



Office of the Chief Inspector  
**Follow-up Inspection Report**  
Palen Creek Correctional Centre

November 2010





## **1 BACKGROUND**

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

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

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

## **2 SUMMARY OF FINDINGS**

- 2.1 On 2 November 2010, the OCI undertook the Follow-Up Inspection of Palen Creek Correctional Centre. The Inspectors were impressed with the presentation of the Centre. They also found that the general atmosphere was positive and staff were openly prepared to be engaged about all aspects of the operation. The Inspectors felt that there was a tangible sense of pride in the centre displayed by staff.
- 2.2 Inspectors determined that all recommendations had been adequately addressed and no further work was required.

**Palen Creek Correctional Centre Follow Up Inspection  
Response to Recommendations**

#	RATING	RECOMMENDATION	ASSESSMENT OF CENTRE RESPONSE
1	Medium	The centre ensures that an approved in cell property list be placed on display in all accommodation areas.	<p>COMPLETED</p> <p>The centre provided photographs of the cell property lists now in place. The on-site inspection confirmed cell property lists were displayed.</p>
2	Low	The centre provide the facility for prisoners to have clothes pressed prior to discharge or court appearance	Low - not reviewed by Office of Chief Inspector
3	Medium	The centre takes steps to improve the quality of case noting by custodial staff and establish a case note audit process.	<p>COMPLETED</p> <p>The centre advises that has implemented a case note audit process that is conducted by the supervisors and overseen by the Manager, Offender Development. The centre also provided a draft local procedure to confirm the process.</p> <p>A desktop review was undertaken of a sample of case notes. In all instances there was evidence of case note auditing. It was also observed that case notes were submitted regularly and contained good information. Further, it was noted that custodial staff submitted summaries of work reports from community members.</p>

4	Low	The centre implements a system that permits visitors to book visits whilst in attendance at visit sessions.	Low - not reviewed by Office of Chief Inspector
5	Medium	The centre ensures that appropriate notices/posters relating to: <ul style="list-style-type: none"> <li>○ prisoner self-harm/suicide; and</li> <li>○ complaint processes</li> </ul> are displayed in the visitor centre.	COMPLETED  The centre provided photographs of the notices now in place and the on-site inspection confirmed this.
6	Medium	The Centre ensures that blue envelopes are freely available to prisoners without the need to request them from staff.	COMPLETED  Blue envelopes were observed to be freely available in the library.
7	Medium	The centre displays local rules and the centre's structured day routine in accommodation units.	COMPLETED  The centre advises that copies of local rules and the structured day are included in the induction booklet and have also been laminated and displayed in all accommodation units and cells. Photographs were also provided of a number of noticeboards as evidence of the display of the posters. The on-site inspection confirmed that this has occurred.

8	Medium	All prisoners employed in food preparation wear appropriate PPE.	<p>COMPLETED</p> <p>An updated memo has been provided to Prisoners employed in the food preparation areas regarding correct clothing and PPE.</p> <p>All prisoners working in this area have been addressed regarding the requirement of PPE and the consequences of failing to comply.</p> <p>A 2 hour induction has also been implemented for training food handlers whom are also required to sign an obligation to wear correct PPE.</p> <p>All custodial staff have been advised to monitor and correct prisoners should they not be wearing correct clothes for PPE.</p> <p>The Manager Offender Management conducts an audit hygiene inspection weekly.</p> <p>The on-site inspection confirmed that all prisoners in the kitchen were wearing the appropriate personal protective equipment.</p>
9	Medium	The centre ensures that reintegration needs and plans be formally included in each prisoner's OMPR and updated yearly.	<p>COMPLETED</p> <p>This was completed in the same week of the initial inspection and evident in OMPR's since June 2009. SMC raised a valid point during the inspection that there are a number of increasing demands being placed on sentence management staff regarding what is to be included in documents, however there is only a limited number of character spaces available.</p>

10	Low	The centre establishes more formal meetings where staff can discuss ways of improving offender management and throughcare practices.	Low - not reviewed by Office of Chief Inspector
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