

Office of the Chief Inspector

# Full Announced Inspection Darling Downs Correctional Centre

December 2010



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## OVERVIEW AND METHODOLOGY

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### THE HEALTHY PRISON TEST

The Healthy Prison Test is the cornerstone of the inspection process applied by the Office of the Chief Inspector (OCI). The concept of a healthy prison is one that was first set out by the World Health Organisation, and is now widely accepted as a definition of what ought to be provided in any custodial environment. It rests upon four key tests namely:

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

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	NA
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

#### Areas and Outcomes

To enable a valid and reliable assessment of the centre's performance against each area and outcome of the Healthy Prison Test, a rating system, as described below, is applied.

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

Darling Downs Correctional Centre (DDCC) was commissioned as an adult correctional facility in the mid 1990s and is located approximately 15 kilometres south west of Toowoomba. The Centre functions as a low security placement centre. Its role is principally to prepare prisoners for release into the community through reintegration opportunities such as community projects and the Work Program<sup>1</sup>.

The facility had a previous role as a youth detention centre and as a consequence the centre acquired old style accommodation with an overlay of security infrastructure not normally found in low security adult facilities. Additionally, DDCC has a gallagher detection fence constructed around the perimeter of the facility.

DDCC has a total capacity of 200 prisoners (140 Centre beds and 60 Work beds). The Centre is divided into six accommodation areas - Warrego, Proserpine, Diamantina, Coolibah, Burdekin and Fitzroy. Each area has a kitchen and communal ablutions block. The Centre has a 5-cell detention unit and a large hall that also provides space for a gymnasium.

Employment in the Centre is principally in prisoner services, maintenance, dairy and associated farming. There are also a number of Community Service Projects that operate out of the centre including Jondaryan Woolshed, Drayton Rail, Toowoomba Showgrounds and Landcare. Additionally, the centre coordinates the Work Programs at Mitchell, Charleville, Dirranbandi and St George which can cater for up to 60 prisoners and has approximately 52 approved Community Service Projects. The management team appears to have a strong focus on giving back to the community and proactively seeks opportunities to provide support and assistance whenever possible.

The Centre conducts some vocational and educational programs and the Pups in Prison Program.

### PRISONER PROFILE AND OTHER STATISTICS

The Average Daily State (ADS) for DDCC for the period of the inspection was 86 prisoners which was comprised of 68 centre-based prisoners and 18 prisoners on the Work Program. This means the centre was operating at a capacity of only 48% at the time of the Inspection.

During the period of the Inspection, it was noted that 13 (19%) of 68 the centre-based prisoners were indigenous. Further, of the total prisoner population, 40% were under 25 years of age.

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<sup>1</sup> The Work Program was not reviewed as part of this inspection.

## SUMMARY OF INSPECTION FINDINGS

As is detailed below, DDCC received a Whole of Centre performance rating of two, meaning that it was found to be performing well against the Healthy Prison Test.

In relation to the Arrival in Custody standards, a number of positive processes and practices were evident and the Centre was assessed as performing well in this area.

Transport to and from the Centre on transfer is generally undertaken by the Escort and Security Branch. Transport for medical appointments, work and community commitments is undertaken by centre staff using centre vehicles. Escort arrangements are undertaken in a discrete manner and do not unnecessarily draw attention to the prisoner/s. Generally restraints are not applied, however prior to each move there appears to be appropriate security considerations given.

Prisoners were observed to move from the reception store with the minimum amount of delay. It appears that the time at which E&SB deliver the prisoners generally determines how long they remain in the store. However, if prisoners are required to remain - they are provided with appropriate amenities, a meal and ample space to move about.

Inspectors were satisfied that processes are in place to ensure that all prisoners are interviewed by the Registered Nurse and then by a psychologist or counsellor on the day of reception to identify any immediate or risk concerns. However, it appears that psychologists/counsellors are not case noting this assessment and thus there is a lack of documentary evidence to record that this process has occurred for each prisoner.

As a low custody placement centre, prisoners who are transferred to DDCC should have already undertaken an induction that focuses on the QCS system. DDCC undertakes an extensive centre specific induction process including an explanation of relevant aspects of the centre, work readiness, expectations, support available in the centre, preparation for release and options for progress. The holistic approach to the induction insures that prisoners are well informed and prepared for their life at the centre. Inspectors felt that the Induction package was very considerate of the needs of new prisoners as it included such things as a tour of the centre, extensive detail about those aspects specific to DDCC and information about the various stages the induction would take. It was however noted that in many instances staff do not record their contact with the prisoner during induction and therefore there is not an accurate record of what areas have been covered for the prisoner.

All prisoners on reception are seen by the Transitions Coordinator who assess, with the prisoner, what supports and assistance he will need to transition into the community on release. The interview is personalised and tailored to the individual needs of the prisoner.

While DDCC was generally considered to be in a clean and tidy state, it was noted that the accommodation set aside for the reception prisoners was not clean and had property remaining from the previous prisoner.

The Centre was rated as not performing sufficiently well against the inspection criteria of Environment and Relationships. Primarily, the age and state of the infrastructure was a significant factor in the Centre's performance in this area.

Generally the rooms, common areas and grounds were observed to be clean and orderly. However, the physical infrastructure of the centre is old and not conducive to



low custody. As is stated above, the centre was previously designed and used as a secure juvenile detention centre. It has a level of security infrastructure that is not consistent with a low custody facility including caged exercise yards. However, of greater concern were the significant maintenance issues. DDCC presents as some of the worst correctional centre accommodation in the State and this raises some questions about its fitness for purpose.

Inspectors were advised that the Centre is undertaking a renovation project and going through unit by unit, using prisoner labour to paint and tile and attempting to address maintenance issues as best they can. They have renovated the Proserpine Unit and this has improved its overall presentation and the Centre is applauded for this initiative and encouraged to continue with the work.

It should be noted however, that there are a number of maintenance matters that are beyond the capacity of the Centre and require Q-Build intervention including for example: blocked and stagnant drains; rusted drain covers in showers; decrepit light fittings; a power point that floods in heavy rain; and non-functioning kitchen appliances.

Many of the cells/rooms are very small and cramped when full of prisoner property. Prisoners were seen to be using improvised furniture such as milk crates to house their TV. This further encroaches on the limited space available.

It was noted that many of the accommodation units are timber lined and while fire detection devices were in place in some units, other units had none. Inspectors feel that this should be rectified as a matter of urgency.

Of particular concern to Inspectors were a number of double-up cells that Inspectors do not consider to be of an appropriate size to accommodate two prisoners and their property. These cells also contain an un-screened toilet located next to the bunk. There are also four - four-out cells for which Inspectors have a similar concern. The toilet in these rooms is in a screened room. DDCC advised Inspectors that these double-up and four-out cells have not been utilised in this capacity for sometime due to low prisoner numbers.

Another concern held by Inspectors in relation to the infrastructure was that the detention unit was not of a suicide resistant design and could not be monitored by CCTV by staff. While prisoners who were determined to be at-risk are not accommodated in the unit, prisoners being returned to secure custody are detained there. In these circumstances, these prisoners may pose an elevated risk of suicide. Further, the exercise yard of the detention unit is located within the general prisoner area and other prisoners can easily pass items to prisoners in the unit.

Prisoner accommodation has ready access to the open air. Rooms in all units have unrestricted access to an outside area (although in some units this has a caged roof). All accommodation units are unlocked between 7 am and 7 pm and prisoners can then access a larger open air area (Main Courtyard) in the middle of the facility and their work areas. Prisoners accommodated in Fitzroy and Burdekin Units have unrestricted access to large open areas within the facility.

Clothing was observed to be in good condition. Prisoners were seen to be wearing the new prisoner uniform with work camp prisoners dressed in heavy duty work wear. Arrangements were in place for prisoners to have their clothes washed once per week (with dairy workers twice per week) in the central laundry. However, the process did not allow prisoners to get back the same uniforms they sent to the laundry (only items

of the same size). This practice was troubling to Inspectors as it does not appear to be consistent with the philosophy of a low custody (less institutionalised) environment and does not encourage prisoners to take responsibility for the condition of their clothing.

All linen is laundered centrally on a weekly basis. However, a universal complaint from prisoners was the poor condition of sheets. Prisoners reported that while they are washed - they are old and stained. Inspectors observed the poor condition of sheets and staff also confirmed the matter. This issue was addressed by management during the Inspection.

The centre presented as calm and quiet. The relationship between staff and prisoners appeared appropriate. The prisoners advised that the staff treat them respectfully and speak to them appropriately. The prisoners spoke of occasional exceptions to this and the examples only related to a very small number of staff.

The Inspectors felt that the level of interaction between prisoners and staff was not to the standard expected of a low custody environment. Interaction appeared to be mainly for operational reasons. The Inspectors were advised that the infrastructure, the high level of employment and officers work load did not facilitate communication between the two groups. The Centre will need to employ some innovative means to facilitate greater communication opportunities between the groups.

Management and staff appeared to clearly detail the necessary behavioural standards for prisoners and the need to take responsibility for their actions and decisions. As a low custody facility, prisoners appeared to demonstrate a sound ability to self-manage. Prisoners advised Inspectors that they understood what was required of them.

One of the advantages of being a relatively small Centre with limited staff rotation is that staff have an opportunity to maintain a good knowledge of the prisoner population, particularly those serving longer sentences. All staff appeared to have an appropriate knowledge of the prisoners at the Centre. It was also noted that Administration staff are also professionally involved with the prisoners - they play a role in the induction, release and manage prisoner issues on a personal and individual basis.

Prisoners are advised of the name of their case officer in writing at the time of their induction. However, a review of case noting was undertaken and it was found that there were inconsistencies in the frequency of the noting and auditing.

The Centre was assessed as performing well against the Duty of Care standards. The centre has a documented anti-bullying strategy in place and prisoners clearly articulated that bullying is not tolerated at the Centre. Prisoners who were spoken to by the Inspectors stated that they generally felt safe.

However, it was noted that an analysis of data from Knowledge Place for the 09-10 Financial Year revealed that DDCC had the highest rate of minor assault of all male low custody facilities (with a rate of 5.75 compared with a rate of 2.58 which was the average of all other male farms). The Centre stated that having an electrified perimeter fence and a secure inner compound makes the DDCC unique as a low custody Centre. Because of this uniqueness the Centre is required to accommodate prisoners deemed not suitable for less secure low custody Centres. Therefore they argued that the prisoner profile has a higher risk of assault and behavioural issues.

The Centre does not have the capacity to manage prisoners who are at-risk of self harm or suicide. Such prisoners are returned to secure custody. However they do carefully

manage prisoners when they are first identified at risk until they are assessed and if appropriately transferred to a more appropriate facility. The Centre also does not have the capacity to manage prisoners with disabilities or significant medical issues.

The Centre has an excellent supportive relationship with Toowoomba Elders who visit fortnightly. The Elders spoke well of the Centre management and of the opportunities to interact with the Indigenous prisoners. Due to the low numbers of Indigenous prisoners there are no specified staff positions, however, it appeared to the Inspectors that staff were cognisant of the needs of this group.

The Centre provides ample opportunities for the prisoners to visit with their families and friends. The visit facility was new and constructed by prisoner labour as part of a vocational education program. This facility was a substantial improvement on previous arrangements, however, there are still challenges during extreme weather conditions. The facility allowed for privacy for visits without compromising security and interaction appeared to be relaxed. While the prisoners can freely play with their children there was limited toys and playground equipment to keep them entertained or to encourage such interaction.

Prisoner's mail is handled in accordance with accepted practices. Newspapers are delivered to the units seven days per week and are available in a timely manner.

There are processes in place to allow for communication between Management and prisoners. The complaints process is operational and PAC meetings occur once a month. The Centre also conducts a 'Town Hall Meeting' with the prisoners immediately after the PAC meeting so that they are advised of outcomes and have another avenue to raise issues.

The Centre was found to be performing reasonably well against the Activities inspection criteria. There is a clear expectation at the Centre that all prisoners will work. It is understood that if a prisoner refuses to work he will be returned to secure custody. The Centre has 100% employment opportunities for prisoners. The facility develops an Offender Employment and Pathway to Community Service and Reintegration plan for each prisoner - called "Getting Out and Staying Out". The plan is aimed at gaining or developing existing skills while providing a pathway to community reintegration and reparation.

All new receptions receive their plan within a ten day period. The plan is subject to job vacancies within each area, demonstration of appropriate behaviour and the receipt of positive employment reports. Prisoners are expected to commence employment in Centre services and maintenance prior to progression to the dairy/residences or treatment plant and finally community services/work camps.

Prisoners spoken to by the Inspectors said that they appreciated the plan as they had a clear direction for their immediate future and the timelines associated with it. Prisoners were also able to articulate what their plans entailed and were quick to advocate for themselves if they felt that the plan was being delayed.

The Centre has a .6 FTE position for an activities officer but has been unsuccessful at filling the position and as a consequence this area has been somewhat neglected. However, the centre is taking steps to address this matter with the purchase of new gym equipment and the employment of a prisoner to coordinate the area. The facility has a limited range of arts and crafts suitable for its prisoner population and the Inspectors note there are no hobbies available.

Educational and vocational programs are available and enrolment is accessible via the programs officer.

Chaplains attend the Centre Tuesday to Friday on a set roster and also attend on Sunday to provide a religious service. The Chaplains spoken to indicated that they have very good access to prisoners and are able to move freely about the Centre. They further indicated that staff treat them very well and it is a pleasure to visit the Centre.

The Centre was assessed as performing reasonably well against the healthy prison standards for Good Order.

The Inspector observed that routines and local rules are addressed in the Induction Handbook and the induction process. The structured day was also well publicised in accommodation units.

In relation to breaches, an examination of data from Knowledge Place for the 09-10 Financial Year revealed that DDCC has the highest rate of breaches of all Low Security male centres. In that year DDCC had a major breach rate of 55.56 (compared with a rate of 15.00 which was the average of all other male farms). The Centre advises that having an electrified perimeter fence and a secure inner compound means that it accommodates prisoners deemed not suitable for less secure Low Custody Centres and who are more difficult to manage.

Six breaches and two reviews were reviewed by Inspectors. Three breaches were found to be compliant. In two breaches Inspectors found that the penalties imposed, whilst not unreasonable, were outside of the scope of the legislation (e.g. a punishment imposed included reporting to an officer every two hours over two days). One breach contained a number of procedural deficiencies.

A review of Safety Orders and the Detention Unit found that they were used appropriately, in accordance with legislative and administrative procedures.

There is no dedicated intelligence function at the Centre. Instead this function is carried out by a supervisor who has been trained in this role. It was reported that only two hours a week can be dedicated to intelligence under this model.

It was noted that a removal of clothing search undertaken prior to a urine test was not completely compliant with the legislative requirements.

The Centre was assessed as performing reasonably well against the healthy prison standards for Services. Prisoners advised the Inspectors that the food (prepared meals and raw products) was good in both quality and quantity. Currently each unit cooks its own meals. However the kitchen equipment in the units and the central kitchen is in very poor condition with frequent breakdowns. The Centre is seeking financial assistance to upgrade the central kitchen so that at least one area has reliable facilities.

The centre provides a weekly buy-up for the prisoners. The Inspectors felt that the list of items for purchase through the buy-up and the sales to prisoners needed to be reviewed as it was considered that the range was considerably less than some secure and low custody facilities. A reception buy-up is offered to prisoners on arrival. However, there is a 24 hour delay in receiving the purchases. The Inspectors are concerned as the items typically purchased are tobacco or toiletries, and the prisoner would be more settled receiving them on the day of arrival

Finally in relation to Resettlement, the Centre was found to be performing well. The Centre has a strong focus on preparing prisoners for release. The resettlement of prisoners is incorporated in offender management and transitions processes, and is supported with a level of input from all disciplines in the facility, including custodial, employment, programs officer and sentence management.

The Transitions Coordinator also utilises a bring-up system which ensures that every prisoner has an opportunity to engage in the program nine months prior to release/discharge. Prisoners are assisted in their resettlement through links with external agencies identified through the Transitions Coordinator. All linkages are supported through the Agency (Advance-to-Work, Salvation Army, CEA ORSS).

Inspectors found the planning processes for sentence management to be sound and focused on the individual prisoner. As a low custody facility the emphasis is on release and skill based acquisition and the expectation is for prisoners to be self directed in their program participation.

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



## PERFORMANCE RATINGS

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	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.
3. Duty of care	1	Performing well against the inspection criteria. There is no evidence that <u>outcomes</u> for prisoners are being adversely affected in any significant areas.
4. Health Services	NA	
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	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.
8. Resettlement	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.

Appendix A - Schedule Findings and Recommendations

ARRIVAL IN CUSTODY	
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 are held in cellular vehicles for the minimum possible period of time.	Prisoners are transported by Escort & Security Branch from the sending Centres on Tuesdays and Thursdays. Inspectors observed the reception process, interviewed prisoners and found that prisoners disembarked from vehicles immediately on arrival at DDCC.
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 transferred for health concerns or transferred to another Low Custody Centre are advised with more than 24 hours notice except where emergency escorts are required. Prisoners transferred to secure custody as a response to security and good order issues may not be advised of the time of their transfer due to security concerns.
S1.3 Prisoners can have a meal before going to court or being transferred.	Generally planned transfers occur on a Tuesday or Thursday afternoon, this provides ample opportunity for prisoners to have access to a meal prior to boarding transport vehicles.
S1.4 Prisoners have access to appropriate clothing so that they do not have to wear prison uniforms, for example for court appearances.	DDCC is a Low Custody placement Centre and generally prisoners have all their court matters finalised prior to consideration for Low Custody placement. However, there are a small number of court escorts for minor matters that occur from the Centre. In these instances prisoners are required to wear their own clothes, alternatively if they do not have suitable personal clothing the Centre will provide them with civilian clothing from a stock held at the Centre.

## Appendix A - Schedule Findings and Recommendations

<p>S1.5 Property and private cash accompanies unsentenced prisoners to court and sentenced Prisoners who are being transferred.</p>	<p>This Centre only accommodates sentenced prisoners with no ongoing appeals, therefore prisoners will not be discharged from court. Inspectors were advised by staff and prisoners, and also from information elicited from IOMS and other records, that prisoners transferred to and from this Centre are accompanied by their property.</p>
<p>S1.6 Court movements, transfers and external escorts are efficient and minimise waiting times.</p>	<p>Prisoners embarkations and disembarkations were observed by Inspectors to be managed efficiently at DDCC. Prisoners are normally transferred on Tuesdays or Thursdays, allowing ample preparation time prior to departure. Observation by Inspectors and discussion with prisoners indicates that there is minimal waiting time experienced by prisoners during the transfer and reception processes.</p>
<p>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</p>	<p>Generally the transfer of prisoners from and to DDCC is undertaken in vehicles managed by the QCS Escort and Security Branch. The vehicles inspected were in a clean and safe condition, providing adequate comfort for short haul movement of prisoners.</p> <p>The Centre utilises a range of vehicles for transporting prisoners to community service projects or local medical appointments. These vehicles were observed to be clean, comfortable and appropriately equipped.</p>
<p>S1.8 Appropriate vehicles are used to transport prisoners with special needs such as pregnant women, women with babies or prisoners with a disability in a dignified manner.</p>	<p>There are no prisoners accommodated at the Centre with special needs that would require a specialised vehicle.</p>
<p>S1.9 Methods of restraint are only used if justified by a risk assessment.</p>	<p>Inspectors were satisfied that risk assessments are undertaken in all instances prior to the application of restraints. Generally restraints are not required when conducting escorts or movement associated with the normal day to day activities of the Centre. However, advice from staff indicated that prisoners identified as escape risk (i.e. those prisoners placed on a Safety Order as a result of Security and Good Order concerns) are appropriately restrained.</p>

## Appendix A - Schedule Findings and Recommendations

<p>S1.10 For external movements, all relevant information travels with prisoner.</p>	<p>Inspectors observed the reception of transferred prisoners and interviewed staff, finding that all relevant documents and information accompanies prisoners on escort.</p>
<p>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.</p>	<p>Inspectors observation of transfers and questioning of staff indicates that oral briefings of and by escort staff provided pertinent advice on the needs of prisoners in transit.</p>
<p>S1.12 Prisoners are given comfort breaks at least every 2.5 hours with additional stops where necessary.</p>	<p>DDCC is a Low Custody placement Centre and does not undertake any long haul transportation of prisoners. Escorts are mainly short haul and no longer than 2.5 hours in duration.</p>
<p>S1.13 Staff consistently use respectful language in speaking to, or about, prisoners.</p>	<p>In most instances during the discharge and reception process observed during the period of inspection, prisoners were spoken to appropriately. There was evidence, including comments from prisoners that suggest that at times a small number of staff speak in an abrupt and dismissive manner. The Centre advised that there have been no prisoner complaints made to Management in this regard through either the PAC or Town Hall meetings both of which are chaired by the AGM and/or the Operations Advisor. Further the Centre has not received any Blue Letters raising these concerns nor has it received complaints through the Ombudsman’s Office or Official Visitor. However, as a response to information provided by prisoners to Inspectors, the Centre has advised that interpersonal communication and Code of Conduct training will be part of the Centre’s developed annual training plan to reinforce the expectation of behaviour with all Centre staff members.</p> <p><b><u>Recommendation 1 (low):</u></b>  <b>The Centre implements a program of interpersonal communication skills training for staff working with prisoners.</b></p>

## Appendix A - Schedule Findings and Recommendations

<p>S1.14 Escort staff take responsibility for ensuring that prisoners receive an adequate meal and drink at meal time.</p>	<p>Prisoners on reception are provided with a meal on arrival at the Centre. See also S1.6</p>
<p>S1.15 Escort staff ensure that 17 year-old and women prisoners are segregated from adult male prisoners.</p>	<p>Inspectors were advised that the DDCC is does not accommodate 17 year-old prisoners.</p>
<p>S1.16 Prisoners are produced at court on time.</p>	<p>There are relatively few court escorts and there was no suggestion that prisoners had not been provided to court on time.</p>
<p>S1.17 Prisoners are held in court cells for the minimum possible period.</p>	<p>Inspectors are satisfied that in the very limited number of court transfers, prisoners are returned to the Centre with minimal waiting time.</p>
<p>S1.18 Centre Receptions remain open to receive prisoners at any time.</p>	<p>The schedule of transport is such that the Centre receives transfer twice a week around 12 noon. No transfers are received outside of normal business hours.</p>
<p>S1.19 Any prisoners arriving after normal working hours receive essential reception and first night procedures.</p>	<p>See S1.18</p>
<p>S1.20 Prisoners are given information at court about the prison to which they are being transferred in a language they understand.</p>	<p>Not applicable.</p>



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S1.21 Where practicable, video links are used to facilitate court appearances in lieu of prisoners appearing in person.	Not applicable.
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<b>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.</b>	
Standards	Findings
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.	During the period of inspection only two prisoners were received and the Inspectors were not able to view the handover provided by the escort staff. However, advice from staff at the Centre indicated that E&SB escort staff, delivering prisoners to the Centre, provide all associated documents and when necessary pertinent verbal briefings.
S2.2 An anti bullying strategy to protect vulnerable prisoners is in place, which includes directions to managers concerning reception and first night procedures	Prisoners on arrival are given ample information to assist prisoners to be safe in the Centre. The custodial briefing is very extensive and covers a wide range of relevant topics. The reception store also has a number of appropriate posters to assist prisoners.

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<p>S2.3 Prisoners are treated respectfully upon reception. The gender ratio in the reception area is appropriate to receive prisoners and undertake procedures</p>	<p>Prisoners are generally treated appropriately on reception.</p>
<p>S2.4 Prisoners experience a safe and clean reception environment which is fit for purpose.</p>	<p>The reception store is clean and well organised.</p>
<p>S2.5 Prisoners are always asked if this is their first time in prison and treated accordingly.</p>	<p>Not applicable.</p>
<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>	<p>On arrival, prisoner details are confirmed and property managed. All prisoners are interviewed by the Registered Nurse on the day of reception to identify any immediate or risk concerns. Further, Inspectors were also advised that all prisoners on the day of reception are assessed by a psychologist or counsellor. However, there was no evidence in prisoner case notes to evidence that this is occurring.</p> <p><u>Recommendation 2 (medium):</u>  <b>All assessments of reception prisoners by psychologists and counsellors are entered into the prisoner's case notes in IOMS on the day the assessments are undertaken.</b></p>
<p>S2.7 Reception staff take action to promote the safety of children or other</p>	<p>There was no evidence available that this took place during the assessment by the psychologist/counsellor. Whilst it is expected that these enquiries occur at the reception centre their inclusion in an assessment on transfer provides a safety net in promoting child safety.</p>

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<p>dependants if they are informed or suspect that dependants may be at risk as a result of the carer's imprisonment.</p>	<p><u>Recommendation 3 (medium):</u>  The assessment carried out by the psychologist/counsellor include enquiries to ascertain any child safety issues and the results recorded in the prisoners case notes in IOMS</p>
<p>S2.8 Prisoners with special needs, such as pregnant women, women accompanied with babies, older, and disabled prisoners receive priority treatment.</p>	<p>Prisoners with special needs are not accommodated at the Centre.</p>
<p>S2.9 Prisoners entering custody are searched thoroughly in accordance with legislative and procedural requirements.</p>	<p>Prisoners on reception are pat searched and their property searched and accounted for. This is in compliance with QCS legislation and procedures for Low Custody Centres.</p>
<p>S2.10 Prisoners' hygiene needs including the provision of toiletries are catered for in reception.</p>	<p>Hygiene Packs are not provided on reception. Prisoners are able to keep their consumable property from their originating Centre. Inspectors note that another Low Custody facility provides the prisoners on reception with a razor, toothpaste and toothbrush (at no charge).</p>
<p>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.</p>	<p>The prisoner should have been provided with this information when inducted into custody at the reception centre. However, during the Centre based induction at DDCC, the custodial officer covers such things as visits, telephone access and the mail process.</p>

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<p>S2.12 Prisoners are able to make one free telephone call on their first night location.</p>	<p>The Centre advised that prisoners are provided with a free telephone call on their first day. Inspectors confirmed with prisoners the day following their reception that they were provided with a phone call. However these calls are not recorded in case notes as verification of them occurring. The Centre advised that all Reception telephone calls are recorded in a separate register maintained by the Correctional Supervisor.</p> <p><u>Recommendation 4 (low):</u>  The Centre implements a practice that ensures when a prisoner is offered and receives a reception calls that it is recorded in the prisoner's IOMS Case Notes.</p>
<p>S2.13 Prisoners are held in reception for as short a period of time as possible.</p>	<p>Prisoners were observed to move from the reception store with the minimum amount of delay. It appears that the time at which E&amp;SB deliver the prisoners generally determines how long they remain in the store. However if prisoners are required to remain they are provided with appropriate amenities, a meal and ample space to move about.</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>Prisoners are provided a sandwich, fruit and water on arrival.</p>
<p>S2.15 All prisoners are seen and assessed by health services staff in private on arrival.</p>	<p>All prisoners are seen by the Registered Nurse 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 Registered Nurse who sees the prisoners on reception is responsible for accessing substance related needs and providing information on services available.</p>

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<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 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>	<p>Over a two day period prisoners are provided with a very comprehensive induction package and a very detailed and professionally presented Prisoner Induction Handbook.</p> <p>The process commences with a workplace health and safety video and this then followed by the Centre induction that is delivered by a correctional officer. This is verbally delivered with set topics to be covered. The induction delivered had some elaboration provided that was not necessarily the intention of the package and could potentially detract from its intention. As part of the custodial induction, officers take prisoners to their unit/rooms and then give them a tour of the Centre identifying important and relevant locations along the way.</p> <p>During the inspection other induction sessions observed included sentence management, programs, administration and transitions, as well as a presentation to the prisoners by the AGM.</p> <p>A review of the Prisoner Induction Handbook indicates that there are 12 areas that provide induction. After each induction the officer responsible signs the prisoner's handbook to indicate that the task has been completed.</p> <p>During the inspection a staff member who was responsible for performing an induction advised that he did not provide an induction unless the prisoners approached him. This was not followed up by the Inspectors as it was felt that this view was not consistent with what was observed.</p> <p>The instruction for induction book sign-off sheet is that the last area to sign-off is responsible for removing the page and delivering it to Sentence Management to be placed on the prisoner's file as a record that the induction has occurred. However, advice indicates that this does not always happen and the sign off pages have been left in the induction book.</p> <p>A review following the induction of the two prisoners received during the inspection indicated that only the Sentence Management/Programs staff case note that the induction has occurred. Inspectors considered that it is important that all staff who participate in the induction or any other important interaction case note such events and the prisoner's response. This would also allow management to track the prisoner's induction and also monitor staff's compliance with performing inductions.</p> <p><b><u>Recommendation 5 (low):</u></b>  The Centre ensures that all staff who deliver the custodial induction package are given clear instructions on the intention of the induction and the boundaries of appropriate content.</p> <p><b><u>Recommendation 6 (low):</u></b>  The Centre requires each staff member who participates in a prisoner induction to case note such fact.</p>
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<p>S2.18 Prisoners who may require protection are assessed appropriately in a confidential manner. Alternatives to protection are explored.</p>	<p>Prisoners who request protection are assessed confidentially and as soon as practicable transferred to an appropriate location. Generally vulnerable prisoners or those prisoners with association issues are not transferred to this Centre.</p>
<p>S2.19 In reception, prisoners are informed about what will happen next. They receive written and/or verbal information.</p>	<p>Prisoners are very well informed (orally and in writing) of the process of reception and induction, and of all stages over the next few days.</p>
<p>S2.20 All information and documentation of assessments undertaken in reception are inputted into IOMS on the day of reception.</p>	<p>See S2.17</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>See S2.17</p> <p>The Inspectors were impressed with the level of detail in the induction and believe the Centre tour to be a particularly valuable activity to settle the prisoner into the new surroundings.</p>

## Appendix A - Schedule Findings and Recommendations

<p>S2.22 Prisoners who are assessed as at risk, with medical needs or vulnerable on reception are accommodated and managed in accordance with their assessed risks.</p>	<p>Prior to transfer to DDCC it is expected that prisoners are assessed for the appropriateness of transfer to this location given its infrastructure and role and function. If prisoners are found with needs that cannot be adequately catered for at the Centre, they are returned directly to a more appropriate Centre.</p>
<p>S2.23 Prisoners will not be allocated to a cell until IRNA is completed and any risks identified are taken into consideration.</p>	<p>IRNAs are undertaken at reception Centres. As such low custody placement Centres are not required to undertake an IRNA. Accommodation is allocated prior to the prisoner's induction, however the RN does review any risk.</p>
<p>S2.24 Prisoners identified as vulnerable to bullying and/or self harm receive special help and support to cope with imprisonment.</p>	<p>It is anticipated that prisoners who are particularly susceptible to self harm are not transferred to DDCC. However, if such a transfer does occur assessment and support is provided to ensure the prisoner remains safe.</p> <p>A prisoner received at the time of the Inspection remained in DDCC for three days only - following him expressing concerns for his safety to staff. As a consequence, the prisoner was interviewed and while there was no evidence to corroborate allegations of being 'initiated', the prisoner was returned to secure custody. A review of case notes indicate that the prisoner had expressed concerns about other prisoners in secure custody prior to transfer and since returning to secure custody has again expressed concerns of prisoners teasing him. In the circumstances of this case, it is considered that DDCC had acted appropriately in the manner they managed this prisoner.</p>
<p>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.</p>	<p>Prisoners are not provided with an amenities pack. There was no assessment of the toiletries to identify any deficit. Prisoners are provided access on day of arrival to their personal property toiletries. The prisoners may also make a reception purchase.</p>

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<p>S2.26 Prisoners first night accommodation has been prepared, is clean and provides a comfortable environment.</p>	<p>It was noted that the accommodation set aside for the two reception prisoners received during the Inspection was not clean and had property remaining from the previous prisoner. Centre management advised Inspectors that this is not normally the case and that cells are in a clean state ready for new prisoners.</p> <p><u>Recommendation 7 (medium):</u>  <b>The Centre ensures that cells are assessed for cleanliness prior to prisoners being allocated to them.</b></p>
<p>S2.27 All prisoners' settlement 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"> <li>▪ Preserve their accommodation and employment</li> <li>▪ Pursue their legal rights</li> <li>▪ Obtain help with personal problems</li> <li>▪ Exercise their responsibilities towards their dependents</li> <li>▪ Pursue a healthy lifestyle in custody</li> </ul>	<p>All prisoners on reception are seen by the Transitions Coordinator who assesses, with the prisoner, what supports and assistance he will need to transition into the community on release. The interview is personalised and tailored to the individual needs of the prisoner.</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>Prisoners can ask for counsellor assistance in this matter.</p>

Appendix A - Schedule Findings and Recommendations

ENVIRONMENT AND RELATIONSHIPS	
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>Generally units and rooms/cells were observed to be in a clean and orderly condition.</p> <p>However, the infrastructure is old, tired and has significant maintenance needs. DDCC presents as some of the worst correctional centre accommodation in the State and this raises some questions about its fitness for purpose.</p> <p>The Centre advised that it is undertaking a renovation project and going through unit by unit, using prisoner labour - painting and tiling - and attempting to address maintenance issues as best they can. They have renovated the Proserpine Unit and this has improved its overall presentation and the Centre is applauded for this initiative and encouraged to continue with the work.</p> <p>It should be noted however, that there are a number of maintenance matters that are beyond the capacity of the Centre and require Q-Build intervention including for example: blocked and stagnant drains; rusted drain covers in showers; decrepit light fittings; a point that floods in heavy rain (reported by prisoners not observed by Inspectors); and non-functioning kitchen appliances.</p> <p>Many of the cells/rooms are very small and cramped when full of prisoner property. Prisoners were seen to be using improvised furniture such as milk crates to house their TV*. This further encroaches on the limited space available. Having said this, prisoners are not locked in their rooms and can access common rooms and exercise yards at any time of the day and night. Therefore, this tends to mitigate against the disadvantage that arises from cramped rooms.</p> <p>Many of the accommodation units are timber lined and it was noted that there were no fire detection devices present.</p> <p>Burdekin, Fitzroy, Detention &amp; Observation units have fire detection devices in place.</p> <p>*Shelving is provided in each accommodation unit to house a TV. Inspectors were advised that against instructions milk crates are used so the prisoner can have his TV close enough to his bunk so he does not have to get out of bed to operate it.</p>

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	<p><u>Recommendation 8 (medium):</u> The Agency undertake an assessment of the fabric and infrastructure of the Centre and identify the maintenance needs of the Centre and where appropriate rectify these concerns.</p> <p><u>Recommendation 9 (high):</u> Fire alarms are installed in all accommodation units.</p>
<p>S3.2 Prisoners are provided ample access to fresh air on a daily basis.</p>	<p>Prisoner accommodation has ready access to the open air. Rooms in all units have unrestricted access to an outside area (although in some units this has a caged roof).</p> <p>All accommodation units are unlocked between 7 am - 7 pm and prisoners can then access a larger open air area (Main Courtyard) in the middle of the facility and their work areas. Prisoners accommodated in Fitzroy and Burdekin Units have unrestricted access to large open areas within the facility.</p>



## Appendix A - Schedule Findings and Recommendations

<p>S3.3 Personal clothing is in decent condition, washed frequently and fits. Prisoners have at least weekly access to laundry facilities to wash their personal clothing.</p>	<p>Clothing was observed to be in good condition. Prisoners were seen to be wearing the new prisoner uniform with work camp prisoners dressed in heavy duty work wear.</p> <p>Arrangements were in place for prisoners to have their clothes washed once per week (with dairy workers twice per week).</p> <p>The Centre was utilising a central laundry, as opposed to facilitating washing in each unit. Inspectors were advised the rationale for this was that it was difficult to maintain washing machines in each unit and that DDCC, and the surrounding community was on tight water restrictions.</p> <p>PAC prisoners complained about this process, stating that it required clothes to be washed in meshed laundry bags which did not allow for the thorough washing of the clothes. Centre management advised that prisoner uniforms should be emptied from the mesh bags during washing and that prisoners may not get back the uniforms they sent to the laundry but items of the same size. The process of prisoners not getting back the same clothes that they sent to the laundry is troubling to Inspectors and does not appear to be consistent with the philosophy of a Low Custody (less institutionalised environment). In the case of other SE Queensland Low Security centres, once washed, prisoners receive back their own prison issue clothing</p> <p>Prisoners also receive an issue of two jumpers. It was noted that with washing once per week this could result in the prisoner being without a jumper on washing days.</p> <p>Personal items of clothing are washed separately within the washing bag provided. Farm workers are provided with a washing machine at the Dairy. Soiled work wear is retained and washed at the Dairy. Low prisoner numbers has not allowed consistency in the prisoners employed in the laundry and this does impact on this area of service delivery.</p> <p><b><u>Recommendation 10 (medium):</u></b>  <b>The Centre amends its laundry practice to insure that prisoners receive their own allocated clothes after they have been washed.</b></p>
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## Appendix A - Schedule Findings and Recommendations

<p>S3.4 Bedding is supplied and laundered at frequent intervals.</p>	<p>The mattresses were observed to be in good condition.</p> <p>All linen is laundered centrally on a weekly basis. However, a universal complaint from prisoners (both in the PAC and as Inspectors walked around) was the poor condition of sheets. Prisoners reported that while they are washed - they are old and stained. Inspectors observed the poor condition of sheets and staff also confirmed the matter.</p> <p>Centre Management advised that new sheets were going to be put into circulation as each unit is renovated. However, Inspectors considered that more urgent action should be taken in this regard and as a consequence the Centre replaced all sheets immediately following the Inspection.</p> <p>The Centre has advised that in response to the concerns raised by Inspectors a complete change of bed linen for all prisoners has been undertaken. The Centre also advised Inspectors that as part of the Centre's structured day each block on its designated inspection day is to remove all linen for collection by the laundry workers. In return a fresh set of linen is issued to each prisoner. This process was put in place in response to certain prisoners not washing their sheets when the Centre did not have a central laundry.</p> <p>The Centre advised that this concern had not been raised as an issue by the prisoner population despite the numerous forums provided including PAC meetings, Town Hall forums, through the Case Officer and similar.</p>
<p>S3.5 Sanitary arrangements take account of health, hygiene and human dignity. Prisoners have access to necessary supplies of their own personal hygiene items and sanitary products.</p>	<p>Prisoners have access to communal toilets, showers and wash hand basins at all times.</p> <p>Double-up cells (discussed above at 3.1) have an un-screened toilet next to the bunks which provide no privacy to the prisoners (however, prisoners can elect to use the communal ablutions block in the unit (to which they have 24 hour access). The Centre advises that these units are only used when they are at capacity and this scenario is not expected to occur.</p> <p>Showering occurs in communal ablution blocks. These are very basic and some are in need of maintenance. Of particular concern to Inspectors were broken and rusty drain covers in some showers in Diamantina. Privacy in showers is provided by shower curtains.</p> <p>Prisoners are able to purchase hygiene items.</p>

## Appendix A - Schedule Findings and Recommendations

<p>S3.6 Cells and communal areas are in a good state of repair.</p>	<p>As is stated in 3.1, the accommodation is in need of significant maintenance involving Q-Build.</p>
<p>S3.7 All prisoners occupy accommodation that is suitable for the purpose and or their individual needs.</p>	<p>As is stated above, in 3.1, some question about the fitness for purpose is raised in relation to some of the accommodation based on its outdated design and significant maintenance needs.</p> <p>Of particular concern to Inspectors were the double-up cells that Inspectors do not consider to be of an appropriate size to accommodate two prisoners and their property. As is stated above, they also contain an un-screened toilet located next to the bunk.</p> <p>There are also four - four-up cells for which Inspectors have a similar concern. The toilet in these rooms is in a screened room.</p> <p>It is important to acknowledge that these referred to double up and four out cells have not been utilised in this capacity for sometime due to low prisoner numbers. Inspectors were advised that these cells are used only when absolutely essential.</p> <p><u>Recommendation 11 (medium):</u>  <b>That the Agency review the use of double-up and four-up cells and consider issuing a direction that the double-up cells should only be used for single occupancy and four-up cells should only be used to accommodate two prisoners.</b></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 does not presently accommodate any prisoners with mobility disabilities. Due to the nature of the facility, this Centre it is not suited to prisoners with significant mobility issues.</p>

## Appendix A - Schedule Findings and Recommendations

<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>	<p>See above.</p>
<p>S3.10 All prisoners have access to an in-cell intercom that works and is responded to within five minutes.</p>	<p>With the exception of the DU, rooms/cells do not have individual intercoms. Prisoners are not locked in their rooms/cells. Each unit has a telephone that directly accesses the duty officer's station. This phone automatically dials through when it is picked-up by a prisoner.</p> <p>The DU has an intercom in each cell. The intercom in a cell in which a prisoner was accommodated was tested and was found to be operational.</p>
<p>S3.11 Where appropriate, prisoners have privacy keys to their cells/rooms.</p>	<p>Prisoners are issued with room keys.</p>
<p>S3.12 Observation panels in cell doors remain free from obstruction.</p>	<p>Observation panels on some doorways had a curtain on the outside. This allows staff to look inside the room. During the inspection there was no evidence of any observation panel being blocked from officer vision.</p>
<p>S3.13 Inappropriate or offensive displays are not permitted.</p>	<p>Inappropriate displays are not permitted and the Inspectors did not observe any such material during the inspection.</p> <p>However, Inspectors did notice some pictures of scantily clad women (not naked) in common areas and consider this inappropriate.</p>

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<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>Communal areas were observed to be clean. They contained tables and chairs and some recreational equipment (including pool tables).</p> <p>It appears that more seating is required in some communal areas. Some prisoners complained that in some units there are not enough chairs for all prisoners to be seated at the same time (e.g. during meals). The Centre advised that the prisoners continually remove chairs from the common areas and place them in their rooms to sit their TV on.</p> <p>Prisoners reported that they felt safe in their rooms.</p>
<p>S3.15 Notices are displayed in a suitable way for the establishment's population.</p>	<p>A range of relevant notices are displayed on unit noticeboards.</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 any decision made.</p>	<p>Evidence was provided of regular monthly PAC meetings. Prisoners are provided with full access to these meetings. The meetings appeared appropriately minuted with responses from management.</p> <p>After the monthly PAC meeting, management undertake a town hall meeting with prisoners and discuss, among other things, issues dealt with through the PAC. This is a commendable initiative.</p>
<p>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>	<p>The Centre was observed to be calm and quiet.</p>
<p>S3.18 Prisoners' property held in storage is secure, and prisoners can access their property within one week of making an application.</p>	<p>Prisoners' property is stored individually and securely. Valuable items are stored in a safe in the administration area. The Prisoner Induction Handbook advises that they may make application to access their property from the store.</p>

## Appendix A - Schedule Findings and Recommendations

<p>S3.19 Prisoners are fairly compensated for clothing and possessions lost while in storage.</p>	<p>The Centre provided the list of prisoner claims for lost property. There was only one claim noted on the document and the prisoner was appropriately compensated. However it is noted in memorandums that the purchaser of the items had an obligation to provide receipts or a statutory declaration regarding the items purchased. There is no procedural requirement for this to occur, has not been observed as practice in other Centres and is considered by the Inspectors an unnecessary impost of the prisoner or the sender of the property.</p> <p>The Centre advised that they did not believe it an unrealistic expectation that some level of validation is provided. This is a routine community standard i.e. sales receipt to validate ownership/recency of purchase/item purchased. The Inspectors feel that given the items were registered as received at the centre then there should be no more onus on the prisoner or the sender. The Centre advised that they were prepared to review the practice and terminology used in this process.</p> <p><u>Recommendation 12 (low):</u>  The Centre review the requirement for the sender to provide receipt of purchase or a declaration for the same.</p>
<p>S3.20 A standard list detailing the possessions that prisoners are allowed to keep is employed in the Centre.</p>	<p>The induction handbook contains a list of property authorised to be in a prisoner’s room.</p>
<p>S3.21 Prisoners are encouraged, enabled and expected to keep themselves, their cells and communal areas clean.</p>	<p>The level of institutional and personal hygiene observed by the Inspectors was good.</p> <p>PAC prisoners complained that the quantity of cleaning products is not sufficient. Centre management advised that prisoners can obtain further supplies from the store and need only approach the store for additional supplies.</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>Prisoners have access to communal areas over night which includes access to drinking water, a fridge and hot drink making facilities.</p>

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S3.23 All prisoners are issued with clothing appropriate to the weather conditions.	See 3.3
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<b>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.</b>	
Standards	Findings
S4.1 All prisoners are treated with humanity, and with respect for the inherent dignity of the person.	Inspectors observed staff to interact with prisoners in a professional and respectful manner. This was confirmed from discussions with the PAC and other prisoners. Staff appeared to be aware of their responsibilities in regard to prisoner welfare and management.
S4.2 Staff are aware that they should set a personal example in the way they carry out their duties at all times.	Staff were observed to conduct themselves in a professional manner.
S4.3 Staff are always fair and respectful in their day-to-day working with prisoners.	As is stated above, staff were observed to treat prisoners with respect. Prisoners reported that officers were clear on the standards required of them and that generally they were fairly treated.
S4.4 Staff positively engage with prisoners at all times and interaction between staff and prisoners is encouraged by the senior management team.	The quality of interactions between staff and prisoners were observed to be appropriate. However, in relation to the frequency of interaction, Inspectors did not observe a lot of interaction during the Inspection and it is noted that the accommodation infrastructure is not conducive to good interaction between prisoners and staff.



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<p>S4.5 Prisoners are encouraged by staff to engage in all activities and routines, promoting punctuality, attendance and responsible behaviour.</p>	<p>With the exception of work and training programs (none where scheduled during the inspection), there was little other organised activity. From this perspective, Inspectors did not observe staff encouragement re activity engagement, nor did prisoners report that there is encouragement from staff.</p> <p>However, at the time of the Inspection, the Centre was operating at 100% employment and as such prisoners were meaningfully engaged during work hours.</p> <p>The management initiative of the “Pathways Program” appears to have the effect of encouraging prisoner commitment to work activities.</p>
<p>S4.6 Inappropriate conduct on the part of prisoners is challenged.</p>	<p>Prisoners appeared fully informed of consequences of poor behaviour and reported that staff are generally fair in dealings with them.</p>
<p>S4.7 Prisoners are encouraged and supported to take responsibility for their actions and decisions.</p>	<p>Management and staff appeared to clearly detail the behavioural standards of prisoners and the need to take responsibility for the actions and decisions.</p> <p>As a low custody facility, prisoners appeared to demonstrate a sound ability to self-manage. Prisoners advised Inspectors that they understood what was required of them.</p>

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

Standards	Findings
<p>S5.1 Prisoners know the name of their case officer and are able to access him/her as an initial point of reference.</p>	<p>Prisoners on the PAC and other prisoners questioned by Inspectors generally knew who their case officer was.</p> <p>On induction, prisoners are advised of who there case officer is in writing.</p> <p>In relation to the question of whether that staff member was the first point of contact for the prisoner, the response from prisoners was mixed - with some stating that they would seek out their case officer and others stating they would just ask anyone.</p>

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<p>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.</p>	<p>One of the advantages of being a relatively small Centre with limited staff rotation is that staff have an opportunity to maintain good knowledge of the prisoner population, particularly those serving longer sentences. Staff appeared to have an appropriate knowledge of the prisoners at the Centre.</p>
<p>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.</p>	<p>Centre management advised that it is a requirement that staff enter a case note on each prisoner in their case load once per roster block (i.e. once per week approximately).</p> <p>A review of case noting was undertaken and it was found that there were inconsistencies in the frequency of case noting. In some instances case notes were weekly/fortnightly, however there were other cases where case noting was occurring monthly or even less frequently. It was observed for one prisoner (D46266) that he was received at the Centre on 28.04.09 and in that time had only four CCO initiated reports - in particular no case notes between 04.06.09 and 25.08.10. It is accepted that the prisoner had attended Work Camps frequently (brief monthly case reports are evident) however a review of his movements indicate many occasions the prisoner was at the Centre when case notes could have been completed. The Centre advised that Work Program prisoners while accommodated at DDCC did not have an allocated Centre based case officer. Therefore while in the Centre on their two week rotation no officer had ownership of the prisoner as part of their case load. Inspectors were advised that prisoners now when placed on the Work Program will retain their Case Officer.</p> <p>It was also noted that case notes appeared to be audited inconsistently. There was evidence of some case notes being audited by supervisors however there were a number of instances where there was no audit evident.</p> <p>It was noted that periodic and summary reports were also completed inconsistently.</p> <p>There was evidence of non-custodial staff case reporting contact with the prisoners. Generally case reports by non-custodial staff were of a good standard.</p>

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	<p><u>Recommendation 13 (medium):</u></p> <p>The Centre reinforces with the case officers the requirement for comprehensive, meaningful case notes and institutes a case note audit process.</p> <p><u>Recommendation 14 (medium):</u></p> <p>The Centre institutes a process to ensure that periodic and summary reports are completed consistently.</p>
<p>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.</p>	<p>Prisoners with significant health issues or disabilities are not placed at DDCC.</p>
<p>S5.5 Case officers are able to provide input and advice on all matters relating to their prisoners.</p>	<p>Correctional Officers attend Sentence Management Reviews with the prisoners and all case notes are considered. The Inspectors observed a review occur with a prisoner currently on the Work Program who attended via phone with his supervisor.</p>

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DUTY OF CARE	
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 has a documented Anti-Bullying Strategy in place. Posters were prominent in the Centre and both the Prisoner Induction Handbook and the induction itself focused on the standard of behaviour that is expected of prisoners and discussed sexual harassment and bullying.</p> <p>Prisoners who were spoken to by the Inspectors stated that they generally felt safe at the Centre and were conscious that violence and intimidation was not tolerated.</p> <p>However, an analysis of data from Knowledge Place for the 09-10 Financial Year reveals that DDCC had the highest rate of minor assault of all male low custody facilities (with a rate of 5.75 compared with a rate of 2.58 which was the average of all other male farms). The Centre stated that having an electrified perimeter fence and a secure inner compound makes the DDCC unique as a low custody Centre. Because of this uniqueness the Centre is required to accommodate prisoners deemed not suitable for less secure low custody Centres. Therefore the prisoner profile has a higher risk of assault and behavioural issues.</p> <p>The Centre does not undertake any specific monitoring of the assault rates to identify systemic issues, but advises that they do undertake a case by case review.</p>
<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>Like all farms, the Centre does not accommodate protection prisoners. Prisoners at DDCC who insist on protection have to be transferred back to secure custody. Centre management advised that, where appropriate, they seek to mediate disputes between prisoners in an attempt to allow them to remain at the Centre.</p> <p>At the time of the Inspection there were no 17 year-old prisoners at the Centre. Management advised that they do not accommodate 17 year-old prisoners at the Centre.</p>

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<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>The PAC meets monthly and can raise any issues that are current.</p> <p>The Centre does not have a particularly diverse population and both prisoners and staff report that there is no racial tension in the Centre.</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>Consistent with other Low Security environments the level of direct supervision by staff of prisoners is very low.</p> <p>The Centre uses a Prisoner of Interest list to monitor prisoners that may be causing problems in this area and there is evidence that greater management and supervision can be directed towards these prisoners (e.g. daily case noting).</p> <p>The Centre presented as quiet during the Inspection.</p> <p>Inspectors did not find evidence that bullying is an issue at this Centre but did note the higher than average assault rate over the last Financial Year.</p>
<p>S6.5 Appropriate interventions are in place to deal with bullies and support victims.</p>	<p>Centre management advised that as a rule where they can not mediate a dispute, the perpetrator(s) (if identified) is returned to secure custody and the victim may remain.</p>
<p>S6.6 Prisoners are made aware of behaviour that is unacceptable through a well publicised policy and are made aware of the consequences of bullying.</p>	<p>See above.</p>

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**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>94% of custodial staff are accredited in Suicide Awareness, 91% in First Aid and 71% in CPR.</p> <p>Inspectors were advised by some staff that because of the nature of the population, they were infrequently required to practice any of their training in risk identification including IOMS recording processes and therefore felt concerned about their level of competence should such an event occur particularly after hours.</p> <p>Inspectors were informed that a training exercise (suicide contingency) was conducted at DDCC involving the operational staff and Registered Nurse on 29 October 2010. The training was identified by assessors as quite successful with all of the major check points being addressed appropriately. Several minor issues were identified in the scenario, and these have since been addressed. The exercise was considered a success, with all responding staff showing a good operational knowledge of Agency procedures in relation to both medical emergency and preservation of scene. No additional training has been identified as a result of this exercise.</p> <p>Paragraph 3 of the DDCC Local Procedure - Psychologist and Counselling Services details the Centres response to At Risk Management. If a staff member has reason to believe that a prisoner may be at-risk of self-harm or suicide the prisoner is to be managed in accordance with the Agency’s At Risk/Self Harm procedure. In addition to the requirements of the procedure, any prisoner considered to be at-risk is to immediately be placed under continuous observations pending completion of the initial assessment and initial response plan. This response is necessary to account for the following -</p>

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	<ul style="list-style-type: none"> <li>a. there is no 24 hour health services at the facility;</li> <li>b. the Centre is not equipped with an observation cell;</li> <li>c. there are only two officers present at the Centre during a night shift; and</li> <li>d. there is no supervisor rostered to the night shift.</li> </ul> <p>The Centre appears to be compliant in all areas.</p> <p>Forensic Mental Health Service confirms that there are eight open mental health clients at the facility at the time of Inspection.</p> <p>Knowledge Place indicates nil attempted suicides or self harm incidents have occurred during the last 12 month period.</p> <p><b><u>Recommendation 15 (medium):</u></b>  <b>The Centre increases the accreditation rate of Correctional Practices Competency Assessment (CPCA) topics.</b></p>
<p>S7.2 A multi-disciplinary committee Risk Assessment Team (RAT) effectively monitors the prison's suicide prevention policy and 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>Prisoners identified as being at risk of self harm/suicide are maintained on constant observations in the Medical Centre until reviewed or transferred to a secure custody facility for further management.</p> <p>In the past 12 months a RAT meeting has only been convened once. In this instance the prisoner's observation regime was withdrawn. In all other cases where prisoners have been identified as at risk, they have been transferred with the observation regime maintained.</p>

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<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 family and friends who have been granted contact visits in accordance with Section 156 CSA 2006 are provided correspondence from the General Manager providing a contact point for information regarding illegal substance use and or drug activity. They are also encouraged in the visitors' handbook and through posters in the visits area to contact the Centre if they are concerned about the prisoner's wellbeing.</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 prisoners at risk.</p>	<p>Not applicable.</p>
<p>S7.5 Prisoners at risk of suicide and self-harm are held in a supportive and caring environment.</p>	<p>Prisoners at risk of suicide or self harm will generally be transferred to a more appropriate Centre at the first available opportunity as the facilities at the Centre are not appropriate for managing such situations.</p>



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<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>There was only minimal evidence that prisoners are continually encouraged to seek assistance if they have thoughts of self harm, which occurred during the programs induction. There was no reference during the custodial induction, in the prisoner handbook or in posters about the Centre.</p> <p>The Offender Management team provide additional support and strategies to new receptions. All prisoners are interviewed upon reception with a follow up three days later if required.</p> <p><b><u>Recommendation 16 (medium):</u></b>  <b>The Centre places notices about the centre in strategic locations and in the Induction Handbook, encouraging prisoners to seek help if they are experiencing thoughts of self-harm.</b></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>94% of staff are accredited in Suicide Awareness.</p> <p>The facility has not conducted a contingency with a suicide/self harm based scenario for a number of years. Inspectors were advised that the annual training plan is currently being developed. As a result there is a contingency scheduled for 04.10.2010.</p> <p>Custodial staff interviewed during the period of Inspection stated that the Agency procedures would be referred to for guidance in the event of an incident.</p> <p>The centre advised that the contingency was completed on 04.10.2010 and observed by the DCS Academy Assessor.</p>
<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>A review of Knowledge Place indicates that Darling Downs Correctional Centre has had no incidents of prisoners self harming or suicide in the last 12 months.</p>

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<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>Not applicable.</p>
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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
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.	Most staff appeared to understand their duty to observe the principals of human rights, fairness and natural justice. Prisoners also frequently advised that staff treated them well.
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.	Given the Centre's old architectural design, lack of facilities and staffing ratio for a Low Custody facility, it does not have the capacity to manage prisoners with disabilities, medical issues or significant mental health concerns. It is also not suitable for aged prisoners. Generally prisoners with these concerns will not be transferred to DDCC. If however such problems develop during their stay at the Centre the medical team in consultation with the management team will make decisions on the best place to accommodate the prisoner.

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<p>S8.3 Prisoners from minority groups are not being victimised or excluded from any activity.</p>	<p>A review of Knowledge Place identified that at the time of the inspection there were approximately 13 Aboriginal and Torres Strait Islander prisoners (19% of the Centre based prisoner population). The number of Aboriginal and Torres Strait Islander prisoners is lower than in previous years however this corresponds directly with the proportionally lower numbers of prisoners. There was no evidence of any victimisation or exclusion from activities occurs for this or any other group of prisoners.</p>
<p>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.</p>	<p>Aboriginal and Torres Strait Islander prisoners are identified on reception. While the Centre does not have any specified staff, it would appear that all support staff could assist in managing issues that arise for any prisoner in this group.</p> <p>Toowoomba Elders visit fortnightly and the management team appear to have a very genuine and open relationship with them. The Elders advised that they are treated well and have good access to Aboriginal and Torres Strait Islander prisoners.</p>
<p>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.</p>	<p>Cultural Awareness training occurs as regularly and as required. Within the custodial staff group 97% have current accreditation while within the non-custodial staff only 62% have current accreditation.</p> <p><u>Recommendation 17 (low):</u>  <b>The Centre conducts training in the area of Cultural Awareness to ensure that all non-custodial staff have current accreditation.</b></p>
<p>S8.6 Staff attempt to understand and actively engage with indigenous and ethnic groups.</p>	<p>There generally appeared to be a good understanding of the composition of the prisoner population and an awareness of their needs. The staff were seen to interact appropriately with all prisoners.</p>
<p>S8.7 Inappropriate language or conduct is challenged.</p>	<p>There were no incidents of inappropriate language or conduct towards any prisoner during the period of inspection. Prisoners indicated that staff treated them well.</p>

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<p>S8.8 Prisoners know the identity of the indigenous liaison officers and/or cultural development officer representatives, and are easily able to contact them.</p>	<p>There are no positions for an Indigenous ILO or CDO at the Centre.</p>
<p>S8.9 The cultural development and indigenous liaison officers take action to identify and minimise racist bullying.</p>	<p>As above</p>
<p>S8.10 The opportunity is provided to prisoners to practice and express themselves culturally within the Centre.</p>	<p>Elders visit the Centre fortnightly and prisoners can meet with them. There was evidence that there had been previous indigenous art programs conducted at the Centre and from discussions it appeared that the Centre was attempting to re-establish the program. NAIDOC celebrations are conducted each year for both Aboriginal and Torres Strait Islander and non-Aboriginal and Torres Strait Islander prisoners.</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>It is understood that assessments of this nature would be made prior to the prisoner being transferred to the Centre.</p>

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<p>S8.12 Staff are fully conversant with the needs of immigration detainees and foreign nationals which is reflected in the way they are managed.</p>	<p>The Centre currently has two prisoners of interest to DIAC. Sentence management staff appear to have a sound relationship with this department and good communication appears to exist between both groups. Once DIAC makes a decision to deport a prisoner, that prisoner is transferred to secure custody.</p>
<p>S8.13 Prisoners have access to translation and interpreting services.</p>	<p>No prisoners from a non English speaking background have been managed in this centre recently. However, staff have previously had occasion to utilise telephone translator services for prisoners. Staff demonstrated a knowledge and understanding of the need and operation of the service.</p>
<p>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.</p>	<p>See 8.12</p>
<p>S8.15 Immigration detainees held solely under administrative powers are transferred to an immigration unit in a special purpose facility.</p>	<p>See 8.12</p>

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**S9: Mothers and babies are provided with a safe, supportive and comfortable environment which prioritises the care and development of the child. Pregnant women receive appropriate support. - NOT APPLICABLE**

**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.	Prisoners are provided with two hours visits on a Saturday and Sunday. On special celebratory days such as Easter, Christmas and Father’s Day the visit time is extended. All visits sessions appear to be well attended.
S10.2 Visitors are treated respectfully.	Inspectors attended a visit session during the period of Inspection and observed the process. Visitors were individually processed in a respectful and appropriate manner. Staff appeared cognisant of meeting the security and procedural requirements whilst ensuring that the visitors were relaxed and their needs were met.
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>The new location of the visits Centre is appropriate as it allows the remainder of the Centre to function as normal, where as previously for the duration of the visit the Centre was locked down.</p> <p>The new visits area was completed using prisoner labour and refurbishing some existing facilities. Generally the environment is suitable and does provide ample room for those attending including space for children. However the area is subject to climatic conditions and given the geographical location of the Centre, the weather can be extreme. The Centre does have a back-up plan in the event of inclement weather and has requested funding to install some form of wind/rain barriers.</p> <p><b>Recommendation 18 (medium):</b>  <b>The visits area is fitted with weather barriers to moderate the climatic conditions that can be experienced.</b></p>

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<p>S10.4 Protection prisoners or those on safety orders are not disadvantaged in their access to visits.</p>	<p>There are two non-contact visits booths available for prisoners on safety orders.</p>
<p>S10.5 The visits booking system is accessible and able to deal with the number and needs of visitors.</p>	<p>Visitors are able to book a visit over a 3½ day period during the working week.</p>
<p>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>	<p>On approval to visit, visitors are provided with a letter from the General Manager advising of the approval, expiry date and encouragement to assist the Centre in keeping the prisoners drug free. The visitors also at this time receive a comprehensive Visitor Information Booklet that covers such things as contact details, booking and visits process, transportation, identification requirements, safety and so forth.</p>
<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>	<p>Visitors are processed in a timely fashion to ensure that there is little delay to the commencement of the visit. However at times the bus that travels from Brisbane is late, however this is out of the control of the Centre.</p>



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<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>	<p>Prisoners are pat searched on completion of the visit. [REDACTED]</p>
<p>S10.9 Visitors arriving late in secure custody Centres are offered non contact visits.</p>	<p>If visitors arrive after the visit session has already commenced a decision is made by the Supervisor on a case by case basis.</p>
<p>S10.10 There is a system in place to consider and resolve complaints from prisoners and visitors regarding the visit process.</p>	<p>Prisoners and visitors are both encouraged to write to the General Manager if they have any concerns regarding the visit or the process.</p>
<p>S10.11 Before and after visits, visitors have access to toilet facilities.</p>	<p>Before, during and after visits, visitors have access to toilet facilities.</p>

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<p>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>	<p>The visit area facilitates easy contact between the prisoners and their visitor. Groups can sit where they choose at individual tables or move about. Prisoners can freely play with their children.</p>
<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.</p>	<p>The environment is very safe for children however there is little equipment to entertain them. At the start of the visit a small container of toys is tipped on the grass in the Centre. The toys are typically for very young children and include nothing that would allow the prisoner and the child to interact. It was obvious from the Inspection that the children became very quickly bored. The visits area would be well served by the purchase/construction of a variety of age related, interactive toys and equipment.</p> <p><b><u>Recommendation 19 (medium):</u></b>  <b>The Centre considers the purchase of a variety of age related toys and activities that will provide entertainment for the duration of the visit and that will allow the prisoner and his child to interact.</b></p>
<p>S10.14 Prisoners' visitors can buy a range of refreshments during visits.</p>	<p>Prisoners and visitors have access to tea, coffee and cordial during the visit. Prisoners are able to bring to the visit items from their buy-up.</p>
<p>S10.15 Prisoners who are transferred out of their region or who have limited visits access due to the distance from their home have access to video conference facilities.</p>	<p>Video conference facilities are available however are generally not used for visits.</p>

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<p>S10.16 Private legal visits are permitted, and suitable facilities to accommodate these are provided.</p>	<p>Legal visits are generally not required at the Centre.</p>
<p>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>	<p>There are a small number of banned or restricted visitors who are advised why they are banned and of the duration. They are also advised of the appeal mechanism.</p>
<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).</p>	<p>Management will consider special visits in the event of a prisoner receiving bad news. There was evidence of this during the Inspection when a prisoner was being supported by the Centre following the loss of a family member.</p>
<p>S10.19 Visitors are able to share any concerns they have about the prisoner with visits staff.</p>	<p>There are notices in the visits area that advises visitors to advise the Centre if they have any concerns for the welfare of the prisoner they are visiting.</p>

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<p>S10.20 Efforts are made to assist prisoners who have family a long way away, or in other countries, to maintain good family contact.</p>	<p>Not applicable.</p>
<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 can use the Arunta system to facilitate calls.</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>The counsellor and psychologist are available to be utilised for this requirement if there is an identified need.</p>
<p>S10.23 Telephone contact is made as easy as possible.</p>	<p>Arunta phones are available in each unit.</p>
<p>S10.24 Letter contact is made</p>	<p>A post box is available for prisoners to forward letters and is cleared five days per week. When mail is received</p>

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<p>as easy as possible.</p>	<p>at the Centre, it is processed and a list of recipients is placed on the notice board so prisoners are aware if they have received mail. Prisoners advised that they have no concerns with the management of their correspondence.</p>
<p>S10.25 Prisoners' mail is opened to check for unauthorised enclosures or to carry out legitimate or targeted censorship in accordance with procedures.</p>	<p>Prisoner's mail is handled in accordance with accepted practices.</p>
<p>S10.26 Privileged mail is only opened by staff in accordance with procedures.</p>	<p>The process for the management of privileged mail was reviewed. It was generally in accordance with accepted practices and all privileged mail that was opened in error was logged. It was noted however that when privileged mail was opened in error it was not resealed. The Centre advised at the conclusion of the visit that procedural training for Administration staff had been actioned and shall be ongoing to address this point.</p>
<p>S10.27 A newspaper is delivered to each accommodation unit daily and made available to prisoners in a timely manner.</p>	<p>Newspapers are delivered to the units seven days per week and are available in a timely manner.</p>

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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
S11.1 There is a comprehensive system in place for managing prisoner complaints.	<p>The Centre has in place a system to manage prisoner complaints.</p> <p>Blue letters are freely available to prisoners. Evidence provided to Inspectors was that letters are responded to in a prompt fashion.</p> <p>There were 29 blue letter complaints listed as received year to date.</p> <p>A review of the complaints received from the Official Visitors was undertaken. There were 39 complaints received last financial year. Of those 8 were substantiated wholly or partially, 2 not substantiated and 29 complaints were situation clarified. The largest area of complaint was employment, followed by transfers.</p>
S11.2 Information about prisoner requests and complaints is provided to prisoners in a way that is easily understood, including appeal mechanisms.	<p>Comprehensive information is provided to prisoners in the Induction Handbook. Posters were also evident in various parts of the Centre providing advice in relation to the Ombudsman, Official Visitors and QCS Complaints Management.</p>
S11.3 Prisoners are encouraged to resolve complaints informally at the lowest possible level before making official complaints.	<p>At page 47 of the Induction Handbook there is a statement about attempting to resolve complaints at the Centre.</p> <p>Inspectors noted when attending the PAC that prisoners raised a number of issues of complaint (that appear to have been issues of concern for some time) that management did not appear to be aware of (e.g. condition of sheets and laundering of clothes). While this caused some concern among Inspectors that the communication channels between prisoners, staff and management about issues of concern/complaint from prisoners did not appear to be as open as they could be. It was noted that prisoners do appear to have the opportunity to voice their issues through such forums as PAC, Case Officer, Town Hall meetings and through the shop front book.</p>
S11.4 Prisoners can easily and confidentially submit complaint forms.	<p>Blue letters were seen to be freely available to prisoners in the Main Courtyard without the need to approach staff.</p>

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<p>S11.5 Prisoners are not pressured to withdraw any requests or complaints.</p>	<p>The Inspectors found no evidence or complaint about prisoners being encouraged to withdraw complaints or requests.</p> <p>However, when examining a breach hearing, it was noted that a prisoner in defence of a charge of ‘contravene lawful direction’, alleged that he had been assaulted by the officer concerned. At the review of the breach, the reviewing officer was provided with a letter from another prisoner which purported to corroborate the assault allegation. Notwithstanding both the allegation by the prisoner and the letter from the witness, the allegation of assault by the officer was not further pursued by the Centre. Instead during the breach, the reviewing officer made comment that the witness could lodge a blue letter of complaint about the matter.</p> <p>The General Manager advised that he is making enquiries in relation to this matter and has sent correspondence to the prisoner in question (who has since been released) requesting that he provide any additional information re the claim for further assessment. Centre management also maintained that this was a one-off occurrence and that allegations of staff assault are taken very seriously.</p>
	<p><b><u>Recommendation 20 (high):</u></b></p> <p>All management and staff at DDCC are reminded of the importance of elevating allegations of assault by staff on prisoners to the appropriate level (including referral to the DCS Ethical Standards Branch).</p>
<p>S11.6 Prisoners feel able to ask for help in completing their application or complaint and in copying relevant documentation.</p>	<p>Prisoners report being able to approach staff if they require assistance.</p> <p>See above, comment re 11.3.</p>
<p>S11.7 Prisoners who make complaints against staff and/or other prisoners are protected from possible recrimination.</p>	<p>As is stated above, the Inspectors found no evidence or complaint about prisoners being encouraged to withdraw complaints or requests.</p>

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<p>S11.8 All prisoners know how to contact the Official Visitor (OV) and/or the Ombudsman and can do so in confidence.</p>	<p>The PAC and other prisoners questioned by Inspectors were aware of how to contact both the Official Visitor and the Ombudsman. Official Visitor and Ombudsman Posters were evident throughout the Centre.</p>
<p>S11.9 Prisoners are not discouraged from pursuing grievances with external bodies if they need to.</p>	<p>Inspectors found no evidence to suggest that prisoners are discouraged from pursuing grievances. See comment re 11.5.</p>
<p>S11.10 Centre management analyse complaints data regularly and if necessary take remedial action.</p>	<p>The Centre advises that they do not undertake any analysis of complaints data, however the centre advises that they undertake a review of PAC items to identify any ongoing or reoccurring issues.</p>



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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
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.	As DDCC is a Low Custody facility, first night symptomatic relief should have already been addressed at secure reception facilities.  DDCC does not have a 24-hour medical Centre. Nursing staff advised that should a prisoner present with any significant symptomatic relief needs then they would be returned to secure custody. However, a basic level of medical intervention is available should it be determined appropriate in the circumstances (e.g. Valium).
S12.2 Specialist staff complete a comprehensive assessment the day after a prisoner's arrival to determine a suitable stabilisation, maintenance, or detoxification programme.	Nursing staff carry out an initial medical assessment on the day of reception. This also identifies if the prisoner requires further assessment, if so they are listed for the VMO who can refer the prisoner to specialist services if required.

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<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>Not examined.</p>
<p>S12.4 Specialist diagnosis services are provided for prisoners who experience both mental health and substance-related problems.</p>	<p>A nurse from PMH visits the Centre weekly and a psychiatrist visits fortnightly.</p>
<p>S12.5 There is appropriate treatment and support for pregnant women with substance dependency.</p>	<p>Not applicable.</p>
<p>S12.6 Prisoners receive effective support during and post-clinical intervention. Clinical treatment is integrated with psycho-social interventions.</p>	<p>Narcotics Anonymous and Alcohol Anonymous attend the centre. These agencies can also provide good support for the prisoner once released. There are no Agency based programs conducted at the Centre.</p>

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<p>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>	<p>Health Services staff provide information to prisoners on blood borne viruses. Issues such as infection control are discussed with prisoners.</p> <p>Prisoners have the ability to have routine blood tests undertaken.</p> <p>Health Services, through the VMO, has a process of referral to Queensland Health specialist services based at public hospitals.</p>
<p>S12.8 A range of effective alcohol, drug and tobacco avoidance strategies are in operation.</p>	<p>A quit smoking program is in place at the Centre.</p>
<p>S12.9 Effective intelligence and security measures are in place to guard against the trafficking of drugs or alcohol.</p>	<p>A random and targeted drug testing program is in operation at the Centre.</p> <p>Prisoners who return positive results are returned to secure custody.</p> <p>The question of how to deal with prisoners who may have used illicit substances in secure custody and still have them in their system after transfer to DDCC is an issue. Inspectors understand that there was a process in place during reception at DDCC where prisoners were given the opportunity to admit to using drugs in secure and then placed on a testing regime that allows those drugs to leave their system before they are subject to urine tests (that will have the consequence of return to secure). It is also understood that this process has recently ceased.</p> <p>Inspectors are advised that the Agency is currently reviewing the drug testing procedure.</p>

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ACTIVITIES	
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>Prisoners who are received at Darling Downs Correctional Centre should have already had a Literacy and Numeracy screening completed prior to their arrival.</p> <p>The programs officer informs prisoners shortly after arrival on what courses are available at the facility and motivates prisoners to enrol and attend.</p> <p>Courses available include Literacy, Numeracy, Engineering, Construction, Safety Induction, Introduction to Computers, Hospitality, Bob-Cat, Fork-Lift, Front-End Loader, Chainsaw, Tractor and Senior First Aid.</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>Darling Downs Correctional Centre provides 100% employment opportunities for all prisoners. The Operational Plan 2010-2011 prioritises Community Service Projects which facilitate skill acquisition, certification and accreditation to support individual prisoners return to the community.</p> <p>If a prisoner has partial trade qualifications or a desire to work in the construction industry, positions are available to work on the construction crew and gain nationally recognised qualifications. Initial qualifications offered are Certificate II in General Construction and Certificate II in Engineering.</p> <p>Darling Downs Correctional Centre has four work camps aligned (Mitchell, Dirranbandi, Charleville and St George). Community Service projects linked to these camps include but are not limited to are Downs Steam Tourist Railway and Museum, Toowoomba Show Grounds, Land Care, and Jondaryan Wool Shed.</p>

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<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>As stated above, the facility provides 100% employment opportunities for all prisoners.</p> <p>The facility develops an Offender Employment and Pathway to Community Service and Reintegration plan for each prisoner - "Getting Out and Staying Out". The plan is aimed at gaining or developing existing skills while providing a pathway to community reintegration and reparation.</p> <p>All new receptions receive their plan within a ten day period. The plan is subject to job vacancies within each area, demonstration of appropriate behaviour and the receipt of positive employment reports.</p> <p>Prisoners are expected to commence employment in Centre services and maintenance prior to progression to the dairy/residences or treatment plant and finally community services/work camp.</p> <p>The facility also hosts Pups in Prison program (PIP) where 6 prisoners are engaged with the training of 3 assistance dogs.</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>There are no local programs available.</p>
<p>S13.5 Facilities and resources for learning and skills development and employment are appropriate, sufficient and suitable for purpose.</p>	<p>Darling Downs Correctional Centre is an older facility with buildings appropriate for vocational training, however the facilities are a product of the staff and prisoners adapting and 'making do' rather than a result of the construction of a fit for purpose training Centre.</p> <p>Overall however the facilities and resources utilised for skills and learning are suitable and sufficient for purpose.</p>

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<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>All prisoners interviewed during the inspection period, indicated that they were provided equal opportunities to engage in available activities.</p>
<p>S13.7 Allocation to activity places is equitable and transparent and is based on identified Prisoner management planning needs.</p>	<p>The facility develops an Offender Employment and Pathway to Community Service and Reintegration plan for each prisoner. The plan is aimed at gaining or developing existing skills while providing a pathway to community reintegration and reparation.</p> <p>Prisoners are expected to commence employment in Centre services and maintenance prior to progression to the dairy/residences or treatment plant and finally community services/work camp.</p> <p>The Centre operates four work camps (Mitchell, St George, Dirranbandi and Charleville) and operates a farm/dairy.</p>
<p>S13.8 Sentenced Prisoners who do not work because they are exempt (maternity, long term-sick etc), receive sufficient weekly allowances.</p>	<p>The facility provides employment for all prisoners, however if a prisoner is unable to work due to illness or injury they receive unemployment remuneration in compliance with Agency guidelines.</p>
<p>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>	<p>The facility does not have a policy or capacity of securing prisoners in their cells if they are unable to work. All prisoners have full access to library and other facilities during the structured day.</p>

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<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.</p>	<p>Prisoners interviewed during the inspection period reported their attendance at educational and vocational commitments is self-driven with no delays experienced.</p>
<p>S13.11 The assessment and provision of individual learning and skills development form an effective part of Prisoners' Prisoner management plans and are used effectively to record and review overall progress and achievement.</p>	<p>Prior to transfer to Darling Downs Correctional Centre, a prisoner has been subjected to the required procedural assessments, plans and reviews. Offender Management Plan Reviews are conducted at appropriate time frames in accordance to Agency procedures and Inspectors considered that prisoners individual learning and skills development was effectively recorded and monitored.</p>
<p>S13.12 The Centre accurately record the purposeful activity hours that prisoners engage in and don't include non-purposeful activities in their calculations.</p>	<p>The facility does not record Meaningful Activity Data that includes industries, prisoner services, vocational and educational, Training, and Literacy and Numeracy and supervised recreational activities and hobbies.</p> <p>Agency procedures require a facility to provide prisoner access to meaning activities which promote the positive use of a prisoner's leisure time. The facility is to maintain a record of prisoner participation in meaningful activities. The record should include, types of activity, number of prisoners participating in the activity, and hours of participation.</p>

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<p>S13.12 The Centre has an effective strategy for maximising access to and use of a properly equipped and organised library.</p>	<p>The library is available for use when prisoners are not engaged in employment or programs. The library is well organised with a good quantity of resources, however the material appears quite dated. Prisoners expressed concern with the lack of current reading material available. There also appeared to be a lack of current magazines.</p> <p>The environment appeared generally unstimulating.</p> <p>Inspectors were advised that it was currently well organised due to the efforts of a prisoner who had since been discharged.</p> <p>The Centre advised that it was their intention to locate the Transitions Coordinator in the library and had purchased additional furniture. It was anticipated that this person could oversee the library and create a more conducive environment.</p> <p><b>Recommendation 21 (low):</b>  <b>The Centre purchases additional reading material for the library to provide a range of recent releases thereby stimulating the prisoners' interest in reading.</b></p>
<p>S13.14 Library materials should be broadly reflective and meet the needs of the prisoner population.</p>	<p>The library provided an adequate range of books, albeit dated, to meet the needs of the prisoner population.</p>

<p><b>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.</b></p>	
Standards	Findings
<p>S14.1 Health promotion and personal fitness are explicit program objectives for prisoners.</p>	<p>The facility has a smoking cessation program available to those prisoners who wish to quit smoking with the provision of free nicotine replacement patches from the Nurse.</p> <p>Inspectors observed that a number of notices were on display in the library area promoting personal fitness, activities and outcomes.</p> <p>However, to date the fitness programs are self directed and self motivated. There is no activities officer employed at the Centre. The Centre has an allocation of .6 FTE Activities Officer which has been advertised</p>



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	<p>without success.</p> <p>The prisoner induction booklet includes information on high-risk behaviour increasing the risks of Hepatitis and HIV.</p>
S14.2 Before using the gym or undertaking strenuous exercise older prisoners are assessed by health services staff.	<p>The facility has no formal assessment of older prisoners prior to them being permitted to use the gym/oval facilities. Nor is there any guidance provided for the correct use of equipment.</p> <p>All prisoners undergo a medical assessment upon reception and those identified as medically at risk are returned to secure facility.</p>
S14.3 All prisoners have the opportunity to use physical activities facilities at least twice a week.	<p>All prisoners have the opportunity to utilise the gym from 7am to 7pm daily when not involved in courses or employment. The oval is available after 3pm daily.</p>
S14.4 Recreational physical exercise is encouraged by staff and the prison has suitable facilities.	<p>The absence of an activities officer results in a lack of encouragement for recreational physical exercise. The structured day identifies recreational activity sessions but prisoner involvement/attendance is self-driven.</p> <p>Prior to the inspection the Centre had purchased new exercise equipment. It was installed in October 2010 and the Centre advises that it was extremely well received by the prisoner population. Instruction of use and hygiene requirements notices were to be installed at the same time.</p> <p>There is limited unit activity.</p>
S14.5 Daily exercise yard activity is not substituted for the opportunity to use the gym and oval facilities.	<p>Not applicable.</p> <p>Darling Downs Correctional Centre is a Low Security facility with an open campus design with no exercise yards. Access to activity facilities for prisoners is not restricted.</p>
S14.6 Physical activities facilities are broadly reflective of the nature of the population.	<p>The gymnasium is equipped with weights and cardio equipment. This equipment will be removed to provide a suitable area for the new gym equipment (refer to S14.4).</p> <p>All accommodation areas have pool tables and table tennis tables. Prisoners have access until 10pm on Sunday to Thursday and 11pm on Friday to Saturday.</p> <p>The older prisoners have access to all activities facilities; however, there are no specific activity</p>

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	<p>sessions/activities for the older prisoners.</p> <p>A prisoner has recently been employed as the Activities Coordinator. Activities such as Pool competitions, card and board games, guitar lessons and music lessons are being promoted. In addition, sports such as touch football, soccer, tennis, cricket, indoor soccer, gym, table tennis and volleyball.</p> <p>CCTV coverage monitors the gym area.</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>The injury data provided by the facility records 14 prisoners reported being injured from January to August this year however IOMS record three incidents associated with physical activity, arts, craft and hobbies. The Centre advised that the disparity in the numbers reported may be attributed to the seriousness of the injury/accident.</p>
<p>S14.8 A program of arts, crafts and hobbies is promoted to prisoners and is reflective of the needs of the prisoner population.</p>	<p>The facility has a limited range of arts and crafts suitable for its prisoner population. The Inspectors note there are no hobbies available.</p> <p><b><u>Recommendation 22 (medium):</u></b>  <b>The Centre undertakes a needs analysis of the prisoner population to determine what arts, crafts and hobbies they wish to pursue and then facilitate the provision of the raw material and provide instruction if required.</b></p>

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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
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>Chaplains attend the Centre Tuesday to Friday on a set roster and also attend on Sunday to provide a religious service.</p> <p>The Chaplains spoken to indicated that they have very good access to prisoners and are able to move freely about the Centre. They further indicated that staff treat them very well and it is a pleasure to visit the Centre.</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.	Prisoners in this condition are not accommodated at the Centre.
S15.3 Prisoners know the timings of religious services and these are well advertised. Timings are appropriate to the different religions.	Prisoners are advised of the chaplain's visits schedule, as well as the church service times.
S15.4 Prisoners are able to obtain, keep and use artefacts that have religious significance, provided they do not pose a risk to security.	Prisoners may buy a cross and chain to the value of \$20.00 on STP. If they arrive with a cross and it is on their property card they can retain it.

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<p>S15.5 Prisoners are able to celebrate major religious festivals and these are actively promoted by the Centre.</p>	<p>Prisoners are able to celebrate Easter and Christmas through church services and Family Days.</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>There was evidence that chaplains are on occasions engaged in assisting staff in managing a prisoners' need during their custodial period and/or on release.</p>

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S16: All prisoners are actively encouraged to engage in out of cell activities.	
Standards	Findings
S16.1 Prisoners have access to a minimum of 10 hours out of their cells except in exceptional circumstances.	The facility is a low custody facility and prisoners are not secured in their cells. The access doors to the accommodation units are secured between the hours of 7pm and 7am. Prisoners are restricted to the unit during this period. Prisoners have access to activity facilities in accordance with the structured day routine.
S16.2 A structured day for prisoners, including activities and exercise, are publicised on every block, and adhered to consistently.	The structured day is well published and observation by Inspectors indicated that it is adhered to.
S16.3 Out of cell activities, including activities and exercise, are not cancelled unnecessarily. Reasons for cancellation are explained to unit staff and prisoners.	There is no evidence to indicate that activities and access to activities is cancelled unnecessarily. In instances of wet weather, the gymnasium may be substituted for the oval/tennis court. Prisoners informed the Inspectors that this is well communicated by correctional staff.
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.	DDCC is not suitable for aged or infirm prisoners and those with sensory and physical disabilities or significant mental health conditions. Prisoners are assessed for suitability prior to placement at the facility.
S16.5 All prisoners are encouraged to engage in	All prisoners are required to engage in employment.

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<p>out of cell activities.</p>	<p>Educational and vocational programs are available and enrolment is accessible via the programs officer.</p> <p>External correspondence courses are also available, however any fees/cost incurred are to be meet by the prisoner.</p> <p>Limited arts and crafts were available at the time of inspection but Inspectors are aware a prisoner has been employed as the Activities Coordinator and is promoting an increase of activities and sports which will include match stick, painting, drawing, and card making.</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>Prisoners detained on safety orders are housed in the detention unit. Prisoners have the use of a small exercise yard for at least two hours daily whilst accommodated in the detention unit.</p>
<p>S16.7 Out of cell activities, including activities and exercise, are supervised effectively by staff, and prisoners feel safe, especially those who may be at risk of self-harm or bullying.</p>	<p>As a low custody facility, supervision of prisoners is not by constant observation, but rather by walk arounds. Prisoners advised that they feel safe in the Centre.</p>
<p>S16.8 All prisoners have the use of properly equipped areas for association and exercise.</p>	<p>Refer 16.1</p>

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GOOD ORDER	
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"> <li>▪ staff-prisoner relationships are positive</li> <li>▪ prisoners receive individual attention from staff</li> <li>▪ there is constructive activity to occupy prisoners.</li> </ul>	<p>The interaction between staff and prisoners was observed to be positive. Prisoners reported that they are comfortable approaching staff with issues that they may have.</p> <p>At the time of Inspection there was 100% employment and prisoners appeared busy during the day and had opportunities to engage in physical activities after hours.</p> <p>As mentioned earlier in S4.4 during the period of Inspection there appeared to be limited interaction between staff and prisoners beyond required basic custodial duties. It is acknowledged that the infrastructure is not conducive in facilitating the necessary interaction and that for most of the day the prisoners are involved in work, it is felt however that staff need to seek out opportunities to interact with prisoners to provide appropriate role models and to undertake appropriate case management.</p> <p>A number of staff advised Inspectors that the custodial role has developed with increased administrative tasks that restricts their opportunities to “get out and about” and engage with prisoners. However Inspectors did not carry out any evaluation of the components of the role of custodial staff.</p> <p style="color: red;"><u>Recommendation 23 (medium):</u></p> <p style="color: red;">The Centre takes steps to increase the level and type of interaction between staff and prisoners.</p>
<p>S17.2 There is an effective intelligence function in the Centre that safeguards prisoners’ well-being.</p>	<p>There is no dedicated intelligence function at the Centre. Instead this function is carried out by a supervisor who has been trained in this role. It was reported that only two hours a week can be dedicated to intelligence under this model.</p> <p>Inspectors were advised that Intelligence Notes are utilised at the Centre.</p> <p style="color: red;"><u>Recommendation 24 (medium):</u></p> <p style="color: red;">The Agency reviews the adequacy of the intelligence function at the Centre.</p>

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<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>It was noted that a removal of clothing search undertaken prior to a urine test was not completely compliant with the legislative requirements. Although the prisoner was allowed to remain partially dressed during the search, the prisoner was asked to lift his genitals. Centre management considered that this non-compliant practice was not widespread.</p>
<p>S17.4 Local rules and routines are publicised prominently throughout all accommodation and communal areas.</p>	<p>The Inspector observed that routines and local rules are addressed in the Induction Handbook and the induction process. Structured day was also well publicised in accommodation units.</p>

**Recommendation 25 (high):**  
**The Centre instructs all custodial staff in the appropriate method to undertake a search requiring the removal of clothing and institutes an audit process to ensure future compliance.**



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<p>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>	<p>Centre management advised that they will issue warnings to prisoners and seek to manage their behaviour outside of the breach process. They advised that as the DU is poorly placed and designed, they tend to use it as a last resort.</p> <p>However, an examination of data from Knowledge Place for the 09-10 Financial Year reveals that DDCC has the highest rate of breaches of all Low Security male Centres. In that year DDCC had a major breach rate of 55.56 (compared with a rate of 15.00 which was the average of all other male farms).</p> <p>The Centre advises that having an electrified perimeter fence and a secure inner compound makes the DDCC unique as a low custody Centre. Due to the uniqueness of the Centre it accommodates prisoners deemed not suitable for less secure Low Custody Centres (Numinbah/Palen Creek CC's). Further the DDCC has a Detention Unit and therefore the ability to breach and manage a prisoner at the Centre. This is unlike other low custody Centres who place prisoners in a purpose built 'holding cell' and immediately return them to secure custody for breach action.</p> <p>A comparison was undertaken with Numinbah CC with an average daily state of 72 who have returned 24 prisoners to Secure Custody due to behavioural issues from January 2010, with no major breaches of prisoners. DDCC,(excluding WORK) in the same period with a daily state of 52 returned 54 prisoners to Secure Custody due to behavioural issues.</p> <p><u>Recommendation 26 (Medium):</u>  DDCC undertake a review of breaching practice to ascertain whether alternative prisoner management practices could be utilised in some cases.</p>
<p>S17.6 When decisions are conveyed to prisoners, appeal arrangements are explained and made available.</p>	<p>Of the breaches sampled prisoners were advised of their review rights.</p>

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<p>S17.7 Force is only used legitimately and as a last resort.</p>	<p>According to IOMS there were three recorded incidents of the use of force in the last 12 months. However when this incidents were reviewed by Inspectors it was found that in each case force was not used and that the record of use was an administrative error. The last verified use of force occurred on 14 August 2009 as a result of an assault minor by a prisoner on a member of staff.</p> <p>94.12% of staff had current accreditation in control and restraint.</p>
<p>S17.8 The use of force is monitored by the prison for location and emerging patterns and these are acted upon.</p>	<p>Not applicable based on low number of instances when force is required at DDCC.</p>
<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>	<p>See 17.7 above.</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
<p>S18.1 Safety Orders for security and good order purposes are only used when appropriate to the circumstances and in accordance with procedures.</p>	<p>A review of Safety Orders and the Detention Unit found that they were used appropriately, in accordance with legislative and administrative procedures.</p>

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<p>S18.2 Prisoners are provided with information about disciplinary processes, including appeals.</p>	<p>The Prisoner Induction Handbook refers prisoners to QCS Prisoner Information Booklet for information on beaches of discipline and offences. However the Inspectors noted that the reception prisoners received during the Inspection were not provided with a copy of this booklet nor were they advised where it could be accessed. Inspectors did not locate a copy of the booklet. The Centre advises that a copy of the Agency Induction booklet is maintained in the library for general access and perusal.</p> <p><u>Recommendation 27 (low):</u>  The centre ensure that prisoners are advised during the induction process of how and where to access the QCS Prisoner Information Booklet.</p>
<p>S18.3 Prisoners have opportunities to appeal disciplinary decisions.</p>	<p>It was clear from a review of a selection of breach tapes that prisoners do have the opportunity to appeal disciplinary decisions.</p>
<p>S18.4 Disciplinary matters including appeals are finalised in a timely manner.</p>	<p>There was no evidence of undue delay in the finalisation of breach matters.</p>
<p>S18.5 Where appropriate to the circumstances, alternatives to disciplinary proceedings are instituted.</p>	<p>Case notes indicated that many prisoners were given warnings prior to officers imposing breaches. There was also evidence of other strategies such as mediation, counselling and some sanctions used prior to officers undertaking breach action.</p>
<p>S18.6 No 'unofficial' or 'collective' punishments are used, either individually or systematically.</p>	<p>There was no evidence of any unofficial or collective punishments used in the Centre.</p>

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<p>S18.7 Breach proceedings are conducted in a clear and fair manner always properly recorded.</p> <ul style="list-style-type: none"> <li>▪ Prisoners are provided, in a timely manner, the appropriate documentation and details of the allegation.</li> <li>▪ Prisoners are provided with an opportunity to present their case and play an active role during breach hearings.</li> <li>▪ Findings and punishments are made fairly and consistently on the evidence available and mitigating circumstances are considered.</li> <li>▪ The results are explained to the prisoner.</li> </ul>	<p>Six breaches and two reviews were reviewed. Three breaches were found to be compliant. Two breaches found that the penalties imposed, whilst not unreasonable, were outside of the scope of the legislation (e.g. a punishment imposed included reporting to an officer every two hours over two days).</p> <p>One breach had a number of concerns including:</p> <ul style="list-style-type: none"> <li>• Determining officer did not allow the witnesses to be heard prior to making a determination;</li> <li>• Determining officer openly displayed an antagonist and closed attitude to the prisoner during the hearing;</li> <li>• Reviewing officer did not allow for a second witness that had been nominated by the prisoner to be called;</li> <li>• The review was not conducted correctly in that it was not a rehearing; the prisoner was not given the opportunity to state his case; a witness statement was dismissed on the basis that it was not corroborated by other evidence (when the witness statement actually corroborated the prisoner's version); case notes were used to assist in finding prisoner guilty; reviewing officer did not pursue allegations of assault which had also been made during original hearing.</li> </ul> <p>The Centre has advised that since March 2010 (when the breach was determined) there have been significant changes to breach processes and updated training provided to staff.</p>
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<p>S18.8 The use of special cells and mechanical restraints is 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>Special cells and mechanical restraints are properly authorised and only used as a last resort.</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>Control and restraint equipment is secured and is accounted for daily. Equipment appeared to be in good order.</p>
<p>S18.10 Video cameras are used to record planned interventions requiring physical restraint.</p>	<p>Not applicable</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>Prisoners subject to control and restraint applications are seen as soon as practicable by registered nurse. A review of IOMS indicates that there have not been any instances that required the use of control and restraint in the past 12 months.</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 Detention Unit consists of four cells in a normal accommodation retrofitted with open mesh to separate prisoners on safety orders from the general population. It is not considered to be suitable facility. [REDACTED] as well it is not suicide resistant. Inspectors are concerned with this given that prisoners who are to be involuntarily returned to secure custody are held in this location.</p>

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	<p><u>Recommendation 28 (medium):</u></p> <p>The Agency explores the option of refurbishing a detention unit cell with the view to making it suicide resistant.</p>
<p>S18.13 Prisoners are received into the separation unit with the proper authorisation and for appropriate reasons. Documentation accompanies the prisoner into the unit.</p>	<p>Paperwork authorising the prisoner to be placed in the Detention Unit is located in the duty office and appeared to be appropriate.</p>
<p>S18.14 Prisoners under separate confinement have their wellbeing ensured by close monitoring and active management.</p>	<p>The Detention Unit is monitored during the officer's patrols. All cells in the Detention Unit have intercom access.</p>

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

<b>Standards</b>	<b>Findings</b>
<p>S19.1 Staff and prisoners are clear about prisoner employment and remuneration and the criteria for assessment, selection and termination.</p>	<p>There is a clear expectation at the Centre that all prisoners will work. It is understood that if a prisoner refuses to work he will be returned to secure custody. Further, the Prisoner Induction Handbook advises that they will not receive unemployment benefits and buy-ups will be restricted to \$9.27 / week. This document also itemises the jobs available, the pay level and pay rate for employed prisoners.</p>

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<p>S19.2 Remuneration and employment is applied consistently and fairly across the prison.</p>	<p>Remuneration and employment is based on the prisoners “Pathways to Progression” plan. Employment opportunities will in part be dependent upon the prisoner’s length of sentence. Remuneration is subject to Agency direction.</p> <p>A prisoner complained that they were required to work two jobs. This is a function of the low prisoner numbers at the Centre. However, when the Inspectors considered what was expected of the prisoner it was not considered excessive or unreasonable.</p>
<p>S19.3 A prisoner’s progress or access to employment is not unnecessarily restricted because of their accommodation status.</p>	<p>Accommodation status does not affect a prisoner’s progress. Their accommodation will change according to their employment.</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>There is clear evidence that promotion, progress and change of employment is based on the prisoner’s aptitude, attitude and behaviour. For a prisoner who is behaving and working well, his promotions will be based on his “Pathways to Progression” plan.</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 prisoners are provided with their progress plan in writing. In the event of significant employment demotions or termination the prisoners Pathway Plan will be reviewed and the prisoner will be advised in writing.</p>

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<p>S19.6 Prisoners can request a review of employment decisions to demote or terminate.</p>	<p>Prisoners appear to request a review of an employment decision through the blue letter system.</p>
<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>The Centre has a major focus on equipping prisoners for employment on release. The Centre operates a 100% prisoner employment policy that provides prisoners with the opportunity to develop a responsible and positive pattern of work attendance and a work ethic.</p> <p>The Centre has a working dairy which provides limited opportunities to obtain skills that can be utilised in the community; however there are opportunities for the acquisition of formal qualifications through the AVEC program although not necessarily aligned to the employment available at the Centre. Advance 2 Work provides support to the Centre and in 2009-2010 placed 35 prisoners in employment and recoded that 21 had maintained employment for a least 13 weeks after release.</p>
<p>S19.8 The program of employment and related training focuses on equipping prisoners for employment on release.</p>	<p>See 19.7</p>



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SERVICES	
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
S20.1 Food is adequate for health, varied and culturally appropriate.	The menu is approved by the dietician and appears to be varied. During a meeting with PAC representatives they were very complementary about the quantity and quality of the food.
S20.2 All areas where food is stored, prepared or served conform to the relevant food safety and hygiene regulations.	There are a number of kitchens in operation at the Centre. During the Inspection the areas appeared to be clean, however, due to the age of the fit-out and appliances - there was a number of areas that would have been difficult to maintain to a hygienic standard.
S20.3 Prisoners with approved special dietary requirements have meals properly prepared and served.	Special diets are catered for on a case-by-case basis. Due to the nature of the facility and the relatively small population, prisoners with special dietary requests attend the central kitchen and receive supplementary or alternative food products.
S20.4 All areas where food is stored, prepared or served are clean, properly equipped and well managed.	The central kitchen stores all items. On a daily basis items are distributed to the unit kitchens for preparation or consumption.  The equipment in the central and unit kitchen is old and many pieces are in a poor state of maintenance. Inspectors were advised of an oven that had been broken down for one month but because of its age parts were difficult to source. Kitchen staff also advised of ovens having 'hot and cold spots' thereby making cooking difficult. The staff advised that recently a chicken was in an oven for five hours and still remained uncooked.  The Centre has approved plans to progress to a centralised kitchen. The delivery of this outcome is being managed by Correctional Infrastructure Management and QBuild.

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<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>Prisoners are not health screened prior to working with food anywhere in the state.</p> <p>Prisoners are provided with an appropriate induction package prior to commencing work that covers all areas of safe work practices, food handling practices and the operation of the equipment. Kitchen workers were observed in the unit kitchens preparing food without wearing appropriate PPE.</p> <p>There are no vocational training courses offered in this area. However, this is not considered inappropriate given that for the majority of the prisoners their pathway is to community work or participation in the Work Scheme.</p>
	<p><b><u>Recommendation 29 (medium):</u></b></p> <p><b>The Centre ensures that prisoners responsible for the preparation of food wear the appropriate PPE.</b></p>
<p>S20.6 Prisoner complaints about food are investigated and if required, remedial action is taken.</p>	<p>Complaints about food are managed on an individual basis when they occur. However prisoners advised us that generally complaints are handled internally amongst the prisoners in the unit.</p>
<p>S20.7 Meals are served at appropriate times during the day.</p>	<p>Meals are served at appropriate times during the day.</p>
<p>S20.8 Prisoners are able to dine in association (except in exceptional circumstances).</p>	<p>Prisoners are generally able to dine in association, however in one unit prisoners advised that there was insufficient seating in the dining room and so prisoners had to eat in the outdoor area. The Centre advised that they do have enough seating however prisoners remove them to provide extra shelving in their rooms.</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>Staff do not supervise the preparation and serving of food. The kitchen trade instructor frequently attends the unit kitchens throughout the day to provide oversight and guidance. Custodial officers do not supervise meal distribution which is considered an acceptable practice in a low security environment.</p>

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S21: Prisoners can purchase a suitable range of goods at reasonable prices to meet their diverse needs.	
Standards	Findings
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>Inspectors undertook a comparison of the products available for purchase at DDCC to that available at Palen Creek CC. It was found that Palen Creek CC provided approximately 70 extra items for sale than that which was available at DDCC. It was further noted that Palen Creek CC offered approximately double the number (25/58) toiletries than DDCC. Palen Creek CC also offered a more diverse range including items used in baking and cooking such as cake mixes, flour, and coconut milk. The Inspectors consider that the purchase of such items contributes to prisoners being allowed some level of independence.</p> <p>The cost of the items are very comparable to supermarket prices.</p> <p><u>Recommendation 30 (medium):</u>  <span style="color: red;">The Centre reviews the list available for prisoner purchases and increases the range to reflect opportunities available at other similar facilities, the level of risk and provide opportunities for some independent living.</span></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>The buy-up list is freely available and the process for making such purchases is well explained. Price rises are in line with CPI adjustments.</p> <p>At the time of the Inspection prisoners expressed concern that some items such as body lotion and hair gel was not available for purchase. When a staff member was questioned about this the Inspector was advised that prisoners were able to boil down the product to obtain the alcohol.</p>
S21.3 The range of goods available reflects the diverse needs of the prisoner population.	There is a range of goods available for purchase that would meet many of the needs of the prisoner population.

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<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 period of time.</p>	<p>A reception buy-up is offered to prisoners on arrival. However there is a 24 hour delay in receiving the purchases. The Inspectors are concerned as the items typically purchased are tobacco or toiletries, and the prisoner would be more settled receiving them on the day of arrival. It is noted that other Low Security facilities in the SE Queensland provide a same day service with the purchase of reception items and also provide a greater range including some food stuffs, etc.</p> <p><b>Recommendation 31 (medium):</b>  <b>The Centre reviews the range of products able to be purchased on the reception buy-up and provides same day delivery of the item.</b></p>
<p>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.</p>	<p>The Centre provides very flexible arrangements for placing late buy-up requests.</p>
<p>S21.6 Prisoners can use the Centre canteen or place orders with it at least once a fortnight.</p>	<p>Prisoners can make buy-up purchases weekly.</p>
<p>S21.7 All prisoners are able to access accurate and up-to-date records of their finances.</p>	<p>Prisoners are provided with a copy of their trust account statements on a weekly basis which gives them a record of the money available prior to lodging a buy-up order.</p>
<p>S21.8 Prisoners are able to order items from catalogues, and are not charged an administration</p>	<p>Prisoners are not charged an administration fee for any outside purchases. However, prisoners do not know what items can be purchased on STP and are only advised after their requests have been declined. Inspectors believe that it is more appropriate that prisoners are provided with a catalogue or clear direction on approved items for outside purchase.</p>

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<p>fee if they do so.</p>	<p><u>Recommendation 32 (low):</u>  The Centre provides the prisoners information on the type of products available through sales to prisoners and, where appropriate, advice on the individual items and price. The Centre ensures that the range is reflective of the Low Security environment.</p>
<p>S21.9 Attendance at the canteen or delivery of bagged items is appropriately supervised by staff.</p>	<p>Prisoners attend the canteen over a period of time on a Friday to receive their prepacked items. The prisoners check the contents of the bag prior to signing as correct.</p>
<p>S21.10 Prisoners can buy all approved magazines.</p>	<p>Prisoners do not have a set list of magazines. They are able to select from any magazine able to be purchased in a newsagent. Subscriptions are encouraged by the staff.</p>
<p>S21.11 A wide range of approved hobby materials is available, and prisoners can purchase approved hobby materials from external sources.</p>	<p>A very limited range of hobby materials are available for purchase.</p>
	<p><u>See Recommendation 30.</u></p>
<p>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.</p>	<p>Prisoners are able to submit requests for substitutions through their PAC representatives.</p>

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RESETTLEMENT	
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>The resettlement of prisoners is incorporated in offender management and transitions processes and is supported with a level of input from all disciplines in the facility, including custodial, employment, programs officer and sentence management.</p> <p>The Transitions Coordinator also utilises a bring up system which ensures every prisoner has an opportunity to engage in the program nine months prior to release/discharge.</p> <p>Prisoners are assisted in their resettlement through links with external agencies identified through the Transitions Coordinator. All linkages are supported through the Agency (Advance-to-Work, Salvation Army, CEA ORSS).</p>
<p>S22.2 The type and range of resettlement services provided for prisoners is based on an up-to-date assessment of their resettlement needs.</p>	<p>Prisoners and staff were interviewed and Offender Management Plan Review documents were inspected. There is evidence in Offender Management Plan Review documents that indicates the facility is planning for resettlement via Transitions Support Services and sufficient numbers of prisoners are receiving resettlement assistance.</p> <p>A review of IOMS data indicates that the Centre conducts Offender Management Plan Reviews when necessary as required by Agency procedure. Documentary evidence indicates that those assessments are translating into recommendations for resettlement purposes.</p>

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<p>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.</p>	<p>Criminogenic intervention programs are only delivered in secure custody facilities. It is preferred that all outstanding treatment needs are finalised prior to prisoners transferring to low custody facilities.</p> <p>The centre's educational and vocational activities are focussed on delivering job-ready skills for prisoners to maximise resettlement outcomes.</p> <p>All prisoners have access to educational and vocational programs and are supported in accessing those that they are interested in undertaking.</p>
<p>S22.4 Centre managers provide the strategic overview and direction necessary to ensure the resettlement strategy is implemented, monitored and reviewed.</p>	<p>The managers articulated and demonstrated a genuine commitment in assisting prisoners to be release ready. It was clear that resettlement was the focus of the centre.</p>

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<p>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.</p>	<p>See 22.4</p>
<p>S22.6 The centre provides adequate through-care services such as Transitions and Pre-Employment Assistance Programs (PREAP) for prisoners.</p>	<p>The facility has adequate through-care services available to prisoners. During the 09-10 period, three Transitions Programs were completed with 36 prisoners enrolled. Inspectors noted 35 prisoners completed the program. This is considered to be a good result.</p>
<p>S22.7 A broad and relevant education program is available.</p>	<p>All prisoners have access to education facilities and support. While there are no fulltime student positions, prisoners are encouraged and supported to maintain employment and study part time.</p> <p>The facility currently has five prisoners enrolled in numeracy and literacy programs and one prisoner undertaking tertiary studies.</p>
<p>S22.8 Prisoners are able to access Transitions services that provide assistance and advice in finding accommodation after release.</p>	<p>The Transitions Support Service and Transitions Program are available to all eligible prisoners.</p> <p>Prisoners are identified through the OMPR process, but primarily are captured by the Transitions Coordinator through upcoming discharge lists and on induction. All prisoners are offered assistance.</p> <p>Advance-2-Work and Salvation Army are in the facility on a weekly basis.</p>



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<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>Specialist services are not available, however, those with significant needs are referred to ORSS providers to gain assistance with accommodation and other reintegration needs.</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>The facility is proactive in providing opportunities for prisoners to improve education and training levels. If a prisoner has partial trade qualifications or a desire to work in the construction industry, positions are available to work on the construction crew and gain nationally recognised qualifications. Initial qualifications offered are Certificate II in General Construction and Certificate II in Engineering.</p>
<p>S22.11 Prisoners are able to access services that provide assistance, advice and information on finding employment, training or education after release.</p>	<p>The programs officer interviews all prisoners on arrival and provides advice on educational and vocational training. The Transitions Program includes modules focussing on employment post release.</p>
<p>S22.12 Specialist services are effective in placing Prisoners into education, training and actual, viable employment after release.</p>	<p>See 22.8</p>

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<p>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.</p>	<p>Long-term prisoners are assessed and if considered suitable will have the opportunity to have developed a formal resettlement plan, which will include community projects and Work scheme participation. Short-term prisoners are provided the opportunity to be employed on the dairy or employed externally to the facility.</p>
<p>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.</p>	<p>Prisoners are identified through the OMPR process, but primarily are captured by the Transitions Coordinator through upcoming discharge lists. All prisoners are offered assistance.</p> <p>Modules cover budgeting, Centrelink, dealing with change in relationships, employment and training, getting identification, housing, managing addiction, probation and parole, and staying healthy.</p>
<p>S22.15 The last Offender 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>The Transitions Officer is responsible for the identification of prisoners needs upon release and the generation of the relevant referrals.</p> <p>The Transitions Officer will often attend the OMPR's of prisoners who have registered a need for transitions care.</p>

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<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>Not applicable.</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>Prisoners in this category are not placed at this facility, as Darling Downs Correctional Centre does not have the ability to provide 24-hour health services.</p>
<p>S22.18 Prisoners identified as suffering from serious and enduring mental illness are referred to mental health professionals on release.</p>	<p>Refer to S22.17.</p>
<p>S22.19 Prisoners are encouraged to open a bank account before their release, if necessary. Assistance is provided with this.</p>	<p>Offender Reintegration Support Service (ORSS) offers assistance with money and financial matters including assistance with opening a bank account.</p> <p>During the 09-10 financial year, Darling Downs Correctional Centre facilitated one Leave of Absence to the bank to assist with the prisoner's financial matters.</p>

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<p>S22.20 Prisoners have easy access to accurate information and shopfront services about all the resettlement services.</p>	<p>The Transitions Coordinator is easily assessable via shop front or by request. There is also a Support Session available on Fridays in a group or individual setting for the provision of additional support.</p> <p>The inspectors were advised that it is the intention to move the Transitions Coordinator's office into the compound for greater access by the prisoner population.</p>
<p>S22.21 Prisoners with an identified need can access accredited programs/interventions aimed at improving parenting skills and relationships.</p>	<p>Offender Reintegration Support Service (ORSS) offers assistance with relationships and offers assistance to deal with Dept of Child Safety/child custody issues, accessing parenting classes/support, accessing relationship counselling and DVO support group linkages.</p> <p>The centre has also introduced a program for fathers to assist their children with reading. The prisoners are able to purchase a children's book and have a recording made of them reading it, which together will be forwarded to their child. However, to date no prisoners have committed to the program.</p>
<p>S22.22 Children/family days are available.</p>	<p>The facility hosts family days during Easter, NAIDOC, Father's Day and Christmas.</p> <p>The facility's Operational Plan 10-11 states an intention to include a selection of family members in the planning of family days and significant celebrated events.</p>
<p>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.</p>	<p>Nil applicable.</p>

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<p>S22.24 Prisoners moving to resettlement are given support to reduce institutional dependence and are able to prepare for reintegration into the community.</p>	<p>Support and appropriate strategies are provided as part of the Transitions Program.</p> <p>The facility's Operational Plan 10-11 states an intention of sourcing a local indigenous group who can assist and support the reintegration of indigenous prisoners into the community and assist in achieving the culturally appropriate linkages of the population and 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>During the period of Inspection, all prisoners interviewed appear to understand their sentence and particulars including opportunities and terms of early release and subsequent consequences for failure to comply with conditions.</p> <p>Prisoners who have been returned from parole would have had the opportunity to be fully briefed on their current situation prior to placement at Darling Downs Correctional Centre.</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>Prisoners who are subjected to Court Ordered Parole conditions upon release have the conditions of the order explained and their rights and responsibilities discussed by Toowoomba Probation and Parole. It is also at this point where prisoners are informed when and where they are to report to after their release from custody.</p> <p>Prisoners who are subjected to Board Ordered Parole conditions upon release have the conditions and responsibilities explained by Sentence Management.</p>
<p>S22.27 Suitable clothes and</p>	<p>If the prisoners do not have suitable clothes on discharge they may select from a box of clothes left behind by</p>

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bags are available to discharged prisoners who do not have them.	<p>discharged prisoners. Bags are available upon discharge if required.</p> <p>During the period of inspection, processes were amended to permit prisoners to retain their things upon discharge if the prisoner chose to keep them.</p> <p>If there is nothing suitable for the prisoner to wear, arrangements are made for the prisoner to be outfitted at the local St Vincent de Paul clothing shop. Prisoners are also supplied with suitable bags to carry their property if they do not own one.</p>
S22.28 Facilities are available before discharge to launder clothes that have been in storage for long periods.	<p>Inspectors observed a service being available to prisoners to have their clothes laundered prior to discharge. This service is not provided unless requested by the prisoner.</p> <p>The provision of hanging space for clothing (i.e. suits) is not offered to prisoners upon admission unless requested.</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
S23.1 Security classifications are no higher than is necessary to meet the risk presented by the prisoner.	Darling Downs Correctional Centre is a low custody facility. Prisoners are verified as low security classification prior to placement. If a risk assessment is required to be undertaken and the likely result would be that the prisoner would be a higher classification then the prisoner is returned to secure custody.

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<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>Not applicable as the facility accommodates low security classified prisoners and the achievement of this classification is done prior to the prisoners transfer.</p> <p>Prisoners interviewed during the period of inspection stated the sentence management documents are presented in a language that is easily understood.</p> <p>A desktop analysis completed on a sample group of prisoners confirms such.</p>
<p>S23.3 All convicted prisoners serving 12 months or more requiring a Prisoner management plan have one in place which is regularly monitored and reviewed at least annually.</p>	<p>As a placement facility, all prisoners serving 12 months or more have an Offender Management Plan completed prior to transfer.</p> <p>Offender Management Plan Reviews (OMPR) are currently undertaken annually, with the Functional Area Operational Check List indicating a completion rate of 100%, as well as undertaking event based reviews when required. The Inspectors consider this to be an excellent result.</p>
<p>S23.4 All prisoners, including unconvicted prisoners, have their security classification and escape risk assessed and placed on IOMS.</p>	<p>All prisoners have a security classification and escape risk assessment completed and on IOMS prior to placement at Darling Downs Correctional Centre. All further assessment and planning is also placed on IOMS.</p>

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<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 a placement facility, all prisoners serving 12 months or more and received at Darling Downs Correctional Centre have an Offender Management Plan completed prior to transfer to the Centre. A desktop analysis of the reviews conducted at Darling Downs Correctional Centre, confirmed the plans/reviews addressed the resettlement needs at appropriate stages of a prisoners sentence pathway, interventions were relevant and considered the prisoners needs and level of risk.</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>As a placement facility, all prisoners serving 12 months or more and received at Darling Downs Correctional Centre have an Offender Management Plan and all relevant assessment completed prior to transfer to the Centre.</p>




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<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>An Inspector attended two review panels (one conducted via telephone for a Work Camp prisoner). Support was given by multi-disciplinary panel including a representative from custodial, programs and psychologist/counselling services. Given the positive representation at the panel, this unfortunately did not reflect in the generation of discussion surrounding the recommendations regarding placement and future goals. It did appear that the recommendation was determined by the Sentence Management Advisor prior to the review.</p> <p>A second review observed was of a higher standard as it was more interactive.</p> <p>However, on both occasions the prisoners were not informed of their right to request a reconsideration of a decision if the prisoner considered the procedures were not followed, inappropriate or inaccurate information formed the basis of the decision or if pertinent or relevant information was not considered. This is a procedural requirement.</p> <p>Prisoners were interviewed by relevant staff before the review, with the reports forwarded to Sentence Management. The prisoner is encouraged to participate in the review process. The prisoner is provided with a copy of the plan when verified.</p> <p>The Centre informed immediately after the Inspection that the prisoner/s are now being advised during the review process that if the prisoner has any issues regarding the review, they have two weeks from the date of the review to respond.</p>
	<p><u>Recommendation 33 (low):</u></p> <p>The Centre ensures consistency in the conduct of sentence management panels and that sentence management staff are encouraged to facilitate discussion between panel members and the prisoner.</p>
	<p><u>Recommendation 34 (medium):</u></p> <p>The Centre ensures that prisoners are advised of the appeal processes available if they feel aggrieved or dissatisfied.</p>

## Appendix A - Schedule Findings and Recommendations

<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>Offender Management Plans are formulated in secure custody facilities prior to transfer to Darling Downs Correctional Centre. Outstanding criminogenic interventions are usually completed prior to placement at a low custody facility.</p> <p>Reintegration needs are assessed during the OMPR/transitions process.</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>Not applicable.</p> <p>High risk prisoners including those convicted of a sex offence are not considered suitable for placement at low custody facilities and therefore are not located at Darling Downs Correctional Centre.</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>Criminogenic intervention programs are not facilitated at Darling Downs Correctional Centre.</p>

## Appendix A - Schedule Findings and Recommendations

<p>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.</p>	<p>As a low custody facility, goals are focussed on educational/vocational skill improvement and preparation for release. During the induction process and subsequent sentence management reviews, prisoners and staff identify needs and address these together.</p>
<p>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.</p>	<p>The Inspectors observed an acceptable level of integration between offender management planning and other multidisciplinary functions with the facility. The Offender Management Plan Review was attended and supported by a range of staff members representing custodial, education, sentence management and when appropriate management and a psychologist or counsellor.</p> <p>There is documentary evidence that key decisions are documented appropriately.</p>
<p>S23.13 Information about prisoners is managed and stored with respect for confidentiality.</p>	<p></p> <p>Staff were cognisant of the need for confidentiality when discussing prisoners and interviews are carried out in areas that maintain confidentiality.</p>
<p>S23.14 Offender management planning and preparation for release are not unnecessarily disrupted by unplanned transfers.</p>	<p>Unplanned transfers generally only occurs if the prisoner develops a medical condition or if a security/intelligence issue arises. All other transfers would be in consultation with the prisoner.</p>

## Appendix A - Schedule Findings and Recommendations

<p>S23.15 Prisoners experience continuity in the delivery of interventions especially following transfers between 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>Criminogenic programs are not delivered in low custody facilities. The prisoner can continue with some vocational and education programs that may have commenced in secure custody. The prisoner can also follow through on transitions programs and receive transition support.</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>As a low custody placement facility, Darling Downs Correctional Centre has no role in the return of transfer or placement of parole returnees.</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>As a low custody placement facility, prisoners arriving at Darling Downs Correctional Centre are in close proximity to their release to the community, therefore are not normally subject to further transfers. However the Centre is not necessarily located in the community the prisoners hope to return to, however Inspectors were satisfied that they will be given support to return to their community of origin.</p> <p>All prisoners are offered transitional support services to assist with reintegration planning.</p>

## Appendix A - Schedule Findings and Recommendations

<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>Not applicable.</p>
<p>S23.19 Classification and Centre placement decisions are clear, objective, fair and can be challenged by prisoners where information is in dispute.</p>	<p>Not applicable.</p>
<p>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.</p>	<p>Not applicable.</p>
<p>S23.21 Indigenous prisoners are held in the most convenient local prison for their domestic and legal visits.</p>	<p>Given there is no Low Security facility in Brisbane, Darling Downs Correctional Centre is an appropriate placement alternative.</p> <p>A subsidised bus service is provided by the Agency on Saturdays from Brisbane Transit Centre in Roma Street to the Centre for the visitors.</p> <p>The Elders visit the facility on a fortnightly basis to support the indigenous prisoner population.</p>

## Appendix A - Schedule Findings and Recommendations

<p>S23.22 Sentenced prisoners are allocated transfers according to their individual needs.</p>	<p>Given there is no Low Security facility in Brisbane, Darling Downs Correctional Centre is an appropriate placement alternative.</p> <p>During the period of inspection, records indicated one prisoner had requested to transfer to Numinbah Correctional Centre. The prisoner was to be eligible in accordance with his pathway plan after an eight week period at the facility.</p>
<p>S23.23 Classification and transfer decisions are explained in writing and verbally, in a language that the prisoner understands.</p>	<p>Prisoners are forwarded a copy of their OMPR once verified and a case note is entered for record purposes stating such. The prisoner is not provided with a verbal interpretation as a matter of process, however, the shop front option is made available to have these matters discussed if there was a need for clarification or discussion. All documents viewed used comprehensible language.</p>
<p>S23.24 Prisoners are placed in the lowest appropriate security category.</p>	<p>Not applicable. Darling Downs Correctional Centre is a Low Security facility.</p>
<p>S23.25 Prisoners have their classification reviewed annually and are also reclassified whenever there is a change in risk.</p>	<p>The sample group of prisoners all had reviews at appropriate timeframes for their individual needs.</p> <p>Prisoners interviewed during the period of inspection all confirmed that the reviews were occurring on an annual basis.</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>Not applicable. The facility does not offer criminogenic programs. Prisoners accepted at Darling Downs Correctional Centre are expected to have these treatment needs finalised prior to transfer or have these needs accommodated whilst in a community setting.</p>

## APPENDIX B

### Darling Downs Correctional Centre Full Announced Inspection Recommendations

1	Low (p.16)	The Centre implements a program of interpersonal communication skills training for staff working with prisoners.
2	Medium (p.19)	All assessments of reception prisoners by psychologists and counsellors are entered into the prisoner's case notes in IOMS on the day the assessments are undertaken.
3	Medium (p.20)	The assessment carried out by the psychologist/counsellor include enquiries to ascertain any child safety issues and the results recorded in the prisoners case notes in IOMS
4	Low (p.21)	The Centre implements a practice that ensures when a prisoner is offered and receives a reception calls that it is recorded in the prisoner's IOMS Case Notes.
5	Low (p.22)	The Centre ensures that all staff who deliver the custodial induction package are given clear instructions on the intention of the induction and the boundaries of appropriate content.
6	Low (p.22)	The Centre requires each staff member who participates in a prisoner induction to case note such fact.
7	Medium (p.25)	The Centre ensures that cells are assessed for cleanliness prior to prisoners being allocated to them.
8	Medium (p.27)	The Agency undertake an assessment of the fabric and infrastructure of the Centre and identify the maintenance needs of the Centre and where appropriate rectify these concerns.
9	High (p.27)	Fire alarms are installed in all accommodation units.
10	Medium (p.28)	The Centre amends its laundry practice to insure that prisoners receive their own allocated clothes after they have been washed.
11	Medium (p.30)	That the Agency review the use of double-up and four-up cells and consider issuing a direction that the double-up cells should only be used for single occupancy and four-up cells should only be used to accommodate two prisoners.
12	Low (p.33)	The Centre review the requirement for the sender to provide receipt of purchase or a declaration for the same.

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### Darling Downs Correctional Centre Full Announced Inspection Recommendations

13	Medium (p.37)	The Centre reinforces with the case officers the requirement for comprehensive, meaningful case notes and institutes a case note audit process.
14	Medium (p.37)	The Centre institutes a process to ensure that periodic and summary reports are completed consistently.
15	Medium (p.41)	The Centre increases the accreditation rate of Correctional Practices Competency Assessment (CPCA) topics.
16	Medium (p.43)	The Centre places notices about the centre in strategic locations and in the Induction Handbook, encouraging prisoners to seek help if they are experiencing thoughts of self-harm.
17	Low (p.46)	The Centre conducts training in the area of Cultural Awareness to ensure that all non-custodial staff have current accreditation.
18	Medium (p.49)	The visits area is fitted with weather barriers to moderate the climatic conditions that can be experienced.
19	Medium (p.52)	The Centre considers the purchase of a variety of age related toys and activities that will provide entertainment for the duration of the visit and that will allow the prisoner and his child to interact.
20	High (p.57)	All management and staff at DDCC be reminded of the importance of elevating allegations of assault by staff on prisoners to the appropriate level (including referral to the DCS Ethical Standards Branch).
21	Low (p.66)	The Centre purchases additional reading material for the library to provide a range of recent releases thereby stimulating the prisoners' interest in reading.
22	Medium (p.68)	The Centre undertakes a needs analysis of the prisoner population to determine what arts, crafts and hobbies they wish to pursue and then facilitate the provision of the raw material and provide instruction if required.
23	Medium (p.73)	The Centre takes steps to increase the level and type of interaction between staff and prisoners.
24	Medium (p.73)	The Agency reviews the adequacy of the intelligence function at the Centre.



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### Darling Downs Correctional Centre Full Announced Inspection Recommendations

25	High (p.74)	The Centre instructs all custodial staff in the appropriate method to undertake a search requiring the removal of clothing and institutes an audit process to ensure future compliance.
26	Medium (p.75)	DDCC undertake a review of breaching practice to ascertain whether alternative prisoner management practices could be utilised in some cases.
27	Low (p.77)	The centre ensure that prisoners are advised during the induction process of how and where to access the QCS Prisoner Information Booklet.
28	Medium (p.80)	The Agency explores the option of refurbishing a detention unit cell with the view to making it suicide resistant.
29	Medium (p.84)	The Centre ensures that prisoners responsible for the preparation of food wear the appropriate PPE.
30	Medium (p.85)	The Centre reviews the list available for prisoner purchases and increases the range to reflect opportunities available at other similar facilities, the level of risk and provide opportunities for some independent living.
31	Medium (p.86)	The Centre reviews the range of products able to be purchased on the reception buy-up and provides same day delivery of the item.
32	Low (p.87)	The Centre provides the prisoners information on the type of products available through sales to prisoners and, where appropriate, advice on the individual items and price. The Centre ensures that the range is reflective of the Low Security environment.
33	Low (p.99)	The Centre ensures consistency in the conduct of sentence management panels and that sentence management staff are encouraged to facilitate discussion between panel members and the prisoner.
34	Medium (p.99)	The Centre ensures that prisoners are advised of the appeal processes available if they feel aggrieved or dissatisfied.

## APPENDIX C

### Darling Downs Correctional Centre Full Announced Inspection Recommendations

#### Inspection Team

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