



Prisoner Development Roles and Responsibilities

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Custodial Operations Practice Directive

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Performance Standard: To ensure relevant information is gathered, analysed and interpreted using preliminary assessments of risk and need to inform the management of prisoners and to plan the prisoner's progression throughout their sentence and to ensure a prisoner's progress is reviewed at appropriate points throughout their sentence.

Outcomes:

	Identify and prioritise rehabilitation and specialist intervention needs (for eligible prisoners).
	Prisoners are referred to intervention programs appropriate to their level of reoffending risk, need and responsivity.
	Determine intervention program eligibility.
	Ensure that the interface between the operations of Queensland Corrective Services (QCS) and the work of external organisations providing services to QCS is effective and supportive of prisoner management and prisoner rehabilitation.

Accountability:

Chief Superintendent, General Manager of a corrective services facility	<ul style="list-style-type: none"> Ensures necessary processes are in place and appropriate facilities are available for the delivery of rehabilitation/reintegration programs with adherence to standards and meeting agreed targets.
Offender Rehabilitation and Management Services (ORMS)	<ul style="list-style-type: none"> Provides program development, training, oversight, practice support, facilitator accreditation to corrective services facility specialist staff for a range of programs targeting offending behaviour. Maintains state-wide waitlists for high intensity programs. Oversees the Offender Programs and Services Accreditation Panel and maintains an Accredited Programs and Service Register. Coordinates program and Reintegration Support Model (RSM) governance systems and processes including expected standards of program delivery and management, site monitoring and regular performance reporting.
Manager Offender Development	<ul style="list-style-type: none"> Conducts a thorough assessment of eligible prisoner's rehabilitation needs and identifies programs or activities to address the identified needs. Preparation of reports regarding the prisoner's engagement and progress in programs and activities along with an assessment of all relevant risk areas and details of any future intervention requirements.
Corrective Services Manager/Supervisor	<ul style="list-style-type: none"> Provide local oversight of program or service operational interface with providers.





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<p>Program Supervisor/Senior Program Delivery Officer</p>	<ul style="list-style-type: none"> Oversees the management of intervention program scheduling and delivery ensuring prisoner placement on programs is prioritised according to risk and sentence length. Provides oversight and support to the Program Delivery Officer in the delivery of intervention programs including observation of practice and provision of structured feedback.
<p>Program Delivery Officer</p>	<ul style="list-style-type: none"> Maintains waitlists for low intensity programs and manages pre and post-program activities. Facilitates internal and external intervention programs to prisoners adhering to the theoretical model and facilitation approach outlined in the relevant program manual. Provides input into or explanation of program completion reports where necessary to enhance the planning and review process.
<p>Process Owner: Specialist Operations and Custodial Operations maintain joint ownership and responsibility for review and amendment of the Practice Directive.</p>	

Human rights

To ensure Corrective Services officers act or make decisions in a way that is compatible with human rights, officers must give proper consideration to human rights relevant to the decision including but not limited to:

- Recognition and equality before the law, including the right to equal and effective protection against discrimination;
- Freedom from forced work;
- Freedom of thought, conscience, religion and belief;
- The right to privacy;
- Protection of families as the fundamental group of society and the protection of children;
- Cultural rights – generally and for Aboriginal peoples and Torres Strait Island peoples; and
- The right to have access, based on the person’s abilities, to further vocational education and training that is equally accessible to all.

Limitation of human rights

Human rights can be limited if certain conditions are present:

- The limit must be provided under law;
- The limit must be reasonable; and
- Any imposition on the human rights must be demonstrably justified in a free and democratic society based on human dignity, equality and freedom.

A person’s human rights should only be limited to the extent that is reasonably and demonstrably justified.





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Roles and Responsibilities

ORMS is responsible for:

- Providing program development, training, practice support and facilitator accreditation for a range of programs targeting offending behaviour including violent, sex and general offending programs;
- Ensuring quality of intervention programs and services and their delivery, including program and service accreditation, monitoring of delivery against national standards of best practice and providing guidelines and support for effective program management and delivery;
- Oversight of program and service delivery targets across sexual, violence and general offending programs to ensure Queensland Corrective Services' (QCS) targets are delivered;
- Development and monitoring of effective, best practice re-entry services;
- Evaluation of the effectiveness of intervention programs and subsequent program development; and
- Maintaining state-wide waitlists for specialised assessments as well as sexual and violent offending programs.

Corrective services facilities are responsible for:

- Ensuring delivery of intervention programs meets agreed targets;
- Ensuring effective program delivery through adherence to standards; and
- Ensuring effective use of offender management processes to provide appropriate assessment and referral to programs (refer to Practice Directive Sentence Management: Assessment and Planning).

Governance

ORMS is responsible for the coordination of program and re-entry services governance systems and processes. These systems and processes are based on the principles of effective intervention and reintegration planning. Governance processes include program accreditation, accountability standards which outline the expected standard of program delivery and management, site monitoring and regular performance reporting. Oversight of these processes occurs through the QCS Board of Management.

Programs and services delivered by QCS staff must receive accreditation from the Offender Programs and Services Accreditation Panel. Programs and services delivered by external service providers may also require accreditation by the Offender Programs and Services Accreditation Panel. Refer Offender Programs and Services Accreditation Panel Handbook Appendix PD4 and Programs and Services Accreditation Process Appendix PD5.

