



Office of the Chief Inspector

Full Announced Inspection Arthur Gorrie Correctional Centre

April 2012



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OVERVIEW AND METHODOLOGY

THE HEALTHY PRISON TEST

The Healthy Prison Test is one that was first set out by the World Health Organisation. It rests upon four key tests namely:

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

Under the Healthy Prison Test, 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 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. Diversity, Equality and Non Australian Citizens 9. Mothers and babies 10. Contact with the outside world 11. Request and complaint systems 12. Substance-related needs
4. Health Services	3,4,6,8	Not applicable.
5. Activities	5,6,7,8,9	13. Learning, skills development and purposeful activity 14. Physical activities, arts, crafts and hobbies 15. Religious activity 16. Out of cell activity
6. Good order	1,3,4,5,6,7,8,9	17. Security, good order and rules 18. Discipline 19. Remuneration and employment
7. Services	1,3,6,7,8	20. Food 21. Prisoner purchases
8. Resettlement	1,5,6,7,8,9	22. Resettlement 23. Offender management planning

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

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.

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.

CENTRE OVERVIEW

Arthur Gorrie Correctional Centre (AGCC) is operated by GEO and is a high security male facility situated in Wacol, South East Queensland. It was commissioned in 1992 and was the first privately operated correctional centre in Queensland.

It has a built capacity of 890 prisoners. At the time of the inspection, it had 1040 prisoners due to a double-up arrangement with Queensland Corrective Services. However, at the time of the inspection, it was also in the process of ceasing the doubling-up arrangement.

Until 2008, it was a remand and reception centre. It is now predominantly a remand centre for South East Queensland. Sentenced prisoners are in general transferred to the Brisbane Correctional Centre for reception and future placement.

At the time of the inspection, it was accommodating 61.71% remand prisoners and 38.28% sentenced prisoners. It also accommodates upto 18 maximum security prisoners at any point in time in its maximum security unit. .

Its infrastructure has been subject to several upgrades. It has a mix of 'old' and 'new' cells. Old and new cells are its terminology for accommodation cells that are old, and include hanging points within the cell, and those that are new, where louvered windows providing access to steel bars do not exist and the cells are safe cells and air conditioned.

It is separated into 2 areas - A side and B side. It contains 25 accommodation blocks, all of which are secure accommodation buildings (not including the Maximum Security Unit and the Detention Unit). These accommodation units include 4 for protection prisoners - 1 of which was a mixed induction and special needs unit for protection prisoners - 1 for mainstream induction; 1 for mainstream special needs; 1 for first offenders; and 2 as specific focus Lifestyle Modification Units (LMU). It also has a cultural centre; gymnasium; 2 ovals; 2 programs buildings; 2 industries buildings; health centre; prisoner reception; general store; visits; and external visits processing.

It has increased employment opportunities for prisoners in the last 3 years. Employment options for prisoners include:

- Metal Work
- Printing
- Woodworking
- Textiles
- Food Services
- Animal care

- Plant nursery

It offers a range of programs and activities to prisoners. It does not offer criminogenic intervention because the remand status of the population renders addressing offender behaviour programs inappropriate. Therefore, the program and activities which are offered are focussed upon providing prisoners with educational or vocational skills and training, and wider life skills, for lifestyle enhancements / improvements.

It delivers health services to prisoners through GEO medical staff. Queensland Health do not provide the day to day health services to its prisoners. Health related referrals from GEO medical staff link prisoners to Queensland Health , and include regular provision of services at the centre by Prisoner Mental Health Services.

PRISONER PROFILE AND OTHER STATISTICS

In 2011, the Average Daily State (ADS) for AGCC was 892 prisoners while in 2012 April, the ADS is 950 prisoners (or 106.7% of its capacity). In April 2012, indigenous prisoners made up 15.8% of its population.

At the time of the inspection, it had 142 protection prisoners and 9 maximum security prisoners. Further, 41.92% of its prisoner population was aged between 20 - 29 years while 25.69% had index offences (or the most serious outstanding offence) for assault; assault occasioning bodily harm; or assault actual bodily harm. 72.17% of the population were remand only prisoners, and the second greatest sentence period group were 22.78% serving sentences between 1 - 3 years. It is understood that this second group of prisoners were return to prison warrants who would not usually be accommodated at AGCC, but were currently in this centre due to a double-up agreement to manage system configuration for the Agency.

In the 2011 - 2012 Financial Year, it processed an average of 317 prisoner receptions per month, and an average of 272 discharges (excluding courts and hospital escorts).

SUMMARY OF INSPECTION FINDINGS

As is detailed below, AGCC received a Whole of Centre performance rating of 2, meaning that it was found to be performing well against the Healthy Prison Test. It has made significant improvements since its last inspection and performed strongly across a number of areas / outcomes. Some examples of its very good performance include:

- an education channel initiative (see standard 14.1);
- a robust buddy program;
- a suitable cultural centre; and
- unit allocation of basic cooking equipment.

In relation to Arrival in Custody, it had good processes and practices and was assessed as performing well against these particular standards.

While it performed reasonably well in the area of Environment and Relationships some specific issues which were identified by Inspectors were as follows:

- Units without air conditioning were particularly cold and prisoners may need additional bedding.
- Prisoners were issued with a lesser number of clothing items than the Agency standard.
- Inconsistent information on some notice boards.

Nonetheless, it performed particularly well against some other items under the Environment and Relationships standard. For example:

- its staff were generally attuned to the needs of the prisoner population and treated prisoners fairly and with respect; and
- its prisoners were encouraged and supported to take responsibility for their actions and decisions.

In terms of Duty of Care, there were weakness in its prisoner complaint management process while, at the same time, it had employed very good practices and strategies in the management of migrant prisoners. Overall, it was assessed as performing reasonably well in respect of the Area of Duty of Care.

It performed well in the area of Health Services despite some concerns raised by prisoners about the timeliness of their treatment.

Although it performed well against the criteria of Activities, it had some weaknesses in regard to that area. In particular, there was an insufficient level of purposeful activities for the whole population, albeit a dynamic and complex population of remand prisoners and on occasion added to by sentenced prisoners in a double up capacity.

With respect to Good Order, it generally maintained order through positive relationships and positive staff interaction with prisoners. It had, an effective intelligence system which operated seven days a week. Its rules and routines were well publicised and encouraged responsible behaviour. There has been an improvement in the availability of prisoner employment since the previous inspection. However, this improvement must continue in order to maintain progression and further increase employment opportunities for prisoners.

In terms of Services, it had established a number of good processes and practices, and it was assessed as performing well against these particular standards.

The role of the centre primarily involves accommodating remand prisoners and Inspectors understand that the Centre is not funded to deliver specific resettlement services. However, the Centre is to be commended for initiating some specific resettlement services and, while the whole purpose of the

establishment is not built on resettlement, it performed reasonably well against the relevant standards for the Area of Resettlement.

Appendix A details the findings of Inspectors against each standard including recommendations where relevant.

PERFORMANCE RATINGS - ARTHUR GORRIE CORRECTIONAL CENTRE

Overall centre rating:

RATING	DESCRIPTION
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.

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	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. Duty of care	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.
4. Health 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.
5. Activities	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.
6. Good order	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.
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.

APPENDIX A - Schedule of Findings and Recommendations



Queensland Corrective Services Inspection Standards - Reviewed document Nov 2009

S1: 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.

Standard	Findings
S1.1 Prisoners held in cellular vehicles for the minimum possible period of time.	In general, this facility does not provide transport services in relation to prisoners. Transport services are provided by Escort and Security Branch and QPS.
S1.2 Prisoners are given 24 hours notice of planned transfers in order to make a telephone call to their family, next of kin and/or legal adviser (subject to well evidenced security considerations).	Prisoners are not given 24 hours notice of planned transfers. Nonetheless, prisoners are notified about the planned transfer the day before the transfer - that is, after the Allocations Officer finalises transfer and discharge lists by close of business.
S1.3 Prisoners can have a meal before going to court or being transferred.	Inspectors found that prisoners are provided with the opportunity to have a meal in the accommodation unit prior to attending the reception store for movement out of the centre. Additionally the reception store provides prisoners with the opportunity to access a meal prior to transfer.

Standard	Findings
S1.4 Prisoners have access to appropriate clothing so that they do not have to wear prison uniforms, for example for court appearances.	All prisoners are required to dress in civilian clothing for transfer to court appearances. Those prisoners who do not have personal suitable clothing are provided civilian clothing from a stock held in the reception store.
S1.5 Property and private cash accompanies unsentenced prisoners to court and sentenced Prisoners who are being transferred.	The majority of prisoners attending courts are transferred by the Queensland Police Service who are not subject to this inspection. Sentenced prisoners are transferred to other centres with their property. Prisoner's trust account funds are transferred electronically.
S1.6 Court movements, transfers and external escorts are efficient and minimise waiting times.	The reception store staff and operation applied to transfers, court movements and escorts were very efficient. This minimised waiting time for prisoners at the reception store.
S1.7 Prisoners are escorted in vehicles that are safe, secure, clean and comfortable, with adequate storage for prisoners' property and with suitable emergency supplies and hygiene packs for women	Vehicles used for the transfer of prisoners are managed by the QCS Escort and Security Branch. These were found to be clean, secure and had adequate storage space for property. All vehicles carried first aid kits. As QPS are not subject to this review, police vehicles were not inspected.
S1.8 Appropriate vehicles are used to transport prisoners with special needs such as pregnant	The reception store staff liaise with the QCS Escort and Security Branch which, in turn, provides the transport vehicles and arranges for alternative transport for offenders identified with special needs.

Standard	Findings
women, women with babies or prisoners with a disability in a dignified manner.	
S1.9 Methods of restraint are only used if justified by a risk assessment.	Escorts and transfers are undertaken by Escort and Security Branch and QPS. Escort and Security Branch undertake most of the escorts and transfers. This means that the application of restraints by the Escort and Security Branch is directed by the General Manager of the Centre. Inspectors observed that the method/level of restraint was justified.
S1.10 For external movements, all relevant information travels with prisoner.	All relevant documentation, files, property and valuables accompanied prisoners.
S1.11 Prisoners in transit are treated according to their individual needs, based on oral briefings or written information accompanying the prisoner and staff observation.	Inspectors observed comprehensive briefing of, and documentation provision to, escort staff that included the identification of each prisoner's individual needs.
S1.12 Prisoners are given comfort breaks at least every 2.5 hours with additional stops where necessary.	Not applicable see Standard 1.1
S1.13 Staff consistently use respectful language in speaking to, or about, prisoners.	Inspectors observed reception store staff interact with prisoners in a professional manner and at all times using respectful language to and regarding prisoners.

Standard	Findings
S1.14 Escort staff take responsibility for ensuring that prisoners receive an adequate meal and drink at meal time.	N/A
S1.15 Escort staff ensure that 17 year-old and women prisoners are segregated from adult male prisoners.	This is an adult male prison and does not accommodate/receive 17 year old prisoners.
S1.16 Prisoners are produced at court on time.	N/A
S1.17 Prisoners are held in court cells for the minimum possible period.	N/A
S1.18 Centre Receptions remain open to receive prisoners at any time.	Generally the reception store is staffed between 0700 hrs to 1800 hrs between Monday to Friday. However, arrangements will be made to staff the unit to receive or transfer prisoners outside of normal timeframes where it is reasonably necessary to do so. Additionally in the case of a late court return or reception, the nightshift supervisor will process the prisoner via the medical centre.
S1.19 Any prisoners arriving after normal working hours receive essential reception and first night procedures.	Late returns or receptions are assessed by Health Services Staff. After the assessment, the prisoner is put in accommodation and closely supervised until he is subject to the complete reception process.
S1.20 Prisoners are given	N/A

Standard	Findings
<p>information at court about the prison to which they are being transferred in a language they understand.</p>	
<p>S1.21 Where practicable, video links are used to facilitate court appearances in lieu of prisoners appearing in person.</p>	<p>The Centre has a video link that is being well utilised to facilitate court appearances.</p>

S2: 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.

Standards	Findings
<p>S2.1 Escort staff pass on all information/official documentation arriving with a prisoner to reception staff. This information is used to inform initial reception assessments of the prisoner. Sensitive information is dealt with appropriately.</p>	<p>Inspectors observed that QCS Escort and Security Branch staff and QPS staff pass on all required documentation and appropriate information to reception store staff.</p> <p>Centre staff and QPS have an excellent working relationship. QPS alert reception store staff to any sensitive or pertinent information. This information is then provided functional areas in appropriate circumstances, including to Intelligence, Counselling, Psychological, Medical and Operational staff.</p> <p>Inspectors were impressed by the cooperative relationship that has been developed between the Centre and QPS.</p> <p>Reception prisoners are processed individually which, in turn, allows for an appropriate level of confidentiality.</p>
<p>S2.2 An anti bullying strategy to protect vulnerable prisoners is in place, which includes directions to managers concerning reception and first night procedures</p>	<p>Review of IOMS and observation of IRNA interviews, and assessments undertaken by reception store staff indicate that the centre completes this in a timely and effective manner.</p> <p>The interviews and recorded information were comprehensive in identifying vulnerable and at risk prisoners. The centre has a number of specified units that provide for the accommodation of prisoners with special needs, prisoners at risk of self harm, first time prisoners and those with protection requirements. Additionally a range of acceptable strategies are also applied to ensure the effective management of offender needs - for example prisoners may be accommodated in an observation ward within the Health Centre.</p>
<p>S2.3 Prisoners are treated respectfully upon reception. The gender ratio in the reception area is appropriate to receive prisoners and</p>	<p>Inspectors observed reception store staff interact with prisoners in a professional and respectful manner during the reception process.</p> <p>Arthur Gorrie Correctional Centre is a men's facility and the reception store staff are</p>

Standards	Findings
undertake procedures	predominantly male.
S2.4 Prisoners experience a safe and clean reception environment which is fit for purpose.	<p>The centre has two reception store areas. Both were observed to be clean and tidy. Furthermore, there was appropriate access to water and toilets.</p> <p>The accommodation units used for reception prisoners were inspected and found to be adequately furnished. Furthermore, they were clean and equipped to meet the needs of a reception prisoner.</p>
S2.5 Prisoners are always asked if this is their first time in prison and treated accordingly.	<p>Inspectors observed the IRNA interview process carried out by Counselling Services. The questions and style of interaction was appropriate and included questions to identify if this episode was the first time the prisoner had been in prison.</p> <p>The identification of first time prisoner status is also identified by reception store staff. The interview by reception store staff and counselling staff ensures the prisoner experiencing prison for the first time is identified and treated accordingly. Receptions, particularly those experiencing prison for the first time are accommodated in an induction unit which provides for further assessment and observation.</p>
S2.6 On arrival, prisoners' details are confirmed and before first night lock-up, their immediate individual needs are identified during a private meeting with a staff member. Their individual circumstances and any special needs are documented and dealt with sensitively.	<p>The reception process is designed to ensure one prisoner is processed at a time ensuring privacy in all aspects of the process. The IRNA is carried out in an office in the reception area that ensures privacy and confidentiality.</p> <p>The IRNA's observed and reviewed by the inspectors were found to be comprehensive.</p>
S2.7 Reception staff take action to promote the safety of children or other dependants if they are informed or	Under the Immediate Risk Needs Assessment process, staff must inquire about the family status of the prisoner including children and dependents. The process identifies any safety issues for relevant children. Where risks are identified, counselling staff inform the Child Safety Services.

Standards	Findings
suspect that dependants may be at risk as a result of the carer's imprisonment.	
S2.8 Prisoners with special needs, such as pregnant women, women accompanied with babies, older, and disabled prisoners receive priority treatment.	Inspectors observed that prisoners with special needs - in this case elderly and mental health prisoners - were prioritised for processing.
S2.9 Prisoners entering custody are searched thoroughly in accordance with legislative and procedural requirements.	Inspectors observed the reception store processing prisoners one at a time. The search requiring the removal of clothing is carried out in a discreet area and in accordance with legislative and Agency requirements. Additionally all property accompanying prisoners was thoroughly searched prior to laundering and/or storage.
S2.10 Prisoners' hygiene needs including the provision of toiletries are catered for in reception.	Inspectors observed that all prisoners received into the centre were allowed a reception shower. All prisoners on initial reception are provided with a comprehensive toiletries/amenities pack.
S2.11 Prisoners are informed of their entitlement to letters, telephone calls and visits. It is made clear to them that mail is monitored and that all telephone calls are recorded.	Inspectors found that each cell within the induction unit contained a copy of the Induction handbook. The Induction handbook informed prisoners about their entitlement to letters, telephone calls, visits, as well as about the fact that mail and calls will be monitored and recorded.
S2.12 Prisoners are able to make one free telephone call on their first night location.	Inspectors found that the reception call was made by prisoner request as an officer-initiated call. This information is included in the Induction Handbook given to each new reception prisoner. Additionally, buddies were found to provide this advice to new reception prisoners.

Standards	Findings
<p>S2.13 Prisoners are held in reception for as short a period of time as possible.</p>	<p>Reception store and operational staff involved in transfers and court movements were professional and efficient. This minimised waiting time for prisoners at the reception store. The processing and assessment of prisoners accommodated in the reception unit is undertaken in an efficient and timely manner allowing for the transfer of prisoners to suitable accommodation units throughout the centre.</p>
<p>S2.14 Where practicable, prisoners in reception are offered drink and food. Where this is not practicable, provision is made for them to receive drink and food as soon as possible after reception.</p>	<p>Observation of the transfer process and inquiries with prisoners indicated that prisoners were provided a meal prior to transfer or court escort. Under the operational schedule for transferring prisoners out of the Centre, prisoners must have breakfast in the reception store. Inspectors observed that prisoners were provided breakfast cereal. Inspectors also observed that all reception prisoners were offered meals in the reception store. Additionally prisoners returning from court and hospital escorts outside centre meal times were provided with meals.</p>
<p>S2.15 All prisoners are seen and assessed by health services staff in private on arrival.</p>	<p>All prisoners received by the centre including court returns are assessed by health services staff on the day of arrival.</p>
<p>S2.16 Prisoners with substance related needs are identified at reception and given information about services available.</p>	<p>The Reception Store staff, Health Services staff and counsellors identify prisoners with substance abuse needs. Additionally QPS staff provide information to the Centre regarding prisoners with substance abuse and withdrawal needs. Health Services apply a medical regime to alleviate withdrawal and detoxification. Counselling staff provide counselling, assessment and program support. Information is provided to custodial staff to ensure awareness and monitoring of these prisoners.</p>
<p>S2.17 Prisoners receive a comprehensive Induction. By the end of Induction, prisoners have met relevant staff from different areas and have met their unit</p>	<p>All new receptions are initially accommodated in the induction unit (one for both mainstream and protection). Induction sessions are delivered (usually on the following working day to reception prisoners). The Inspectors observed that induction sessions were delivered by:</p> <ul style="list-style-type: none"> • unit staff • health services • sentence management/education

Standards	Findings
<p>officer. Prisoners know what work, education, vocational training or offending behaviour programs are available in the centre. They are aware of how to get information and deal with problems. All prisoners are given information about sources of help available, including chaplaincy teams, counsellors or OVs in appropriate languages.</p>	<ul style="list-style-type: none"> • prisoner buddies. <p>Inspectors found that all information is included in the Induction Handbook given to each new reception prisoner.</p> <p>Unit officers read from an induction hand out and gave information and feedback on questions raised by prisoners in regard to visits.</p> <p>This process was supported by the prisoner buddies who gave a strong presentation on how to apply for the Lifestyle Management Unit, and general information about the centre and system. It was found that the buddies were a critical component of the success of the induction program.</p> <p>Where required, the centre engages an interpreter to assist with the reception process.</p> <p>The centre Induction Handbook has been translated into different languages including Vietnamese and Indonesian.</p> <p>The centre had prepared but did not present a power point presentation for its inductions.</p> <p>Inspectors also found that the first offenders unit are provided with a Gaol Awareness handbook. This handbook informs them about general safety and well-being in the prison system.</p> <p><u>Recommendation 1 (Medium)</u></p> <p>The Centre reviews its induction process such that more information is presented to prisoners in the form of visual aides.</p>
<p>S2.18 Prisoners who may require protection are assessed appropriately in a</p>	<p>Prisoners requiring protection are identified initial IRNA interview undertaken by counsellors. The interview takes place in an office out of hearing of other prisoners and staff.</p> <p>The prisoner is then assessed by sentence management staff. This assessment is carried out in</p>

Standards	Findings
<p>confidential manner. Alternatives to protection are explored.</p>	<p>a private office in a confidential manner. A review of Placement needs Assessments found that the assessments were adequately documented. For example, there were adequate descriptions of the prisoner's concerns, and alternatives to protection were canvassed.</p>
<p>S2.19 In reception, prisoners are informed about what will happen next. They receive written and/or verbal information.</p>	<p>Through observations, Inspectors found that reception store staff provided prisoners clear information about what will happen next including outlining the IRNA process and accommodation allocation. The IRNA process was also observed to provide further information about what happens next.</p>
<p>S2.20 All information and documentation of assessments undertaken in reception are inputted into IOMS on the day of reception.</p>	<p>Inspectors observed reception store staff entering details into IOMS as they processed the prisoner. A review of IOMS shows IRNA details are entered on the day of reception/assessment.</p>
<p>S2.21 Staff provide a unit induction to prisoners on admittance to the unit. Information is communicated to prisoners about unit routines and expectations in a professional manner.</p>	<p>Inspectors were unable to identify any evidence of formal and recorded unit inductions provided by unit staff. However the "Buddy System" is reported by prisoners to provide informal information to prisoners received into each unit. Notices regarding unit routines and behavioural expectations are displayed in all units. <u>Recommendation 2 (Medium)</u> The Centre ensures a process exists to induct each prisoner into each new accommodation placement.</p>
<p>S2.22 Prisoners who are assessed as at risk, with medical needs or vulnerable on reception are accommodated and managed in accordance</p>	<p>During Inspectors' review of the centre, it was observed that all reception prisoners went through the initial risk needs assessments process. Further, a review of IOMS records demonstrated that all reception prisoners are assessed and information recorded in a timely manner. Inspectors found that all reception prisoners undergo a medical assessment on their day of</p>

Standards	Findings
with their assessed risks.	reception. Additionally, Health Services staff undertake a risk of self harm assessment on all prisoners returning from court and other escorts.
S2.23 Prisoners will not be allocated to a cell until IRNA is completed and any risks identified are taken into consideration.	Risks identified in the IRNA process influence cell and accommodation allocation. Prisoners are not allocated accommodation prior to completion of IRNA and this occurs in consultation with the Allocations Officer (who manages complex compatibility issues).
S2.24 Prisoners identified as vulnerable to bullying and/or self harm receive special help and support to cope with imprisonment.	See s2.2.
S2.25 Prisoners are given an amenities pack containing basic items. They are told how long the pack is expected to last, its cost and the system for repayment from their prison wages or private money.	All prisoners on initial reception are provided with a comprehensive toiletries/amenities pack. Prisoners are advised by reception staff that the pack is required to last for three weeks when the first amenities allowance is paid into their trust account. The prisoners are advised that the cost of the reception pack will be deducted from their first amenities allowance.
S2.26 Prisoners first night accommodation has been prepared, is clean and provides a comfortable environment.	As noted in s2.17, all new receptions are accommodated in a clean and prepared cell in either the mainstream or protection induction units. At times, exceptions to this placement may occur for those who are assessed as highly vulnerable or at risk, or major security risk and placement is then supported in the health centre, the special needs units.
S2.27 All prisoners' settlement	The general induction process supports prisoners to identify where such help can be

Standards	Findings
<p>needs are assessed and identified during induction and referrals to relevant agencies are made at this time. For example prisoners are given practical help to:</p> <ul style="list-style-type: none"> ▪ Preserve their accommodation and employment ▪ Pursue their legal rights ▪ Obtain help with personal problems ▪ Exercise their responsibilities towards their dependents ▪ Pursue a healthy lifestyle in custody 	<p>obtained. In addition, the sentence management initial classification forum explains to each prisoner their legal position and options (re: bail etc).</p> <p>Inspectors again found that the buddies were an integral source of information for prisoners on these matters, including giving general information, or referral to specialist services.</p>
<p>S2.28 Liaison with the Department of Child Safety is used appropriately for primary carers to keep in contact with their children.</p>	<p>Inspectors found evidence that contact between prisoners and Child Safety Services is facilitated by Psychologists and Counsellors.</p>

S3: Prisoners live in a safe, clean and decent environment within which they are encouraged to take personal responsibility for themselves and their possessions.

Standards	Findings
<p>S3.1 Prisoner accommodation is clean and provides a reasonable amount of space for each prisoner and their personal belongings, ventilation, a reasonable temperature, natural light.</p>	<p>AGCC has four (4) generations of infrastructure and some of the accommodation dates back to 1990. While it was evident that the older accommodation was showing wear and tear in the fabric, all cells and common areas were clean and comparable with other facilities in Queensland.</p> <p>Some accommodation units are air conditioned and others have natural ventilation. All accommodation units have windows that provide natural light. It was found however, that the design of the older units is cold during inclement weather due to the louvre window system.</p> <p>The cells with a few exceptions are designed to accommodate one prisoner. For example, the cells have storage and desk space for one prisoner.</p> <p>During the Inspection, it was found that prisoners were being doubled up in these cells. This doubling up resulted in less personal storage space, desk space and privacy. However the Agency had commenced the transfer of prisoners from this facility to negate the need for single cells accommodating more than one prisoner.</p> <p><u>Recommendation 3 (Medium)</u></p> <p>The Agency considers infrastructure and other limitations when doubling-up the facility, and plan to minimise these impacts as far as practicable.</p>
<p>S3.2 Prisoners are provided ample access to fresh air on a daily basis.</p>	<p>All accommodation units have an attached open air communal exercise yard. This area is available to all prisoners in the unit during cell unlock periods. Unlock periods usually last for periods up to ten hours per day.</p> <p>The Maximum Security Unit (MSU) and Detention Unit (DU) prisoners have less fresh air access, however opportunity is provided for prisoners in these areas to access open air areas for an acceptable period of time, the minimum being two hours.</p>
<p>S3.3 Personal clothing is in decent</p>	<p>Prisoner personal clothing appeared in good condition and was size appropriate. All</p>

<p>condition, washed frequently and fits. Prisoners have at least weekly access to laundry facilities to wash their personal clothing.</p>	<p>accommodation units have laundry facilities and prisoners are able to have their personal clothing and bedding washed at least once a week.</p>
<p>S3.4 Bedding is supplied and laundered at frequent intervals.</p>	<p>Prisoner mattresses, pillows, bed linen and doonas were generally in good condition (however, see further comments about pillows). These articles are replaced on request and prisoners have the opportunity to have their bedding laundered on a weekly basis.</p> <p>Inspectors were advised by PAC representatives that the pillows in cells were not a personal issue and, as such, they were often stained or dirty. Further, there is PAC minute evidence (26/04/11) that pillow cases are not being issued in the Induction pack.</p> <p>During the inspection (a time in which the ambient outside temperature did drop due to inclement weather conditions), the inspectors received complaints from prisoners that they only had one doona and the older units that were not air conditioned were cold as the louvred windows would not completely close. Unit staff confirmed that prisoners wear all of their clothes to bed as they are cold. This was also a complaint from the Detention Unit, and centre management advised that prisoners in the Detention Unit could request additional bedding for warmth.</p> <p><u>Recommendation 4 (Medium)</u> The Centre implements a regular inspection of bedding and linen such that they are hygienic and well maintained.</p> <p><u>Recommendation 5 (Medium)</u> The Centre ensures that a second issue of bedding is offered to prisoners in accommodation units which do not have air conditioning during Winter.</p>
<p>S3.5 Sanitary arrangements take account of health, hygiene and human dignity. Prisoners have access to necessary</p>	<p>Each cell is equipped with shower facilities. Prisoners are supplied an initial toiletries pack on reception. In addition, they receive an amenities allowance on a weekly basis so as to enable the purchase of additional hygiene items through the canteen buy up facility.</p>

<p>supplies of their own personal hygiene items and sanitary products.</p>	
<p>S3.6 Cells and communal areas are in a good state of repair.</p>	<p>All cells and communal areas were found to be in a good state of repair. However, some of the older accommodation units are showing the affects of twenty years usage and would benefit from cleaning and/or painting.</p> <p><u>Recommendation 6 (Medium)</u></p> <p>The Agency and the Centre ensure that all accommodation blocks are assessed regarding the condition of the paintwork and cleanliness and those requiring maintenance are promptly both cleaned and, where necessary, painted under the condition-based maintenance plan.</p>
<p>S3.7 All prisoners occupy accommodation that is suitable for the purpose and or their individual needs.</p>	<p>Inspectors observations indicated that the accommodation units are suitable for purpose. Further, individual cells are suitable for purpose including those designed or adapted to cater for disabled prisoners.</p> <p>As a remand centre, AGCC receive prisoners who may be experiencing a critical risk period in regard to self harm / suicide. As noted in s3.1, some of the older infrastructure has louvres and other hang points in the cell. The centre operate an assessment process to identify those new receptions that require ‘new stock’ placement (i.e. suicide resistant cells), or those that can be accommodated in ‘old stock’ (those with hang points).</p>
<p>S3.8 There are nominated carers for prisoners in accommodation units who are trained to help less able prisoners.</p>	<p>The Centre has a “buddy” system. These prisoners undergo a training program and provide a range of services and support to other prisoners, including less able prisoners.</p> <p>Specifically, both Special Needs units have 1 senior buddy and 2 assistants to care for those who require special assistance. The senior buddy observed by Inspectors demonstrated a good knowledge of and empathy for those who needed their extra care.</p> <p>Inspectors were advised that it was the intent of the centre to have a buddy in each accommodation unit. Buddies at the centre are chosen after a referral by correctional staff to the Prison Services Manager. An intelligence assessment is conducted before each buddy</p>

	<p>is appointed.</p> <p>Buddies undergo a five (5) day course on peer mentoring. The course is delivered by a registered training organisation. Buddies receive training on, amongst other things, blood-borne communicable diseases, mental health and first aid.</p> <p>Buddies were identifiable by wearing either a red shirt (protection) or blue shirt (mainstream). From Inspectors observations and interactions with the buddies, they were clearly identifiable within units, and pervasive in their assistance and support to other prisoners - particularly the special needs prisoners who presented with significant vulnerabilities.</p>
S3.9 Accommodation staff are aware and cognisant of the needs of prisoners with disabilities. Safe evacuation procedures are in place to assist those prisoners who may need help in an emergency.	<p>Inspectors found that staff throughout the accommodation units had a good working knowledge of the prisoners they were supervising including those with specific disabilities. Additionally Inspectors found that disabled prisoners who may require assistance in an emergency were identified on a list which was located in movement control stations and officer stations.</p>
S3.10 All prisoners have access to an in-cell intercom that works and is responded to within five minutes.	<p>All cells in this centre are equipped with an in-cell intercom system. Tests undertaken by Inspectors indicated that in all cases intercom calls were responded to in a timely manner.</p>
S3.11 Where appropriate, prisoners have privacy keys to their cells/rooms.	<p>The facility is a High Security Remand centre and has no opportunity to provide the progression opportunities to prisoners that allow for the components of self management such as control of cell access by prisoner cell keys.</p> <p>Cell access is facilitated and supervised by staff.</p>
S3.12 Observation panels in cell doors remain free from obstruction.	<p>All cell doors in this facility have observation panels. Inspectors during the period of this review found all observation panels free from obstruction.</p>
S3.13 Inappropriate or offensive displays are not permitted.	<p>Inspectors found no displays of offensive material throughout the facility.</p>

<p>S3.14 Prisoners' communal areas meet the needs of the prisoner population, prisoners feel safe in their cells and these are effectively supervised by staff.</p>	<p>The communal areas are integrated into the design of the accommodation units. Inspectors found that the communal areas meet the needs of the prisoners, although a higher proportion of prisoners used the areas in situations where double ups occurred.</p> <p>Due to infrastructural issues, some officer stations were enclosed while others were open. Nonetheless, it appeared that staff spent a significant amount of time in the prisoner communal areas. Inspectors believe that this facilitates more effective supervision of prisoners.</p> <p>Based on prisoner feedback and inspectors' observations, it appeared that prisoners felt safe in the units.</p>
<p>S3.15 Notices are displayed in a suitable way for the establishment's population.</p>	<p>Every cell had a cell property list available.</p> <p>All accommodation units had a comprehensive list of information material on notice boards. The information was presented by way of laminated posters. The information was displayed in a large posterboard size and affixed in each unit.</p> <p>Inspectors also found that the centre had provided additional notices in languages other than English. This was particularly evident in a unit predominately accommodated by prisoners of Indonesian origin.</p> <p>However, in some units noticeboards were observed to have old or faded notices, and inconsistencies in what was posted.</p> <p><u>Recommendation 7 (Medium)</u></p> <p>The Centre reviews all noticeboards and ensure that clear and current information is displayed.</p>
<p>S3.16 Prisoners are consulted (and/or) engaged on issues of concern to them on a regular, monthly basis. Prisoners are informed of the outcome of the consultation and provided with justifiable reasons for</p>	<p>The Prisoners Advisory Committee (PAC) meets weekly with each other and fortnightly with centre management.</p> <p>Minutes are published and provided to prisoner unit representatives, buddy prisoners and to the unit notice board.</p> <p>Issues stay on the agenda until an outcome has been reached.</p>

any decision made.	
S3.17 Accommodation units are as calm and quiet as possible both to avoid incidents and to enable rest and sleep, especially at night.	<p>At the time of the inspection, there appeared to be higher number of prisoners in accommodation units due to double-ups. Nonetheless, the units still appeared to be calm and quiet. Inspectors also note that unit based incident levels had reduced in the last three years.</p> <p>Inspectors visited a number of units after the evening lockaway and found noise levels were acceptable and allowed uninterrupted sleep and rest.</p>
S3.18 Prisoners' property held in storage is secure, and prisoners can access their property within one week of making an application.	<p>This facility holds prisoner property in a secured compactus.</p> <p>Prisoners are able to apply to access their property by completing a request form which is relayed to the property store. Inspectors viewed a number of requested forms and the resultant access to property by prisoners and found that prisoners can generally access their property within three to four days.</p>
S3.19 Prisoners are fairly compensated for clothing and possessions lost while in storage.	<p>The inspectors found evidence in case studies which confirmed that prisoners and their families were fairly compensated for lost property.</p>
S3.20 A standard list detailing the possessions that prisoners are allowed to keep is employed in the centre.	<p>Inspectors observed each accommodation cell to have a laminated copy of the established approved property for each prisoner. This was affixed to the back of each cell door.</p>
S3.21 Prisoners are encouraged, enabled and expected to keep themselves, their cells and communal areas clean.	<p>The Centre employs unit cleaners to maintain cleanliness of accommodation unit communal areas. A major component of this cleaning occurs after lockaway when, with the exception of cleaners, all prisoners are secured in their cells. This cleaning activity is supplemented by prisoner volunteers who are allowed to remain out of their cells to assist.</p> <p>The Centre has a search matrix which requires that a number of prisoner cells must be searched everyday. During these searches, staff also inspect the hygiene of each cell and address any deficits with prisoners.</p> <p>Additionally, the Centre conducts full cell and communal area inspections on Sundays.</p> <p>Accommodation area staff observe prisoner personal hygiene during prisoner muster and</p>

	<p>general interactions with prisoners. If concerns regarding a prisoner's personal hygiene is identified, the relevant staff discuss the situation with prisoner with a view to identify the cause, as well as to provide encouragement.</p> <p>Inspectors found high levels of cleanliness and hygiene throughout the Centre.</p>
<p>S3.22 Prisoners have access to drinking water (including at night time), and where practicable, the means of making a hot drink after evening lock-up.</p>	<p>All accommodation cells have drinking water facilities available for prisoners.</p> <p>Prisoners are permitted to purchase a hot water jug for personal usage. Inspectors found that many prisoners had hot water jugs in their cells.</p>
<p>S3.23 All prisoners are issued with clothing appropriate to the weather conditions.</p>	<p>Inspectors found that all prisoners are issued with clothing suitable in design and quantity to cater for the weather conditions.</p> <p>However, during the inspection prisoners in the Induction unit did complain that the air-conditioning was cold and they only had one jumper issued on reception. Evidence of the GEO Prisoner Reception Issue indicates - 2 Tracksuits L/Sleeve is issued. Unit staff did confirm that on some occasions only one L/Sleeve Tracksuit top is issued, suggesting that not all clothing is issued within a reasonable time period after reception.</p> <p><u>Recommendation 8 (Medium)</u></p> <p>The Centre ensures that suitable stock exists for issue to prisoners within the reception timeframe.</p>

S4: 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.

Standards	Findings
S4.1 All prisoners are treated with humanity, and with respect for the inherent dignity of the person.	Prisoners advised Inspectors through the PAC meeting that the majority of staff were generally good, decent officers. While informal communication styles were used, prisoners were addressed in respectful and professional manner. Inspectors observed a good level of open interaction and engagement between all levels of staff and prisoners.
S4.2 Staff are aware that they should set a personal example in the way they carry out their duties at all times.	Inspectors observed staff to be appropriate and professional in their interaction, attitude and performance, including in responding to prisoner requests.
S4.3 Staff are always fair and respectful in their day-to-day working with prisoners.	As per s4.1, Inspectors observations indicated that staff were courteous and respectful when interacting with prisoners.
S4.4 Staff positively engage with prisoners at all times and interaction between staff and prisoners is encouraged by the senior management team.	Inspectors found that senior management to encouraged appropriate interaction and engagement with prisoners at all times. Inspectors further observed all staff to interact with prisoners in a positive and open manner. This ranged from polite courtesies (such as greetings on walkways), to conversations that addressed, challenged and facilitated prisoners requests / behaviour/requirements.

Standards	Findings
<p>S4.5 Prisoners are encouraged by staff to engage in all activities and routines, promoting punctuality, attendance and responsible behaviour.</p>	<p>Whilst the centre is a remand centre and therefore, provide a different method of case management (that is, not focused upon convicted offences and target behaviour), Inspectors found that there was a high standard of individual management of prisoners in so far as staff:</p> <ul style="list-style-type: none"> • had good knowledge of prisoners within their area. For example, staff had knowledge of the activities that prisoners within their area were participating in, and had sufficient knowledge of the needs and interests of prisoners within their area so as to recommend and encourage participation in appropriate circumstances; and • encouraged and challenged prisoner behaviour and attitude in appropriate circumstances.
<p>S4.6 Inappropriate conduct on the part of prisoners is challenged.</p>	<p>AGCC has a number of systems regarding prisoner conduct. This ranges from the use of infrastructure (including detention unit and specific accommodation units which are populated by a more problematic prisoner demographic), to the use of strategies involving safety orders, intensive management plans, and referral to psychological / counselling support.</p> <p>These mechanisms and strategies are supported by staff who inspectors observed to be comfortable (and supported) with challenging inappropriate behaviour. Further, prisoners are made aware about the Centre's expectations regarding their behaviour through posters and centre practices (including unit rules and rules of use of common areas such as the programs buildings and cultural centre).</p> <p>Management also oversee and address prisoners who display problematic behaviour.</p>
<p>S4.7 Prisoners are encouraged and supported to take responsibility for their actions and decisions.</p>	<p>As stated in s4.6, the Centre clearly communicates its expectations regarding prisoner conduct. For example, the Centre takes steps to ensure prisoners are aware about its rules. Further, the Centre ensures that there are appropriate consequences for poor behaviour or decisions. The Centre also has supportive structures to facilitate responsibility including active staff engagement.</p>

S5: Prisoners' relationships with their case/unit officers are based on mutual respect, high expectations and support.

Standards	Findings
S5.1 Prisoners know the name of their case officer and are able to access him/her as an initial point of reference.	It was found that unit officers are allocated prisoners to their case load (determined by cell number allocation). Prisoners are advised of their case officer through the allocation on the unit muster board.
S5.2 Case officers are aware of the individual needs and personal circumstances of their prisoners and help them to access the services they require or respond to any matters they raise.	Inspectors found that all staff working within accommodation areas were aware of the profile of the prisoners accommodated in their block. Staff presented as appropriate and receptive when prisoners were observed to request assistance or direction, and they had sufficient working knowledge of the prisoners to enable useful conversation with the prisoners, or about them.
S5.3 Case officers maintain an accurate chronological diary of contact with their prisoners using case notes, identifying any significant events affecting them, on at least a weekly basis.	Inspectors found that AGCC produces regular case notes. The case notes in general are informative and contain information about significant events, interactions and observations.
S5.4 Where appropriate, older prisoners and prisoners with disabilities have care plans as part of their management and there is evidence those care plans are monitored.	Inspectors found evidence of identified and targeted care in respect of prisoners with serious health concerns. However, Care Plans were not identified. Nonetheless, it was evident that there was shared knowledge and communication concerning prisoners with disabilities and older prisoner.

Standards	Findings
<p>S5.5 Case officers are able to provide input and advice on all matters relating to their prisoners.</p>	<p>As per s5.2, staff have good relational knowledge of the prisoners within their accommodation unit (extending to most prisoners, not only those on their case load allocation). They were able to demonstrate this knowledge in conversations about the prisoners, and with the prisoners, and in the provision of useful information for decision making.</p>

S6: 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.

Standards	Findings
<p>S6.1 The centre has developed and implemented an effective strategy to reduce violence and intimidation which has earned the commitment of the whole centre and has drawn on multi-disciplinary consultation including feedback from prisoners.</p>	<p>The Centre's approach to reducing violence and intimidation is based on GEO corporate's focus on safety and security as well as ethical behaviour.</p> <p>The Centre aims to reduce bullying and violence through leadership by staff and management and through other influence strategies such as GEO corporate's procedure on Harassment, Bullying and Discrimination. Further, GEO corporate's procedure on Harassment, Bullying and Discrimination is applied in part through a high level of prisoner engagement.</p> <p>AGCC have a documented Anti-Bullying Strategy. This demonstrates 3 strands:</p> <ol style="list-style-type: none"> 1. Anti-Bullying policy 2. Anti-Bullying programme 3. Trend Analysis
<p>S6.2 Protection and 17 year-old Prisoners are identified and appropriate steps are taken to mitigate threats posed to their safety by other prisoners.</p>	<p>AGCC accommodate a full range of adult prisoners, including protection prisoners however the centre does not accommodate 17 year old prisoners. AGCC adheres to the Agency process for assessment of protection prisoners. In addition, AGCC has special units for prisoners who are either in prison for the first time or who have special needs or vulnerabilities.</p>

Standards	Findings
<p>S6.3 Prisoners are consulted and involved in determining how their lives in the prison can be made safer, how bullying, verbal and physical abuse, racial abuse and threats of violence are confronted, how conflicts can be resolved and what sanctions are appropriate.</p>	<p>Inspectors found evidence which confirmed that inappropriate prisoner behaviour was challenged. Further, there was general discussion about these types of inappropriate behaviour in PAC meetings. Direct forms of challenging included a zero tolerance policy within the programs blocks and cultural centre. That is, prisoners were immediately addressed and banned for a short period of 1 week if they displayed inappropriate aggressive / bullying behaviour towards other prisoners or staff.</p> <p>Discussions in PAC meetings about these topics (as a permanent agenda item) were found to be open. For example, the Operations Manager at PAC would state “we all know this happened here yesterday. I need you to go back and let the centre know its not acceptable and won’t be tolerated”. This invites conversation from the prisoners in the large group, without there being a perception of prisoners discussing other prisoners with staff.</p> <p>The centre further reported to the Inspectors that the application of the practical element of the anti-bullying programme, is essentially about dialogue, with a theme of respect and courtesy.</p>
<p>S6.4 Staff supervise and protect prisoners throughout the prison from bullying, verbal and physical abuse, racial abuse and threats of violence. Staff are consistent in challenging these behaviours.</p>	<p>Inspectors observed high standards of staff supervision of prisoners. This was evident not only in the physical presence of staff within unit control posts, but also through the amount of time that correctional officers were found to be in the unit and amongst the prisoners.</p>
<p>S6.5 Appropriate interventions are in place to deal with bullies and support victims.</p>	<p>Inspectors found examples of staff challenging inappropriate behaviour by prisoners. Further, Inspectors found that inappropriate prisoner behaviour was addressed through appropriate and lawful consequences such as, for example, challenging of the behaviour, escalating the matter to the unit supervisor, safety orders or intensive management plans.</p> <p>Having separate units for young and vulnerable prisoners was also found to be an effective way to support victims.</p>
<p>S6.6 Prisoners are made aware of behaviour that is</p>	<p>There are many versions and variations of anti-bullying publications throughout the prison, and Inspectors were able to identify at least one of these publications in each</p>

Standards	Findings
<p>unacceptable through a well publicised policy and are made aware of the consequences of bullying.</p>	<p>accommodation unit. Some were generally pictorial, and others involved words or examples of bullying behaviour.</p> <p>Inspectors also noted that correctional officers delivered information on the centre's anti-bullying policy in the induction program.</p>

S7: 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.

Standards	Findings
<p>S7.1 Staff ensure that a process is in place for identifying and caring for those at risk of self-harm or suicide.</p>	<p>The Centre follows the Agency’s policy in respect of identifying and caring for prisoners who are at risk of self harm or suicide. Beside applying the IRNA process, the Centre identifies and cares for prisoners at-risk of self harm or suicide through:</p> <ul style="list-style-type: none"> • an effective relationship with QPS that assists in identifying prisoners of concern prior to their arrival at the centre; • a high level of staff focus on identifying prisoners who are at risk or self harm or suicide; • an assessment done by Health Services when a prisoner is returned from court; • a referral process where prisoners undertaking video link court appearances or visits are assessed by the custodial staff and referred to counselling or health services staff if deemed appropriate; • the prisoner “Buddy” system. The “Buddy” system has a suicide prevention focus in so far as buddies are provided with training regarding mental health issues. This is supported by a direct referral of buddies to the health centre when they believe at risk issues exist; and • a documented system where prisoners with a history of self harm/suicide are placed in newer cells unless reasonable reasons exist not to.
<p>S7.2 A multi-disciplinary committee Risk Assessment Team (RAT) effectively monitors the prison’s suicide prevention policy and</p>	<p>Inspectors attended a number of Risk Assessment Team meetings. In addition, they reviewed IOMS and minutes of these meetings to determine if meeting outcomes had been implemented. The meetings chaired by the Health Service Manager. The meeting is attended by custodial,</p>

Standards	Findings
<p>procedures. The RAT is chaired by a senior psychologist/health services coordinator or officer responsible for the procedural areas for at risk prisoners and membership includes staff representatives from a range of disciplines.</p>	<p>psychological, counselling and, where appropriate, cultural liaison staff. Inspectors found that the process was effective in providing current assessment information to inform the decision making regarding the management of at risk prisoners.</p>
<p>S7.3 Prisoners' families, friends and external agencies are encouraged, through local arrangements, to provide sources of information which may help identify and support those prisoners likely to be bullied or who have a history of self-harming behaviour.</p>	<p>The Centre liaised with PMHS. However, Inspectors found no further evidence of the engagement of external support.</p>
<p>S7.4 A detailed At Risk Management Plan is prepared with input from the prisoner, which identifies need as well as the individuals responsible. Personal factors or significant events which may be a trigger to self-harm have been identified. Regular reviews take place involving staff from a range of disciplines as appropriate, which provide good support and care for all</p>	<p>The At Risk Assessment team meetings prepared comprehensive management plans, utilising the assessment and reports from a range of staff who have managed and interviewed the subject prisoner. Prisoners are reviewed at a frequency no greater than weekly by the Risk Assessment team, resulting in timely and accurate responses to current assessment of risk.</p>

Standards	Findings
<p>prisoners at risk. Arrangements are in place for following up after an at risk management plan has been closed.</p>	
<p>S7.5 Prisoners at risk of suicide and self-harm are held in a supportive and caring environment.</p>	<p>AGCC operates as a remand facility. The nature of this function requires the management of a significant number of prisoners at risk of self harm. The staff were aware about the symptoms and causes of self harming behaviour, as well as sensitive to the needs of these prisoners.</p> <p>The centre has a well structured assessment and management approach to prisoners with self harming history, thoughts and behaviours.</p>
<p>S7.6 Prisoners are encouraged to express any thoughts of suicide and/or self-harm. Prisoners are encouraged to take part in all approved therapeutic activities.</p>	<p>The processes and systems documented in Standard 7.1 all contribute to encourage prisoners to express thoughts of suicide and/or self harm. Additionally, a number of posters displayed at the centre encourage prisoners to discuss these issues with staff.</p>
<p>S7.7 All staff, including night staff, are fully trained in suicide prevention and are clear what to do in an emergency. A program of refresher training is in place.</p>	<p>At the time of inspection, the centre had 89% of the relevant staff current in suicide prevention training. The remaining 11% of staff are due to take this mandatory training in the May / June 2012 period.</p>

Standards	Findings
<p>S7.8 Incidents of self-harm are closely monitored and analysed at regular intervals to establish any trends and to implement preventive measures. Serious incidents are properly investigated to establish what lessons could be learnt and to promote good practice.</p>	<p>The senior management team conduct a weekly review of incidents within the centre. Further, statistical analysis of these incidents was found occurred through the Operations Manager.</p>
<p>S7.9 All information about prisoners at risk of self-harm or suicide is communicated to people who are able to offer support in the community upon discharge of the prisoner.</p>	<p>PMHS are an active participant in pre-release planning for this group of prisoners. Whilst inspectors could find no evidence of other external support linkage, the Centre did provide information suggesting that Health Services staff refer prisoners to community GP's and Mental Health.</p>

S8: Diversity is embraced promoted valued and respected and all prisoners should have equality of access and opportunity. All staff should also be aware of the specific needs of minority groups including foreign nationals and those subject to deportation and implement distinct policies which aim to represent their views, meet their needs and offer peer support.

Standards	Findings
<p>S8.1 Staff are aware of their duty to observe the human rights of prisoners and treat prisoners in accordance with fairness and natural justice. They know what these rights are. They accept the legitimacy of that duty and meet their obligations under it promptly.</p>	<p>Inspectors observed a positive standard of interaction, engagement and role modelling by AGCC staff, with prisoners. This was generally reflective of interaction styles that managed the inherent worth of each prisoner as an individual, where staff were decent and fair, and met their requirements to facilitate the requests of prisoners.</p>
<p>S8.2 Prisoners with disabilities including mental health issues and older prisoners within the establishment are monitored to ensure their needs are appropriately addressed. Reasonable adjustments are made to ensure that prisoners with disabilities and those with mobility problems can access all goods, facilities and services.</p>	<p>AGCC operates a mainstream and a protection special needs unit, and these were observed to be well supported by the buddy system. The prisoners identified as special needs have a wide range of functional support needs, including (but not limited to) mobility issues, physical disability, intellectual or cognitive disability/impairment, and mental health issues. The correctional officers assigned to posts within these units are specifically chosen for their suitability and provided mental health first aid training to support the needs of the prisoners within these units.</p>

Standards	Findings
S8.3 Prisoners from minority groups are not being victimised or excluded from any activity.	Inspectors found no evidence of inappropriate behaviour. Rather, there was evidence of the promotion of specific activities and resources focused upon the Indigenous population, in addition to a significant commitment to being ethnically inclusionary to the large proportion of Indonesian prisoners that have been accommodated in the centre. This included evidence of translated notices placed on the wall in that unit, a change to the diet for this unit, provision of coloured paper for origami, and a genuine effort observed by the staff and the management to engage sensitively with the Indonesian prisoners.
S8.4 The centre has a mechanism in place to identify and manage indigenous prisoner issues which involves participation of appropriate senior management and includes prisoner and community representation.	There was no evidence of an Indigenous-specific forum in which senior management and prisoners came together for the objective of managing Indigenous prisoner issues. However, there was evidence of Indigenous prisoners represented in the PAC forums, and additionally, the ATSI Counsellor was a conduit between the prisoners and management for both organising cultural activities and events, and promoting the needs of the Indigenous population. Further, Murri Chaplaincy and community Elders are regular visitors to the centre and brief management on presenting issues.
S8.5 All staff are trained in cultural awareness, which enables staff to understand and respond appropriately to race and cultural issues as well as to positively promote race equality.	At the time of inspection, the centre had 92% of the required staff current in cultural awareness training, with the remaining 8% reported to be undertaking updates to this mandatory training in the May / June 2012 period.
S8.6 Staff attempt to understand and actively engage with indigenous and ethnic groups.	Inspectors observed a good level of awareness and sensitivity with staff towards Indigenous prisoners. Specifically, the ATSI / Liaison Officer demonstrated a very inclusive philosophy for all cultures within the centre, and a sound ability to engage in cultural activities. Furthermore, the experience of the centre recently in accommodating a significant number of Indonesian prisoners has given it an excellent opportunity to demonstrate how culturally appropriate it expects its staff and its operations to be. The prisoners were:

Standards	Findings
	<ul style="list-style-type: none"> • accommodated in the same unit location; • given a diet that was adequate to their cultural needs; • regularly visited by Indonesian translators; • provided with translated materials and notices; • provided with materials (such as coloured paper) to enable them to engage in their preferred method of purposeful activity; • encouraged by some staff to teach simple words so that staff could use these in their communication.
<p>S8.7 Inappropriate language or conduct is challenged.</p>	<p>As noted in s6.1, AGCC operates on the premise of their corporate (GEO) policy on bullying, harassment, discrimination and code of conduct. This translates into high expectations for staff to staff conduct, and therefore flowing to, for staff to prisoner and prisoner to prisoner conduct.</p> <p>Inspectors found no evidence which suggested that inappropriate language or conduct would not be challenged.</p>
<p>S8.8 Prisoners know the identity of the indigenous liaison officers and/or ATSI / Liaison Officer representatives, and are easily able to contact them.</p>	<p>The ATSI Counsellors are prominent within the centre, and prisoners are familiar with the individuals and the role that they play.</p> <p>Additionally, through self-referral, prisoners are able to engage in the Ending Offending program, and this is delivered through the ATSI Counsellor. This reinforces the profile of these staff in the centre.</p>
<p>S8.9 The cultural development and indigenous liaison officers take action to identify and minimise racist bullying.</p>	<p>Inspectors found that prisoners using the cultural centre must sign a code of conduct agreement, and this includes the following conduct expectations:</p> <ul style="list-style-type: none"> • Respect each other and visitors to the centre • No swearing / abusive language. <p>In addition to the comments at s8.7, Inspectors found that it is a centre standard that racism or bullying is not to be tolerated, and to be challenged.</p>
<p>S8.10 The opportunity is provided</p>	<p>As noted in s8.6, the centre have demonstrated their commitment to cultural expression</p>

Standards	Findings
<p>to prisoners to practice and express themselves culturally within the centre.</p>	<p>and development through the unique experience of a large population of Indonesian prisoners. In addition, there is a schedule of activities which are undertaken in the cultural centre, and this includes regular activities such as:</p> <ul style="list-style-type: none"> • Sexual Health Clinic and Education Session • Reverend Aunty Alex Gator and Uncle Allan Hamilton • Pacific Islanders activities • Elders monthly visits • Indigenous sport kit activities • General activities including: <ul style="list-style-type: none"> ○ Wood carving ○ Leather work ○ Card making ○ Bead jewellery making ○ Cultural art <p>Further, the Inspectors observed a concerted effort by the centre to be culturally promotional in common areas, such as programs buildings, walkways and the entrance area to visits, where either cultural art works are displayed, or cultural carvings are hung. Inspectors found that this provided an environment that supported, promoted and included cultural expression.</p>
<p>S8.11 A process is in place to identify any prisoner convicted of a current or previous culturally aggravated offence or of an incident of racist bullying in prison and to draw the attention of staff to these individuals.</p>	<p>Inspectors found the pre-reception information and analysis of prisoners at the centre to be a very comprehensive process. All relevant information regarding vulnerability or risk is identified through this process, and whilst Inspectors did not find specific evidence of identification of racially-related offending, the process observed was evidence that such would be identified should it become relevant.</p>

Standards	Findings
S8.12 Staff are fully conversant with the needs of immigration detainees and foreign nationals which is reflected in the way they are managed.	The centre has a history of being the specific site at which such prisoners were transferred and managed, and therefore from both an inclusive and cultural perspective, and a sentence management (legal detention perspective), the centre is experienced at providing this service.
S8.13 Prisoners have access to translation and interpreting services.	Due to the varied nature of the prisoners received to AGCC, the centre have an established relationship between themselves and TIS. Translation services are readily available for those prisoners requiring, and Inspectors were able to evidence the relics of efforts to manage the large proportion of Indonesian prisoners.
S8.14 The Centre regularly liaise with the Department of Immigration and Citizenship (DIAC) and all Prisoners are informed as early as possible in sentence whether they are being considered for deportation.	In addition to that noted in s8.13, the centre's historical experience in managing prisoners for deportation has resulted in a sound relationship with DIAC. Where prisoners are being considered for deportation and the centre are advised of same, they are advised through the sentence management process.
S8.15 Immigration detainees held solely under administrative powers are transferred to an immigration unit in a special purpose facility.	As per s8.13 and s8.14, the centre are experienced with this practice.

S10: Prisoners are encouraged to maintain contact with the outside world through regular access to mail, telephones and visits.

Standards	Findings
S10.1 Prisoners are provided with adequate personal visits in terms of accessibility, frequency and length.	This Centre operates personal visits for prisoners seven days a week. Mainstream prisoners can access visits sessions six days a week and protection prisoners can access visits four days a week. Generally prisoners can access a two hour visit session on a weekly basis.
S10.2 Visitors are treated respectfully.	<p>Inspectors observed the interaction between visits processing staff and visitors on the telephone and in person and found that these staff dealt with all visitors in a respectful manner.</p> <p>Inspectors observed custodial staff processing, searching and supervising visitors. Inspectors found that staff treated visitors in a respectful and professional manner at all times, including in difficult situations.</p> <p>Visitors spoke well of how they were treated by both visits processing and custodial staff.</p>
S10.3 Visits take place in the most relaxed environment compatible with security. A well-run and properly equipped visitors' centre is available alongside the establishment.	<p>Visits provide ample space for the number of prisoners accommodated in the centre.</p> <p>The children's play area is large and well equipped.</p> <p>Visitors with disabilities are well catered for. Inspectors observed that visitors who had a mobility disability could access the visits area.</p>
S10.4 Protection prisoners or those on safety orders are not disadvantaged in their access to visits.	<p>Also see s10.1.</p> <p>Prisoners on Safety Orders are provided with the opportunity to have, at a minimum, one personal visit per week.</p>
S10.5 The visits booking system is accessible and able to deal with the number and needs of	Visit booking is available at set times seven days per week. Visit booking is available by telephone for six hours Monday to Friday and four hours 30 minutes Saturday and Sunday.

Standards	Findings
visitors.	Visits can also be booked in person at the visitors centre Monday to Sunday.
S10.6 Prisoners' visitors are given information about how to get to the establishment, its visiting hours and details about what to expect when they arrive.	<p>Prospective visitors to prisoners are provided with a visitors leaflet. While this leaflet provides the location of the facility, it does not specify how to get to the facility. Nonetheless, leaflet addresses issues such as visiting hours, acceptable behaviour, dress standards and property that may be allowed to be left for prisoners.</p> <p><u>Recommendation 9 (Medium)</u> The Centre updates its visitor information booklet such that the booklet gives the address of, and provides directions to, the facility.</p>
S10.7 All procedures for prisoners and visitors are carried out efficiently before and after visits, to ensure that the visit is neither delayed nor curtailed.	<p>Inspectors observed the visits operation over the period of the inspection and found that the processing of prisoners was carried out in an efficient manner within the restraints of the operational day.</p> <p>The observations carried out by inspectors found that the processing of both the visitors and prisoners allowed for the visits to operate on the required timeframes for the required period.</p>
S10.8 The searching of prisoners (including removal of clothing searches), visitors and their property is conducted in an appropriate manner and in accordance with procedures. The searching of children is undertaken with particular sensitivity.	<p>Inspectors observed staff searching prisoners and found that these searches were respectful and in compliance with legislation and policy.</p> <p>Inspectors also observed staff searching visitors prior to their entry into the centre. In doing so, Inspectors again found that the searches were conducted in respectful and lawful manner.</p>
S10.9 Visitors arriving late in secure custody centres are offered non contact visits.	Visitors arriving late for visits are provided with the opportunity to attend the next visit session.
S10.10 There is a system in place	The complaints management system is displayed throughout the visitor centre, and in all

Standards	Findings
to consider and resolve complaints from prisoners and visitors regarding the visit process.	prisoner accommodation units.
S10.11 Before and after visits, visitors have access to toilet facilities.	The visitors centre has toilets available to all visitors pre and post visits. Inspectors checked the facilities and found them clean and well equipped.
S10.12 Visits areas facilitate easy contact between prisoners and their visitors. Security arrangements in visits do not unnecessarily encroach upon privacy, however, they do reflect appropriate assessment of risk.	<p>The visits area furniture is designed to reduce physical contact between visitors and prisoners. The visits furniture was in good condition.</p> <p>Prisoners and visitors are permitted to embrace in an appropriate manner at the commencement and conclusion of a visit.</p> <p>The visits operation was viewed by Inspectors as professional, staff were not inappropriately intrusive but appeared aware and vigilant.</p> <p>The visits furniture was in good condition.</p>
S10.13 Children are safe and can enjoy family visits in an environment that is sensitive to their needs. A safe children's activity area is provided where prisoners can supervise their children.	Also see s10.3.
S10.14 Prisoners' visitors can buy a range of refreshments during visits.	The centre has a comprehensive range of snack and drink machines available for visitor use during visit sessions. Visitors are permitted to bring a maximum \$20 in change into the visits area for the machines.
S10.15 Prisoners who are transferred out of their region or who have limited visits access due to the distance	Video conferencing is utilised to support these prisoners.

Standards	Findings
from their home have access to video conference facilities.	
S10.16 Private legal visits are permitted, and suitable facilities to accommodate these are provided.	This facility functions as a remand centre and facilitates legal visits and legal video links on a daily basis.
S10.17 The criteria to ban or otherwise restrict visitors are visible and unambiguous. There is an appeal process available. Those visitors subject to bans or restrictions are reviewed at the end of the period of the ban.	<p>The criterion to suspend or ban visitors is not included in the visits information leaflet provided to prospective visitors.</p> <p><u>Recommendation 10 (Medium)</u> The Centre updates the visitor information booklet such that the booklet sets out the criteria for suspending or banning visitors.</p>
S10.18 Arrangements are in place for prisoners to receive special visits if necessary (e.g. where the prisoner may be experiencing severe emotional difficulties etc).	Prisoners can apply for additional special visits. These are considered for approval on a on a case to case basis.
S10.19 Visitors are able to share any concerns they have about the prisoner with visits staff.	The visits processing area and the visits area have notices displayed that encourage visitors to talk to staff if they have any concerns regarding the welfare of a prisoner. Inspectors talked to visitors who advised that they feel comfortable talking to visits staff and would approach them if they had an issue to discuss.
S10.20 Efforts are made to assist prisoners who have family a long way away, or in other countries, to maintain good family contact.	Inspectors found that prisoners originating from other countries freely utilise the telephone system to contact family and friends. Additional visits are provided for interstate or overseas visitors. Video conferencing is also available for prisoners from distant or remote areas.

Standards	Findings
<p>S10.21 Prisoners who are primary carers are provided with additional assistance and telephone calls specifically to maintain contact with their children.</p>	<p>Prisoners may request assistance from counsellors and psychologists. Telephone calls may be requested provided contact is not restricted for other reasons. Arrangements may be made in consultation with Child Safety for supervised contact and/or telephone calls with children.</p>
<p>S10.22 An appropriate member of staff is responsible for arranging children's visits, supervise visits when required by court order, arrange for carer's representation or attendance at child care hearings, support those undergoing separation and advise on child protection issues and on the use of Child Safety to fulfil parental responsibilities.</p>	<p>Counselling staff make arrangements with the Department of Child Safety. This includes liaison, facilitating visits, and video conferences on behalf of prisoners.</p>
<p>S10.23 Telephone contact is made as easy as possible.</p>	<p>The centre operates an Arunta phone system. Adequate phones are available for prisoner use during out of cell hours. There is no limit on the number of calls a prisoner may make, other than his financial circumstances. Each of the Centre's accommodation blocks are different. Some accommodation blocks have the phones in discreet and quieter areas. Other accommodation blocks pre-date the introduction of the telephone system and fail to provide privacy when using the telephone.</p>
<p>S10.24 Letter contact is made as easy as possible.</p>	<p>There is no restriction on the number of letters a prisoner may send or receive. Mail appeared to be processed and provided to prisoners in a timely manner.</p>
<p>S10.25 Prisoners' mail is opened to check for unauthorised</p>	<p>Prisoner mail was observed to be processed in compliance with legislation and agency</p>

Standards	Findings
enclosures or to carry out legitimate or targeted censorship in accordance with procedures.	procedures
S10.26 Privileged mail is only opened by staff in accordance with procedures.	A review of the centres privileged mail indicated it is managed in accordance with agency policy and procedures. There is a system in place for recording instances where mail is opened in error.
S10.27 A newspaper is delivered to each accommodation unit daily and made available to prisoners in a timely manner.	Inspectors observed and were advised by prisoners that each unit is provided with a daily newspaper.

S11: 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.

Standards	Findings
<p>S11.1 There is a comprehensive system in place for managing prisoner complaints.</p>	<p>The centre has a system in place utilizing the QCS Complaints Management System and an in house Complaints Management Register.</p> <p>The Executive Assistant oversees this process with an Administration Support Officer logging all blue letters into an Excel database. It is at this point that the decision is made as to whether the blue letter is a request that can be answered in-house or a complaint to be actioned for inclusion into the QCS complaints management system.</p> <p>Sampled evidence shows that all requests are dealt with within the 30 day requirement with most finalised within a 7 day period.</p> <p>Evidence of registered complaints between April - December 2011 showed only six complaints registered. This indicated an acceptance not to report complaints into the QCS Complaints Management System. The Inspectors in discussion with the Ombudsman's Office identified that the 12 complaints (registered since 1 January 2012) has shown an improvement in the recording of complaints from the centre.</p> <p><u>Recommendation 11 (High)</u></p> <p>The Centre review its Complaints Management system practices such that the database accurately reflects all submitted complaints.</p>
<p>S11.2 Information about prisoner requests and complaints is provided to prisoners in a way that is easily understood, including appeal mechanisms.</p>	<p>The 2012 AGCC Induction Handbook includes detailed information on the grievance, blue letter/green letter and complaints process, and a copy of this is placed in each cell for all new reception offenders in the induction unit.</p> <p>Whilst the information on these complaint mechanisms was outlined, Inspectors found that very few staff or prisoners were aware of the green letter process and its purpose and there was confusion with staff and prisoners regarding any knowledge of a green letter and what they were for.</p> <p>The information about prisoner requests and complaints is discussed in the prisoner</p>

Standards	Findings
	<p>induction session by the buddies and staff held for all new prisoners on arrival. Inspectors noted during the induction that there was no verbal mention of the green letter process in this forum either. Further, Inspectors found additional notices within accommodation units that gave different advice as to how to lodge a complaint.</p> <p><u>Recommendation 12 (Medium)</u> The Centre removes all green envelopes and references to this system.</p> <p><u>Recommendation 13 (High)</u> The Centre reviews the information provided to prisoners regarding requests and complaints, such that there is accurate and consistent messages.</p>
<p>S11.3 Prisoners are encouraged to resolve complaints informally at the lowest possible level before making official complaints.</p>	<p>Inspectors found that prisoners used the buddy system to informally resolve individual complaints at the unit level and then using the PAC for all unit issues before using the blue letter system.</p> <p>Staff and prisoners indicated that if a complaint was to be raised above the unit officer's level they could request to talk to the supervisor and then if required, the area manager for resolution. Some prisoners when questioned by the inspectors indicated that they were required to fill out a request form for this to occur.</p> <p>A review of a sample group of PAC minutes indicates attendance by area managers at the PAC meetings. Of those samples there were issues raised in regards to health services, food, buy-ups, faulty unit equipment which were answered either at that meeting or the next meeting by the relevant area manager.</p>
<p>S11.4 Prisoners can easily and confidentially submit complaint forms.</p>	<p>Of those units inspected, blue envelopes were on notice boards inside the unit readily available without requesting them from staff.</p> <p>It was noted that the Induction unit and the Special Needs unit have their blue envelopes inside the officer station which requires the prisoner to request a blue envelope from staff. It was explained to Inspectors that this restriction in the Special Needs Unit was to prevent wastage, and in the Induction unit, to ensure that unit staff dealt immediately with new reception issues at the lowest possible level.</p>

Standards	Findings
	<p>Once the blue letter is completed the prisoners hand the blue envelope to the unit officer for collection, in the ordinary mail. In conversation with Inspectors, some prisoners stated concerns with the lack of anonymity in this process.</p> <p><u>Recommendation 14 (High)</u> The Centre ensure that blue envelopes can be anonymously accessed by all prisoners within all accommodation units.</p>
S11.5 Prisoners are not pressurised to withdraw any requests or complaints.	Inspectors found no evidence of withdrawn complaints for the last six months. Prisoners, when asked by the Inspectors indicated they were not pressured by staff to withdraw any requests or complaints.
S11.6 Prisoners feel able to ask for help in completing their application or complaint and in copying relevant documentation.	Inspectors found that the buddy system assists in helping those prisoners requiring help in completing an application to speak to the supervisors/managers or filling out a blue letter. Some prisoners stated they could talk to most staff or knew which staff they could seek help from.
S11.7 Prisoners who make complaints against staff and/or other prisoners are protected from possible recrimination.	Inspectors found no evidence of reprisals from staff on prisoners who have made a complaint. However there is one complaint on the centres blue letter register - case # 9341 (04/01/2012) by the C5 inmates regarding the treatment from the unit officer that has not been reported on the QCS Complaints Management System; has not been finalized; and the file cannot be located by the centre. Data collected and assessed by the Inspectors from OV reports, QCS Complaints Management System and centre blue letter case studies does not evidence any recrimination by staff or other prisoners. <u>Recommendation - as per recommendation in standard 11.1.</u>
S11.8 All prisoners know how to contact the Official Visitor (OV) and/or the Ombudsman and can do so in confidence.	Inspectors found posters displayed in all units of the free telephone numbers for the OV and Ombudsman office. Information posters were displayed in units.

Standards	Findings
	<p>The Official Visitor (OV) attends the centre weekly. Those prisoners wishing to speak to the OV arrange for their names to be entered into the OV Visits log held in both A & B movement control rooms by their unit officer.</p> <p>Prisoners confirmed they did know about the free phone calls and can ask for their name to be added to the OV visits list.</p> <p>The State Coordinator, OV's has confirmed there is no issue with prisoners contacting the OV's while they are in the centre.</p> <p>The Ombudsman's Office has confirmed there is no issue with prisoners calling them using the free phone line.</p>
<p>S11.9 Prisoners are not discouraged from pursuing grievances with external bodies if they need to.</p>	<p>Inspector's received feedback by individual prisoners and PAC members that staff have not discouraged them in pursuing a grievance from an external body.</p> <p>The Ombudsman's Office confirmed that there were no cases of prisoners concerns with being discouraged from pursuing grievances.</p>
<p>S11.10 Centre management analyse complaints data regularly and if necessary take remedial action.</p>	<p>The Senior Management Team discusses all requests/complaints weekly. The Operations team analyse the requests/complaints annually to identify trends to enable improvement strategies to be initiated. Evidence received by the Inspectors shows a graph that the centre uses to analyse the blue letter requests or complaints for trends requiring action.</p>

S12: 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.

Standards	Findings
<p>S12.1 Substance dependent prisoners are provided with first night symptomatic relief following screening and testing. Subject to confirmation, existing prescribing regimes are continued or an equivalent provided.</p>	<p>Health Services is provided by GEO medical staff. Symptomatic relief requested by prisoners on reception is confirmed during the medical interview with appointments triaged to see the doctor within the week.</p> <p>The centre does not have an opiate substance abuse program as it is not funded or part of the centres contract.</p>
<p>S12.2 Specialist staff complete a comprehensive assessment the day after a prisoner's arrival to determine a suitable stabilisation, maintenance, or detoxification programme.</p>	<p>Medical staff have a shared arrangement to fulfil this requirement. As part of their Contributing Professional Development (CPD), staff undertake training that contributes to the skills required to assess prisoners on arrival to determine suitable stabilisation, maintenance, or detoxification programs. This occurs on the day of arrival, prior to the prisoner being discharged from the reception store.</p>
<p>S12.3 Prescribing regimes are flexible, conform to national clinical guidelines, adequately meet the needs of substance dependent prisoners, and are provided by specialist staff in a safe environment.</p>	<p>Valium and pain relief regimes authorised by the GEO Doctor are in place for detoxification of those prisoners assessed as required.</p> <p>Alcoholics are treated on reception for appropriate individual care in the Health Centre for periods of up to 4 days.</p>
<p>S12.4 Specialist diagnosis services are provided for prisoners who</p>	<p>Prisoner Mental Health Services (PMHS) are on site. Referrals by medical staff are determined as part of the daily triage system, and PMHS deliver services to AGCC in the</p>

Standards	Findings
experience both mental health and substance-related problems.	same manner as they do all Queensland centres.
S12.5 There is appropriate treatment and support for pregnant women with substance dependency.	N/A
S12.6 Prisoners receive effective support during and post-clinical intervention. Clinical treatment is integrated with psycho-social interventions.	N/A as per s12.1.
S12.7 Prisoners are informed about blood-borne viruses and other problems that may arise from substance use, and are given access to specialist services.	<p>The centre Induction Handbook includes detailed information on blood-borne viruses and is reinforced in the first offenders Gaol Awareness Handbook.</p> <p>The Health Centre distributes the required current information to prisoners from resources supplied by Q Health. Further, those prisoners who are approved for participation in the buddy program receive training on blood-borne communicable diseases.</p>
S12.8 A range of effective alcohol, drug and tobacco avoidance strategies are in operation.	<p>The centre promotes the Lifestyle Modification Unit (LMU) for prisoners, which is supported by the Programs team. The LMU is a unit set up specifically for “<i>prisoners who are serious about wanting to try and address their drug habit</i>”, and prisoners participate voluntarily. Prisoners are expected to engage in all courses within the unit and are isolated where possible from all other mainstream movement.</p> <p>Narcotics Anonymous posters were sighted during the inspection and prisoners conduct their own Narcotics Anonymous sessions in the LMU.</p> <p>The centre is reintroducing the QHealth QUIT Smoking program starting in June 2012, for GEO staff first and then prisoners. Staff Professional Development training is currently being conducted to involve the staff as QUIT Champions to assist in the program when the program begins for prisoners.</p>

Standards	Findings
S12.9 Effective intelligence and security measures are in place to guard against the trafficking of drugs or alcohol.	A comprehensive intelligence system was found, supported by a 7 day per week staff coverage model, with an efficient methodology of identifying targets. [REDACTED] [REDACTED] [REDACTED] [REDACTED]

S13: 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.

Standards	Findings
<p>S13.1 All Prisoners are assessed to provide a clear understanding and record of their learning and skills needs including literacy, numeracy and language support, employability and vocational training, and social and life skills.</p>	<p>As a remand centre, AGCC is not required to conduct such assessments. Nonetheless, the Centre conducts a literacy and numeracy assessment in relation to all prisoners. If a prisoner who is identified as having low literacy or numeracy is willing to improve his competency in these areas, then the Centre conducts a comprehensive assessment followed by a referral to literacy and numeracy studies.</p>
<p>S13.2 The provision of learning and skills development and employment in the centre is based on the assessed needs of Prisoners and provides Prisoners with both the opportunity of and access to activities that are likely to benefit them.</p>	<p>The nature of this population is largely transient and on remand. The centre offers courses such as:</p> <ul style="list-style-type: none"> ○ First Aid ○ CPR only ○ OH&S - white card ○ Traffic control (although new practical components of this course are now unsuitable for the prison environment) ○ Work Readiness ○ Ending offending ○ Horticulture ○ Literacy and Numeracy ○ Music Appreciation ○ Connect with your Kids

Standards	Findings
	<ul style="list-style-type: none"> ○ Transport and Logistics ○ Do It (substance abuse) ○ Mental Health First Aid ○ Save A Mate ○ Men's Health ○ Personal Development (Be a Better Man) ○ Transitions (Work Readiness) ○ Leadership ○ Anger Management ○ Manage Change and Stress ○ Budgeting 101 <p>As can be evidenced, most of the abovementioned studies are delivered as short courses. Further, they appear to be, in general, suitable for the short term, remand nature of the population demographic.</p> <p>Like other QLD correctional centres, the centre is provided AHC for literacy, numeracy and VET through the central co-ordination of QCS AVET. In 2010 - 2011, the AHC for literacy was 18 706 hours, with 35 204 hours delivered (188.4%), and the AHC for VET was 18 634 hours, with 20 255 hours delivered (108.7%).</p>
<p>S13.3 There are sufficient meaningful activities such as employment, education and activities to purposefully occupy prisoners during the structured working day.</p>	<p>The centre have made significant efforts in increasing employment within the centre, including many reparation partnerships (RPSCA, recycling). This provides meaningful employment to the prisoners who can be employed within these positions.</p> <p>However, Inspectors found that there were limited alternative activities available for prisoners. Inspectors are of the view that given the remand population and the demographics of this population, other purposeful activity (in addition to employment) should be developed.</p>

Standards	Findings
	<p><u>Recommendation 16 (Medium)</u></p> <p>The Centre sources additional meaningful activities for prisoners to participate in whilst accommodated at the centre.</p>
<p>S13.4 Activities which fall outside the learning and skills provision are purposeful and are designed to enhance Prisoners' self-esteem and their chances of successful resettlement.</p>	<p>As outlined in s13.2, there are a range of programs available to prisoners outside the scope of educational and vocational training. Inspectors found that these programs build upon fundamental lifeskill and lifestyle factors.</p>
<p>S13.5 Facilities and resources for learning and skills development and employment are appropriate, sufficient and suitable for purpose.</p>	<p>AGCC has two program building. Each of these buildings has a library (including a legal library) and a number of classrooms. Inspectors observed good use of these classrooms during the inspection, and they were fitted with tables and chairs as required for the participants. Supportive learning materials were also found, and the partnership between AGCC and Briston (Registered Training Organisation - RTO) appeared to provide participants with supportive resources for their course completion.</p>
<p>S13.6 All prisoners who are willing and able and who meet the criteria for participation have equal opportunity to engage in the range of activities offered by the centre.</p>	<p>Prisoners are able to self refer to a program. With respect to prisoners with special needs (and some protection prisoners) Inspectors found that programs are promoted and brought to their location.</p> <p>Prisoners who have signed up for a program are selected to participate in the order in which they signed up.</p>
<p>S13.7 Allocation to activity places is equitable and transparent and is based on identified Prisoner management planning needs.</p>	<p>Activity placement was based on self-referral and Inspectors did not find evidence of inequitable and or non-transparent processes.</p>
<p>S13.8 Sentenced Prisoners who do not work because they are exempt (maternity, long term-sick etc), receive sufficient</p>	<p>AGCC is a remand centre, although at the time of inspection, there were a number of sentenced prisoners due to the short term arrangements with the Agency to accommodate prisoners on Return to Prison warrants (as a mechanism to manage system configuration issues). Prisoners who are exempt from employment due to legitimate reasons are</p>

Standards	Findings
weekly allowances.	afforded unemployment benefits.
S13.9 Prisoners who are unemployed through no fault of their own or who are exempt from working (maternity, long-term sick etc) are unlocked during the structured day and provided with access to the library and other structured day activities.	<p>Inspectors found that the centre has a high unemployment rate (approx. 75%) due to the limited employment opportunities.</p> <p>The centre has designated workers units which are closed up when all are at work (Industries, Kitchen and Stores). All other units operate as normal with access to library and other activities organised throughout out of cell hours.</p>
S13.10 The establishment has an effective strategy to ensure that education students are able to regularly and punctually attend those activities which meet their needs.	As indicated earlier, the centre has 2 programs buildings. Prisoners participating in programs in these blocks are able to attend. The Inspectors did not identify any impediments to prisoners attending sessions (or enrolling in any available activity), and similar to the evidence found within the cultural centre, behavioural conduct standards are outlined and reinforced with prisoners.
S13.11 The assessment and provision of individual learning and skills development form an effective part of Prisoners' Offender management plans and are used effectively to record and review overall progress and achievement.	<p>As a remand centre, the prisoners are not yet assessed for formal program participation, nor do they have an offender management plan. Their participation in programs and courses is initiated by self-referral or by the encouragement and motivation of staff.</p> <p>Participants for programs are selected from waiting list in accordance with those who have been listed for the longest. Upon completion of each course (or where a prisoner is transferred or discharged from the centre prior to completion), an IOMS record is created to record the completion, and a case note is entered. This process allows the record to be referred to when the prisoners offender management plan is developed in the reception and planning process.</p>
S13.12 The centre accurately record the purposeful activity hours that prisoners engage in and	The Agency's contract management records indicate that the centre accurately records its purposeful activity hours.

Standards	Findings
<p>don't include non-purposeful activities in their calculations.</p>	
<p>S13.13 The centre has an effective strategy for maximising access to and use of a properly equipped and organised library.</p>	<p>As a remand centre, access to legal library materials is extremely important. AGCC has 2 legal libraries within the centre, one in each of the programs buildings. Inspectors were advised that they are a shared resource, and that items in one library required by the other, can be requested and transferred between.</p> <p>Inspectors found that prisoners had access to the following legal library materials:</p> <ul style="list-style-type: none"> • Carter's criminal law QLD (18th edn) • Butterworths legal library on CD • Australian Legal Dictionary 1999 • Law Society listing 1999 <p>The centre supports prisoners with legal access by the provision of Bail Clerk positions. Inspectors understand that the Bail Clerks are employed prisoners, who are remunerated for providing prisoners with assistance when they are navigating legal material and writing draft versions of their legal advances. Their positions include activities such as:</p> <ul style="list-style-type: none"> • Assist in finding legal resources • Assist in referencing QCS policy and procedure • Assist in referencing legislation • Typing letters for prisoners who are sending them to the parole board, or for legal reasons. <p>Inspectors were clearly advised by both senior managers, and the prisoners employed as bail clerks, (and did not find evidence to the contrary), that they did not provide legal advice - only assistance to legal materials and navigating standard letters, documents etc.</p> <p>Inspectors found that one legal library was well resourced, and the other legal library had much older resources, and less supply. Whilst Inspectors were advised by the centre of the ability to share between the two libraries, and that a profile difference between A and B side populations exist, given the population size of the centre and the fact that it is usually</p>

Standards	Findings
	<p>a remand population, Inspectors considered that stocking some resources between both sites was insufficient to meet the demands of the centre.</p> <p><u>Recommendation 17 (High)</u> The Centre reviews its allocation of legal library resources such that there are higher levels of updated and relevant legal materials available for prisoners, including updated contact details for legal practitioners in Queensland.</p> <p><u>Recommendations 18 (High)</u> The Centre reviews its allocation of legal library resources and ensure that a process is in place to equitably share these resources across the facility.</p>
<p>S13.14 Library materials should be broadly reflective and meet the needs of the prisoner population.</p>	<p>As noted in s13.12, the centre has 2 libraries within each programs building. Inspectors found that the general library resources were adequate, and a library trolley process has been implemented for convenience and assurance of returning books to the library. The centre advised that they receive a significant amount of donated books, and replenish and upgrade their stock through this process.</p>

S14: 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.

Standards	Findings
<p>S14.1 Health promotion and personal fitness are explicit program objectives for prisoners.</p>	<p>Inspectors gained evidence of the programmed activities aimed at promoting health & personal fitness. There are three GEO Activities officers who coordinate the activities at the Centre. These activities also include explicit initiatives designed for Aged & Infirm and Indonesian prisoners.</p> <p>Cardio-vascular and weight training is encouraged through organised fitness routines.</p> <p>The Education TV channel is used to inform prisoners about all sporting events, fitness and exercise programs, oval & gym rosters, and health & well being. The channel also plays a Thai Chi program.</p>
<p>S14.2 Before using the gym or undertaking strenuous exercise older prisoners are assessed by health services staff.</p>	<p>As part of the centre reception process all prisoners are health assessed completing an individual Health Management Plan. This is completed by Health Services and is put to the medical file.</p> <p>The Inspectors gained evidence that those prisoners applying to be included in the Aged & Infirm fitness program have a clearance from Health Services.</p>
<p>S14.3 All prisoners have the opportunity to use physical activities facilities at least twice a week.</p>	<p>During the inspection, the Oval 'B' side was not in use due to the construction of a barrier fence. This oval had not been in use for approximately 2 weeks prior to the inspection and was not scheduled for completion for a further 2 weeks. The inspectors were concerned that no alternate oval arrangements were made for the B side units during this period.</p> <p>Most units have 2 oval sessions and 1 gym session rostered per week. The Induction and the Worker units (main & protection) are rostered 1 oval and 1 gym session on the weekends due to their unit time limits.</p> <p>The MSU has a daily time out of cell program for all prisoners having access to an exercise yard with training equipment for this area.</p>
<p>S14.4 Recreational physical</p>	<p>Unit staff control the movement of the prisoner from their units and supervise the oval/gym</p>

Standards	Findings
<p>exercise is encouraged by staff and the prison has suitable facilities.</p>	<p>activity. Those prisoners not attending the oval or the gym are locked in their cells for the period of the oval/gym session as one of the unit correctional officers attends the activities session with the prisoners.</p> <p>During the time of the inspection the 'A' side oval was being used for the rostered session including the touch football competition organised by the Activities officers.</p> <p>Apart from the touch football competition, oval activity time was not organised and was left up to the individuals to ask for sporting equipment from the officers.</p> <p>A well equipped gymnasium was being well utilised with prisoner activities assistants involved in the training sessions.</p>
<p>S14.5 Daily exercise yard activity is not substituted for the opportunity to use the gym and oval facilities.</p>	<p>As per s14.3 - B side units did not have access to the oval for their scheduled periods over this time. No evidence was tendered to suggest an alternative schedule was arranged nor was a priority. Given the limitations of this infrastructure work, and the frustrations of the prisoners whilst it was being undertaken, Inspectors are of the view that it would have been beneficial for the centre to organise alternative access to activities.</p> <p><u>Recommendation 19 (Medium)</u></p> <p>The Centre ensure that a procedure is implemented to plan for alternative activities when access to the oval or gym is closed.</p>
<p>S14.6 Physical activities facilities are broadly reflective of the nature of the population.</p>	<p>As per s14.1 the Inspectors found the inclusion of programs for the Aged & Infirm and the Indonesian prisoners are broadly reflective of the nature of the population, in addition to the Indigenous Sporting Kit from the cultural centre.</p>
<p>S14.7 Records of accidents, injuries and other incidents are monitored monthly and appropriate remedial action is taken where necessary to minimise risks.</p>	<p>Inspectors found that centre policy is for injuries and other incidents to be recorded on IOMS as an incident with the prisoner seen by Health Centre staff. Inspectors collected 10 incident samples in regard to Medical Emergency or Injury for AGCC, Oct 2011 - March 2012 and found confirmation of this.</p> <p>Inspectors were also advised that a weekly Incident Review Committee (IRC) is convened to analyse incidents that have occurred, identify trends and determine any appropriate action.</p>
<p>S14.8 A program of arts, crafts and hobbies is promoted to</p>	<p>Arts and crafts are allowed to be conducted in the units with craft equipment able to be purchased on Buy-Ups. Canvas and paints are accessed through the Cultural Centre with</p>

Standards	Findings
<p>prisoners and is reflective of the needs of the prisoner population.</p>	<p>some units allowing the paints to be kept in individual cells, whilst others were removed from the unit altogether (this was reported to be based upon misuse). It was noticed on inspection that the Indonesian prisoners were skilled in the art of origami with paper figurines on display in some areas, and this was supported by the centre providing coloured paper.</p> <p>The centre has a well equipped Cultural Centre located in the 'A' side that is utilised by the mainstream prisoner population only. As per s8.10, a range of art and craft activities can be undertaken in the cultural centre.</p> <p>The Inspectors received protection prisoner complaints that they could not have access to this area, and centre management confirmed that this population did not access the cultural centre.</p> <p><u>Recommendation 20 (Medium)</u></p> <p>The Centre reviews its scheduling and access for all prisoners to hobbies, arts and crafts, to ensure equity.</p>

S15: 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.

Standards	Findings
<p>S15.1 All prisoners have access to worship/faith meetings each week and regular access to chaplains of their faith. Alternative or additional provisions are made where it is deemed unsuitable for prisoners to attend religious services.</p>	<p>The Chaplains provide three ecumenical services to prisoners on Sundays. Prisoners who are unable to access these services (e.g. Prisoners accommodated in the health centre on a separation order) can request, and receive, a visit from a chaplain.</p> <p>The centre has a chaplaincy team who provide a presence in the Centre on a daily basis.</p>
<p>S15.2 Chaplains are involved immediately when a prisoner is near to death or has died, to support the dying prisoner, relatives, other prisoners and staff.</p>	<p>A review of the centres' responses to any deaths in custody indicates that the centre involves Chaplains in these circumstances. Additionally, there was evidence that memorial services had been held on occasions when close family or friends of prisoners had died.</p>
<p>S15.3 Prisoners know the timings of religious services and these are well advertised. Timings are appropriate to the different religions.</p>	<p>Inspectors found the timings of religious services displayed in all accommodation units.</p>
<p>S15.4 Prisoners are able to obtain, keep and use artefacts that have religious significance, provided they do not pose a</p>	<p>Prisoners are permitted to purchase a religious cross on the canteen buy up. Other religious artefacts can be requested and are considered for approval by management. Inspectors viewed prisoners with prayer mats, prayer hats and religious apparel.</p>

Standards	Findings
<p>risk to security.</p> <p>S15.5 Prisoners are able to celebrate major religious festivals and these are actively promoted by the centre.</p>	<p>The chaplains incorporate the celebration of significant religious festivals into the theme of the Sunday services.</p>
<p>S15.6 Where appropriate to the circumstances, chaplains are consulted about prisoners they are involved with, for example where the prisoner is being discharged and requires support, or in relation to release on parole.</p>	<p>Chaplains attached to this Centre provide for the pastoral care of prisoners whilst in the Centre. Whilst the agreed Chaplaincy role does not provide for post release care Chaplains do provide prisoners with links to pastoral and social care units provided by the various Chaplaincy parent units. (It was understood that this was based upon it being on the other side of the centre to the protection side).</p>

S16: All prisoners are actively encouraged to engage in out of cell activities.

Standards	Findings
<p>S16.1 Prisoners have access to a minimum of 10 hours out of their cells except in exceptional circumstances.</p>	<p>During the inspection, prisoners were unlocked at approximately 0730 when the morning headcount was called correct. Between 0700 and 0730 the kitchen and trolley/bin workers are unlocked to prepare for the unit breakfast, take the rubbish bins out and collect the breakfast food trolleys. Inspectors noted that the Unit log books recorded the unlock times ranging from 0710 to 0730.</p> <p>Prisoners are locked in their cells at 1700 each night with the unit cleaners staying out for unit cleaning duties until approximately 1730. Those prisoners not involved in oval or gym activities are locked in their cells for periods of up to 2 hours for 2-3 days a week as per the evidence supplied.</p> <p>The centre reports monthly to QCS that the standard 'out of cell hours' is 10 hours. There is indication in unit log books that out of cell hours for prisoners can be less than 10 hours per day (as per above unlock and lockdown logbook times). The Centre provided feedback to the inspection team that suggests the underpinning concern regards log book entry, rather than the amount of hours prisoners are out-of-cell.</p> <p><u>Recommendation 21 (High)</u></p> <p>The Centre reconcile prisoners access to the standard 10 our-of-cell hours and provide evidence to the agency that it is complying with its obligation to provide 10 hours of out of cell time for prisoners.</p>
<p>S16.2 A structured day for prisoners, including activities and exercise, are publicised on every block, and adhered to consistently.</p>	<p>Unit notice boards contain relevant structured day times as well as the Education TV Channel broadcasting information on the full range of programs and sporting activities.</p>
<p>S16.3 Out of cell activities, including activities and</p>	<p>As per s14.5 in relation to the 'B' side oval closure. Inspectors did not find a pattern of unnecessary cancellations to usual planned activities.</p>

Standards		Findings
<p>exercise, are not cancelled unnecessarily. Reasons for cancellation are explained to unit staff and prisoners.</p>		
<p>S16.4 Prisoners with physical, sensory, mental and learning disabilities as well as aged prisoners have the opportunity to participate in activities that meet their needs.</p>	<p>The Inspectors discussed the opportunity for activities in the Special Needs Unit (Mainstream) C7 with prisoners and staff. The prisoners were keen to have their turn on the Wii games console and appreciated this activity. The PAC also thought that the Wii was a good alternative activity in all other units.</p>	
<p>S16.5 All prisoners are encouraged to engage in out of cell activities.</p>	<p>The centre recognises that they have limited infrastructure for expansion of prisoner programs and employment.</p> <p>Those prisoners who could be involved in the oval/gym activities were encouraged to, with others concentrating on board games, hobby crafts, painting and exercise yard activities.</p> <p>The greening initiatives have given a new scope for prisoner involvement in community based reparation projects, and this is largely remunerated employment. There are some examples however, such as the protection animal husbandry and market gardens external to some C block units.</p>	
<p>S16.6 Prisoners, including those on maximum security orders, safety orders or who are medically segregated, are given the opportunity for at least one hour of exercise in the open air every day.</p>	<p>Inspectors observed prisoners in the MSU being provided the opportunity for their two hours of 'out of cell' activity in the exercise yard.</p> <p>Prisoners who are on observation or medically segregated in the health unit are limited in regard to access to open air every day.</p>	
<p>S16.7 Out of cell activities, including activities and exercise, are supervised effectively by staff, and</p>	<p>All accommodation units are supervised by custodial staff that do observe, but do not organise the activities. Unit staff escort the prisoners to the oval and gym again overseeing these activities only.</p> <p>Prisoners indicated to the Inspectors that they feel safe out of cell and on the oval. The</p>	

Standards	Findings
<p>prisoners feel safe, especially those who may be at risk of self-harm or bullying.</p>	<p>inspectors observed the special needs unit prisoners on the oval in full view of mainstream prisoners with no adverse comments.</p> <p>Protection prisoners on the 'B' side did not have access to their oval during the time of the inspection but were keen to attend with no issues of their safety.</p>
<p>S16.8 All prisoners have the use of properly equipped areas for association and exercise.</p>	<p>All accommodation units have a common area for meals and association. Inspectors witnessed those prisoners out of cells involved in activities inside and outside in the unit exercise area.</p> <p>The unit exercise yard area is accessible during out of cell hours and each is equipped with chin-up bars, boxing bags, exercise bikes and basketball hoops.</p> <p>The common areas have a common large TV screen with a Wii attached, a table tennis table and games available. Games are purchased through the PAC and organised by the Activities staff.</p>

S17: 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.

Standards	Findings
<p>S17.1 The elements of ‘dynamic security’ are in place:</p> <ul style="list-style-type: none"> ▪ staff-prisoner relationships are positive ▪ prisoners receive individual attention from staff ▪ there is constructive activity to occupy prisoners. 	<p>Inspectors observed accommodation unit custodial staff spending a significant period in the unit interacting with prisoners. The relation between prisoners and staff appeared positive and inspectors observed prisoners receiving individual positive attention from staff. Inspectors found that staff had a sound knowledge of the prisoners they supervised and were alert to any behavioural or personality changes. Inspectors found a high level of positive presence of unit staff interacting with prisoners and encouraging pro-social activity.</p>
<p>S17.2 There is an effective intelligence function in the centre that safeguards prisoners’ well-being.</p>	<p>A comprehensive intelligence system was found, supported by a 7 day per week staff coverage model, with an efficient methodology of identifying victims and compatibility issues. The centre operate with an allocations officer position, who determines placement and co-activity based upon compatibility information from the intelligence profile and unit demographics. This position collated multi-disciplinary information and knowledge.</p>
<p>S17.3 Searches requiring removal of clothing are carried out in accordance with prisoner search procedures. Security measures such as searching are carried out with regard to the protection of human dignity.</p>	<p>Inspectors observed cell searches, unit searches and searches of prisoners and visitors. Inspectors found that all searches complied with current legislation, policy and procedure.</p>
<p>S17.4 Local rules and routines are publicised prominently throughout all</p>	<p>Inspectors found that rules and routines were well publicised through the centre.</p>

Standards	Findings
accommodation and communal areas.	
S17.5 Rules and routines are applied fairly and consistently. Staff use only the level of authority necessary to ensure a prisoner's compliance with the rules. When rules are breached, staff take time to explain how and why to the prisoner concerned.	<p>Inspectors found no evidence or complaint from prisoners that suggest that rules and routines were applied unfairly or inconsistently.</p> <p>Inspectors observed staff challenging prisoners who breached routines and rules and, in all cases, these staff took time to explain to the prisoner why the action was being taken.</p>
S17.6 When decisions are conveyed to prisoners, appeal arrangements are explained and made available.	<p>In general, prisoners are informed about the reasons for the decision and that they have an opportunity to appeal the decision. However, prisoners were not always formally informed of their right of appeal under the complaints management. Nonetheless, in these situations, prisoners were notified that they could contact the General Manager or the Operations Manager in the event that they had any further inquiries.</p> <p><u>Recommendation 22 (Medium)</u></p> <p>The Centre ensures that the general prisoner population is made aware of their right of appeal under the complaints management system.</p> <p><u>Recommendation 23 (High)</u></p> <p>The Centre ensures that each complainant is formally notified about his right of appeal under the complaints management system.</p>
S17.7 Force is only used legitimately and as a last	Force appears to be used legitimately and as a last resort.

Standards	Findings
resort.	
S17.8 The use of force is monitored by the prison for location and emerging patterns and these are acted upon.	<p>The Inspectors found no evidence that the use of force is monitored for any emerging patterns or trends, although the intent of the weekly senior management team meetings is noted to be an area where such discussion can occur.</p> <p><u>Recommendation 24 (Medium)</u></p> <p>The Centre implements a process to ensure that there is regular and structured monitoring of emerging patterns or trends in respect of the use of force against prisoners.</p>
S17.9 Where force is used, trained staff use only approved techniques with no more force and for no longer than is necessary.	<p>The staff are trained in approved techniques and there is no evidence to suggest that the use of force is prolonged beyond that which is necessary. All observed and reviewed instances of use of force demonstrated the use of approved techniques only.</p> <p>At the time of the inspection those staff who were not current accreditation for control and restraint, were reported to be listed for competency training in May and June 2012.</p>

S18: 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.

Standards	Findings
S18.1 Safety Orders for security and good order purposes are only used when appropriate to the circumstances and in accordance with procedures.	<p>Inspectors reviewed IOMS regarding the use of Safety Orders at this Centre. Additionally, Inspectors observed the on site application and administration of Safety Orders.</p> <p>One issue identified by the Inspectors concerned the situation where a prisoner was transferred in on a safety order and that order was thereafter cancelled and replaced with a new order. Inspectors found that this situation had the effect of extending the timeframe in which the prisoner was put in the detention unit and, as a result, bypassed or delayed compliance with some of the requirements that relate to consecutive safety orders. In general, however, Inspectors found that the safety orders for security and good order purposes were used when appropriate and in accordance with procedures.</p> <p><u>Recommendation 25 (High)</u> The Centre ensures that there is proper administration of safety orders such that the compliance with the requirements of consecutive safety orders are not bypassed or delayed.</p>
S18.2 Prisoners are provided with information about disciplinary processes, including appeals.	Inspectors reviewed and observed a number of Breach proceedings and found that in all cases prisoners were advised of the process and of their entitlement to request a review (appeal the decision).
S18.3 Prisoners have opportunities to appeal disciplinary decisions.	See s18.2.
S18.4 Disciplinary matters including appeals are finalised in a timely manner.	Disciplinary matters are finalised in a timely manner and it was noted that breaches are stood down if the time frames are not met.
S18.5 Where appropriate to the	Inspectors observed incidents of staff intervention with prisoners and direct and effective

Standards	Findings
<p>circumstances, alternatives to disciplinary proceedings are instituted.</p>	<p>challenging of inappropriate behaviour. This was also observed to be supported by escalation to senior staff when necessary.</p>
<p>S18.6 No ‘unofficial’ or ‘collective’ punishments are used, either individually or systematically.</p>	<p>Inspectors found no evidence that prisoners were subjected to unofficial or collective punishments.</p>
<p>S18.7 Breach proceedings are conducted in a clear and fair manner always properly recorded.</p> <ul style="list-style-type: none"> ▪ Prisoners are provided, in a timely manner, the appropriate documentation and details of the allegation. ▪ Prisoners are provided with an opportunity to present their case and play an active role during breach hearings. ▪ Findings and punishments are made fairly and consistently on the evidence available and mitigating circumstances are considered. ▪ The results are explained to the prisoner. 	<p>Prisoners in all instances appeared to have been provided with the appropriate paper work, had the disciplinary process explained to them, and had the opportunity to present their case both at the hearing and review.</p> <p>Findings and punishments were observed to fair based on evidence.</p>
<p>S18.8 The use of special cells and mechanical restraints is</p>	<p>This centre does not have a soft (padded) cell. All other separation cells and mechanical restraints are used only when necessary and removed at the earliest possible time in keeping</p>

Standards	Findings
<p>properly authorised and they are only used as a last resort. Prisoners are always released as soon as use is no longer justified.</p>	<p>with safety and security.</p>
<p>S18.9 Control and restraint equipment is in good order, and a careful inventory and record of its use is kept.</p>	<p>Inspectors examined Control and Restraint equipment throughout the centre and found that it was in good order, a there was appropriate inventory and record of its use.</p>
<p>S18.10 Video cameras are used to record planned interventions requiring physical restraint.</p>	<p>Whilst Inspectors did not have the opportunity to view any planned interventions during the period of review, they did view a number of recordings when planned interventions occurred. Inspectors found evidence that the centre uses video camera and/or CCTV coverage to record planned interventions.</p>
<p>S18.11 Prisoners subject to Control and Restraint procedures or those occurring outside normal hours are seen as soon as possible by a medical staff member.</p>	<p>The Centre has 24 hour coverage by health services staff who are available to examine prisoners at all times including outside of normal hours. Inspectors reviewed a number of incidents that required force and restraints to be used and found in every case that prisoners were examined by health services staff in a timely manner.</p>
<p>S18.12 The design and build of the separation unit is suitable for its purpose and offers well maintained facilities.</p>	<p>The separation (detention) unit is of a standard design similar to those in centres throughout the state. However this facility is unique in that it has a separate exercise yard within the complex. Inspectors found that the separation unit whilst primarily designed as a “punishment” facility and is suitable for this purpose, is used to accommodate increasing numbers of prisoners on Safety Orders not subject to punishment conditions. With the exception of two cells designed for safety order use, the cells are without electricity and prisoners on Safety Orders lose privileges when placed in one. Recommendation 26 (Medium) The Agency review options for increasing access to electric power for prisoners</p>

Standards	Findings
	accommodated in the detention unit for safety reasons.
S18.13 Prisoners are received into the separation unit with the proper authorisation and for appropriate reasons. Documentation accompanies the prisoner into the unit.	The centre has a good record of being compliant with proper authorisation for the separation of a prisoner from the mainstream population. Prisoners being received into the separation unit are provided with an explanation of the rules of the unit, what to expect and the reasons for their separation.
S18.14 Prisoners under separate confinement have their wellbeing ensured by close monitoring and active management.	The separation unit is staffed at all times, log books reflect regular patrols and observation of the area and prisoners.

S19: Prisoner employment and remuneration is well-publicised, designed to improve behaviour and is administered fairly, transparently and consistently.

Standards	Findings
<p>S19.1 Staff and prisoners are clear about prisoner employment and remuneration and the criteria for assessment, selection and termination.</p>	<p>The centre's Induction Handbook informs prisoners about employment areas and how to obtain a Prisoner Employment Request Form from the unit officer. Further, they inform prisoners that work in Industries, Kitchen and Stores will be placed the workers units on the 'B' side.</p> <p>Each employment position has a Prisoner Employment Position Description detailing the duties and remuneration level. Inductions and safety checklists for those employment areas are carried out.</p>
<p>S19.2 Remuneration and employment is applied consistently and fairly across the prison.</p>	<p>The Prisoner Employment Request Form seeks a range of information from prisoners, including: -</p> <ul style="list-style-type: none"> • Whether they have had any breaches in the last 3 months • Whether they have completed the first aid and Blue or White card course • Whether they have any qualifications • Whether they have any medical conditions that may affect their ability to work • Whether they have had previous employment in any correctional centre • Whether their employment in a correctional centre has been suspended or terminated. <p>This form also provides information about the interview process with the relevant trade instructor and/or unit officers.</p> <p>The centre has a dedicated employment officer who controls the employment positions in the centre. Confidence was gained by the Inspectors with the diligence within which this position is presently being carried out. Waiting lists are controlled and linked to the First Aid & White Card training being completed in education prior to commencement of employment.</p>

Standards	Findings
	<p>The Inspectors found the protection prisoners were not made properly aware about the employment opportunities as the list of jobs on their unit notice board related to mainstream jobs.</p> <p><u>Recommendation 27 (Medium)</u></p> <p>The Centre reviews its list of available employment positions, to ensure that lists are appropriate to the particular prisoner population.</p>
<p>S19.3 A prisoner's progress or access to employment is not unnecessarily restricted because of their accommodation status.</p>	<p>As per s19.1 - prisoners working in Industries, Kitchen and Stores are moved to the workers units on the 'B' side. Prisoners are moved to take up employment in those units as part of the centre employment process.</p>
<p>S19.4 Prisoners are promoted or demoted on the basis of their behaviour. Consideration is given to the length of time a prisoner has been positively engaged in full employment.</p>	<p>The Inspectors recognise the transient nature of the prisoner profile with consideration given to prior behaviour through breach history and officer case notes.</p>
<p>S19.5 Prisoners who are demoted or terminated from employment are advised in writing of the reasons for the action. Staff consult prisoners and inform them in writing of the findings of any review.</p>	<p>The QCS Administrative Form - Employment Suspension/Termination Advice is deployed as the vehicle for advising the prisoner of the reasons for demotion or termination. However, this form does not include reference to how a prisoner can seek redress in relation to decision to suspend or terminate employment: see s19.6.</p> <p><u>Recommendation 28 (Medium)</u></p> <p>The Centre updates its suspension and termination advice to prisoners to include information as to how they can have these decisions reviewed.</p>
<p>S19.6 Prisoners can request a review of employment decisions to demote or terminate.</p>	<p>Personal interviews are given by the Employment Officer for those wishing to request a review of employment decisions.</p>

Standards	Findings
<p>S19.7 Work placements provide purposeful and structured training for prisoners and wherever possible vocational qualifications can be obtained alongside their work. In the absence of such qualifications, developed skills are recognised and recorded.</p>	<p>All workers complete the First Aid and White Card course before they are employed. Vocational training is delivered for those areas that have been funded. In-house training is given by the Trade instructors to develop skills relating to the particular industry/employment.</p> <p>Developed skills are entered into the Prisoner Employment and Training Passport which the prisoner receives to keep track of their employment and training skills whilst at AGCC. They take this Passport with them for the next employment opportunity to show behaviour and training course progress.</p> <p>Industries consist of metal work, printing, woodworking and textiles. These allow prisoners to develop useful trade skills to assist with their successful reintegration into the community.</p> <p>Inductions and in-house training is conducted by the Trade Instructors.</p> <p>The main kitchen employs 29 prisoners involved in all levels of food preparation. Comprehensive food handler training is supplied in-house as part of their induction into this area.</p> <p>The centre has developed a plant nursery with appropriate training being delivered in subjects such as pot planting; tend nursery plants, propagation activities, planting and pruning trees and shrubs. There is also animal care occurring to have prisoners improve their animal husbandry skills.</p> <p>The Inspectors observed that mainstream and protection industries' workshops, in general, had full employment.</p>
<p>S19.8 The program of employment and related training focuses on equipping prisoners for employment on release.</p>	<p>The involvement of prisoners in Industries, the Green Corrections projects, and all related courses were found to equip prisoners for employment on release in so far as they encouraged a work ethic that mirrors community expectation.</p>

S20: 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.

Standards	Findings
<p>S20.1 Food is adequate for health, varied and culturally appropriate.</p>	<p>The centre provides a standard menu which is assessed annually by an independent Dietician and Nutrition consultant. Recommendations for improvement are detailed to assist in bringing the main menu into acceptability for use for diabetic, low fat and low sodium diets. In that report it states that the other available foods through the centres canteen area used by some prisoners as the primary form of nutrition. In commenting on this, it must be noted that the menu design is similar to other QCS centres and has a detailed special diets menu to cater for those prisoners with special medical, cultural or lifestyle requirements. The results from this analysis report of the actual food provision by the centre for prisoners more than adequately meets the requirement for the required nutritional values.</p> <p>The Inspectors observed sufficient cereals and bread with some spreads to supplement the main meals.</p> <p>The Food Services Manager liaises with the PAC to include the prisoners into the decision making process for the menu construction. While this tactic was necessary to gain prisoner involvement and improve the communication between food services and the prisoners, it's ability to be controlled by the prisoner's preferences is managed by the Food Services Manager making the final determination.</p>
<p>S20.2 All areas where food is stored, prepared or served conform to the relevant food safety and hygiene regulations.</p>	<p>On the day of inspection the Inspectors found the food services main kitchen area and store rooms to be clean and well organised to a high standard.</p> <p>The centre has a Food Safety Program (FSP) implemented and well documented with records kept for all critical control areas identified. This FSP has been audited by a independent auditor in April 2011 as HACCP Certified and has issued a Certificate of Registration for HACCP Code: 2003 for a period of 3 years.</p>
<p>S20.3 Prisoners with approved special dietary requirements have meals properly prepared</p>	<p>Medical diets are requested by the Health Centre with religious and lifestyle diets signed off by the General Manager or delegate as per the QCS procedure.</p>

Standards	Findings
and served.	<p>The preparation of these meals is carried out by two designated prisoner Special Diets Cooks in the main kitchen under the direction of one of the GEO Cook Supervisors on duty. A separate special Diets menu is documented and relates to the centres main menu with meal substitutions as required. A labelling system is in place to ensure the correct special diet meal is delivered to the correct prisoner.</p> <p>There is some comment made in PAC meeting minutes relating to diet meals not being sent to units, however it was discovered that this was the result of prisoners moving units and not informing the kitchen.</p> <p>The MSU and DU have individually plated meals that are prepared in the main kitchen and delivered to the respective units in thermal boxes. Staff then issue these directly to prisoners, and Inspectors observed special diet meals being delivered to MSU prisoners.</p>
S20.4 All areas where food is stored, prepared or served are clean, properly equipped and well managed.	<p>Food is delivered in two food delivery systems:</p> <ol style="list-style-type: none"> 1. Stainless steel electric heated mobile hot boxes - which are plugged in and heated in the main kitchen trolley room to bring to heat before the meal is placed in them for pick-up. (This system can fail if the trolley is not delivered to the unit within a reasonable time frame e.g. musters not correct). 2. Polycarb thermal retention hotboxes - which retain the food temperature for a period of time depending on the temperature of the food product placed in them. While this system will hold food hot for a longer period of time some food items will keep cooking if left for a longer period which results in e.g. overcooked vegetables. <p>Unit kitchens had a range of cooking equipment (some purchased by PAC funds) - a grill plate, electric frypans, microwaves, and toasters for the use of by prisoners during and outside of meal times for food products they can purchase from the canteen.</p> <p>The Inspectors evidenced unit kitchens being cleaned and in general all unit food preparation and serving areas were of a high standard of cleanliness. Cleaning equipment was available and Job Descriptions were on show. Unit staff controlled the employment of appropriate prisoners to work in the unit kitchens.</p> <p>Some older units require ongoing maintenance, painting and refurbishment of outdated and unused bain marie systems.</p>

Standards	Findings
<p>S20.5 Prisoners and staff who work with food are health screened and trained, wear proper clothing and prisoners are able to gain relevant qualifications.</p>	<p><u>Recommendation 29 (Medium)</u> The Agency and the Centre remove the outdated and unused equipment from the accommodation area (ie bain marie system).</p> <p>Prisoners employed in the main kitchen self disclose any medical conditions that may affect their ability to work, as per - the Prisoner Employment Request Form.</p> <p>Inductions are carried out in the kitchen prior to commencing work. This induction includes a presentation of a DVD for food handler, food safety requirements with a document of the kitchen rules and regulations.</p> <p>GEO qualified cooks are employed to ensure the Food Safety Program is carried out.</p> <p>The Inspectors evidenced the prisoners wearing the supplied clothing with hats, aprons and gloves being used.</p> <p>The relevant training to the level required is given in-house by the GEO Cooks for the prisoner's team position. The centre does not offer hospitality training due to the high turnover of these remand prisoner's being approximately 1/3 of the 31 workers each fortnight.</p>
<p>S20.6 Prisoner complaints about food are investigated and if required, remedial action is taken.</p>	<p>Food complaints are investigated immediately by the Food Services Manager and logged into the Complaints Log in the Food Services Managers office. On inspection this log contained more compliments that complaints. A good communication strategy with the PAC has been implemented that has improved the food services issues being dealt with effectively.</p> <p>Consultation with PAC confirms this process and the input into the menu design. The Inspectors gained feedback from individual prisoners with general comment that the food is of a good standard. Some individual dislikes of certain menu items were voiced.</p> <p>PAC minutes confirm that food complaints are dealt with. Most PAC complaints regard units not receiving enough cereals or condiments which can be requested by the unit officer to Food Services for extra to be sent.</p>
<p>S20.7 Meals are served at appropriate times during the day.</p>	<p>Breakfast - 0710-0730 after unlock Lunch - 1130-1200 after Muster</p>

Standards	Findings
	<p>Dinner - 1630-1700 after Muster</p> <p>The prisoners, as per s20.1 have access to supplementary foods to take into their cells.</p> <p>The Inspectors have a concern about the 1630-1700 dinner timing as there is approximately a 14 hour time period before the next meal. This could affect some prisoners on some medications.</p>
<p>S20.8 Prisoners are able to dine in association (except in exceptional circumstances).</p>	<p>All unit kitchens and meal servery points' adjoin communal dining areas. The new units have sufficient tables and chairs for the unit states except in the case of the recent double ups. The older units do not have sufficient tables and chairs for all prisoners to dine in association.</p> <p><u>Recommendation 30 (Medium)</u></p> <p>The Agency and the Centre undertake a review of the availability of chairs and tables for prisoners in the Centre's older accommodation unit common areas such that a sufficient number of tables and chairs may be made available to prisoners.</p>
<p>S20.9 Staff supervise the preparation and serving of food in order to prevent tampering with food and other forms of bullying.</p>	<p>Food preparation in the main kitchen is supervised by trade qualified GEO Cooks to ensure a high standard of meal preparation occurs. The prisoner employment system is used to ensure that the scrutiny of individual prisoners applying to work in the kitchen is in place so the better behaved prisoners are employed.</p> <p>At the time of inspection, the supervision of the serving of meals in the general units was not observed. Unit staff are present in the unit at meal times. Discussion with individual prisoners (main stream & protection) indicated that there was no issue with prisoners being bullied or stood over for their food or to tamper others food before serving.</p>

S21: Prisoners can purchase a suitable range of goods at reasonable prices to meet their diverse needs.

Standards	Findings
<p>S21.1 Prisoners have access to a wide range of products on offer and the range and cost of items are comparable to that of a local supermarket.</p>	<p>The range of products available on the canteen list is comparable to and in some lines more extensive than other centres with other chilled products; eggs, cheese and cream are also available. The centre complies with the product pricing regulated through Financial and Administrative Services who administer the QCS Prisoner Trust Accounting System (PTAS).</p>
<p>S21.2 The list of goods available to prisoners is publicised prominently in every accommodation area. Any price changes during the last twelve months can be justified by changes in prices outside the centre and any restrictions on products are based on sound evidence.</p>	<p>Buy-up forms and Sales to Prisoners (STP) Trust Account applications are available in all units. A state wide quarterly review is conducted before price adjustments can be made through the PTAS system. Prisoners are consulted through the PAC in regard to product and price changes on a quarterly basis.</p>
<p>S21.3 The range of goods available reflects the diverse needs of the prisoner population.</p>	<p>Given PAC is consulted regarding the range of products available for prisoners and that there was evidence of this fact through the PAC minutes, inspectors found that the range of goods available for prisoners is acceptable.</p>
<p>S21.4 Any prisoner who arrives at reception without private money is offered an advance of up to the approved amount to use in the centre canteen, with repayment staged over a</p>	<p>A reception buy-up pack is available for prisoners who do not have money. There is a standard hygiene pack available for prisoners at a cost of \$1.95. The pack includes shampoo, soap, 2 envelopes and a biro. In addition, a pack that includes tobacco and papers is available for prisoners at a cost of \$23.59. Payment for the latter pack is staged where the first remuneration/amenities payment is either made 21 days after reception, or immediately where the prisoner has been transferred from another centre.</p>

Standards	Findings
period of time.	
S21.5 If prisoners are absent from the centre on any form of authorised absence on the day they would normally use the canteen, they are able to order purchases on the same day, and receive all items ordered by the following day.	An exception buy-up is organised if the prisoner is absent from the centre. All exception buy ups are done and picked up by the unit officer on the same day as the buy up form is received at the Canteen.
S21.6 Prisoners can use the centre canteen or place orders with it at least once a fortnight.	The centre canteen operates a weekly buy-up routine. The Finance & Administration Manager controls the purchase of authorised goods in regard to the Sales to Prisoners (STP) process on a weekly basis.
S21.7 All prisoners are able to access accurate and up-to-date records of their finances.	All unit staff have access to and can print off an up-to-date Trust Account report through the PTAS system.
S21.8 Prisoners are able to order items from catalogues, and are not charged an administration fee if they do so.	There is a Sales to Prisoners (STP) process in place through the centres Trust Accounts area. Catalogues are available to prisoners and there is no administration fee.
S21.9 Attendance at the canteen or delivery of bagged items is appropriately supervised by staff.	The canteen bag the prisoners buy-ups and deliver them to the units where the unit officers distribute them to the prisoners.
S21.10 Prisoners can buy all approved magazines.	The approved magazine list is controlled by the Finance & Administration Manager and is printed on the Application to Expend From Trust Account form. This list is compliant with QCS Procedure.

Standards	Findings
S21.11 A wide range of approved hobby materials is available, and prisoners can purchase approved hobby materials from external sources.	Sketch books, Pencils - colour, Graphite sketch kits, Match sticks and Hobby Glue are available for purchase on the buy-up form. This supports the activities available in the centre.
S21.12 Staff systematically consult with prisoners/prisoner representatives (PAC) about what items they would like to see on the shop list or available through alternative means.	Inspectors found evidence in the PAC minutes of discussion around suitable items to be considered for the Buy-up and STP lists. The centre was consistent in consultation and resolution; with this process being in line with the three monthly PTAS review.

S22: Resettlement underpins the work of the whole establishment, supported by strategic partnerships in the community and informed by assessment of prisoner risk and need. 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.

Standards	Findings
<p>S22.1 There is a whole of centre approach to resettlement and centre staff work collaboratively and with community based agencies to maximise resettlement outcomes for prisoners.</p>	<p>Inspectors understand that AGCC is not contracted deliver a transitions package. Nonetheless, the Centre of its own initiative has developed a support tool to help address resettlement issues for prisoners. The Exit Pack Documents Checklist allows prisoners to gain assistance in achieving:</p> <ul style="list-style-type: none"> • Birth certificate application • Licence renewal • Resume • Centrelink • Accommodation • Support services rehab information • Centrecare employment group • Bank account with CBA • Medicare • Tax file number • ABN
<p>S22.2 The type and range of resettlement services provided for prisoners is based on an up-to-date assessment of their</p>	<p>Prisoners self-refer to obtain an Exit Pack Documents Checklist. The centre then provides assistance to the prisoner to have these processed.</p> <p>The Centre has also created a Transitions Clerk position at the centre. This clerk position is occupied by a prisoner and is remunerated. The position's duties include assisting prisoners with document preparation for transitional services, and to assist with finding suitable</p>

Standards	Findings
resettlement needs.	transitional resources. Further, Inspectors found that the counselling services provided by the Centre cover assistance for those prisoners who have housing and centrelink requirements.
S22.3 The provision of interventions and programs, especially those intended to address offending behaviour, is timely, appropriate and sufficient to meet the assessed needs of the prisoner population. Prisoner access to interventions and programs is fair and well managed.	As a remand population, the centre does not deliver criminogenic intervention. However, as per s13.2, the centre offers a variety of self development programs. Some of these programs are psycho-educational and focused upon behavioural change. For example, the ATSI Counsellor delivers the Ending Offending program which has been specifically designed for the Indigenous prisoners.
S22.4 Centre managers provide the strategic overview and direction necessary to ensure the resettlement strategy is implemented, monitored and reviewed.	As noted in s22.1, there is no requirement for AGCC to deliver upon a transitions package. Inspectors found that the implementation of the Exit Pack Documents Checklist is promoted through the management structure.
S22.5 Monitoring of the quality and outcome of resettlement services and the development of policy and practice include taking account of the views and experiences of prisoners, counsellors, psychologists, Prisoner management and centre managers.	Inspectors did not find evidence that any centre-based assessment occurs to determine the needs of the population.

Standards	Findings
<p>S22.6 The centre provides adequate through-care services such as Transitions and Pre-Employment Assistance Programs (PREAP) for prisoners.</p>	<p>AEVET do not deliver any funding to AGCC for the PREAP program.</p>
<p>S22.7 A broad and relevant education program is available.</p>	<p>As per s13.1.</p>
<p>S22.8 Prisoners are able to access Transitions services that provide assistance and advice in finding accommodation after release.</p>	<p>As per s22.1 and s22.2.</p>
<p>S22.9 Specialist accommodation services are available to assist prisoners in finding new accommodation for those who have no fixed abode on release.</p>	<p>As per s22.1 and s22.2.</p>
<p>S22.10 A suitable training/learning environment is provided to prepare prisoners for employment, training or education after release. Opportunities that are available for prisoners are relevant and based on a needs assessment.</p>	<p>As noted in s19, there are limited employment opportunities for prisoners. Nonetheless, the opportunities that are available are, in general, suitable and increase the employment prospects of the relevant prisoners.</p> <p>The transitional nature of the population requires innovative practices to provide targeted vocational training.</p> <p><u>Recommendation 31 (Medium)</u> The Centre in consultation with the Agency implement a process where regular attention is</p>

Standards	Findings
	paid to the vocational opportunities available to prisoners within the centre, to achieve employment and vocational training that reflects current community need.
S22.11 Prisoners are able to access services that provide assistance, advice and information on finding employment, training or education after release.	Referral through to Centrecare, Centracare and Advance2Work assistance is available for prisoners.
S22.12 Specialist services are effective in placing Prisoners into education, training and actual, viable employment after release.	As per s22.11.
S22.13 Subject to risk assessment and identified need as part of a formal resettlement plan, all Prisoners have the opportunity to apply for work or education in the community during at least their last three months of sentence.	As a remand centre, AGCC does not create resettlement plans for prisoners. Further, non-sentenced prisoners do not, in general, have offender management plans (which include transitional and resettlement goals and support).
S22.14 All prisoners have an opportunity to undertake an integrated Transitions program prior to release. Courses are tailored to meet the needs of the population.	The Agency criteria for reintegration services requires that prisoners are sentenced in the first instance. As AGCC is a remand centre, the Agency funding for reintegration support (such as the Transitions Program and Transitional Support Services) does not extend to this centre.
S22.15 The last Offender	N/A

Standards	Findings
<p>Management Plan Review prior to discharge identifies specific needs upon release. Where specific needs are identified, staff make contact with relevant services and voluntary agencies that assist Prisoners during their first weeks in the community.</p>	
<p>S22.16 Discharge planning for parolees with health and social care needs includes contact with probation and parole for monitoring while on parole.</p>	<p>Inspectors did not find evidence of this, however the centre provided information to suggest that linkages between Health Services Staff and Probation and Parole occur.</p>
<p>S22.17 There are arrangements in place for appropriately managing Prisoners who require palliative and end of life care on release.</p>	<p>During the period of inspection, Inspectors did not find such examples in the prisoner population.</p>
<p>S22.18 Prisoners identified as suffering from serious and enduring mental illness are referred to mental health professionals on release.</p>	<p>Irrespective of the remand / sentencing status of prisoners, Prison Mental Health Service (PMHS) are involved in discharging clients in their service.</p>
<p>S22.19 Prisoners are encouraged to open a bank account before their release, if necessary. Assistance is</p>	<p>As noted in s22.1, prisoners can self-refer to the Exit Pack Documents Checklist, which can provide them with assistance to open a bank account.</p>

Standards	Findings
provided with this.	
S22.20 Prisoners have easy access to accurate information and shopfront services about all the resettlement services.	<p>Inspectors found that the self-promotion of the resettlement services in the centre was active, although potentially based upon the enthusiasm and energy of an individual staff member. However, there was a lack of signage regarding referral to this support service.</p> <p><u>Recommendation 32 (Medium)</u></p> <p>The Centre in consultation with the Agency improves the communication and promotion of available resettlement services for prisoners.</p>
S22.21 Prisoners with an identified need can access accredited programs/interventions aimed at improving parenting skills and relationships.	As per s13.1.
S22.22 Children/family days are available.	Special Family visit sessions are available for all prisoners at Christmas. Several sessions are available to cater for different prisoners requiring this benefit.
S22.23 Preparation for interventions takes account of each Prisoner's learning style, motivation and capacity to change. Diversity and other individual needs such as learning disabilities are actively assessed and plans put in place to minimise the impact of potentially discriminatory or disadvantaging factors.	Inspectors found the centre to provide reasonable support in preparing prisoners for program participation. Further, Inspectors found that support structures - including staff and peer support - were well utilised.
S22.24 Prisoners moving to resettlement are given	N/A

Standards	Findings
<p>support to reduce institutional dependence and are able to prepare for reintegration into the community.</p>	
<p>S22.25 Prisoners understand their sentence, including the opportunities and terms of early release, and the consequences of breach of parole. Returned parolees are quickly identified, and promptly receive documented explanation about reasons for return, their right to make representations or appeal.</p>	<p>It is rare that prisoners are sentenced within AGCC, and in usual circumstances, those on return to prison warrants would not be accommodated at the centre.</p> <p>Inspectors found however, that in the case of the current double-up, where up to 40% of the population was on a return to prison warrant, sentence management staff gave appropriate support, through induction, request facilitation, and provision of pre-release information.</p>
<p>S22.26 Prisoners subject to parole conditions on release have the requirements of the parole conditions explained to them and have an opportunity to discuss their rights and responsibilities prior to release.</p>	<p>Inspectors found that where a prisoner was discharged to such an order (or similar such as bail with conditions) from this centre, they were appropriately advised of the requirements of their order, and provided sufficient time and encouragement to seek clarification.</p>
<p>S22.27 Suitable clothes and bags are available to discharged prisoners who do not have them.</p>	<p>The reception store has a range of clothing available that can be provided free to prisoners on discharge in circumstances when their clothing is inadequate or unavailable. Additionally, the centre provides discharged prisoners with, in appropriate circumstances, a fabric carrier bag.</p>
<p>S22.28 Facilities are available</p>	<p>The centre washes all prisoners clothing upon reception. Further, a prisoner may request to</p>

Standards	Findings
<p>before discharge to launder clothes that have been in storage for long periods.</p>	<p>have their clothing laundered when going to court or when being discharged.</p>

S23: 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. Prisoners serving sentences of 12 months or more have an Prisoner 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.

Standards	Findings
<p>S23.1 Security classifications are no higher than is necessary to meet the risk presented by the prisoner.</p>	<p>As a remand centre, AGCC processes initial classifications. Where a prisoner remain on remand for more than one year, the prisoner is re-classified. Given the population demographic, most prisoners are classified high, and Inspectors find this to be appropriate.</p>
<p>S23.2 Application of procedures for deciding security classifications are as transparent as circumstances permit and provide adequate descriptions of the reasons for classification in a language that can be understood by the prisoner.</p>	<p>The centre provides adequate reasons for decision making in regard to classification. The Inspectors observed the initial classification forum with the prisoner, and this process was found to be informative and inclusive of the prisoner. The sentence management officer discussed the following with each prisoner:</p> <ul style="list-style-type: none"> • The reason they are in custody (reading out from the charge sheets) • Reading out their criminal history • Explaining the legal system and how it works • Explaining the classification system and how the graduation through prisons occurs • Querying their legal access and support • Querying their family / community support • Explaining bail options. <p>Inspectors found this to be a very positive forum in which prisoners were offered the opportunity to engage, and offered a copy of their legal documentation (such as charge sheets), if they requested such through a request form.</p>
<p>S23.3 All convicted prisoners serving 12 months or more</p>	<p>As a remand centre, AGCC do not furnish offender management plans for prisoners. Where an offender management plan is required (for example, in relation to maximum</p>

Standards	Findings
<p>requiring an Prisoner management plan have one in place which is regularly monitored and reviewed at least annually.</p>	<p>security prisoners), the centre has bring-up system to ensure that the plan is developed, monitored and reviewed.</p>
<p>S23.4 All prisoners, including unconvicted prisoners, have their security classification and escape risk assessed and placed on IOMS.</p>	<p>The centre produces SM-DMR documents through the IOMS system.</p>
<p>S23.5 All prisoners required by procedure to have a written offender management plan have a plan that specifies how their specific goals to meet resettlement needs will be met during and post custody. Offender management plans take account of existing risk and needs assessments and plans relating to the management of the prisoner.</p>	<p>As per s23.3.</p>
<p>S23.6 Assessments and offender management plans are completed within 21 days. Reviews take place at suitable intervals and following any significant change in circumstances.</p>	<p>N/A</p>

Standards	Findings
<p>S23.7 Assessments and Offender management plans are produced and reviewed jointly with the prisoner. Prisoners are enabled to actively participate in the Prisoner management planning process including attendance at interviews.</p>	<p>N/A</p>
<p>S23.8 Offender management plans contain outcome-focused targets that identify appropriate interventions to address reduction of harm and risk of re-offending and to promote successful resettlement.</p>	<p>N/A</p>
<p>S23.9 Prior to discharge, prisoners assessed as presenting a high risk of harm to others (e.g. DPSOA) are informed of the arrangements for managing their risk and the implications for them personally.</p>	<p>It is rare for such high risk prisoners to be released from AGCC because it is a remand centre. Nonetheless, Inspectors found that evidence existed of sound pre-release liaison with prisoners who had specific pre-release requirements.</p>
<p>S23.10 Interventions with prisoners are delivered in an appropriate sequence, in a suitable environment and meet professional or other agreed quality standards.</p>	<p>AGCC does not provide criminogenic intervention as it is a remand centre. Nonetheless, AGCC aims to deliver self development and life skill programs, which are based on self-referral.</p>

Standards	Findings
S23.11 Each prisoner with an Offender management plan works in conjunction with an identified member of staff who is responsible for ensuring that Prisoner management plan goals are prioritised, implemented and achieved.	N/A
S23.12 There is a high level of integration between offender management planning and other functions within the prison. Key decisions about individual prisoners should reflect the goals of their offender management plan.	N/A
S23.13 Information about prisoners is managed and stored with respect for confidentiality.	Inspectors found that the management of offender files to be well organised. Further, these files were well secured and access was limited to genuine work purposes.
S23.14 Offender management planning and preparation for release are not unnecessarily disrupted by unplanned transfers.	N/A
S23.15 Prisoners experience continuity in the delivery of interventions especially following transfers between	N/A

Standards	Findings
<p>establishments and on release into the community. Decisions to depart from the agreed offender management plan are made as a last resort and are recorded and justifiable based on the Prisoner's needs and changing circumstances.</p>	
<p>S23.16 Prisoners who have their parole revoked are transferred to placement centres or regular accommodations as soon as possible after return to custody and are subject to a review of their offender management plan.</p>	<p>AGCC does not usually have this profile of prisoner within its population. However, where double-up occurs, AGCC receives return to prison parolees. To manage this group of prisoners, AGCC processes classifications but the relevant prisoner must wait for transfer prior to having their offender management plans updated.</p>
<p>S23.17 Wherever possible, prisoners are given the opportunity to spend their last months in custody in the area or region where they will be discharged.</p>	<p>N/A</p>
<p>S23.18 Prisoners who face an indeterminate sentence are identified on remand, given support and have the elements and implications of an indeterminate sentence explained to them.</p>	<p>This is largely irrelevant as those on indeterminate sentences are not within the remand population. However, there are occasions where prisoners are returned from court to AGCC, and prior to their transfer to BCC, are given information from sentence management staff in regard to the outcomes of their court decisions.</p>

Standards	Findings
S23.19 Classification and centre placement decisions are clear, objective, fair and can be challenged by prisoners where information is in dispute.	As per s23.3.
S23.20 Transfer i.e. Secure to Low custody decisions are made following consultation with staff who know the individual Prisoner and with the Prisoner themselves.	N/A
S23.21 Indigenous prisoners are held in the most convenient local prison for their domestic and legal visits.	N/A
S23.22 Sentenced prisoners are allocated transfers according to their individual needs.	N/A
S23.23 Classification and transfer decisions are explained in writing and verbally, in a language that the prisoner understands.	As per s23.3.
S23.24 Prisoners are placed in the lowest appropriate security category.	As a remand centre, it is common for prisoners to be classified high whilst awaiting court outcomes.
S23.25 Prisoners have their classification reviewed	Inspectors found that classifications were reviewed on an annual basis.

Standards	Findings
<p>annually and are also reclassified whenever there is a change in risk.</p>	
<p>S23.26 A range of criminogenic interventions programs are in place to enable suitably assessed Prisoners to address those behaviours which may contribute to their offending.</p>	<p>N/A</p>

HEALTH (PRIVATE CENTRE)

Standards	Findings
<p>S24.1 Health services are provided to cater for the assessed needs of the prison population.</p>	<p>Inspectors found accessible health services being provided in the centre. There is a wide range of health needs given the diversity of the population and the resources would appear to meet these needs.</p>
<p>S24.2 Joint working arrangements between the centre and any external health providers take account of and adhere to Queensland Health quality and regulatory frameworks.</p>	<p>As Inspectors are not qualified in this area, they refer to the independent audit (commissioned by QCS Contracts Management): Audit report - Medical and Health services, Arthur Gorrie Correctional Centre completed by Indigo Flame International Pty Ltd, Certified Consultant, Queensland Health. This report found compliance with this standard.</p>
<p>S24.3 All prisoners have equity of access to health services.</p>	<p>Inspectors found a fair and reasonable system for prisoners to access health services. Upon reception, each prisoner is assessed by health services, and further health services support is referred from this assessment, or requested through a request form by the prisoner.</p>
<p>S24.4 Patients are cared for in conditions that are accessible to all and that maintain decency, privacy and dignity.</p>	<p>At the rear of the health centre, there were 2 single cell observation rooms, and 2 communal observation rooms. In the communal rooms, Inspectors found that prisoners had access to a television and mattresses only. It is understood that these rooms are used for accommodating at risk prisoners, and access to the amenities in these rooms was by request to correctional staff.</p>
<p>S24.5 The facilities and cleanliness of all rooms used for health services are consistent with the promotion of health and well being and have appropriate infection control</p>	<p>Inspectors found the health centre to be well maintained and hygienic.</p>

Standards	Findings
facilities.	
S24.6 Patients are treated with respect in a professional and caring manner that is sensitive to their diverse needs.	<p>When accessing the health centre, prisoners are first co-ordinated by correctional officers who record their arrival and then have the prisoner remain in the waiting room until the medical practitioner is ready. Inspectors found these correctional staff to be well organised and polite in their interactions with prisoners.</p> <p>Inspectors observed health centre staff to engage in a professional manner with all prisoners, displaying empathy and sensitively delivering this service.</p> <p>AGCC also employs prisoner buddies in this specific area, to support the activity within the health centre, and the prisoners who are being accommodated within this location. An example of this during the inspection, was a prisoner in the single observation cell detoxing from alcohol. The buddy was required to regularly engage with this prisoner (to provide human engagement), and assisted with food provision.</p>
S24.7 Each health services centre has a nurse or health services coordinator with sufficient knowledge, skills and experience.	AGCC employs a Health Services Manager who is a member of the senior management team.
S24.8 Prisoners are given information about centre health services, in a format they are able to understand, which explains how to access services.	<p>On reception the prisoners are given information in regard to their initial treatment or the offer to see the doctor for any reason.</p> <p>The prisoner Induction Handout and Induction session delivered by a Registered Nurse (RN) the day after reception explains how to access health services.</p>
S24.9 Patients are involved and consulted when planning their own care and treatment.	On reception the prisoners are asked if they wish to see the Doctor for any reason, with this being arranged within 7 days. Inspectors did not observe individual care and treatment for privacy reasons.
S24.10 Clinical governance arrangements are in place,	Inspectors found that as per Audit report in S24.2, a clinical governance model is in place with the GEO Clinical Governance Advisory Committee (CGAC) providing oversight for health services within GEO facilities.

Standards	Findings
which include the management and accountability of centre staff.	
S24.11 Every prisoner has a clinical record containing an up-to-date and comprehensive assessment and care plan (if required), including health history.	<p><i>Inspectors found that as per Audit report (section 3.7 Reception Medical): On reception to AGCC, every offender is seen by a Registered Nurse and a Counsellor. A 'Medical in Confidence' instrument is completed and appropriate referral or timely treatment is provided as required from information noted. Medical information is recorded in the Health and Medical Services component of IOMS and this task is restricted to medical staff only.</i></p> <p>The Health Centre Manager advised that a comprehensive Health Management Plan is now being completed by each offender on reception. This document represents a signed declaration by the offender that they have had medical and infection control procedures at AGCC explained to them, as well as notification by them of any relevant medical or psychiatric history.</p>
S24.12 All clinical records (including dental and pharmacy) are kept securely in accordance with privacy policies. Access is limited to those with a demonstrable need to know.	<p><i>Inspectors found that as per Audit report (at section 3.3) the centre have achieved this standard.</i></p>
S24.13 Clinical records of prisoners who have left the centre should be stored in accordance with privacy and confidentiality requirements in a way that enables retrieval and amalgamation with a current clinical record if the prisoner returns.	As per S24.15.

Standards	Findings
<p>S24:14 Prisoners know how to comment/complain about their care and treatment. They are not discouraged from doing so and are supported to do so when necessary.</p>	<p>Inspectors received many complaints from prisoners regarding health services whilst conducting the inspection. These complaints were raised during both PAC meetings, and on an individual basis with Inspectors during the inspection. The most common issues regarded the waiting time to see the doctor or a dentist, and insufficient volumes and strength of medications.</p> <p>A review of PAC minutes identifies that information was given to PAC (on 20.03.12 protection meeting) in regard to: <i>Information about the role and function of the Health Quality and Complaints Commission is readily available to prisoners.</i> Further, a health services representative is invited to the PAC where a health issue is raised, however, this representation is not a usual component of the PAC meetings.</p> <p>Individual complaints were investigated by the Inspectors as case studies. In most cases Inspectors found that misinformation had been provided by the prisoners regarding their health care, and adequate medication appeared to be provided. These issues in reality were found to be attributed to prisoners demanding immediate attention to their substance or medical needs. There was only one such case study that the Inspectors found to be related to deficient service delivery from health, however all others were found to deliver a service with the same urgency as in the public health sector.</p> <p>As a result of the numerous complaints and the investigation undertaken, the Inspectors are concerned that prisoners have a low perception of the centres Health Services. Inspectors do not find that health services deliver an inadequate service, however there is a definite theme within the centre that prisoners believe they are not getting a health service to their expectations. This was apparent to Inspectors from newly received prisoners through to those who had been in the centre for some time.</p>
<p>S24.15 Systems are in place for prevention of communicable diseases. In the event of an outbreak of a communicable disease, the response is prompt and effective, in liaison with local public health</p>	<p><i>Inspectors found that as per Audit report (at section 3.8) the centre have achieved this standard.</i></p>

Standards	Findings
services, including the identification and tracing of contacts.	
S24.16 Confidentiality is maintained in the best interests of the patient and the requirements of public protection.	As per S24.15.
S24.17 Information sharing protocols exist with appropriate agencies to ensure efficient sharing of relevant health care information.	<i>Inspectors found that as per Audit report (at sections 3.9, 3.10 and 3.13) the centre have achieved this standard.</i>
S24.18 Out of hours and emergency medical cover is well organised, responsive and effective.	AGCC employs a General Practitioner to provide a 24 hour on-call service to support nursing staff.
S24.19 The prisoner's GP and any relevant care agencies are contacted at the beginning of custody, with the prisoner's consent, to provide relevant information to ensure continuity of care.	The Health Services Manager indicated that if a prisoner voluntarily devolved information that they needed continuous treatment for pre-existing medical treatments then this would be followed through to gather the information required, from outside agencies, for advise to the GEO Doctor.
S24.20 An effective appointment system is in operation, which ensures that consultations take place at times that allow	All offenders received into AGCC are triaged by a Queensland Health Registered Nurse (RN) for the purpose of clinical and at risk assessment. If any conditions are identified, they are referred to the Visiting Medical Officer (VMO) for review at the next available clinical session. Furthermore, offenders are advised that any request for future medical

Standards	Findings
enough patient contact time.	examination should be submitted on the appropriate request form to the RN during one of their regular visits (twice daily) to accommodation units. The RN will recommend priorities to the VMO based on triage assessment in the unit. The Inspectors obtained evidence of the doctors list (document triaged and collated by the night RN) from the prisoner requests to see the doctor through the daily RN unit visits. It is noted that this is one area of contention amongst prisoner complaints.
S24.21 Prisoners who require it are given help with continence needs.	Inspectors did not find any prisoners requiring this support.
S24.22 Health professionals ensure discharge documentation is completed on time.	Inspectors found evidence that health records were being managed through RecFind and IOMS, and files are archived at discharge.
S24.23 All prisoners receive a pharmacy service equivalent to that in the community and that information about the benefits and risks of medications, and the self-administration of medication are available.	<i>Inspectors found that as per Audit report (at section 3.11) the centre have achieved this standard.</i>
S24.24 Prisoners prescribed long-term medications receive them without gaps or delays including when going to court or when transferring from one centre to another.	Inspectors did not find any evidence to the contrary.
S24.25 Systems are in place to ensure that medicines are	<i>Inspectors found that as per Audit report (at section 3.11) the centre have achieved this</i>

Standards	Findings
<p>handled safely and securely. There is safe pharmaceutical stock management and use.</p>	<p><i>standard.</i></p>
<p>S24.26 Prisoners receive dental treatment at least to a standard and range equal to that of Queensland Health.</p>	<p>As noted previously, there is a perception by prisoners of inadequate care and access to dental services, however Inspectors did not find corroborating evidence of this.</p>
<p>S24.27 Health services bed spaces should not form part of the centres normal accommodation and admission should only be on assessment of clinical need.</p>	<p>The individual and communal rooms in the health centre are used for short term accommodation only.</p>
<p>S24.28 Prisoners who have appointments and continuing treatment with specialist services are not moved unless appropriate arrangements are available in the new establishment to ensure continuity of care.</p>	<p>As a remand centre, AGCC have little control over the timeliness of transfers for prisoners.</p>
<p>S24.29 The health centre facilitates supported accommodation for those experiencing difficulty with life in regular accommodation units.</p>	<p>The centre has two Special Needs units for mainstream and protection and those requiring additional support are accommodated in these units.</p>
<p>S24.30 Mental health services include primary, secondary</p>	<p>PMHS delivers a service through the Health Centre to the prisoners of AGCC.</p>

Standards	Findings
and tertiary services.	
S24.31 Mental health services are provided by specialist staff in liaison with the primary care team and custodial staff.	As per S24.11.
S24.32 Prisoners with mental health problems are transferred to specialist secondary and tertiary care if clinically indicated. If they have to be moved to another centre their care is not compromised.	As per S24.11.

APPENDIX B

Arthur Gorrie Correctional Centre Full Announced Inspection Recommendations

1	Medium	The Centre reviews its induction process such that more information is presented to prisoners in the form of visual aides.
2	Medium	The Centre ensures a process exists to induct each prisoner into each new accommodation placement
3	Medium	The Agency considers infrastructure and other limitations when doubling-up the facility, and plan to minimise these impacts as far as practicable.
4	Medium	The Centre implements a regular inspection of bedding and linen such that they are hygienic and well maintained.
5	Medium	The Centre ensures that a second issue of bedding is offered to prisoners in accommodation units which do not have air conditioning during Winter.
6	Medium	The Agency and the Centre ensure that all accommodation blocks are assessed regarding the condition of the paintwork and cleanliness and those requiring maintenance are promptly both cleaned and, where necessary, painted under the condition-based maintenance plan.
7	Medium	The Centre reviews all noticeboards and ensure that clear and current information is displayed.
8	Medium	The Centre ensures that suitable stock exists for issue to prisoners within the reception timeframe.
9	Medium	The Centre updates its visitor information booklet such that the booklet gives the address of, and provides directions to, the facility.
10	Medium	The Centre updates the visitor information booklet such that the booklet sets out the criteria for suspending or banning visitors.
11	High	The Centre review its Complaints Management system practices such that the database accurately reflects all submitted complaints.
12	Medium	The Centre removes all green envelopes and reference to this system.
13	Medium	The Centre reviews the information provided to prisoners regarding requests and complaints, such that there is accurate and consistent messages.

14	High	The Centre ensure that blue envelopes can be anonymously accessed by all prisoners within all accommodation units
15	Medium	The Centre implements a process of using the PADD dogs to drug scan all incoming prisoner property
16	Medium	The Centre sources additional meaningful activities for prisoners to participate in whilst accommodated at the centre
17	High	The Centre review its allocation of legal library resources such that there are higher levels of updated and relevant legal materials available for prisoners, including updated contact details for legal practitioners in Queensland.
18	High	The Centre reviews its allocation of legal library resources and ensure that a process is in place to equitably share these resources across the facility.
19	Medium	The Centre ensure that a procedure is implemented to plan for alternative activities when access to the oval or gym is closed.
20	Medium	The Centre reviews its scheduling and access for all prisoners to hobbies, arts and crafts, to ensure equity
21	High	The Centre reconcile prisoners access to the standard 10 our-of-cell hours and provide evidence to the agency that it is complying with its obligation to provide 10 hours of out of cell time for prisoners.
22	Medium	The Centre ensures that the general prisoner population is made aware of their right of appeal under the complaints management system.
23	High	The Centre ensures that each complainant is formally notified about his right of appeal under the complaints management system.
24	Medium	The Centre implements a process to ensure that there is regular and structured monitoring of emerging patterns or trends in respect of the use of force against prisoners.
25	High	The Centre ensures that there is proper administration of safety orders such that the compliance with the requirements of consecutive safety orders are not bypassed or delayed.

26	Medium	The Agency review options for increasing access to electric power for prisoners accommodated in the detention unit for safety reasons.
27	Medium	The Centre reviews its list of available employment positions, to ensure that lists are appropriate to the particular prisoner population
28	Medium	The Centre updates its suspension and termination advice to prisoners to include information as to how they can have these decisions reviewed.
29	Medium	The Centre in consultation with the Agency remove the outdated and unused equipment from the accommodation area (ie bain marie system).
30	Medium	The Agency and the Centre undertake a review of the availability of chairs and tables for prisoners in the Centre's older accommodation unit common areas such that a sufficient number of tables and chairs may be made available to prisoners.
31	Medium	The Centre in consultation with the Agency implement a process where regular attention is paid to the vocational opportunities available to prisoners within the centre, to achieve employment and vocational training that reflects current community need.
32	Medium	The Centre in consultation with the Agency improves the communication and promotion of available resettlement services for prisoners.

APPENDIX C

Inspection Team

Tamara Bambrick, Senior Inspector

Dave Crothers, Inspector

Michael Curtis, Acting Inspector