



Office of the Chief Inspector

Follow-up Inspection Report Brisbane Correctional Centre

December 2010



1 BACKGROUND

- 1.1 The Brisbane Correctional Centre (CCC) was subject to its first Full Announced Inspection against the *Healthy Prison Standards* as detailed in the Queensland Corrective Services Healthy Prisons Handbook in July 2009. The inspection report was published in October 2009. The Centre received an overall rating of one meaning that:

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

- 1.2 Nineteen recommendations for improvements were made in the report which were broken down into the following priority ratings:
- Nil high recommendations;
 - 13 medium recommendations; and
 - 6 low recommendations.
- 1.3 As is currently the practice, the Office of the Chief Inspector carries out Follow-up Inspections of a correctional centre approximately 12 months after the Full Announced Inspection Report is published to examine and report on the progress the Centre has made in relation to the implementation of recommendations.
- 1.4 As part of the follow-up process, a Centre is asked to submit a folder of evidence which details documentary evidence to demonstrate the implementation of each recommendation. Inspectors review this material and also attend the Centre to examine evidence of the implementation of the recommendations on the ground.
- 1.5 Only high and medium recommendations are examined by Inspectors. Inspectors do not measure the implementation of low priority recommendations.

2 SUMMARY OF FINDINGS

- 2.1 On 7 December 2010, this Office undertook a Follow-up Inspection of BCC. This involved meeting with the centre's management team, an inspection of the relevant areas of the centre and attending a prisoner induction session. The Inspectors were very pleased with the presentation of the centre and the warm and cooperative welcome given by staff. Prior to this visit, the Inspectors had scrutinised the information provided by the Centre in the evidence folder.
- 2.2 Inspectors determined that all recommendations that were the Centre's responsibility have been completed.
- 2.3 One recommendation remains partially completed and this

recommendation is not the responsibility of the Centre, namely:

Rec 12 (b) within six months the Offender Intervention Services Directorate review the quality of assessments undertaken at the Centre and provide support and assistance where necessary.

3. RECOMMENDATIONS

- 3.1 It is recommended that the Agency take steps to finalise recommendation 12(b).

Brisbane Correctional Centre Follow Up Inspection Response to Recommendation

#	RATING	RECOMMENDATION	ASSESSMENT OF CENTRE RESPONSE
1	Medium	The Agency review its process in relation to the identification of placement centre vacancies with a view to having this information available to BCC in a more timely manner.	<p>COMPLETED</p> <p>Evidence and enquiries now indicate that both the Agency and the Centre have reviewed the information provision regarding the identification of the placement centre being advised to prisoners. Generally prisoners have at a minimum 24 hours notice of the identity of the placement centre. However, there are exceptions and on occasion last minute changes by Custodial Operations regarding placement allocations may mean that a prisoner is not provided with 24 hours notice. These exceptions are due to operational demands and capacity management.</p>
2	Medium	The centre implements the improvements to the induction program that have been commenced, including the use of: an improved Induction Handbook; and a range of presentation methods which ensure prisoners are provided user friendly reference material.	<p>COMPLETED</p> <p>The Centre has reviewed its induction process and associated handbooks resulting in improvements to both aspects. Whilst Inspectors found that the induction presentation had improved they observed that components of the presentation did not have the attention of the prisoners. Whilst it is accepted by Inspectors that improvements have been made by the centre there appears still the opportunity to consider further improvements possibly utilising audio/visual technology to present aspects of the induction.</p> <p>It was also noted that the standard regarding induction requires that the prisoner meet the relevant staff from the range of functional areas within the centre. It is accepted by inspectors that this is operationally impracticable in this facility due to its role as a reception centre and its associated turnover of prisoners. However, the utilisation of electronic visual presentation</p>

			of aspects of the induction may be worth considering.
3	Low	The centre, in consultation with the Agency, review the current restrictions on toilet flushes and shower allocation in light of changes to current municipal water restrictions and the potential hygiene concerns.	Low - not reviewed by Office of Chief Inspector
4	Medium	The centre develops a contingency plan to address the evacuation of disabled prisoners in the event of an emergency.	COMPLETED The centres local contingency plan now includes specific reference to the evacuation of disabled prisoners and tasks the Field Commander with ensuring disabled prisoners are evacuated.
5	Medium	The centre ensures periodic and summary reports are completed as required and that staff ensure they complete the entire document without omission.	COMPLETED Given the high turnover of prisoners - not a lot of summary reports are produced at BCC. However, of the random sample of offenders reviewed it became apparent that on the occasions that summary reports are completed - they are actually being entered as periodic reports. It appears that staff are simply choosing the wrong tab in IOMS. Notwithstanding this, the periodic reports were consistently completed as per policy and procedure. BCC advised that they will rectify this error and ensure that the correct reports are being completed. In all the circumstances Inspectors are satisfied that this recommendation has been addressed.
6	Medium	The centre purchase appropriate wheelchairs.	COMPLETED Inspectors visited the Health Centre and found that the centre has procured a number of appropriate metal framed purpose designed wheelchairs.
7	Low	The centre documents its cultural recognition and	Low - not reviewed by Office of Chief Inspector

		development policy.	
8	Medium	<p>The centre display posters in the visits area and visitors centre that provide:</p> <p>(a) advice and encouragement to visitors to contact the centre regarding prisoners with at risk potential; and</p> <p>(b) information concerning the banning of visitors and review processes.</p>	<p>COMPLETED</p> <p>Inspectors found that posters encouraging visitors to contact the centre if they had any concerns regarding the welfare and wellbeing of a prisoner where prominently displayed in the visitors centre.</p> <p>Further Inspectors observed that information regarding the process for banning visitors from the Centre and the associated review process was also prominently displayed in the visitors centre.</p>
9	Low	The centre reminds staff of their responsibility in handling prisoner mail and if necessary undertake refresher training.	Low - not reviewed by Office of Chief Inspector
10	Low	The Centre reviews the contents of the library with a view to the purchase of some audio books.	Low - not reviewed by Office of Chief Inspector
11	Medium	<p>The centre:</p> <p>(a) review its range of gym/oval activities and arts and crafts provision;</p> <p>(b) consider including in this review a survey of prisoner needs/preferences regarding gym/oval activities an arts and crafts provision;</p> <p>(c) consider involving activities staff in the induction process.</p>	<p>COMPLETED</p> <p>The Centre provided evidence that a review of its range of activity provision had been undertaken and a number of changes had been implemented.</p> <p>The Centre undertakes a review of the activity needs and preferences on a regular basis by consulting with the Prisoner Advisory Committee.</p> <p>Whilst the Centre stated that they considered involving activities staff in the induction process - they found that this would be difficult to implement without disrupting the activities timetable (see also recommendation 2).</p>

12	Medium	<p>In relation to offender assessments:</p> <p>(a) the centre takes immediate steps to improve the quality of analysis and recording of sentence management decisions including SPAs, ERAs and PNAs; and</p> <p>(b) within six months the Offender Intervention Services Directorate review the quality of assessments undertaken at the Centre and provide support and assistance where necessary.</p>	<p>PARTIALLY COMPLETED</p> <p>(a) On the 27th April 2010 staff of the Criminogenic Programs Unit conducted training for Offender Assessment Team staff regarding program referrals, program sequencing and PNA requirements. Additionally, teleconferences are held regularly and are attended by the MOD and SMU staff which discuss assessment guidelines with the offender management branch.</p> <p>Although staff at BCC found this beneficial they also identified that the majority of the training which has been provided is more of a lecture format and given the rotational nature of their staff it would be beneficial for on the job guidance and practical training to be given.</p> <p>(b) The centre advised that there was an independent review/audit conducted in May 2010 looking at Sentence Calculation. However, there is no evidence that a review has been conducted regarding the quality of assessments.</p>
13	Medium	<p>All classification reviews incorporate a sentence management team process as provided in Review procedure.</p>	<p>COMPLETED</p> <p>Inspectors were advised that a new process has been implemented that engages a team process to facilitate all event based classification reviews. Of the assessments reviewed the panel consisted of the following members:</p> <ul style="list-style-type: none"> - Sentence Management - Offender Management - Counsellor/Psych - Education Officer - Unit Officer - Where relevant the Cultural Liaison Officer.

14	Medium	A copy of the verified SPA is provided to prisoners at the conclusion of the classification decision-making process and that a record is kept of that occurrence.	<p>COMPLETED</p> <p>A new process has been implemented that requires the Unit Officer to record a case note for each prisoner when a copy of the SPA is provided. Additionally, since the 22 November 2010, the SMU co-ordinator sends an e-mail providing the names off all offenders to receive a copy of the SPA that day to the unit and the MOD. This list also assists supervisors to audit the process and ensure case notes are being entered.</p>
15	Medium	The Agency strengthen requirement for Probation and Parole officers to forward files promptly to custodial centres on a prisoners return to custody.	<p>COMPLETED</p> <p>BCC advised that the matter was taken up with Probation and Parole Directorate. Matters had been raised with GM's both custodial and P & P who acknowledged delays and undertook to raise with relevant staff to action, including that of individual offices. Broadcast message (Aug 09) from P&P also clearly outlines requirements to transfer offender files within one business day and in accordance with procedure. This was also confirmed by the Principal Advisor, Systems Assurance and Compliance in the custodial Directorate.</p> <p>P&P advised that they are also prepared to address the matter on a case by case basis.</p>
16	Medium	The Agency undertake a review of the OMP procedural timeframe or otherwise review the parameters used by Knowledge Place to capture OMP data to enable a more accurate and relevant account of centre compliance to OMP timeframes.	<p>COMPLETED</p> <p>New reporting software is being rolled out across the Agency. This work is being co-ordinated by a Business Analyst, QCS Program Management who advised that the program is currently in testing and there are some defects that need to be rectified. A time frame for completion was not able to be provided.</p>

			In all the circumstances, although the new system is not operational, there is evidence that timeframes have been reviewed as per the recommendation.
17	Low	The centre ensures that OMPs and reviews incorporate education, employment, transitions, criminogenic programs, general planning needs and resettlement needs into a comprehensive whole of sentence plan with goal setting timeframes for each relevant prisoner.	Low - not reviewed by Office of Chief Inspector
18	Medium	The Agency review the level of resourcing for transitional services at the centre including determining whether demand can adequately met within existing centre resources.	COMPLETED BCC has appointed a Transitions Co-ordinator to facilitate transitional services across the centre. This position will be reviewed after 12 months. Reports suggest that this has been very beneficial to the centre.
19	Low	The initial assessment carried out by counselling staff included questions that address accommodation and debt issues. These staff also to provide information on how to address identified issues.	Low - not reviewed by Office of Chief Inspector