quality and outcome of throughcare issues.

**Recommendation 10 (Low):**

**The centre establishes more formal meetings where staff can discuss ways of improving offender management and throughcare practices.**

**Criminogenic Programs:**

- 28.15 Criminogenic intervention programs are only delivered in secure custody centres. These are meant to be completed prior to prisoners transferring to low custody facilities.
- 28.16 The centres educational and vocational activities are focussed on delivering skills for prisoners to maximise resettlement outcomes. All offenders have access to educational and vocational programs and are supported in accessing those that they are interested in undertaking.

**Parole:**

- 28.17 The Parole interviews reviewed included attendance by a manager and other multi-disciplinary team members. A comprehensive range of discussions was held between staff and the prisoner. A consensus was reached by staff on the recommendations to the board.
- 28.18 Probation and Parole Officers are present at the parole panel when the offender is assessed. Any health or social care needs are identified through the parole process and the information is provided to Probation and Parole at the time of release.

**PERFORMANCE RATING FOR THIS AREA**

Rating	Description
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.

## APPENDIX A

### Palen Creek Correctional Centre Full Announced Inspection Recommendations

#	RATING	RECOMMENDATION
1	Medium (p. 7)	The centre ensures that an approved in cell property list be placed on display in all accommodation areas.
2	Low (p. 7)	The centre provide the facility for prisoners to have clothes pressed prior to discharge or court appearance
3	Medium (p. 9)	The centre takes steps to improve the quality of case noting by custodial staff and establish a case note audit process.
4	Low (p. 14)	The centre implements a system that permits visitors to book visits whilst in attendance at visit sessions.
5	Medium (p. 15)	The centre ensures that appropriate notices/posters relating to: <ul style="list-style-type: none"><li>o prisoner self-harm/suicide; and</li><li>o complaint processes</li></ul> are displayed in the visitor centre.
6	Medium (p. 16)	The Centre ensures that blue envelopes are freely available to prisoners without the need to request them from staff.
7	Medium (p. 24)	The centre displays local rules and the centre's structured day routine in accommodation units.
8	Medium (p. 27)	All prisoners employed in food preparation wear appropriate PPE.
9	Medium (p. 31)	The centre ensures that reintegration needs and plans be formally included in each prisoner's OMPR and updated yearly.
10	Low (p. 32)	The centre establishes more formal meetings where staff can discuss ways of improving offender management and throughcare practices.

## APPENDIX B

### Inspection Team

Andrew Brown	Chief Inspector
Stephen Green	Senior Inspector
Dave Crothers	Inspector
Alice Mascini	Inspector (Acting)