



Office of the Chief Inspector Full Announced Inspection

Brisbane Women's Correctional Centre (incorporating Helena Jones Centre)

May 2010



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OVERVIEW AND METHODOLOGY

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 8 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. Equality 9. Diversity 10. Non-Australian citizens and prisoners subject to deportation 11. Mothers and babies 12. Contact with the outside world 13. Request and complaint systems 14. Legislative entitlements 15. Substance-related needs
4. Health Services	3,4,6,8	16. Health Services
5. Activities	5,6,7,8,9	17. Learning, skills development and purposeful activity 18. Physical activities, arts, crafts and hobbies 19. Religious activity 20. Out of cell activity
6. Good order	1,3,4,5,6,7,8,9	21. Security, good order and rules 22. Discipline 23. Remuneration and employment
7. Services	1,3,6,7,8	24. Food 25. Prisoner purchases
8. Resettlement	1,5,6,7,8,9	26. Strategic resettlement 27. Offender management planning 28. Resettlement pathways

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 to the 7 areas and 8 outcomes.

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.

INSPECTION SUMMARY

CENTRE OVERVIEW

Brisbane Women's Correctional Centre (BWCC) was commissioned in 1999, as a replacement centre for the Boggo Road Prison Women's Division. Located at Grindle Road, Wacol, the centre has a built capacity of 258 beds. The centre functions as the remand, reception, assessment and placement centre for female prisoners in southern Queensland.

The infrastructure of the centre is similar to that of most modern correctional centres in the state, offering two styles of accommodation, namely secure and residential. Within secure there are two different building designs. One design (Unit S6-S10) are typical two level modern units housing between 16 and 24 prisoners each. However, the other design, S4 is unique in that it is comprised of four separate six bed units. As is detailed in the report, owing to their design, these six bed units provide significant challenges in effectively managing the prisoners. The residential area accommodates six prisoners per unit. The centre has the capacity to allow up to eight children to reside with their mothers in residential.

Additionally, the centre includes:

- a 10 bed safety unit that is used to accommodate prisoners engaging in self-injurious and disruptive behaviour;
- a 5 bed Health Centre which is operated by Queensland Health;
- a 6 bed Detention Unit;
- a multi-purpose education, programs and activities building;
- a multi-purpose gymnasium and oval; and
- an external visitors processing centre shared with the Wolston Correctional Centre.

Employment is available to the prisoners in the form of domestic duties, services and industries. Industry choices are restricted to clothing recycling and sewing.

Annexed to the secure centre is the Helana Jones Centre (HJC) and Numinbah (female) Correctional Centre, thereby giving prisoners some opportunity for progressive release. The Helana Jones Centre is located at Albion and accommodates up to 25 low classified women prisoners in single room and dormitory style accommodation. This centre can also accommodate up to five children in residence with their mothers.

The Warwick Work camp operates from HJC and provides the opportunity for eight (8) prisoners to give reparation back to the community whilst living within a less restrictive environment.

Numinbah Correctional Centre was not inspected during the course of the Full Announced Inspection of BWCC as it is subject to its own Inspection. However, the HJC was inspected and findings and recommendations in relation to this centre have been incorporated into this report.

PRISONER PROFILE AND OTHER STATISTICS

The Average Daily State (ADS) for BWCC for the period of the inspection was 274 prisoners, which means that the centre was 16 prisoners overstate or operating at a capacity of 106%. The consequence of this was that a number of prisoners were in a 'double-up' situation.

During the period of the inspection, with an ADS of 274 prisoners there were:

- o 63 (23%) indigenous prisoners;
- o 18 (6%) protection prisoners;
- o 86 (31%) remand prisoners; and
- o 100 (36%) prisoners serving sentences of less than 2 years.

HJC had an ADS of 25 which meant it was operating at a capacity of 100%. There were no indigenous prisoners accommodated at that centre and a review of the prisoner profile suggests that there have been no indigenous prisoners for the past 12 months.

SUMMARY OF INSPECTION FINDINGS

As is detailed below, BWCC (including HJC) received a Whole of Centre performance rating of three, meaning that it was found to be not performing sufficiently well against the Healthy Prison Test.

BWCC is a female correctional centre, however, it operates in many respects as an adjunct or attachment to Wolston Correctional Centre (WCC). This appears to have occurred as a consequence of shared services being controlled by WCC and may also be a legacy from its previous co-location with Boggo Road Prison.

Women in custody have discrete and special needs. However, Inspectors are concerned that historically many decisions made in Corrective Services have been based on the predominant male population, for example in such areas as building design, fitout, resourcing, practice and procedure. Much of which, while appropriate to the male prisoner, may not be appropriate for women. It is considered by Inspectors that this situation contributes to the complexity of managing female prisoners in Queensland.

BWCC and HJC have positive features. BWCC was found to: be generally compliant with Agency procedures; provide a safe environment for the prisoners; and offer some opportunities to progress to low security custody on a farm (Numinbah Correctional Centre), in the community (Helena Jones Centre) and on a Work Camp (Warwick). Generally, staff appeared to treat the prisoners respectfully. Senior Management appeared professional, committed and motivated. However, as is detailed in this report, there are a number of negative features that Inspectors consider warrant rating the centre as a three.

Inspectors consider that BWCC, with the support of the Agency, needs to refocus and develop practices around the core issues and needs of women rather than to expend energy and resources in attempting to get the male model to fit.

It is acknowledged by Inspectors that BWCC and HJC have specific challenges, particularly in relation to the unique needs posed by women prisoners which have resulted in Inspectors considering different and additional factors over that considered in a male centre. The overall rating of three that has been applied should be considered in this context.

It is considered that HJC has the potential to provide a wonderful opportunity for progression for prisoners and to prepare them for release. However, while the facility is based in the community, at present it is considered that insufficient advantage is currently being taken in relation to this opportunity.

In relation to Arrival in Custody, a number of positive processes and practices were evident and the Centre was assessed as performing reasonably well against these particular standards. The reception store operations in relation to transfers, court movements, escorts, receptions and discharges was observed to be professional and efficient. Generally, the language used by staff in speaking to or about prisoners was respectful and appropriate. Inspectors observed the comprehensive briefing of, and provision of documentation to, escort staff that included the identification of each prisoner's individual needs.

The prisoners were able to access their own clothes to attend court, however Inspectors were concerned that the prisoners are only allowed to wear prison issue thongs, have to remove any hair ties and are unable to access their own underwear from storage.

Escort vehicles were found to be clean, secure and fitted with first aid kits. The Centre evidenced the use of recently introduced vehicle and prisoner wellbeing checklists. On all occasions women prisoners were separated from male prisoners. The Centre also had a vehicle equipped with a baby capsule for transporting mothers and babies.

Of particular concern, it was noted that removal of clothing searches, as part of the reception process, was not compliant with Agency procedure and legislation.

On reception prisoners are required to surrender all personal items including underwear. Prisoners are not allowed to have family and friends hand-in underwear. While replacement items were provided, Inspectors were concerned that they were unsatisfactory and did little to enhance the dignity of the prisoners.

Immediate Risk Needs Assessments and other initial assessment processes were found to be appropriately applied. Staff demonstrated they assess risk of self harm, compatibility issues, identify vulnerable prisoners and identify prisoners with substance abuse needs.

Centre inductions are undertaken on a group basis to all new reception prisoners by a range of staff. It was felt that the process could benefit from a reassessment of what information is relevant at that stage in a person's sentence and using varied delivery styles. No Cultural Liaison Officer was present during the induction, despite indigenous prisoners being there.

The centre was rated as not performing sufficiently well against the Environment and Relationships standards. With the exception of the units known as S1-S4, the design of the facility mimics that of modern male correctional centres and it appears that little consideration was given to the specific needs of the female prisoner population in the design of the facility. It is considered that the layers of security infrastructure - compound the challenges faced by management to tailor the facility to suit the needs and risk of the prisoners. These difficulties are further compounded by the centre being over-state and prisoners needing to share single cell accommodation and congested communal areas.

The building and grounds were clean tidy and well maintained and there was evidence of a great sense of pride by the staff and prisoners in the presentation.

An excellent feature of the residential accommodation is the self contained kitchens attached to each unit. This allows prisoners to learn important living skills as well as providing them with some independence and decision-making opportunities. Unfortunately this experience does not continue when the prisoners are transferred to HJC as Inspectors considered that this independence is reduced by such arrangements as having a central kitchen providing food for all prisoners.

HJC offers two styles of accommodation with a combination of single, double and four beds per room. It was considered by Inspectors that there is little personal space available for the prisoners and for their children. The communal areas are cramped and the outdoor area is extremely limited.

Prisoners at both BWCC and HJC were complimentary of the staff regarding the manner that they were spoken to. Prisoners also universally stated that they felt safe in these centres. The Inspectors observed that all interactions between staff and prisoners were appropriate. However, within the secure units at BWCC, interaction appeared to be limited to when prisoners approached staff in the officer's station with little interaction being initiated by staff. Security grills were observed to be down whenever Inspectors attended the units and the design of S1-4 did not encourage interaction between staff and prisoners.

The centre was assessed as not performing sufficiently well against the standards of Duty of Care. From a positive perspective, the Centre appears to be proactive in the management of issues that could potentially lead to intimidation or bullying behaviour, although its Anti-Bullying Strategy has not been well publicised.

The Centre also has in place all components of the Agency's at risk management procedure. Inspectors interviewed a number of staff regarding the at risk management process and they displayed a sound knowledge and awareness of self harm identification and procedures. The Risk Assessment Team meetings provided a sense of history and continuity, and instilled confidence in the Centre's ability to manage these prisoners.

However, Inspectors were concerned that at the time of the Inspection there were 63 indigenous prisoners with only one Cultural Liaison Officer. [REDACTED]

[REDACTED] and had very limited opportunities to participate in cultural expression activities or development. Inspectors felt that there was a lack of overall strategic direction in the services provided to Indigenous prisoners.

Inspectors were also concerned in relation to the limited opportunities that protection prisoners had compared to the mainstream prison population. At the time of the Inspection, protection prisoners were only receiving one visits session a week compared with mainstream prisoners who were receiving two. Access to activities and education was also limited.

Generally, it was considered that the provision of care to children in residence and their mothers is consistent with the standards experienced in the community. The Parental Support Unit was comfortable and safe, but generally unstimulating for children. It was also felt that more planning for the child could be undertaken whilst they are in residence. The relationship between prisoners and the Parental Support Officer appears healthy and she appears to be providing a valuable service to the mothers.

HJC also provides the opportunity for a child to reside with their mother for a period of time. However, it was felt that HJC was restrictive in its opportunities for the children given its infrastructure, equipment and limited community interaction activities.

Both centres provide reasonable opportunities and facilities for the prisoners to receive visits with family and friends.

The centre was found not to be performing sufficiently well against the Activities inspection criteria. It was found that the range of activities, particularly those that were recreationally based were limited in variety and skill and were typically 'traditional' crafts that were not necessarily appealing to all prisoners. It was also observed that attendance at the gym was at times quite low. Centre management appeared to be aware of these issues and were taking steps to address the matters at the time of the inspection.

The centre was assessed as not performing sufficiently well against the healthy prison standards for Good Order. There were elements of dynamic security in place at the Centre. However, from observations it appears that officers were interacting on an infrequent basis with prisoners in the units, thereby missing an important opportunity to engage in discussions and close observations that would aid their knowledge of the prisoners and assessment of their wellbeing.

The breach process was compliant with Agency procedure, however Inspectors were concerned regarding the high rate of breaching and the appropriateness of the penalty imposed.

With respect to employment, the Centre demonstrated some commitment to providing employment for the prisoners. However, it was considered that the work opportunities were limited in scope, interest and usefulness on release.

Also of concern is the punitive approach that is taken by the Centre when prisoners are sacked, resign or refuse to work. The punishments imposed include being placed on non-contact visits, transferring accommodation to a more restrictive unit and limited buy-ups.

The centre was assessed as performing reasonably well in the Services area. The food that is provided was found to be of a good standard and there was appropriate meals provided to those prisoners seeking a variation to the menu for reasons of religion, medical or personal choice.

Prisoners are able to purchase goods from reputable retailers at community cost. However, the range of goods and the service provided is considerably compromised by the Centre's dependency on Wolston Correctional Centre to undertake the store and purchasing function.

Finally, in relation to Resettlement, the centre was found to be performing reasonably well. There was a demonstrated strong focus in the area of resettlement and a commitment to providing transitional support services to prisoners prior to their release.

Offender management practices including assessment, planning and review were well established, with strong evidence that planning processes for broad based interventions were being supported. The offender management administrative and file management processes were considered to be of a good standard. However, the Inspectors were

concerned that the current method of assessment as prescribed by the Agency may not be appropriate for the female population.

It is also recognised that the offending profiles of women and men differ markedly, as do the environments and circumstances in which these prisoners commit their offending. Having regard to the limited availability of programs targeted to the specific needs of women, concern is held that this results in inequitable opportunities for women to address issues of their offending behaviour.

In reading the report it should be assumed that the text refers to the Brisbane Women's Correctional Centre unless otherwise stated as referring to the Helana Jones Centre.

PERFORMANCE RATINGS

Overall centre rating:

RATING	DESCRIPTION
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.

By area:

AREA	RATING	DESCRIPTION
1. Arrival in custody	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.
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	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. Health Services	N/A	
5. Activities	3	Not performing sufficiently well against the inspection criteria. There is evidence that <u>outcomes</u> for prisoners

AREA	RATING	DESCRIPTION
		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.
6. Good order	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.
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	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.

By outcome:

OUTCOME	RATING	DESCRIPTION
1. Steps are taken to ensure that individual prisoners are protected from harm by themselves and others	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.
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	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. Prisoners are held in conditions that provide the basic necessities of life and health, including adequate	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.

air, light, water, exercise in the fresh air, food, bedding and clothing		
4. Prisoners are treated with respect by centre staff	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.
5. Good contact with family and friends is maintained	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. Prisoners' entitlements are accorded them in all circumstances without their facing difficulty	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. Prisoners take part in activities that educate, develop skills and personal qualities and prepare them for life outside prison	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.
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	NA	

<p>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</p>	<p>2</p>	<p>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.</p>
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CHAPTER 1

ARRIVAL IN CUSTODY

Standard 1 - Courts, Escorts and Transfer

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.

- 1.1 Brisbane Women's Correctional Centre is located in Wacol approximately 20 km from Brisbane's CBD. Transport to Brisbane courts, PA Hospital and other transfers are carried out by the Escort and Security Branch (E&SB) with the centre facilitating escorts to Ipswich Hospital. Whilst the reception store was observed to be a busy operation during the inspection period, Inspectors observed that the waiting time in vehicles was minimal with no apparent adverse impact on the prisoners.
- 1.2 The reception store operation was observed to be efficient and professional and processing time for court movement, escorts and transfers in the reception store was assessed by Inspectors to be minimal. Inspectors' observation of staff interaction with prisoners in the reception store found that it was respectful. This was confirmed by general discussions with prisoners.
- 1.3 Inspectors checked a number of E&SB vehicles collecting or dropping off prisoners. Inspectors found them to be safe, secure, clean and as comfortable as the design for purpose permitted. The vehicles had operational checklists that included checks of air conditioning, prisoner wellbeing and vehicle intercoms.
- 1.4 Inspectors were advised by the centre and E&SB staff that when special needs prisoners are transferred, arrangements are made to provide a vehicle suitable for the prisoner (i.e. a vehicle designed to transport wheel chair bound prisoners). The centre also has a vehicle that is equipped with a baby capsule for transporting mothers and babies. Inspectors observed E&SB staff being briefed regarding prisoners with medical conditions and at-risk concerns. Arrangements were made to provide medication whilst in transit or under escort.
- 1.5 Inspectors observed the application of prisoner restraints by QCS staff in the reception store and whilst under escort and found the practices to comply with the Agency Restraint Matrix.
- 1.6 Inspectors observed female prisoners being placed in E&SB vehicles, the women on all occasions were separated from male prisoners and protection women were accommodated separately from female mainstream prisoners.
- 1.7 Inspectors observed prisoners being provided with their personal civilian clothing or civilian clothing from the centres stock of clothing when they had inadequate clothing for court appearances. However, Inspectors noted that prisoners were not permitted to wear their own footwear when attending

courts but were required to wear prison issue thongs and also remove any hair ties. Inspectors were advised that this was a directive from the Proper Officer of the Court. Research carried out by Inspectors was unable to identify any instruction or procedure provided by the Proper Officer to support this practice.

Recommendation 1 (Medium):

The Centre, whilst being cognisant of those prisoners on at-risk observation, provides prisoners the opportunity to wear their own footwear to court appearances and provides prisoners with the opportunity to wear hair ties and/or other articles to hold their hair in position whilst attending court.

- 1.8 As part of normal practice and procedure, prisoners are advised of decisions in relation to transfers in a timely manner, unless security requirements for transfers dictate that it is without notice. Prisoners are advised the day before a transfer to allow them to contact family and advise them of their transfer.
- 1.9 The evening prior to the escort, prisoners are provided with a breakfast pack that they can consume prior to movement to the reception store on the morning of the escort. Enquiries from prisoners confirmed that this was normal practice. However, prisoners were observed requesting tea in the reception store prior to early morning escorts. On enquiry Inspectors found that prisoners are not issued with a hot water jug for use in their cells.

Recommendation 2 (Low):

The Centre reviews its management of prisoners for early court escorts to ensure prisoners have the opportunity to access hot drinks prior to leaving the centre on a court escort.

- 1.10 Inspectors observed the transfer of prisoners both into and out of the centre. In relation to these transfers it was noted that all the required documentation and information travelled with the prisoner. Inspectors also observed briefings and documentation being provided and sought in relation to prisoners with at-risk behaviours. Prisoners' funds balances were transferred electronically.
- 1.11 The E&SB schedule for Brisbane Courts appears to ensure that prisoners are produced at court on time. The operational staffing of the reception store covers the period 0630 - 1900 hours. Inspectors did not observe prisoners being transferred and received outside this timeframe. Generally, in an out-of-hours situation, the nightshift supervisor coordinates the reception process.
- 1.12 Staff and prisoners advised Inspectors that prisoners arriving outside of normal operational hours are provided with food, toiletries and are assessed by custodial and medical staff prior to placement in an accommodation unit.
- 1.13 The centre has a video link that is used to provide for court appearances, Legal Aid support and video visits. Inspectors reviewed daily lists of prisoners utilising the system and viewed it in operation.

Standard 2 - First Days in Custody

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.

- 2.1 This is a female facility and the reception store is staffed by female officers who undertake all aspects of prisoner reception including searching procedures. The reception store area was very clean, well organised and well maintained. All holding cells were equipped with toilets and drinking water. As is stated above, Inspectors assessed staff working in the reception store as professional in their interaction with prisoners, demonstrating a respectful, helpful and caring approach.
- 2.2 Reception prisoners are processed individually allowing for confidentiality. The initial reception interviews and those observed by Inspectors were carried out in a reception store interview room offering an appropriate level of privacy.
- 2.3 The staff were observed by Inspectors to be aware of, and provide for, the segregation of prisoners based on safety requirements, for example protection prisoners and prisoners with mental health issues. Inspectors observed special needs offenders, including at-risk, mental health, and older prisoners, being processed through the reception store. The staff and supervisors managed these prisoners in a sensitive manner prioritising them for processing to minimise waiting time and as a risk mitigation strategy.
- 2.4 Reception store staff were thorough in their searching of prisoner property and prisoners. However, Inspectors observed reception prisoners being searched without the opportunity to remain partly clothed during the search, for example, by allowing the person to dress her upper body before being required to remove items of clothing from the lower part of the body. The Inspectors also heard prisoners being advised that on reception all clothing is removed at one time. This practice is contrary to Agency Procedures and Legislative requirements.

Recommendation 3 (High):

The Centre ensures immediate compliance with the Agency procedure and legislation regarding searching requiring the removal of clothing.

- 2.5 QPS provide specific information on watchhouse transfers, for example suicidal behaviour. Further the Offender Management and Intelligence staff profile prisoners prior to reception and provide information to centre staff. This information is provided in advance to functional areas as required (i.e. Counselling and Psychological Services, medical or operational staff). Inspectors observed that escort staff pass on all required documentation and appropriate information to reception store staff.
- 2.6 Inspectors observed that all reception prisoners were provided with a toiletry pack. Inspectors also observed all new receptions being offered a reception

buy up that allowed them to choose from a range of items including tobacco and papers, coffee, writing paper and a pre paid envelope. Prisoners are advised of the cost and that this will be taken from their trust account when they have sufficient funds.

- 2.7 The provisional cell allocation was done administratively prior to the IRNA or other initial risk assessment being carried out. The actual cell allocation may be changed as a result of the assessment process. Reception prisoners with no anti-social behaviour patterns may be received directly into Unit S1 rather than the induction unit.
- 2.8 Inspectors visited all accommodation areas including the safety unit. All accommodation including that allocated to new receptions was found to be clean and the cells were adequately equipped and complied with Agency standards.
- 2.9 HJC is a 38-bed community based facility located in the Brisbane suburb of Albion. It provides accommodation for women prisoners on Work Orders. The centre has no purpose built reception area and prisoners are initially processed on reception in the duty office.
- 2.10 At HJC the accommodation provided for reception prisoners tends to be in a four bed dorm room. Whilst these were clean it was viewed by inspectors to be cramped, lacking personal privacy and storage and required prisoners to share one television. All prisoners are charged \$2.20 per week for the provision of a cell/bedroom television meaning a prisoner in a one bed room has sole access to a television whilst a prisoner in a four bed dorm pays the same amount for shared access.

Recommendation 4 (Medium):

The Agency reviews arrangements whereby four prisoners are accommodated in one room at the HJC

Recommendation 5 (Low):

HJCC ceases the practice of charging prisoners the full television hire fee in circumstances where they are sharing a television.

- 2.11 The reception and discharge process was observed by Inspectors to be generally efficient, professional with no undue delays evident.

Immediate Risk Needs Assessment (IRNA) and other Assessment:

- 2.12 Inspectors reviewed IRNAs in IOMS and observed reception interviews. This indicated that the centre completes risk assessments in a timely manner. The interviews and recorded information were viewed by Inspectors to be comprehensive in identifying vulnerable and at-risk prisoners.
- 2.13 Prisoners assessed on initial reception as being at risk of self harm or suicide, are placed on an observation regime that may include segregation from the main prisoner population.

- 2.14 The centre has a unit specified as an induction unit that provides a range of acceptable strategies that are applied to ensure the effective management of vulnerable and at-risk prisoners.
- 2.15 Further, the centre has an accommodation unit converted to operate as a Safety Unit. Received prisoners assessed at-risk of self harm or suffering a psychiatric condition (making them unsuitable for accommodation with the general prisoner population) may be placed in the Safety Unit or Health Centre.
- 2.16 Prisoners who arrive outside of operational hours and therefore are not assessed by application of the IRNA are assessed by the nurse and night shift supervisor prior to accommodation placement.
- 2.17 Inspectors observed the reception interview process carried out by custodial and psychological services staff. The questions and style of interaction was appropriate and included questions to identify if this episode was the first time the prisoner had been in prison. The questions and interaction style was appropriate and included questions to identify individual needs and concerns.
- 2.18 Psychological/counselling staff have a series of questions additional to the IRNA, including those covering the areas of: Child Safety, maintenance of community based accommodation, any pets or other animals that may be affected by the prisoner's incarceration, and any other unresolved external factors that are causing the prisoner distress at present.
- 2.19 Prisoners, as part of the initial reception process are assessed by health services staff. This assessment is carried out in the Health Centre in a confidential manner and area.
- 2.20 Inspectors reviewed and discussed with staff and prisoners the medical assessment and risk/needs assessment. Both assessments were identified as having components that provide for the identification of individual prisoner substance related needs.
- 2.21 Prisoners are processed in a sequential manner, with the health assessment being the final aspect of the process. Whilst Inspectors' observations indicated that Health Services staff are flexible and work in well with reception operations there was some reported incidents of delay in accessing this component of the reception process. At times prisoners appeared to be spending significant periods at the reception store, that could be reduced if the sequencing was adapted on an as needs basis.

Recommendation 6 (Low):

The Centre encourages reception store staff to be flexible in the sequential processing of prisoners.

- 2.22 Prisoners identified as withdrawing from alcohol or drugs are placed on a medical regime by health services staff and listed for the Visiting Medical Officer (V.M.O).

Protection Issues:

- 2.23 During the period of Inspection there were no assessments for protection required. However, staff were able to demonstrate a clear understanding of the requirements to undertake such assessments.
- 2.24 Observation of practices and review of IOMS by inspectors found that medical, protection and risk needs assessments are entered into IOMS as the assessment is carried out.

Induction:

- 2.25 During the initial interview on reception, prisoners are advised about what process will take place as part of their induction, assessment and accommodation placement. On arrival at the accommodation unit they are interviewed by the unit officer and provided with further information including unit routines.
- 2.26 A Centre induction is provided on a group basis to all new receptions. A check sheet was in operation and both the prisoner and staff member facilitating the induction are required to acknowledge the induction was provided by signing this sheet. The Induction was attended by a correctional officer, Education Officer, Industry Adviser and a Sentence Management Officer.
- 2.27 While it was considered to be positive that a group induction with a range of staff is facilitated, the Inspectors identified a number of concerns. The material was presented in a sterile manner with little opportunity for the prisoners to engage in the process. Much of the presentation provided information that was not relevant for an induction and other more relevant information was either given a cursory comment or not covered at all. It was also observed that there was a large percentage of the inductees that were indigenous, however there was no Indigenous Liaison Officer present.

Recommendation 7 (medium):

The Centre reviews the content and methodology used in the induction including:

- Consultation with the prisoners regarding additional material they would like covered during the early period of their incarceration;
- Attendance of the indigenous liaison officer and Activities Officers;
- Opportunities for prisoner interaction;
- Spatial configuration of the room;
- Relevance of the material being presented; and
- Consideration of other methods to communicate the material other than a reliance on wordy documents and verbal presentations.

- 2.28 The Inspectors found that the HJC handbook was dated 2007 and that much of the information was not accurate or current.

Recommendation 8 (Medium):

HJC updates its handbook and ensures that the contents for the prisoners are meaningful, relevant and current.

2.29 Inspectors were advised by staff and prisoners that prisoners are offered a counsellor initiated reception call (the process was also observed by Inspectors). Prisoners are also provided with a credit of \$1.50 on their Arunta telephone account. Prisoners received after hours are given this entitlement the following morning.

PERFORMANCE RATING FOR THIS AREA

Rating	Description
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.

CHAPTER 2

ENVIRONMENT AND RELATIONSHIPS

Standard 3 - Accommodation

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

Accommodation - General:

- 3.1 BWCC is a high security facility providing accommodation for female mainstream and protection prisoners classified high and low. The prison design is similar to that of a male correctional centre and the security infrastructure operates in an identical manner. Healthy Prison Standard 3.7 states that “*All prisoners occupy accommodation that is suitable for the purpose and for their individual needs*”. There was little evidence that the accommodation reflects the specific needs and risks of a female prison population. The interior decoration is spatially and aesthetically sterile and the overall facility appeared very austere.
- 3.2 Prisoners have ample access to fresh air on a daily basis. However, it was noted at the time of the Inspection that while protection prisoners have access to fresh air within their exercise yard, the opportunity to leave the unit is significantly limited.

Recommendation 9 (Medium):

The Centre reviews the movement and centre access for protection prisoners to ensure that they have increased opportunities to leave their unit.

- 3.3 The HJC comprises of two accommodation structures. A modern house with four bedrooms accommodates a total of eight prisoners. This house is fully contained but the kitchen facilities are not used for cooking and thus are not applied to the development of independent living skills.
- 3.4 The other HJC accommodation unit is an older style facility (previously a men’s hostel) that accommodates 30 prisoners in combination of single, double and four beds per room. Mothers and babies are also accommodated in this area. It is equipped with communal toilets/bathroom facilities.
- 3.5 All meals at HJC are prepared in a central kitchen staffed by prisoner workers. Prisoners with children have a limited ability to access the kitchen to prepare their child’s food. While Inspectors accept that QCS has to utilise the infrastructure that is available, Inspectors are of the opinion that the accommodation is not being utilised to its maximum potential and provides little (if any) opportunity for women to develop independent living skills in preparation for community reintegration. Inspectors noted that the superior accommodation at Store Street, is only being used for Warwick WORK prisoners on stand down.

Recommendation 10 (Medium):

The Agency reviews the allocation of accommodation at HJC to ensure that the accommodation style best suits the needs of the prisoners. Options that should be considered include:

- utilising the accommodation in Store Street on a seven day a week basis;
- establishing Store Street as a more independent living arrangement (including meal preparation) and/or
- the accommodation of mothers and children in the Store Street house thereby facilitating opportunities for the mothers to learn skills of independence (including allowing them to prepare the food for their children).

- 3.6 The communal areas of the BWCC secure accommodation were generally considered to be of an acceptable standard. However, in the protection unit where doubling-up of prisoners occurred, the communal area appeared cramped, with the table tennis table being used for prisoners' daily activities including as a place for some prisoners to eat their meal.
- 3.7 Little was observed in relation to Unit activities within the communal areas. During out of cell time prisoners were observed to be inactive with the only "activity" being reading books, talking or some craft activities. Seating areas were limited at times when all prisoners were present in the units, with prisoners using several plastic chairs and the table tennis table as seating resources. The exercise yards similarly lacked activity and appeared only to be for smoking or time outside of the Unit.
- 3.8 At HJC the main communal area was considered to be small. The area did not provide sufficient seating for the number of prisoners in the centre. The facility has an exercise area that is limited in space and lacks suitable equipment.

Recommendation 11 (Medium):

BWCC and HJC review furniture requirements for prisoners (including in the protection unit) and make arrangements to increase furniture where needed. If additional furniture is to be purchased, consideration should be given to purchasing that which is most suitable to the needs and risk of the prisoner population.

- 3.9 All prisoners have access to drinking water at all times, however, only prisoners in residential have the means of making a hot drink after the evening lock away.

See Recommendation 10 of Capricornia Correctional Centre Full Announced Inspection which states "The Agency reviews the provision of hot water access for all prisoners after lock away and establishes a state-wide position".

Cleanliness/Maintenance:

- 3.10 Prisoner accommodation is kept clean and in a reasonable state of maintenance. The cells generally provide for a reasonable amount of space for single occupancy, however, extremely cramped conditions occur for those prisoners who are doubled up. Cells and communal areas are in a good state of repair. There is some concern as to the delay in repairs or replacement of

white goods, however, it is apparent that the management make every attempt to have the matters dealt with.

- 3.11 The Inspectors found some areas of concern at HJC. While the facility appeared clean, the prisoners advised that the carpet was in urgent need of cleaning and that the children's knees became 'black' from crawling on it. As is stated above, some rooms are of a dormitory style with 4 beds which provides for very cramped conditions.
- 3.12 Many of the common areas of HJC are not air-conditioned or have fans. All bedrooms are air-conditioned, however the prisoners reported that in the main accommodation block, the air conditioners are shut off by staff during the night, including those rooms with children. The problem is further compounded as these rooms do not have ceiling fans and prisoners are not able to have fans sent in.

Recommendation 12 (Medium):

HJC arranges for the cleaning of carpets and then establishes a regular cleaning regime.

Recommendation 13 (Medium):

The management of air conditioning be reviewed so that an appropriate procedure can be implemented to ensure that during times of significant heat, air conditioning is not turned off.

Recommendation 14 (Medium):

The Agency reviews the issue of cooling in the common areas at the HJC.

Special Needs Accommodation:

- 3.13 Nominated carers are available for those prisoners with physical needs and mothers with babies/children in residence. Prisoners do not appear to be remunerated for undertaking this work.

See Recommendation 6 of Capricornia Correctional Centre Full Announced Inspection which states "The Agency develops a carer training package and incorporates a system of ongoing monitoring of the carers' performance".

- 3.14 Staff appear cognisant of the needs of disabled prisoners and facilitate them well. However there is no procedure for the safe evacuation of prisoners in an emergency. HJC does not provide accommodation for prisoners with a disability (all accommodation is up-stairs).

See Recommendation 7 of Capricornia Correctional Centre Full Announced Inspection which states "The Agency develops a procedure for the evacuation for prisoners with a disability that allows each Centre to design contingencies to their specific operations, resources and infrastructure".

Prisoner Notices

- 3.15 Notices were displayed in a manner suitable for the population. While the full range of notices were not initially available, management was attending

to the issue during the course of the inspection. A standard list detailing the possessions that prisoners were allowed to keep was displayed in each unit.

Safety and Supervision

- 3.16 All prisoners have access to cell intercoms. These intercoms are checked weekly from the movement control stations, however not from master control. However, following discussions with Inspectors, the centre advised that it would implement further testing of intercoms during night shift from master control. From observation and review, intercoms are responded to in a timely manner and logged.

Recommendation 15 (High):

The Centre immediately implements a process whereby cell intercoms are also tested by master control and recorded.

- 3.17 [REDACTED] putting further barriers between staff and prisoners. Nonetheless, prisoners advise that they felt safe and that the staff treat them with respect when they did interact with them.

See recommendation 19

- 3.18 At HJC, Inspectors' observations supported the comments of the prisoners that interaction by staff is professional and in most instances caring and considerate. However, the ability for officers to engage with prisoners is limited [REDACTED]
- 3.19 At BWCC PAC meetings occur regularly and prompt feedback is given. However at HJC PAC meetings do not occur on a regular basis nor are there any minutes kept. Prisoners advised that a PAC meeting had not occurred since September 2009. Inspectors found that prisoners had a substantive number and range of issues and suggestions that are appropriate for resolution and discussion in a PAC forum.

Recommendation 16 (High):

A PAC is established at HJC and the accumulation of matters that the prisoners have are dealt with as expediently as possible.

Prisoner Clothing and Property:

- 3.20 Clothing appeared suitable for climatic conditions. The prisoner clothing was in a decent condition and processes were in place for frequent laundering. However, prisoners expressed concern at not being able to wear their own items of underwear (which are taken from them on reception). They felt that the crop top style underwear provided by the centre was not physically comfortable, supportive or enhanced their appearance. While they can purchase underwear, it can take two months for this to occur and it is additional expense they may not be able to afford. The centre also does not

allow underwear to be handed in. This was a common complaint by prisoners to Inspectors.

Recommendation 17 (Medium):

Subject to at-risk requirements that may arise for certain prisoners, the Centre ceases the blanket practice of removing prisoners' personal underwear on reception and establishes a process (with appropriate limits) that allows for underwear to be handed in.

- 3.21 Prisoners' property is held securely and generally prisoners are able to access their property in a reasonable time period. However, protection prisoners complained that it takes some time for them to be able to access the Reception Store. It appears from the notice displayed in the reception store that access times for secure and residential prisoners is scheduled weekly, however protection access is not scheduled.

Recommendation 18 (Low):

The Centre schedules protection prisoner's access to the property store.

- 3.22 Inspectors reviewed the files for lost/damaged property claims and are satisfied that prisoners are fairly compensated.

Standard 4 - Staff-Prisoner Relationships

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.

- 4.1 Inspectors interviewed prisoners individually and through the Prisoner Advisory Committees. Observations of Inspectors indicate that BWCC staff treat prisoners with respect when addressing them or directing them when issues arise. Prisoners at HJC were very complimentary of the staff and advised that they were spoken to respectfully.
- 4.2 Discussions with staff indicate that there is a prevalent respectful attitude towards prisoners. Prisoners seeking advice from staff were advised in a professional manner and feedback from prisoners indicates that this is normal practice.
- 4.3 In the Secure Units S2, 3 and 5 and S7 to S10 it was noted that there are few opportunities for staff to engage with prisoners [REDACTED]. In the S2, 3 and 5 Units it was observed that prisoners were usually engaged through the caged areas of the exercise yards that front each accommodation areas. Professional staff indicated that in general, all communications with prisoners in these units occur in this fashion and rarely are interview rooms used. This was also dependent on the availability of custodial staff to supervise the area.
- 4.4 Professional staff generally do not enter the accommodation areas and [REDACTED]. In Units S7 to S10 similar modes of engagement were found. Professional staff may only enter when there are sufficient custodial officers on duty in the officers' station. The time available is limited particularly during meal breaks or when officers are conducting searches or other unit routines.

Recommendation 19 (Medium):

The Centre reviews its unit management methodology to ensure staff have the opportunity to engage with prisoners in a manner that promotes meaningful interactions without the limitations of a physical barrier.

- 4.5 In the Residential Areas the environments are more conducive for one on one communication. Prisoners and staff have more opportunities for engagement but this was observed to occur more as a result of operational routine (e.g. during musters, headcounts and patrols).
- 4.6 Accommodation staff are issued with a daily schedule that outlines activities for prisoners. Most responsibility for attendance at activities and scheduled programs falls on the prisoners themselves. Officers were found to announce that prisoners should ready themselves for scheduled events.

- 4.7 Staff were observed to challenge prisoners in relation to compliance with unit rules (i.e. aggressive behaviour, inappropriate wearing of prison issue clothing). Where this did occur, staff were observed to be professional in the manner in which they addressed and directed prisoners.

Standard 5 - Case/Unit Officers

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

- 5.1 It was noted that prisoners are allocated to case officers on a unit white board and prisoners are able to refer to the board if required. However, in practice, prisoners advised that they would normally seek out the officer on duty at that time for assistance or information. Prisoners were not able to identify who their particular case officers were. Unit rotation of staff appears to make the allocation of fulltime case officers unworkable. Unit officers were able to identify individual prisoners, however, distinct case knowledge was of an operational nature and usually limited to those prisoners on observations or who have specific behavioural issues.
- 5.2 A review of IOMS documentation indicates that a broad range of staff keep regular case notes on the IOMS case file. Information in the case notes vary from brief to detailed, depending on the issues being reported.
- 5.3 Each unit is issued with a daily matrix indicating those prisoners who will have cell searches, case notes and observation reports required for completion.
- 5.4 Monthly behaviour reports are not kept in accordance with procedure and few employment reports were found.

Recommendation 20 (Medium):

The Centre ensures that monthly Behavioural and Employment reports and Behavioural Report Summaries are completed as required by Agency procedures.

- 5.5 Notwithstanding the population profile at Brisbane Women's, there was no evidence that care plans for older prisoners and those with disabilities have been developed.

Recommendation 21 (Medium):

Where prisoners may require additional assistance and/or support due to their special needs (e.g. due to a medical condition or disability), the Centre develops care plans in consultation with Queensland Health.

- 5.6 The centre appears strongly supportive in ensuring that custodial representation is present and part of decision making for offenders. Aside from the provision of case notes and reports, where possible, the offender management panel ensures the attendance of a custodial officer who has knowledge of the offender for offender management planning and reviews and Security and Placement Assessments (where appropriate). It was noted that when an officer is not able to attend the interview due to operational issues, the matter is rescheduled and efforts are made to ensure that an officer is able to participate in decision making processes relating to the prisoner. Offender management staff noted that on occasions it was difficult to ensure attendance of custodial officers and that they met with a lack of

cooperation from other CSOs sometimes when trying to find a replacement officer.

PERFORMANCE RATING FOR THIS AREA

Rating	Description
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.

CHAPTER 3

DUTY OF CARE

Standard 6 - Bullying and Violence Reduction

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.

- 6.1 The centre demonstrated a long history of being active in attempting to reduce violence and intimidation in the centre. Prisoners advised that they felt safe in the centre and can generally move about in a manner that is free from intimidation and abuse. Indigenous prisoners advised that there were no racial issues in the centre.
- 6.2 Anti-bullying posters were evident throughout the centre. The handbook provides information on protective behaviours, however, does not cover the consequences of undertaking bullying behaviour. During the group induction there was a very brief discussion about the possibility of bullying behaviour, however, this was not adequately discussed and the Inspectors felt that this was an important opportunity lost.
- 6.3 While the staff spoken to clearly demonstrated that they understood that bullying is not tolerated, they were unable to articulate the centre's strategy or process to pre-empt or manage such behaviour. An anti-bullying strategy has been developed, however, the staff did not appear aware of the document, its contents or of management's stance on the matter. Prisoners also advised that they were unaware of the strategy.

Recommendation 22 (Medium):

The Centre documents and distributes its strategy for the reduction of violent and intimidatory behaviour.

- 6.4 Prisoners are consistently reminded that bullying, abuse and threats of violence are not tolerated. However there was no evidence that prisoners are consulted or involved in how their lives could be made safer, possible strategies for confronting such behaviour and what sanctions are appropriate.

Recommendation 23 (Low):

The Centre considers engaging prisoners in the development of a centre wide strategy aimed at confronting and reducing intimidatory and violent behaviour.

- 6.5 Protection prisoners and those prisoners under the age of 18 years are identified at either the watchhouse or at the reception store. Following this early identification, processes are put in place to mitigate any threats posed to their safety.

Standard 7 - At Risk Management

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.

- 7.1 The centre has in place all components of the Agency's at-risk management procedure. Inspectors interviewed a number of staff regarding the at-risk management process and found they displayed a sound knowledge and awareness of self harm identification and procedures. Inspectors also witnessed reception store staff initiating at-risk assessments. Risk Assessment Team (RAT) meetings are scheduled on a frequent basis ensuring prisoners are reviewed on at least every seven days and not segregated from the general prison population for longer than necessary.
- 7.2 Inspectors attended a number of RAT meetings and observed that these were chaired by a senior psychologist and attended by a nurse, psychologist, counsellor and a custodial supervisor. Staff had independently interviewed the prisoners involved and presented appropriate material and recommendations at the meeting.
- 7.3 Inspectors reviewed a number of IOMS and hard-copy At-Risk Management Plans spanning a period of six months and were satisfied that they are consistently prepared with input from the prisoner, they identified needs, and identified persons responsible for implementing the plan.
- 7.4 The centre uses accommodation in the Health Centre and the Safety Unit (S4) to accommodate prisoners requiring high level at-risk observations. Both these areas also have a padded cell (sometimes referred to as dry cell or soft cell).
- 7.5 Inspectors found that the infrastructure and aesthetics of S4 unit are sterile and not congruent with a therapeutic environment.

Recommendation 24 (Medium):

The Centre seeks the Agency's assistance to undertake cosmetic changes to the S4's infrastructure.

- 7.6 Inspectors reviewed case notes on IOMS and found that the padded cell in S4 was used for "at-risk" observations and behavioural interventions. Inspectors reviewed case notes identifying that staff used the padded cell as a threat to affect behavioural change and compliance. Case notes also indicated the cell being used with no reference to management approval or management/intervention plans. Whilst Inspectors were advised that the approval process by management for the use of padded cells was in place, documentation was not readily available to support or record the process in all cases.

Recommendation 25 (Medium):

The Agency develops a policy in relation to the use of padded cells.

Recommendation 26 (Medium):

The Centre ensures that all prisoners accommodated in Unit S4 have an Individual Intervention Management Plan developed in keeping with the Agency Procedure - Safety Orders.

- 7.7 Inspectors observed limited intervention provided to the group of prisoners accommodated in Unit S4. Inspectors were advised that a program of intervention had been in place with support from Prison Mental Health. It was overseen by a centre based senior psychologist and allocated a centre based counsellor. The program and allocated staff have been withdrawn due to financial reasons. Whilst some aspects of the program of interventions could have continued (i.e. cooking and gardening sessions), it is reported that staff have resisted its continuation.

Recommendation 27 (Medium):

The Centre, in consultation with the Agency, investigates opportunities to enhance the interventions in S4.

- 7.8 Prisoners report that they feel safe in this facility. The movement of prisoners throughout the centre is controlled in a safe manner.
- 7.9 Inspectors observed cell intercoms being answered in a timely manner on both the day shift and night shift.
- 7.10 The visitors' processing centre does not have posters addressing the subject of reporting concerns regarding prisoners with at-risk potential or subject to bullying.

Recommendation 28 (Medium):

The Centre places posters in the visits processing building that encourages visitors to report any concern they may have for the prisoner.

- 7.11 Reception staff assess prisoners on arrival and subject each prisoner to a search requiring the removal of clothing. This search, amongst other functions provides the opportunity for staff to identify any injuries. Reception store staff will further investigate the injuries with the prisoner and provide information to Health Services and Psychological staff for further investigation.
- 7.12 All receptions including court returns are seen and assessed by Health Services staff on the day of reception prior to being accommodated. The staff carry out a medical assessment that includes the areas of self harm, drug withdrawal and alcohol detoxification.
- 7.13 All receptions are interviewed by psychological/counselling and Health Services staff including assessments of self harm.

- 7.14 Prisoners at-risk of self harm or suicide are referred to Prison Mental Health who visit the centre regularly and also provide community support when the prisoner is released.
- 7.15 Ninety-six percent of custodial staff are qualified in CPR, 97 percent are qualified in First Aid and 100 percent have suicide awareness accreditation. A comprehensive program of staff training in contingencies for emergencies and incidents, including those related to self harm/suicide incidents, is in operation.
- 7.16 Brisbane Women's CC has 12 reported cases of prisoner self mutilation/ attempted suicide in the previous 12 months.

Standards 8 and 9 - Equality and Diversity

All prisoners experience equal opportunity in all aspects of prison life, are treated equally and are safe. Cultural diversity is embraced, valued, promoted and respected.

All prisoners should have equal access to all Centre facilities. All Centres should be aware of the specific needs of minority groups and implement distinct policies, which aim to represent their views, meet their needs and offer peer support.

- 8.1 During the inspection, prisoners consistently stated that the staff treat them well, and are fair and consistent in all dealings. Generally, staff appeared to understand what was expected of them and have some knowledge of the legislative entitlements of the prisoners.
- 8.2 The centre is diligent in its identification of those prisoners with mental health issues and appears to have a good rapport with external agencies who assist in the prisoner's management within the centre and on release.
- 8.3 There are few prisoners within the centre with physical disability or who are aged. However the centre appears cognisant of their needs and ensures they can access all goods and services in the facility.
- 8.4 Prisoners from minority groups do not appear to be victimised or excluded from any activity because of their ethnicity.
- 8.5 Only recently have indigenous prisoners been identified to take part in the PAC meetings. However there are no focus groups to facilitate and direct cultural opportunities for the indigenous prisoners.

Recommendation 29 (Low):

The Centre considers the creation of a focus group of indigenous prisoners to assist in directing cultural opportunities within the centre.

- 8.6 One hundred percent of the custodial staff and 88 percent of the non-custodial staff are trained in cultural awareness, which is a very positive result.
- 8.7 Individual staff appeared cognisant of the number of indigenous prisoners in the centre and appeared to make serious attempts to ensure that their needs were catered for. As is stated above, it was also noted that during the centre induction (of which 50 percent of the prisoners were indigenous) the Cultural Liaison Officer did not attend. [REDACTED]
[REDACTED]
[REDACTED] The CLO advised that she is overworked as there was previously a second CLO that has not been back filled.

See Recommendation 7

Recommendation 30 (low):

The Centre reviews the possibility of recruiting to the vacant CLO and if not possible, assists the current incumbent to prioritise her work.

- 8.8 There is limited opportunity for prisoners to express themselves culturally other than for the week of NAIDOC celebrations. Prisoners continually expressed a desire to have the opportunity to engage in art, dance and other programs that are culturally significant. HJC does not have any opportunities for the indigenous prisoners to express themselves culturally.

Recommendation 31 (Medium):

The Centre and HJC develops and implement a strategic plan to provide opportunities for cultural expression and development amongst indigenous prisoners.

Standard 9 - Diversity

Note this standard has been addressed above

Standard 10 - Foreign Nationals

Prisoners who are not Australian citizens and/or who may be subject to deportation have reasonable access to all prison facilities. All Centres are aware of the specific needs that this group of prisoners have.

- 10.1 At the time of Inspection there were no immigration detainees or foreign nationals. However from discussions it would appear that Sentence Management have a good understanding of such prisoners' rights and entitlements.
- 10.2 Prisoners have access to translation and interpreter services which are utilised when required.

Standard 11 - Mothers and Babies

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.

- 11.1 At the time of the Inspection there was no operational documented process or procedure for the management of children whilst in the centre or any other formalised guidance for staff regarding the management of pregnant women or the Parental Support Unit. However, the centre has prepared such documentation and is awaiting ratification from central office.
- 11.2 Generally it is considered that the provision of care for the mother and baby is consistent with the standards experienced in the community. The Parental Support Unit presented as generally comfortable and safe, however, the environment was considered by Inspectors to be very sterile and unstimulating for the children (e.g. the unit's internal decorations were no different to any other residential unit, there were no posters, wall stickers, pictures, blackboard etc). The unit had slight modifications to make it safe and suitable for some aspects of child care. Mattresses, bedding, clothing and general equipment were observed to be in good condition.

Recommendation 32 (Medium):

The Centre undertakes some redecoration of the Parental Support Unit to make it appropriate and stimulating for the children.

- 11.3 At HJC the mothers with children in residence expressed concern about the state of cot mattresses, indicating that they were soiled and had an unpleasant odour.

Recommendation 33 (Medium):

HJC implements a cot mattress replacement program.

- 11.4 From investigations made by Inspectors it was apparent that when a prisoner identifies as pregnant, an initial information and planning meeting takes place with the prisoner and the Parental Support Officer (PSO). At this meeting the prisoner is referred to QHealth staff based at the centre who develop a prenatal care plan. This meeting also provides the prisoner with information on pregnancy, child birth, and the administrative processes required to have the child accommodated in the centre. At this meeting the birthing plan is also discussed. Co-parents can be involved in the birth of the child if approved by the General Manager. If the child is not able to be accommodated with its mother, support is provided to the prisoner.
- 11.5 However, the PSO is not involved with the pregnant prisoners, and mothers and babies at HJC.

Recommendation 34 (Medium):

The Centre considers the involvement of the Parental Support Officer with HJC, with a view to the prisoners being provided appropriate support.

- 11.6 Standard 11.5 of the Healthy Prison Handbook states “*Planning and review meetings focus on the child’s needs and how the mother can best be helped and supported to meet them. The mother’s offender management plan complements and supports the child’s care plan*”. Although the PSO has regular contact with the mothers and children at BWCC (and is involved in pregnancy planning), there is no formal planning process or review meetings taking place with regard to the prisoner’s child at either BWCC or HJC.

Recommendation 35 (Medium):

BWCC and HJC formalises a planning process for the care and development of the children in residence.

- 11.7 Within the parameters of a secure custody environment, the mothers at BWCC are able to exercise some level of decision-making on behalf of their child.
- 11.8 Mothers at HJC expressed concern that the children could only leave the centre for playgroup at the PCYC events or medical appointments. They stated that the children did not have the opportunity to leave the facility to engage in other normal experiences such as a walk around the block or visiting a playground. They further stated that because the children are so restricted in the facility that they are often overawed when they go into the community.

Recommendation 36 (Medium):

The Centre investigates the opportunity for children in residence at HJC and their mothers to have increased exposure to community based activities.

- 11.9 The centre’s nominated Parental Support Officer liaises with the Department of Child Safety in relation to issues for protection arrangements in the case of separation including carers and kinship carers in accordance with an agreed case plan.
- 11.10 Prisoners who have a child or children under primary school age can apply to have their child/children brought in to attend the playgroup sessions. Mothers with children residing with them at the Centre may also attend the playgroup sessions. These sessions involve some unstructured play followed by more structured activities such as story telling or craftwork.
- 11.11 Inspectors were satisfied that appropriate support is provided to mothers whose children are placed in the community, including support in making administrative arrangements and counselling.
- 11.12 No staff work directly with children, however custodial staff are trained in infant and child resuscitation techniques.
- 11.13 Additional food supplies are provided to the Parental Support Unit, including small containers for the storage of precooked meals.

Standard 12 - Contact with the outside world

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

Visits:

- 12.1 The Centre meets the legislative requirement that all prisoners are provided with the opportunity to have at a minimum a personal visit of one hours duration on a weekly basis. In fact, the visit sessions at this centre are of two hour duration (with mainstream prisoners having access to two sessions a week).
- 12.2 There was no evidence to suggest that visit sessions were cancelled or shortened for administrative reasons. The centre has sufficient non-contact facilities.
- 12.3 Visits are available four days per week with separate visit sessions for Secure, Protection and Residential accommodation units. Legal Visits can be booked Monday to Friday.
- 12.4 As is stated above, all mainstream prisoners are provided with the opportunity for two visits per week. However, protection prisoners are limited to one visit per week. Although the centre advised Inspectors that the demand for a second visit session for protection prisoners is low, there still exists inequity in visits in relation to those protection prisoners who would like the opportunity of a second weekly visit.

Recommendation 37 (Medium):

The Centre reviews the provision of visit sessions for protection prisoners with a view to providing equitable opportunities with that of mainstream prisoners.

- 12.5 There are no separate visit sessions for prisoners who have offended against children. These prisoners attend the protection prisoners visit session. They are segregated during the actual visit session and staff are very aware and alert regarding the management of these prisoners in the visits area.
- 12.6 The centre provides the opportunity for special visits based on an individual case-by-case basis (i.e. inter state and international visitors). The centre also has a video conferencing facility. The facility can be used by prisoners from remote areas as a video visit. Legal Visits can be booked Monday to Friday.
- 12.7 Prisoners on safety orders are provided with non contact visits.
- 12.8 This facility shares an external visitors' centre with Wolston Correctional Centre. The visitors centre is well equipped and staff employed there were observed to operate in a helpful and professional manner and to treat visitors with respect. This observation was supported by enquiry from visitors.
- 12.9 Visitors are provided with a reasonably comprehensive information leaflet. The banning of visitors is carried out in compliance with legislation and procedure. Banned visitors are clearly advised of the reason for this action.

Inspectors found that the criteria to suspend and ban visitors and the associated review process is not included in the information to visitors leaflet, nor displayed in the visitor's centre or visits area.

Recommendation 38 (Low):

The Centre provides information on the banning of visitors and appeal rights in the visitors information leaflet.

- 12.10 Inspectors observed that the pre-visit processing of visitors was efficient and did not impact on actual visit times. Prisoners were processed pre-visit in a timely and efficient manner.
- 12.11 Inspectors observed the searching process for visitors and prisoners. The searching was carried out in an appropriate, respectful and sensitive manner.
 . Inspectors observed that visit staff and dog squad staff operated in a very sensitive manner with toddlers, older children and adults with babies.
- 12.12 Visitors arriving late may be permitted to join the next available visit session. If they are not unduly late they may be given a non-contact visit.
- 12.13 The visitors centre provides for toilets pre and post visits.
- 12.14 The visitors centre has a range of drink and snack machines available for visitors. Visitors can access these pre and post visit sessions. The actual visits area has a comprehensive token operated range of snack and drink machines available. However tokens can only be purchased by prisoners through the buy-up system.
- 12.15 The centre complaint system for prisoners and stakeholders provides for the opportunity to complain about visits if required. However it is not well publicised in the visitors centre. Nor is information available to visitors by way of information booklet or posters encouraging and providing opportunity to share information with staff regarding concerns about prisoners.

See Recommendation 28

- 12.16 Visit bookings operate Monday to Wednesday 8:30 am to 3:30 pm. Inspectors discussed visits bookings with visitors and prisoners and it was not identified as an issue.
- 12.17 HJC offers visit sessions on the weekend of three hours duration. The prisoners advised that they would like to have the opportunity to have a visit on a week night as some visitors could not attend on the weekend due to work commitments and it was also a lot cooler.

Recommendation 39 (Low):

The Centre considers providing the opportunity for an evening visit session at HJC.

- 12.18 Inspectors found that the Brisbane Women's visits area is a replica of those provided in male correctional facilities. The visits area furniture was in good condition and is designed to reduce physical contact between visitors and prisoners. While, this is part of the overall drug strategy and reflects an

appropriate management of risk for the Agency. However this centre has the lowest level of IONscan and PADD indications per head of the population when compared to other secure centres. In the past 12 months the centre recorded only 14 positive indications. Therefore the Inspectors' considered this data may provide the opportunity for the Centre to consider implementing a family conducive environment in the visits area.

Recommendation 40 (Medium):

The Centre considers trialling alternative strategies in the operation of the visits area to create a more family conducive environment.

- 12.19 Prisoners and visitors are permitted to embrace in an appropriate manner at the commencement and conclusion of a visit.
- 12.20 A clean facility for baby changing is provided and the internal and external visit areas have a soft floored play area for children. The visits area is equipped with a climbing frame, some games and a television/DVD for children.
- 12.21 The visits area at HJC is pleasant and well landscaped with a well equipped children's playground. However the seating furniture is in poor condition and there is insufficient shade covering.

Recommendation 41 (Medium):

Funding for additional furniture and shade structure at HJC be sought.

- 12.22 As is stated above, a counsellor is appointed to the position of Parental Support Officer to assist primary carers of children. This position was observed to undertake the coordination of all issues related to child safety, including (in consultation with the Department of Child Safety) supervised contact and/or telephone calls with children.

Telephone:

- 12.23 Arunta telephones are available in each accommodation area including the detention unit. Inspectors were advised by prisoners that whilst it was expensive they can make interstate and overseas calls.

Mail:

- 12.24 There is no restriction on the number of letters a prisoner may send or receive. Mail appeared to be processed and provided to prisoners in a timely manner.
- 12.25 Prisoner mail was observed to be processed in compliance with legislation and agency procedures.
- 12.26 A review of the centres' privileged mail indicated it is managed in accordance with Agency policy and procedures. There is a system in place for recording instances where mail is opened in error.
- 12.27 A number of HJCC prisoners complained that there was delays in the delivery of mail, in particular communication from the Parole Board.

Recommendation 42 (Low):

The Centre reviews the timeliness of the mail distribution at HJC.

Newspapers:

12.28 A newspaper is delivered to each accommodation area on a daily basis.

Standard 13 and 14 - Request and Complaints System and Legislative Requirements

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.

Prisoners are told about their legislative entitlements during induction, and can freely exercise these entitlements while in prison.

- 13.1 The centre is compliant with the Agency's Complaint Management System. The centre logs the complaints when they are received, allocates them to the responsible manager and logs when the response is forwarded to the prisoner.
- 13.2 The prisoner handbook appropriately details the process for making a complaint including: attempting to resolve the matter at the lowest level; blue letters; Official Visitors (OV); the Ombudsman; and other external agencies. There are further notices about the centre that reinforce the role of the OV.
- 13.3 Prisoners were advised during the inspection and an OV complaint exists stating that on some occasions prisoners have been asked by staff why they require a blue envelope prior to handing them one. However, there is no evidence to suggest that prisoners are pressured to withdraw complaints, face recrimination following a complaint being lodged or discouraged from pursuing grievances with external bodies. Inspectors noted that blue envelopes were not freely available in all units.

Recommendation 43 (Medium):

The Centre makes blue envelopes freely available to prisoners to ensure that prisoners making complaints are not readily identifiable.

- 13.4 Prisoners indicated that they could ask staff for help in lodging a complaint so long as the complaint was not against a staff member. The prisoners felt that they were more likely to ask a friend for help.
- 13.5 An analysis of OV complaints indicates that HJC has only received 2 complaints in the past 12 month period.
- 13.6 Centre management does not analyse the complaints data thereby potentially missing the opportunity to identify possible systemic issues or trends and therefore take preventative action.

Recommendation 44 (Low):

The Centre considers instituting a process whereby prisoner complaint data is captured and analysed for systemic issues or trends.

Standard 14 - Legislative Requirements

Note this standard has been addressed above

Standard 15 - Substance Related Needs

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 (*Note: Non-clinical assessment by Inspectors*).

- 15.1 The Reception Store, Health Services and counselling staff carry out assessments on the day of a prisoners reception, these assessments include the identification of prisoners with substance abuse needs. Health Services apply a medical regime to alleviate withdrawal and detoxification, whilst counselling staff provide counselling, assessment and program support. Information is provided to custodial staff to ensure awareness and monitoring of these prisoners. Health Services staff identify if follow up is identified during this process with prisoners being referred to the visiting medical officer and/or the mental health team. Prescribing regimes conform to Queensland Health policy and protocols.
- 15.2 Health Services and psychological services communicate regarding prisoners requiring an integrated approach. Psychological staff provide effective support to prisoners during and post clinical intervention when necessary.
- 15.3 A Mental Health team from Queensland Health attend the centre on a regular basis. They provide dual diagnosis services to prisoners.
- 15.4 Pregnant women with substance dependency are provided with appropriate treatments and supports.
- 15.5 Health Services staff provide information to prisoners on blood borne viruses. Health Services, through the visiting medical officer, has a process of referral to Queensland Health specialist services based at public hospitals. Information on a range of drug and alcohol awareness programs is promoted, posters are in evidence. The Health Services also provide an Opiate Treatment Program for prisoners accommodated in BWCC.
- 15.6 The intelligence officer demonstrated a sound pro active intelligence gathering and target identification process. This was supported by substance testing, searching and targeting of visitors with the itemiser and PADD dogs. Substance testing of prisoners is conducted in line with Agency policy and procedures.
- 15.7 During the previous 12 months
 - 14 visitors were identified by PADD dogs or the itemiser as giving drug indications
 - 29 incidents of drug related finds
 - 30 Prisoners failed drug tests

PERFORMANCE RATING FOR THIS AREA

Rating	Description
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.

CHAPTER 4

HEALTH SERVICES

Standard 16 - Health Services

With the transition of responsibility for prisoner health care to Queensland Health this Standard was not examined by Inspectors. Instead the Offender Health Services Branch will issue a separate report.

CHAPTER 5

ACTIVITIES

Standard 17 - Learning, Skills Development and Purposeful Activity

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.

- 17.1 The centre has made efforts to increase meaningful activity for prisoners through increase in employment. However, the level of activity remains low and prisoners advised that they are seeking more opportunities to fill their time.
- 17.2 The prisoners at HJC advised that there is insufficient work available and little meaningful activity is available after work time. It was noted that there has been no vocational training, literacy and numeracy, education or self development programs at the centre in the last 12 months.

Recommendation 45 (Medium):

The Centre improves the range of programs available to prisoners at HJC.

- 17.3 Industries and programs areas appear to provide adequate resources for training and integrated vocational education and training in the centre. At the time of Inspection, data provided for Brisbane Women's Correctional Centre indicated that the centre has delivered 1211 hrs, or 58 percent, of its targeted contracted VET teaching hours of 2084 hours for the financial year 09-10.
- 17.4 Protection prisoners do not have the same level of opportunity due to restrictions in place for their safety within the centre. Opportunities for inclusion in VET training are limited by their protection status. Protection prisoners are only able to participate in the recycled clothing and sewing industries.
- 17.5 In reviewing a sample of offenders' files it was noted that Literacy and Numeracy Screening was not being conducted for all offenders. In the main, those offenders who require an Offender Management Plan (OMP) are being assessed, with offenders sentenced to lesser periods of imprisonment remain untested.

See Recommendation 33 of Capricornia Correctional Centre Full Announced Inspection which states "The Agency determines whether an Education and Vocational Needs Assessment is to be administered to prisoners serving under 12 months and ensures that the relevant procedure and appendix is amended accordingly".

- 17.6 Prisoners are assessed using the Agency's Assessment procedures. Those requiring an Offender Management Plan are assessed for issues that impact

on their learning and skills development via the E&VNA. Remedial recommendations are made and incorporated into the Education Plan.

- 17.7 Prisoners serving shorter periods of imprisonment with learning and skills deficits are able to request assistance through education staff. Individual assessments may result in inclusions in any scheduled remedial programs.
- 17.8 Training and Education for Women prisoners is driven through the E&VNA and Offender Management Planning processes and analysis of OMP, E&VNA (and Education Plans) indicate that processes for assessment are taking into account the assessed needs of offenders.
- 17.9 The translation of the information from assessment into the OMP and OMP Reviews appears to be well communicated. A review of a sample of prisoners' cases indicates that each OMP accurately includes information translated from their education and vocational training assessments.
- 17.10 Unemployment and Hygiene Allowances are available for those prisoners who are exempt from work due to their health. A clearance must be obtained from the Health Centre. Prisoners who refuse to work are paid only the Hygiene Allowance (see Standard 23).
- 17.11 Prisoners who are exempt from work can participate in structured day activities including programs, physical recreation and hobbies (with the exception of protection prisoners or those subject to an Individual Management Plan). Open library access is restricted for secure block prisoners, however access to materials is utilised through a library trolley.
- 17.12 The centre utilises a structured day for program, employment and educational activities. Prisoners note that on occasions there are instances where they are unable to get to their scheduled activity due to changes in operational needs. Protection prisoners report that they are often the "last on the list" if it comes to priority for attendance at scheduled activities.
- 17.13 The Centre has a well stocked library including a legal library for prisoners' access. The Centre has allocated funding to update the library resources.

Standard 18 - Physical Activity, Arts, Craft and Hobbies

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.

- 18.1 Whilst all prisoners on reception undergo a medical assessment and may be identified as unsuitable for strenuous work, Inspectors were advised by activities staff there is no formal link between Health Services and Activities or advice provided to activity officers regarding the a prisoner's suitability to be involved in strenuous activity.

See Recommendation 36 of Capricornia Correctional Centre Full Announced Inspection which states "The Agency investigates the possibility of Offender Health Services staff at Centres providing information to activities staff on an individual prisoner's suitability to engage in strenuous exercise".

- 18.2 The Health Services staff provide leaflets and information on health promotions (e.g. smoking cessation). However, Health Services staff advised that current staffing levels do not allow for the implementation of other health promotion programs.

- 18.3 As is stated above, Inspectors found that activities staff do not participate in the prisoner induction program. Their participation may provide the opportunity for them to promote personal fitness objectives for the prisoner population.

See Recommendation 7

- 18.4 Inspectors found that no needs analysis was in place to identify the physical activities needs and interests of the prison population as a whole.

Recommendation 46 (Medium):

The Centre undertakes a needs analysis of the population to identify suitable physical activities that meets the prisoners' needs and interests.

- 18.5 BWCC provides for a range of group and individual physical activities for prisoners such as softball, gym and table tennis in common areas.

- 18.6 All prisoners have the opportunity to attend at least two gym/oval sessions per week. However Inspector's observations of gym/oval sessions and attendance statistics suggest that not all sessions are well attended. The centre is aware of this and has been considering and implementing some innovative practices to involve prisoners in activities.

- 18.7 The structured day identifies recreational activity sessions but leaves it very much up to the prisoner to decide on her attendance.

- 18.8 Inspectors found no evidence that the centre substituted unsupervised exercise yard activity for gym/oval access.

- 18.9 Inspectors observed a range of activities in progress but did not observe any supervised activities aimed at the older prisoner and other sub-groups (i.e.

pregnant prisoners). The range of activities appears to be based on the identified needs of gym attendees and the ideas of the activities officers.

- 18.10 A review of IOMS by Inspectors indicated that there have been no recorded injuries to prisoners during supervised activity sessions.
- 18.11 The gymnasium was well equipped and prisoners have access in line with the structured day timetable.
- 18.12 The exercise equipment at the HJC is old and in poor repair and as a consequence appears to be under utilised.

Recommendation 47 (Medium):

The Centre considers purchasing exercise equipment for HJC that meets the needs of the population.

- 18.13 Inspectors found a lack of arts and crafts in place for prisoners. Inspectors were advised the leatherwork program had been suspended three years previously due to a tool being lost and had not been reinstated. The centre has a range of pottery equipment, including a kiln, however it has not been operational for some years.
- 18.14 Advice was provided that indicated women could purchase and use arts materials during out of cell activity time. Arts rooms are available in the Education Block, however there was little observed individual activity.
- 18.15 Overall the scope of arts and hobbies activities appear to be limited. The areas in most need of development appear to include arts, crafts, hobbies, physical activity and programs.

Recommendation 48 (Medium):

The Centre reviews the opportunities available to prisoners with a view to increasing the range and skill base of activities suitable for the prisoner population demographics.

- 18.16 'In cell' and 'in-unit' hobbies, arts and crafts are restricted.

Recommendation 49 (Medium):

The Centre undertakes an analysis of the population to identify a greater range of arts, crafts and hobby opportunities to meet the needs and interest of the prisoners.

Standard 19 - Religious Activity

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.

- 19.1 BWCC has a purpose built spiritual centre and a fully equipped office for the Chaplains. The centre has at least one Chaplain in attendance daily. Chaplains have access to prisoners throughout the centre.
- 19.2 Weekly worship is provided to both mainstream and protection prisoners. Prisoners who for safety or health reasons are unable to access a religious service can request a chaplaincy visit.
- 19.3 At HJC a Chaplain attends the centre each Friday. There are no regular church services and prisoners are not provided with passes to attend local church services.

Recommendation 50 (Medium):

The policy at HJC that does not allow the prisoners to attend church services in the community be reviewed.

- 19.4 BWCC reported that it has not had a prisoner family related death or death of a prisoner in the previous twelve months. Inspectors were advised by Chaplains that the centre provides the opportunity to hold memorial services for prisoners when family members or close friends have died.
- 19.5 Notices regarding Chaplaincy visits and religious service timings and location were not evident in the accommodation areas.

Recommendation 51 (Low):

The Centre ensures that notices are placed in accommodation units that identify the schedule of Chaplaincy visits and religious services.

- 19.6 Prisoners can request the provision of religious artefacts. These are approved providing they do not pose a risk to security.
- 19.7 The Chaplains provide an appropriate theme to services to celebrate religious festivals. Whilst Inspectors were in attendance the chaplaincy team was presenting material relevant to the day, Ash Wednesday.
- 19.8 The Chaplains are clearly involved in pastoral care of prisoners and provide support for identified prisoners during the release process.

Standard 20 - Out of Cell Activities

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

- 20.1 Inspectors viewed log books and attended unlock and lock-away activities at the centre. It was observed that the structured day at BWCC provides for 11 hours out of cell time for both Secure and Residential accommodation prisoners. Inspectors observed that prisoners accommodated in Unit S4 are secured in their cells during staff meal breaks and therefore are not provided with 10 hours out of cell time.

Recommendation 52 (Medium):

The Centre considers the opportunity to extend the out of cell hours available to prisoners in Unit S4.

- 20.2 Inspectors viewed unit notices outlining the structured day in place at this facility. A review of movement log books and observation of the daily operation by Inspectors indicate that the structured day is generally adhered to.
- 20.3 After reviewing log books, speaking to staff, prisoners and stakeholders, Inspectors found no evidence that out of cell activities were cancelled unnecessarily.
- 20.4 Prisoners are allowed to engage in out of cell activities but, as is stated above, the range is very limited. Inspectors reviewed case notes and found whilst entered regularly they did not demonstrate that unit officers generally encouraged prisoners to be involved in out of cell/unit activity. The exception being the staff involved in managing unit S4.
- 20.5 The Inspectors found that in-unit activities available to prisoners included exercise equipment such as bikes, exercise ball and exercise steps. However this provision varied dependent on the accommodation area. Units S1 and Residential had this equipment in a communal recreation room, whilst S6 had the equipment in each unit.

Recommendation 53 (Medium):

The Centre standardises the provision of exercise equipment to the units that meets the needs of the population.

- 20.6 In the accommodation units board games availability was limited. Inspectors were advised by staff that most of these games were removed approximately two years ago because of their poor condition and concern regarding the possibility of prisoners secreting drugs in them. There is no program of replacement of board games in place.

Recommendation 54 (Low):

The Centre considers providing board games to prisoners and institutes a replacement program.

20.7 Prisoners at HJC have limited opportunities for out of room activities and those activities that are available are very traditional and not appealing to all prisoners.

Recommendation 55 (Medium):

The Centre reviews the range of activities available to prisoners at HJC.

20.8 The footprint of the buildings at HJC consume most of the available land, therefore there is limited space for the prisoners to be outdoors and there are very limited opportunities to engage in outdoor activities. The prisoners indicated that they would like the opportunity to engage in an exercise walk as a regular activity. _____
_____ medical appointments.

Recommendation 56 (medium):

The Centre considers allowing suitable prisoners at HJC to engage in activities in the community.

20.9 Inspectors interviewed prisoners, staff, viewed log books and observed activities and are of the opinion that all activities appeared to be well supervised. Prisoners reported that they feel safe in this facility including whilst attending activities.

PERFORMANCE RATING FOR THIS AREA

Rating	Description
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.

CHAPTER 6

GOOD ORDER

Standard 21 - Security, Good Order and Rules

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.

21.1 There are elements of dynamic security in place. However, as has been stated above, from observations it appears that officers were interacting on an infrequent basis with prisoners in the units. Therefore, staff may miss important opportunities to engage in discussions and close observations that would aid their knowledge of the prisoners and assessment of their wellbeing.

As is stated above, there are limited constructive activities available for prisoners within the units.

21.2 Prisoners generally felt that rules were applied consistently, however there were numerous complaints by prisoners about many of the centre rules. The prisoners felt that the centre was too strict and they could not understand the reasons for the certain rules (e.g. prisoners in residential are not able to go on to the veranda of another unit). The prisoners also felt that some of their conditions were stricter than those of male prisoners. During the inspection, an Inspector witnessed an incident whereby an item was confiscated from a prisoner without explanation or allowing the prisoner to present her case. The outcome was that the officer had acted without cause and the matter was rectified by management.

21.3 Rules are published throughout the centre.

21.4 The prisoners at HJC advised that they are not informed of the rules and rely on other prisoners to advise them. They also indicated that the rules appear to vary according to which officer was on duty (e.g. whether prisoners were allowed in each others rooms). Inspectors viewed a very out of date handbook for HJC that contained inaccurate information. The prisoners indicated that they often did not know that they had broken a rule until they were challenged by the staff. However, they indicated that when they were challenged by staff they were spoken to appropriately and given the opportunity to discuss the matter.

Recommendation 57 (Medium):

The rules of HJC are documented and distributed to prisoners on induction and reinforced during their stay.

Recommendation 58 (Medium):

The Centre ensures that the rules of HJC are appropriate for a community based facility.

- 21.5 It would appear that generally when decisions are made, prisoners are provided with the decision, the reasoning behind the decision and have the opportunity to appeal those decisions.
- 21.6 On reception, the prisoners are required to participate in a search requiring the removal of clothing. As was stated above, the searches observed were not conducted in accordance with procedural requirements.

Use of Force:

- 21.7 The centre appears to have a high rate of use of force. However when specific incidents involving the use of force were reviewed the use did not appear inappropriate in all the circumstances with many instances relating to situations involving prisoners currently being managed with behavioural issues.
- 21.8 The intelligence unit keeps a record of all incidents and advise that they monitor the statistics for emerging patterns and trends.
- 21.9 Ninety-seven percent of the custodial staff have relevant accreditation in control and restraint.

Standard 22 - Discipline

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.

Safety Orders:

- 22.1 Inspectors considered that the centre has a good record of compliance with the proper authorisation for the separation of a prisoner from the mainstream population through the use of Safety Orders.
- 22.2 Safety Orders appear to be used only when appropriate to the circumstances and in accordance with agency procedures.

Breaches of Discipline:

- 22.3 The prisoner handbook details the circumstances of major and minor breaching and there was also some mention during the group induction. However, due to the limitation of the induction process it is unclear what understanding the prisoners would have had of disciplinary processes.
- 22.4 A selection of breach tapes were reviewed during the inspection. The proceedings were compliant with Agency legislation and procedures. Prisoners in all instances appeared to have been provided with the appropriate paper work, had the disciplinary process clearly explained to them, had the opportunity to present their case both at the hearing and review. However, the storage of tapes was problematic as it was difficult to retrieve the relevant tapes and in some instances there was no recording on the tape. At the conclusion of the inspection, the Inspectors were advised that the centre was implementing a new digital system for the storage of the breach hearings.
- 22.5 Disciplinary matters were finalised in a timely manner and it was noted that breaches are stood down if the time frames are not met.
- 22.6 The rate of major breaching appears to be very high when compared with other centres. For example, from a review of data on IOMS over a 12 month period it was ascertained that:
- BWCC had 235 major breaches for an Average Daily State (ADS) of 265;
 - Wolston had 222 for an ADS of 528; and
 - Lotus Glen had 147 for an ADS of 496.

It was also considered that the penalties handed down during the breach process appeared some what excessive when considered against the offences that occurred (e.g. there were a instances where prisoners had received 7 days SCLAP for having unauthorised clothing).

Recommendation 59 (High):

The Centre undertakes a review of the breaches to:

- determine if breaching is the most effective response to an incident; and
- assess the appropriateness of the penalties imposed.

22.7 There was no evidence of any unofficial or collective punishments.

22.8 Handcuffs are used within the centre and appear not to remain on the prisoner longer than necessary. However the routine use of handcuffs to take a prisoner to the Detention Unit for separate confinement, regardless of their presentation, appears to be overly restrictive given the nature of the disciplinary offences and the population.

Recommendation 60 (Medium):

The Centre reviews the policy that requires prisoners to be handcuffed to go to the DU regardless of the prisoner's presentation.

22.9 A review of IOMS indicated that prisoners are seen promptly by medical following any control and restraint applications.

Standard 23 - Remuneration and employment

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

- 23.1 On induction the prisoners are given an information session by the Industries Adviser. There are also relevant sections within the prisoner handbook. Prisoners appear clear about how they go about applying for jobs and the jobs that are available.
- 23.2 Generally it was considered by Inspectors that the employment available in industries does not provide skills that will assist prisoners in obtaining employment on release. The industries are limited to clothing recycling and light industrial sewing - both of which are generally not skills sought in a community environment. Additionally the work is repetitive and unstimulating.

Recommendation 61 (Medium):

The Agency assists the Centre to develop employment opportunities for the prisoners that will equip them with skills to seek employment in the community and to provide an avenue within their period of incarceration to develop their self esteem and self worth.

- 23.3 Inspectors were concerned about the centre's policy of mandatory employment for able bodied prisoners. Inspectors were advised that penalties of restriction on buy-up, transfer of accommodation and loss of contact visits were imposed if a prisoner resigns, refuses to work or is sacked. Inspectors considered this policy to be punitive and not reflective of community norms and standards as stated in the local procedure. The inspectors were also unable to find anything documented at the centre about these additional penalties imposed. Further it appears to be in breach of The United Nations International Convention on Civil and Political Rights, in which is stated in Article 8, Section 3.1 that "*No one will be required to perform forced or compulsory labour*".

Recommendation 62 (High):

The Centre reviews and amends its policy on the management of prisoners who refuse to work, are terminated or resign.

- 23.4 Remuneration and employment is applied consistently across the prison.
- 23.5 Inspectors were advised by the Business Services Manager that applications for employment from disabled and aged prisoners are dealt with on a case by case basis. This may involve consultation with Health Services and the Workplace Health and Safety Officer. However no prisoner is excluded from the opportunity to be considered for work.
- 23.6 Prisoners are provided a document that advises them that they have been suspended, however the reasons are usually provided orally at the time of the decision. There is no evidence that prisoners can request a review of a decision to demote or terminate.

- 23.7 Integrated training has recently commenced. At the time of the inspection 16 prisoners were enrolled in Certificate 2 Cloth Manufacturing. This is a pilot program for BWCC. However while protection prisoners have the opportunity for work, there was insufficient funding for them to be included in the integrated training. It is understood that the centre anticipates conducting integrated training during the next cycle of training for protection prisoners.
- 23.8 It was noted that HJC prisoners are required to pay \$15 for a haircut whereas prisoners in secure custody pay only \$2 (as this is subsidised by the centre). The centre's rationale for this is that it is a reflection of community standards and that the prisoners at HJC earn more as community services workers. An assessment of the remuneration schedule for both centres indicated that the prisoners at HJC can earn in a band of \$22.50 to \$59.50 per week whereas prisoners in secure custody can earn \$19.60 - \$ 47.60. Therefore some prisoners at HJC earn less money than those in secure custody.

Recommendation 63 (Medium):

The Centre subsidises the haircut prices at HJC.

PERFORMANCE RATING FOR THIS AREA

Rating	Description
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.

CHAPTER 7

SERVICES

Standard 24 - Food

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.

- 24.1 The food provided to the prisoners is healthy, varied and culturally appropriate. The kitchen operates under a documented food safety program that is based on the HACCP system. The document directs the food handling activities, the support programs and the records that are maintained.
- 24.2 The temperature of the food is taken at regular intervals and the measurements are logged. After the food is placed into the hotboxes the temperature is taken for a final time and the result written on a sheet that travels with the meal.
- 24.3 The kitchen has a dedicated special diet cook who is responsible for providing appropriate meals to approximately 60 prisoners. These diets are for personal choice, religious or medical requests.
- 24.4 The food preparation areas are routinely cleaned during the cooking sessions and at the end of the day. Storage areas are clean and well organised.
- 24.5 Prior to commencing employment, prisoners are health screened. Once they have secured employment they receive a comprehensive induction covering hygiene, food handling techniques and workplace safety. Of the 13 workers employed in the kitchen there are 6 currently enrolled in Cert 3 Hospitality and Cookery.
- 24.6 Generally prisoners were very satisfied with the quantity of food provided. Some prisoners complained about the quality of the food however this was not consistent across the centre. Individual prisoner complaints are logged and investigated as they occur.
- 24.7 There is a good regime of supervision of the food preparation and distribution to prevent any tampering occurring. Staff supervise the food as it comes out of the oven, as it is trayed and when it is locked into the hotbox. On occasions staff will also swap the trays that have been prepared for the individual units.

Standard 25 - Prisoner Purchases

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

- 25.1 The prisoners have a reasonable range of food items that can be purchased weekly and the costs appear comparable to that of a supermarket. The list of items for purchase is available in each unit. Price changes are managed in accordance with procedural guidelines.
- 25.2 The range of goods, other than food, available to a female population is significantly hampered by the service and purchasing arrangements with Wolston Correctional Centre (WCC). The arrangement does not allow the items for purchase to be appropriately tailored to the female population and it appears to the inspectors that the service provision to BWCC is treated as an appendage to that which is provided to Wolston.

Recommendation 64 (Medium):

The Agency reviews the purchasing arrangements between WCC and BWCC with a view to providing enhanced service delivery and a greater scope to provide goods that are suited to the prisoner population.

- 25.3 Prisoners on arrival to the centre have the option of a reception buy-up to the value of \$15. This money is then paid back during the course of the prisoner's sentence. Inspectors were advised that this money is frequently 'written-off' due to the discharge of prisoners prior to it being paid back.
- 25.4 If prisoners are aware that they will be absent for a short period during the buy-up process they may lodge an order and the products will be waiting for them for their return. However, if the prisoner is received after the buy-up process is commenced it will depend on where the process is, as to whether they can submit a late order. Failing this they will be provided with a reception pack.
- 25.5 Each week prisoners are provided with a statement of their account. Staff can also access Quest to provide the relevant information.
- 25.6 The prisoners at HJC advised and the centre confirmed that outside sales to prisoners incur a \$2.00 surcharge on purchases to compensate for freight charges as the centre orders on-line. The Inspectors could find only one other centre (Wolston) who also undertakes this practice. Given that all centres provide external or town purchases it would appear that practice is not consistent across the state.

Recommendation 65 (Medium):

The Centre reviews the policy of charging prisoners for freight costs.

- 25.7 The bagged items are delivered from Wolston Correctional Centre to Brisbane Women's Correctional Centre to the unit and then to the prisoner. This process is cumbersome and difficult for anomalies to be addressed.

25.8 It was noted that the women can purchase from a small range of only five magazines. This is comparatively limited given that Wolston Correctional Centre and Capricornia Correctional Centre offers a choice of 52 and 95 magazines respectively.

Recommendation 66 (medium):

The Centre provides a greater range of magazines for purchase.

25.9 The purchase of hobby materials is arranged through the Activities Officers. However, the range of hobby materials is limited which is a result of the limited range of hobbies available.

25.10 Prisoners are unable to provide input into the items for purchase due to the service arrangements as discussed in 25.2.

25.11 The prisoners at HJC are limited to purchasing from the same range of goods available to those prisoners in the secure centre. The prisoners with children advised that frequently mistakes are made with the purchasing such as incorrect sized nappies and that it is difficult to have the mistakes rectified. Unlike a number of Work Camps around the State, the prisoners at HJC are not allowed to make their own purchases in the community.

Recommendation 67 (Medium):

The Centre provides avenues for prisoners to be consulted regarding the items for purchase.

Recommendation 68 (Medium):

The Centre considers allowing appropriate HJC prisoners to undertake their own shopping in the community.

PERFORMANCE RATING FOR THIS AREA

Rating	Description
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.

CHAPTER 8

RESETTLEMENT

Standard 26 - Strategic Resettlement

Note: This standard is dealt with in conjunction with Standard 28 - Resettlement Pathways).

Standard 27 - Offender Management Planning (*Incorporating classification*)

Prisoners serving sentences of 12 months or more have an offender 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.

Classification and Offender Management Planning:

- 27.1 Generally security classification decisions were found to be appropriate for the circumstances of individual offenders based on the current system. Of the prisoner classifications that were sampled, all were carried out in consideration of legislative and procedural requirements.
- 27.2 The Inspectors were concerned that the current classification tool may not be suitable for female prisoners given their differing offending profiles and needs from that of male prisoners. Advice has been received that the Agency has commenced reviewing the classification system for female prisoners.

Recommendation 69 (medium):

The Agency continues to undertake the review of the system of classification for female prisoners.

- 27.3 A sample of SPA documents were reviewed. In the main the documents were found to be well detailed and recommendations were found to be appropriate and in accordance with Agency procedures. Inspectors were of the view that in several of the documents reviewed, more specific factors need to be identified in relation to the reasons for the recommendations (i.e. non completion of offence specific programs, specific analysis of the type and nature of the breaches or incidents that the prisoner has been involved in), rather than relying on broad references to legislative and procedural requirements.

Recommendation 70 (Medium):

The Centre takes steps to improve the recording of reasons so that prisoners are provided with meaningful and easily understood reasons for the decisions.

- 27.4 Of those prisoners sampled that were serving custodial periods of imprisonment longer than 12 months, all were found to have an Offender

Management Plan and Security and Placement Assessment completed. Completions in some cases were found to be beyond the stipulated timeframes required by procedures. Delays of several weeks to two months were commonplace.

Recommendation 71 (Medium):

The Centre ensures that all offender management documentation is completed within the Agency's procedural timeframes.

- 27.5 Of the Offender Management Plans (OMP) reviewed - all were of a good standard and represented a well balanced appraisal of the offenders' treatment and resettlement needs.
- 27.6 Specific goals were supported by detailed assessments from psychological and educational services which were translated into the recommendations of the offender management plan. Procedural requirements for assessment were met including application of the Risk of Re-offending (RoR), Offender Risk Needs Inventory - Revised (ORNI-R) and Planning Needs Assessment.
- 27.7 Offender Management Plan Reviews were found to be scheduled at appropriate 12 monthly intervals and completions were generally found to be within reasonable timeframes. In reviewing a sample of offenders it was found that prisoners were having annual reviews of classification, however, there were cases where the review fell beyond specified timeframes. One prisoner complained that a decision on her review had been delayed for some months. Upon examining her case it was noted that there had been a delay of some 4 months past the 12 month timeframe while the matters were discussed with the Offender Progression Review Committee (OPRC).
- 27.8 Inspectors observed the Offender Management Assessment and Planning interview process and found it to be very good. Individual interviews were conducted for the purpose of assessments and matters were discussed with a fully representative panel from Sentence Management, Education, psychological services and Custodial. All panel members were able to discuss aspects of the OMP with the offender and the offenders were engaging and challenged where issues of importance developed. Efforts were made to ensure that a full panel of staff were represented.
- 27.9 Processes for providing information to prisoners are carried out in conjunction with processes set in place for the discharge of parolees. Copies of documentation are provided to the prisoner and placed on the prisoner's files.
- 27.10 Offender Management Plans are reviewed regularly by offender management staff. An individual offender management staff member is assigned with responsibility for prisoners in secure mainstream, protection and residential areas. This allows for continuity and familiarity with prisoners' cases as staff are accorded with long term responsibility for their areas.
- 27.11 Offender Management Plans and Reviews were inspected and attendance at Offender Management Interviews indicated that there is a high level of continuity in planning between the different disciplines within the centre (i.e. criminogenic, education and vocational training and transitional

planning). This indicated healthy communication pathways between sentence management and other offender management staff.

- 27.12 Administrative areas were inspected and prisoner file management appeared to be in need of better organisation. Prisoners files and paperwork were found collecting on desks and not being referred to during the day, however, none were observed to leave the offender management area.

Recommendation 72 (Low):

The Centre ensures that prisoner files and paperwork is secured when staff members are not in attendance.

- 27.13 All prisoners subject to Security and Placement Assessments are interviewed and the reasons for their classification are explained to them verbally during the interview. However, as indicated in 27.3 the prisoners are provided with limited meaningful written information. Copies of SPA documents are provided to prisoners in writing.

- 27.14 It was noted that cases were evident where prisoners have completed programs and an event based review was completed to review the prisoner's suitability for classification and placement.

- 27.15 Prisoners Sentence calculations are provided to prisoners by a management staff member which provide opportunities for prisoners at an early stage to establish their release dates. This provides opportunities for prisoners and staff to identify issues at an early stage in their sentence or on return to custody.

Programs:

- 27.16 Inspectors noted that there were limited programs for female offenders. It is widely acknowledged that a large number of female offenders have been victims of domestic violence and/or sexual abuse. Currently there is little provision of any specific treatment programs in this regard. A large proportion of women also experience mental health conditions and illegal drug use. There does not appear to be an Agency strategy for management of these specific treatment needs.

- 27.17 It is also recognised that the offending profiles of women and men differ markedly, as do the environments and circumstances in which these prisoners conduct their offending. Having regard to the limited availability of programs targeted to the specific needs of women, concern is held that this results in inequitable opportunities for women to address issues of criminality and to effectively participate in targeted interventions that will enhance prospects for effective interventions and resettlement.

Recommendation 73 (Medium):

The Agency reviews the program type and availability for female offenders and develops strategies to address the therapeutic treatment of the needs of female prisoners.

- 27.18 While there are a limited number of intervention programs available, it is noted that the intervention programs are delivered in appropriate, purpose built classrooms in the Education Block. Program environments are appropriate for the courses being undertaken. Planning for criminogenic programmed interventions are undertaken and organised centrally.
- 27.19 Trained facilitators are organised to deliver criminogenic programs from within the centres staffing.
- 27.20 The centre has a 6 to 12 monthly schedule for delivering Getting Smart and Making Choices programs for 2010.
- 27.21 The centre offers a very limited range of educational and vocational programs and further, there appears to be little attention given to the relevance of the programs for the prisoner population and their needs. As previously stated there is a need for strategic oversight of the programs offered.
- 27.22 Little or no access is provided for prisoners to programs focussing on better parenting. Ironically, parenting programs are provided for prisoners who are assessed as “carers” for children to assist in the Parental Support Unit.

Recommendation 74 (Medium):

The Centre implements a needs analysis in respect of prisoners requiring/seeking parenting and relationship programs and if necessary facilitates program delivery in this area.

- 27.23 The centre has up to date facilities for delivering programs and services for employment, training and education. It is noted that the centres allocation for Literacy and Numeracy teaching hours is 1450. The centre has delivered 554 hours, or 38%.

Placement and Transfer:

- 27.24 Relatively few unplanned transfers from Brisbane Women’s Correctional Centre were noted due to the limited number of secure facilities for women. There are few voluntary transfers between secure women’s custody centres. Transfers to the Women’s Low Custody centre are managed by staff at BWCC. Prisoners with outstanding program needs generally complete their programs prior to transfer to low custody facilities.
- 27.25 As there are limited facilities for female prisoners, indigenous prisoners are not necessarily held in the most convenient location for their personal and legal needs.
- 27.26 Prisoner transfers are completed in accordance with Agency standards and procedures. In the sample reviewed, placement recommendations appeared appropriate.

Parole:

- 27.27 Prisoners who are returned from community supervision are interviewed by offender management staff. SPA and OMPR interviews are arranged with the prisoner.
- 27.28 It is noted that the timing of the interviews following return to custody can vary, some were found to be carried out within two weeks, and others had some delays in carrying out the interviews. One offender in the sample had a SPA completed 3 months after returning from parole.
- 27.29 Probation and Parole staff attend Offender Management Planning interviews for prisoners who have applied for parole. Inspectors found that the centre had a process for interviewing prisoners prior to release and have the terms and conditions of their parole orders explained to them as part of their discharge processing.

Discharge:

- 27.30 Brisbane Women's Correctional Centre is one of two women's' centres in the state. Few prisoners transfer away from the region in which they were imprisoned and therefore discharge arrangements are managed by the centre in which they reside.

Standard 26 and 28 - Strategic Resettlement and Resettlement Pathways

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 offender in order to maximise the likelihood of successful reintegration into the community.

Transitions:

- 28.1 Inspectors noted that there was a strong focus in the area of resettlement. A transitions coordinator is nominated as part of the offender management structure and a full-time position is to be established in the new year. The transitions coordinator demonstrated a good working relationship with staff working in the offender management areas including sentence management and education. Recommendations in Offender Management Plans were found to be inclusive of transitions programming including the transitions support service.
- 28.2 Prisoners and staff were interviewed and Offender Management Plan Review documents were inspected. There is evidence in OMPR documents that indicates the centre is planning at an early stage for resettlement via Transitions Support Services, and sufficient numbers of shorter term offenders are receiving resettlement assistance.
- 28.3 It is noted that only one full Transitions Program for longer term prisoners has been completed in the last 14 months. The period of time for protection prisoners since they last had a Transition Program has been much longer. The centre advised that many of the protection offenders who are serving longer sentences have completed the Transitions Program when it was last run in 2007. The centre advises that is scheduling two additional Transitions Programs for this calendar year. It was found that prisoners often have to wait considerable time to attend a course due the limits placed on the number of prisoners required before a course can commence.

Recommendation 75 (Medium):

The Centre is to ensure that mainstream and protection prisoners have access to the full Transitions Program at a point suitable prior to discharge.

- 28.4 Standard 26.4 of the Healthy Prison Handbook states "*Senior managers provide the strategic overview and direction necessary to ensure the resettlement strategy is implemented, monitored and reviewed*". Inspectors found no evidence that strategic planning and direction has a strong focus in the area of prisoners' resettlement. In general inspectors found no monitoring of the quality and outcomes of resettlement services, criminogenic programs, self development and activities. The Inspectors noted that unlike other secure centres in the State, there is no Manager Offender Development position at BWCC.

Recommendation 76 (Medium):

The Agency reviews the organisational structure of BWCC with a view to providing and increased overview and focus on offender development.

- 28.5 The Centre provides ongoing Transitional Support Services for prisoners serving shorter periods of imprisonment. Details provided by the Centre indicate that since September 2009 approximately 100 offenders have been involved with a range of elective modules including but not limited to ORRS, Advance 2 Work, Centrelink and Housing. The Transitions Services available in the Centre provide satisfactory opportunities for prisoners to apply for work or education prior to release. As part of the above programs and services, employment agencies are engaged to assist prisoners with employment upon and following release.
- 28.6 The Centre has organised a “Transitions Expo” in the centre to highlight the services available for prisoners to assist in community reintegration. The Centre has also organised and published a “Transitions News” periodical to assist with the dissemination of information and update of available services for women upon reintegration in the community. Information Brochures were found to be available through the centre.
- 28.7 Information is available to prisoners through the Induction process. Prisoners are able to request interviews with the Transitions Coordinator and direct referrals are made by staff where appropriate. The Centre provides shopfront services and a request system to manage enquiries from prisoners in relation to resettlement services.
- 28.8 The Transitions Coordinator organises assistance and interviews with service providers, for example the department of housing, where prisoners may be having difficulty finding accommodation upon release. During the Inspection, service providers were observed conducting interviews on many occasions.
- 28.9 A review of prisoners’ OMPRs indicates that planning incorporates assessment of prisoners needs prior to release dates. Inspectors attended OMPR parole panel interviews for two offenders. A review of their draft OMPR indicates detailed reports, comments and recommendations covering areas of Criminogenic, Education and Vocational Training and Transitions Programs.
- 28.10 A review of offenders OMPR documents with pending release indicates that comprehensive planning for assistance with release has been undertaken with good attention to specific assessment and recommendations for pre-release needs and connections with community based services.
- 28.11 Arrangements for prisoners who require Palliative Care are currently managed by QHealth. Prisoners who require palliative care upon release are managed in accordance with a Health Plan provided by the Health and Medical Centre.
- 28.12 The Centre has regular weekly case management meetings within the centre as part of its Prison Mental Health Service. Prison mental health services takes responsibility for continuity of mental health needs on

discharge. This appears to be a very effective support arrangement between the two services.

28.13 Prisoners in residential at BWCC are able to prepare their own meals and take responsibility for their own domestic duties.

28.14 At HJC the meals are prepared from the central kitchen and therefore the prisoners do not have the opportunity to undertake preparation of their own meals or those meals for their children. The prisoners also do not engage in budgetary activities outside of buy-up purchases for their own personal need. There is no opportunity for them to shop outside the centre. Even at the Warwick Work Camp prisoners are not able to attend shops (unlike at other work camps around the state).

Recommendation 77 (medium):

HJC explores opportunities for the prisoners to develop independent living skills.

Recommendation 78 (medium):

HJC allows the Warwick Work Program prisoners to make their own purchases whilst in camp.

28.15 Prisoners without suitable clothing for discharge are provided with surplus stores clothing from the reception store prior to discharge. While it was observed that some prisoners were discharged with a discrete, appropriate carry-all, other prisoners were seen to be released with a sack. The sack was viewed as inappropriate.

Recommendation 79 (medium):

The centre provides suitable carry bags for prisoners who are discharged to ensure that they are not identifiable to the general public as released prisoners.

28.16 The Reception facilities include laundering equipment and clothing stored in prisoner property that is found to be in storage for excessive period of time can be laundered and cleaned prior to issue.

PERFORMANCE RATING FOR THIS AREA

Rating	Description
2	Performing reasonably well against the inspection criteria. There is some evidence of adverse <u>outcomes</u> for prisoners in only a small number of areas however there are no significant concerns.

APPENDIX A

Brisbane Women's Correctional Centre Full Announced Inspection Recommendations

1	Medium (p.2)	The Centre, whilst being cognisant of those prisoners on at-risk observation, provides prisoners the opportunity to wear their own footwear to court appearances and provides prisoners with the opportunity to wear hair ties and/or other articles to hold their hair in position whilst attending court.
2	Low (p.2)	The Centre reviews its management of prisoners for early court escorts to ensure prisoners have the opportunity to access hot drinks prior to leaving the centre on a court escort.
3	High (p.3)	The Centre ensures immediate compliance with the Agency procedure and legislation regarding searching requiring the removal of clothing.
4	Medium (p.4)	The Agency reviews arrangements whereby four prisoners are accommodated in one room at the HJC
5	Low (p.4)	HJCC ceases the practice of charging prisoners the full television hire fee in circumstances where they are sharing a television.
6	Low (p.5)	The Centre encourages reception store staff to be flexible in the sequential processing of prisoners.
7	Medium (p.6)	The Centre reviews the content and methodology used in the induction including: <ul style="list-style-type: none"> • Consultation with the prisoners regarding additional material they would like covered during the early period of their incarceration; • Attendance of the indigenous liaison officer and Activities Officers; • Opportunities for prisoner interaction; • Spatial configuration of the room; • Relevance of the material being presented; and • Consideration of other methods to communicate the material other than a reliance on wordy documents and verbal presentations.
8	Medium (p.6)	HJC updates its handbook and ensures that the contents for the prisoners are meaningful, relevant and current.
9	Medium (p.8)	The Centre reviews the movement and centre access for protection prisoners to ensure that they have increased opportunities to leave their unit.

10	Medium (p.9)	<p>The Agency reviews the allocation of accommodation at HJC to ensure that the accommodation style best suits the needs of the prisoner. Options that should be considered include:</p> <ul style="list-style-type: none"> - utilising the accommodation in Store Street on a seven day a week basis; - establishing Store Street as a more independent living arrangement (including meal preparation) and/or <p>the accommodation of mothers and children in the Store Street house thereby facilitating opportunities for the mothers to learn skills of independence, (including allowing them to prepare the food for their children).</p>
11	Medium (p.9)	BWCC and HJC review furniture requirements for prisoners (including in the protection unit) and make arrangements to increase furniture where needed. If additional furniture is to be purchased, consideration should be given to purchasing that which is most suitable to the needs and risk of the prisoner population.
12	Medium (p.10)	HJC arranges for the cleaning of carpets and then establishes a regular cleaning regime.
13	Medium (p.10)	The management of air conditioning be reviewed so that an appropriate procedure can be implemented to ensure that during times of significant heat, air conditioning is not turned off.
14	Medium (p.10)	The Agency reviews the issue of cooling in the common areas at the HJC.
15	High (p.11)	The Centre immediately implements a process whereby cell intercoms are also tested by master control and recorded.
16	High (p.11)	A PAC is established at HJC and the accumulation of matters that the prisoners have are dealt with as expediently as possible.
17	Medium (p.12)	Subject to at-risk requirements that may arise for certain prisoners, the Centre ceases the blanket practice of removing prisoners' personal underwear on reception and establishes a process (with appropriate limits) that allows for underwear to be handed in.
18	Low (p.12)	The Centre schedules protection prisoner's access to the property store.

19	Medium (p.13)	The Centre reviews its unit management methodology to ensure staff have the opportunity to engage with prisoners in a manner that promotes meaningful interactions without the limitations of a physical barrier.
20	Medium (p.15)	The Centre ensures that monthly Behavioural and Employment reports and Behavioural Report Summaries are completed as required by Agency procedures.
21	Medium (p.15)	Where prisoners may require additional assistance and/or support due to their special needs (e.g. due to a medical condition or disability), the Centre develop care plans in consultation with Queensland Health.
22	Medium (p.17)	The Centre documents and distributes its strategy for the reduction of violent and intimidatory behaviour.
23	Low (p.17)	The Centre considers engaging prisoners in the development of a centre wide strategy aimed at confronting and reducing intimidatory and violent behaviour.
24	Medium (p.18)	The Centre seeks the Agency's assistance to undertake cosmetic changes to S4's infrastructure.
25	Medium (p.19)	The Agency develops a policy in relation to the use of padded cells.
26	Medium (p.19)	The Centre ensures that all prisoners accommodated in Unit S4 have an Individual Intervention Management Plan developed in keeping with the Agency Procedure - Safety Orders.
27	Medium (p.19)	The Centre, in consultation with the Agency, investigates opportunities to enhance the interventions in S4.
28	Medium (p.19)	The Centre places posters in the visits processing building that encourages visitors to report any concern they may have for the prisoner.
29	Low (p.21)	The Centre considers the creation of a focus group of indigenous prisoners to assist in directing cultural opportunities within the centre.
30	Low (p.21)	The Centre reviews the possibility of recruiting to the vacant CLO and if not possible, assists the current incumbent to prioritise her work.

31	Medium (p.22)	The Centre and HJC develops and implement a strategic plan to provide opportunities for cultural expression and development amongst indigenous prisoners.
32	Medium (p.24)	The Centre undertakes some redecoration of the Parental Support Unit to make it appropriate and stimulating for the children.
33	Medium (p.24)	HJC implements a cot mattress replacement program.
34	Medium (p.25)	The centre considers the involvement of the Parental Support Officer with HJC, with a view to the prisoners being provided appropriate support.
35	Medium (p.25)	BWCC and HJC formalises a planning process for the care and development of the children in residence.
36	Medium (p.25)	The centre investigates the opportunity for children in residence at HJC and their mothers to have increased exposure to community based activities.
37	Medium (p.26)	The Centre reviews the provision of visit sessions for protection prisoners with a view to providing equitable opportunities with that of mainstream prisoners.
38	Low (p.27)	The Centre provides information on the banning of visitors and appeal rights in the visitors information leaflet.
39	Low (p.27)	The centre considers providing the opportunity for an evening visit session at HJC.
40	Medium (p.28)	The Centre considers trialling alternative strategies in the operation of the visits area to create a more family conducive environment.
41	Medium (p.28)	Funding for additional furniture and shade structure at HJC be sought.
42	Low (p.29)	The Centre reviews the timeliness of the mail distribution at HJC.
43	Medium (p.30)	The Centre makes blue envelopes freely available to prisoners to ensure that prisoners making complaints are not readily identifiable.

44	Low (p.30)	The Centre considers instituting a process whereby prisoner complaint data is captured and analysed for systemic issues or trends.
45	Medium (p.34)	The Centre improves the range of programs available to prisoners at HJC.
46	Medium (p.36)	The centre undertakes a needs analysis of the population to identify suitable physical activities that meets the prisoners' needs and interests.
47	Medium (p.37)	The Centre considers purchasing exercise equipment for HJC that meets the needs of the population.
48	Medium (p.37)	The Centre reviews the opportunities available to prisoners with a view to increasing the range and skill base of activities suitable for the prisoner population demographics.
49	Medium (p.37)	The Centre undertakes an analysis of the population to identify a greater range of arts, crafts and hobby opportunities to meet the needs and interest of the prisoners.
50	Medium (p.38)	The policy at HJC that does not allow the prisoners to attend church services in the community be reviewed.
51	Low (p.38)	The Centre ensures that notices are placed in accommodation units that identify the schedule of chaplaincy visits and religious services.
52	Medium (p.39)	The Centre considers the opportunity to extend the out of cell hours available to prisoners in Unit S4.
53	Medium (p.39)	The centre standardises the provision of exercise equipment to the units that meets the needs of the population.
54	Low (p.39)	The Centre considers providing board games to prisoners and institutes a replacement program.
55	Medium (p.40)	The Centre reviews the range of activities available to prisoners at HJC.
56	Medium (p.40)	The Centre considers allowing suitable prisoners at HJC to engage in activities in the community.

57	Medium (p.41)	The rules of HJC are documented and distributed to prisoners on induction and reinforced during their stay.
58	Medium (p.42)	The Centre ensures that the rules of HJC are appropriate for a community based facility.
59	High (p.44)	The Centre undertakes a review of the breaches to: <ul style="list-style-type: none"> o determine if breaching is the most effective response to an incident; and o assess the appropriateness of the penalties imposed.
60	Medium (p.44)	The Centre reviews the policy that requires prisoners to be handcuffed to go to the DU regardless of the prisoner's presentation.
61	Medium (p.45)	The Agency assists the Centre to develop employment opportunities for the prisoners that will equip them with skills to seek employment in the community and to provide an avenue within their period of incarceration to develop their self esteem and self worth.
62	High (p.45)	The Centre reviews and amends its policy on the management of prisoners who refuse to work, are terminated or resign.
63	Medium (p.46)	The Centre subsidises the haircut prices at HJC.
64	Medium (p.48)	The Agency reviews the purchasing arrangements between WCC and BWCC with a view to providing enhanced service delivery and a greater scope to provide goods that are suited to the prisoner population.
65	Medium (p.48)	The Centre reviews the policy of charging prisoners for freight costs.
66	Medium (p.49)	The Centre provides a greater range of magazines for purchase.
67	Medium (p.49)	The Centre provides avenues for prisoners to be consulted regarding the items for purchase.
68	Medium (p.49)	The Centre considers allowing appropriate HJC prisoners to undertake their own shopping in the community.
69	Medium (p.50)	The Agency continues to undertake the review of the system of classification for female prisoners.

70	Medium (p.50)	The Centre takes steps to improve the recording of reasons so that prisoners are provided with meaningful and easily understood reasons for the decisions.
71	Medium (p.51)	The Centre ensures that all offender management documentation is completed within the Agency's procedural timeframes.
72	Low (p.52)	The Centre ensures that prisoner files and paperwork is secured when staff members are not in attendance.
73	Medium (p.52)	The Agency reviews the program type and availability for female offenders and develops strategies to address the therapeutic treatment of the needs of female prisoners.
74	Medium (p.53)	The Centre implements a needs analysis in respect of prisoners requiring/seeking parenting and relationship programs and if necessary facilitates program delivery in this area.
75	Medium (p.55)	The Centre is to ensure that mainstream and protection prisoners have access to the full Transitions Program at a point suitable prior to discharge.
76	Medium (p.56)	The Agency reviews the organisational structure of BWCC with a view to providing and increased overview and focus on offender development.
77	Medium (p.57)	HJC explores opportunities for the prisoners to develop independent living skills.
78	Medium (p.57)	HJC allows the Warwick Work Program prisoners to make their own purchases whilst in camp.
79	Medium (p.57)	The Centre provides suitable carry bags for prisoners who are discharged to ensure that they are not identifiable to the general public as released prisoners.

APPENDIX B

Inspection Team

Andrew Brown, Chief Inspector
Catherine Hand, Regional Manager, South Coast Region
Kerrith McDermott, Senior Inspector
Dave Crothers, Inspector
Mark Trichet, Inspector