



Office of the Chief Inspector  
**Full Announced Inspection**  
Capricornia Correctional Centre



## INDEX

OVERVIEW AND METHODOLOGY	III
INSPECTION SUMMARY	VII
CHAPTER 1	1
CHAPTER 2	6
CHAPTER 3	13
CHAPTER 4	26
CHAPTER 5	27
CHAPTER 6	34
CHAPTER 7	39
CHAPTER 8	41
APPENDIX A	48
APPENDIX B	54

## OVERVIEW AND METHODOLOGY

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### THE HEALTHY PRISON TEST

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

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

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### CENTRE OVERVIEW

Capricornia Correctional Centre (Capricornia) is located 20 kilometres north of Rockhampton and provides facilities for male remand, reception and sentenced prisoners. It has a total capacity of 498 prisoners. The Centre was commissioned on 12 September 2001 and was built as the replacement for the Rockhampton Correctional Centre, which was subsequently decommissioned. The farm complex was commissioned in 1998.

Capricornia Correctional Centre is of a contemporary design and has secure and residential accommodation for 402 high security prisoners and a low custody facility for 96 low security prisoners. The secure centre includes ten 'secure' units each providing accommodation for 30 prisoners in single cells; and residential accommodation for 102 prisoners.

Additionally, the Centre includes:

- a detention unit with a ten cell capacity, comprising of eight separate confinement cells and two separation cells;
- ten classrooms within the secure centre and two classroom on the farm;
- a Health Centre, with an inpatient unit that can accommodate four prisoners;
- a multi-purpose gymnasium that contains a multi-court, fitness room, four hobby rooms; an oval; and a tennis court each for 'secure' and 'residential' accommodation.

The secure centre has three workshops including:

- metal and stainless steel fabrication;
- wood furniture manufacturing;
- contracts which includes rag cutting, welding, industrial sewing.

Employment on the farm is based around milk production and the industrial laundry which has contracts with Queensland Health. The farm also sends prisoners to the three Work camps that are managed by the Centre - Springsure, Clermont and Blackall.

Core programs delivered at the secure centre include Making Choices, Getting Smart, Smart Recovery, Turning Point, Ending Offending, Ending Family Violence and the Getting Started Prep Program. The Centre also conducts some local programs.

### PRISONER PROFILE AND OTHER STATISTICS

During the 2008-09 financial year, the Average Daily State (ADS) of the secure centre was 349 prisoners, however at the time of the inspection the ADS was 382. Of this state, 64 prisoners or 17% were on remand.

The escalation in total prisoner population can be directly attributed to the transfer of protection prisoners that had occurred over the past three months. This increase occurred as a result of an Agency strategy to maximise the use of available bed capacity. At that time of Inspection the ADS of protection prisoners was 159 or 42%. In the twelve months prior the protection ADS was 30%.

At the time of inspection there was an ADS of 114 indigenous prisoners, which equates to approximately 30% of the total population. This figure is less than previous years when compared with 2008 (32%), 2007 (37%) and 2006 (36%).

## SUMMARY OF INSPECTION FINDINGS

As is detailed below Capricornia received a Whole of Centre performance rating of 2 meaning that it was found to be performing well against the Healthy Prison Test. This means that there was some evidence of adverse outcomes for prisoners in only a small number of areas, however there were no significant concerns.

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 and escorts 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.

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.

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.

However, of serious concern to Inspectors was that the Centre was found not to be providing an adequate formal induction program for newly admitted prisoners. Further, there was little version control in relation to prisoner handbooks with a mixture of both 2007 and 2009 handbooks being provided to prisoners. Additionally, both copies of the Handbook failed to provide some key information.

The Centre was rated as performing reasonably well against the Environment and Relationships standards. The Centre (with the exception of the farm) is of a contemporary design and features suicide resistant measures in 'secure' accommodation units. The secure units have adequate surveillance capacity and the design allows for good sightlines. As is customary of the reduction of control in residential, prisoners are not under the direct supervision of staff. Inspectors observed the Centre to be very clean and well presented.

It was found that throughout the Centre that important notices (such as Official Visitors, Ombudsman, Anti-Bullying, Property, Complaints Management, Structured Day and Chaplains) were inconsistently displayed or not evident.

The prisoner clothing was in good condition, the Centre having received the first order of the new prisoner uniforms.

Inspectors did not observe any issues of concern in relation to the treatment of prisoners during the on-site inspection. When engaging with prisoners, Staff were generally observed to communicate positively. However, some variation was witnessed and it was felt by Inspectors that many staff would not engage with prisoners, other than to give direction and to facilitate basic requests, while other staff appeared overly familiar. Given the limited rotation of staff, Inspectors were disappointed in the level



of case management. The Senior Management Team were considered to be supportive of positive staff-prisoner interactions.

The Centre was assessed as performing reasonably well against the standards of Duty of Care. 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 has in place all components of the Agencies at risk management procedure. Inspectors interviewed a number of staff regarding the at risk management process and staff displayed a sound knowledge and awareness of self harm identification and procedures.

At the time of the inspection, 30% of the prisoner population were indigenous. However, Inspectors witnessed few opportunities for cultural expression and development.

It was found that reasonable opportunities exist for prisoners to receive visits with family and friends in the secure centre. All prisoners are provided with the opportunity to have at a minimum a personal visit of one hour duration on a weekly basis. The visit sessions at this Centre are of two hour duration. The visits facility on the farm was considered to be substandard and not conducive to creating an appropriate low custody visits environment and did not provide any activities for children.

The Centre was found to be compliant with the Agency's Complaints Management System. However, there was limited information available for prisoners regarding the complaints process.

The Centre was found not to be performing sufficiently well against the Activities inspection criteria.

Data on Education and Vocational Training indicated that there was a completion rate of approximately 68 percent (with 32 percent non completions). Interviews with prisoners indicated that there were restrictive practices, particularly where prisoners are engaged in industrial work, that do not provide sufficient time away from work for attendance at non-criminogenic programs. Inspectors observed that low custody prisoners currently have no opportunity for certificate training in Education and Vocational matters.

While the timetable indicated that prisoners can attend seven sports/activity sessions per week, the activities register recorded a high level of cancelled sessions for a range of reasons including late unlocks, incorrect musters and meetings. The structured day had also been affected by these factors.

The arts and crafts activities were limited in range and access. The accommodation units had limited provision of sports equipment and games, and prisoners had no access to in cell hobbies. The low custody prisoners had access to a limited range of unsupervised activity equipment that included resistance training equipment, exercise bikes, table tennis and ball games. Inspectors considered that equipment was old and required maintenance.

At the time of the Inspection, there were no specific activity programs in place to accommodate marginalised groups of prisoners such as those who are aged or have a disability.

A combination of late unlocks, early lockdowns, securing residential prisoners in their units during staff lunch breaks, locking down those secure prisoners not attending activity sessions for the duration of the session was seen on occasion to reduce prisoner out of cell time to less than 10 hours.

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. \_\_\_\_\_

\_\_\_\_\_, 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 Inspectors identified major issues in the conduct of breach hearings, the determinations made and the process adopted for the calculation of punishment. It was also identified that there were a number of anomalies in the application of Safety Orders.

With respect to employment, the Centre demonstrated commitment to providing employment for the prisoners. However, high unemployment remains in the secure centre. It is considered that the Agency will need to assist the Centre in creating meaningful work opportunities for a greater number of prisoners.

The Centre was assessed as performing 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 were also provided with reasonable opportunities to purchase appropriate goods from reputable retailers at community cost.

Finally, in relation to Resettlement, the Centre was found to be performing reasonably well with a strong focus in the delivery of transitions services to offenders. Importantly, discharge planning and delivery of Transitions Programs and Services were well established, with those prisoners pending discharge being assessed and assisted with reintegration at an early stage prior to their discharge.

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.

The participation of prisoners during interviews was encouraged and panel members appeared to have a good knowledge of the offenders' cases during the inspection. However, some prisoners indicated that documents returned to them did not reflect the issues discussed in some cases, leaving them feeling distrustful of the classification and planning process. Inspectors considered that offender management practices for editing documents should be reviewed at an Agency level to enhance the transparency of decision-making and recording processes.

Classrooms and resources for programs and education and vocational training were in good condition and suitable for purpose. However, of concern was the lack of opportunities and resources for low custody prisoners in this area and it was considered that the prisoners in the low custody Centre are not adequately provided for.

## PERFORMANCE RATINGS

### Overall Centre rating:

RATING	DESCRIPTION
2	The Centre is performing well against the Healthy Prison Test. There is good performance across most areas/outcomes. There are some weaknesses but either they are not considered significant or if they are significant, they exist only in a small number of areas.

### By area:

AREA	RATING	DESCRIPTION
1. Arrival in custody	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	2	Performing reasonably well against the inspection criteria. There is some evidence of adverse <u>outcomes</u> for prisoners in only a small number of areas however there are no significant concerns.
3. Duty of care	2	Performing reasonably well against the inspection criteria. There is some evidence of adverse <u>outcomes</u> for prisoners in only a small number of areas however there are no significant concerns.
4. Health Services	N/A	
5. Activities	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.
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	1	Performing well against the inspection criteria. There is no evidence that outcomes for prisoners are being adversely affected in any significant areas.
8. Resettlement	2	Performing reasonably well against the inspection criteria. There is some evidence of adverse <u>outcomes</u> for prisoners in only a small number of areas however there are no significant concerns.

**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	1	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 air, light, water, exercise in the fresh air, food, bedding and clothing	2	Performing reasonably well against the inspection criteria. There is some evidence of adverse <u>outcomes</u> for prisoners in only a small number of areas however there are no significant concerns.
4. 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	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. 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.

<p>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</p>	<p>N/A</p>	
<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>

## CHAPTER 1

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### 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 Capricornia is a regional Centre with a structured transport schedule to and from courts and watch houses. This is designed in a manner that minimises the time prisoners spend in transport vehicles. Longer haul prisoner transfers to other Centres appear scheduled in an efficient manner. Inspectors were advised and viewed transport plans which indicate that comfort stops provide adequate access to toilet facilities and are scheduled at periods of 2.5 hours or less.
- 1.2 A review of documents and interviews of prisoners indicates that prisoners are provided with at least 24 hours notice of transfers, providing opportunity to call family, next of kin and/or legal advisors.
- 1.3 Inspectors observed prisoners being provided with meals prior to transfer to court. Enquiries from prisoners confirmed that this was normal practice. Inspectors also observed prisoners who were received from QPS watch houses being provided with meals and drinks.
- 1.4 Inspectors observed prisoners being provided with personal civilian clothing prior to transfer to court and being provided with civilian clothing from the Centre's stock of clothes when they had inadequate clothing for court appearances. Prisoners being transported to courts on Polair are required to wear prison clothing, however they are permitted a baggage limit of 10 kgs to include personal clothing for court appearances.
- 1.5 The reception store staff and operations applied to transfers, court movements and escorts were observed to be very professional and efficient. This minimised waiting time for prisoners at the reception store.
- 1.6 Escort vehicles attached to the Centre were inspected. They were found to be clean, secure and had adequate storage space for property. The vehicles inspected had first aid kits, and recently introduced vehicle and prisoner wellbeing checklists. The Centre escort vehicles are not equipped for the transportation of severely disabled or wheelchair bound prisoners.

#### Recommendation 1 (medium):

The Agency reviews provision of transport services for prisoners with disabilities in regional Centres.

- 1.7 The application of restraints was compliant with Agency procedures. Inspectors observed a number of transfers and receptions and all relevant documentation, files, property and valuables accompanied the 'respective'

prisoners. Inspectors observed comprehensive briefing of, and documentation provision to, escort staff that included the identification of each prisoner's individual needs.

- 1.8 The reception store staff and escort officers were observed to perform their duties in a professional manner.
- 1.9 Generally, reception store staff and escort officers were professional in their interaction with prisoners, demonstrating a helpful and caring approach. The language used by staff in speaking to or about prisoners was generally respectful and appropriate. Inspectors observed the operation of the reception store on a number of days during the inspection. Whilst the comments above are believed to be representative of the high standard, Inspectors did observe an incident involving one staff member that was viewed as demeaning and insensitive in the management of a prisoner. Inspectors discussed this issue with senior management at the Centre.

**Recommendation 2 (low):**

**The Centre reminds the reception store staff of their need to ensure positive interactions with prisoners at all times.**

- 1.10 Inspectors observed reception store staff managing some prisoners who presented with some difficult, withdrawn, shy and at times challenging behaviour. It was the Inspectors' view that these prisoners were managed appropriately.
- 1.11 Based on interviews with staff, under 18 year old prisoners are identified by QPS staff at the watch house. This information is provided to QCS staff who ensure the prisoner is transferred in a manner that excludes him from other prisoners. Under 18 year old prisoners are assessed and have the opportunity to request being managed in the adult mainstream population. There is no facility at this Centre for the long term segregation of under 18 year old prisoners who request not to be accommodated and managed with the adult mainstream population. These prisoners would be transferred to Brisbane Correctional Centre. The assessment and placement of under 18 year old prisoners is a local practice that is not supported by a local procedure. However, it was noted that there is no Agency procedure nor specific policy on which to base a local procedure.

**Recommendation 3 (high):**

**The Agency develops a policy or procedural framework for the management of 17 year old prisoners including:**

- **establishing guidance in relation to assessment and placement considerations; and**
- **where appropriate allowing Centres to develop a local procedure to account for local variation where necessary.**

## 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.

### Reception:

- 2.1 The reception store area was very clean, well organised and well maintained.
- 2.2 Inspectors observed that escort staff provide all required documentation and appropriate information to reception store staff. The Offender Management and Intelligence staff profile prisoners prior to reception and provide information to Centre staff. Intelligence staff also scrutinise the local newspaper for court matters, naming of sex offenders and or adverse comments that may affect the safety and security of a prisoner coming into custody. This information is provided in advance to functional areas as required (i.e. Counselling and Psychological Services, medical or operational).
- 2.3 Prisoners being received from QPS custody are provided with food and drink when they first arrive at the Centre. Prisoners are processed in a timely manner, however if prisoners remain in the reception store during meal times they are provided with a suitable meal. Inspectors observed reception store staff providing verbal information to prisoners about the process of reception and this was supported with some documentation.
- 2.4 The reception process observed by Inspectors is designed to ensure one prisoner is processed at a time. The reception store staff carried out this aspect of the reception interview in the rear of the reception store adjacent to the reception holding cells. Whilst this is limited in its ability for privacy, reception store staff are able to identify any sensitive issues and relocate the interview to a private office if necessary. The IRNA applied to prisoners by counselling staff is carried out in offices that provide for privacy.

### IRNA and other Assessment:

- 2.5 Inspectors observed the IRNA interview process carried out by Counselling staff and the initial interview by reception store 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. Staff made further enquiries at this stage to identify support from other relatives or friends in the Centre or other strategies including At Risk processes. The Manager Offender Development has recently introduced a range of relevant questions that now accompany the counsellor's application of the IRNA. These questions provide a focus and facilitate the assessment of this standard.
- 2.6 Through the observed initial interviews and IRNAs, Inspectors found that staff assess risk of self harm, compatibility issues, identify vulnerable prisoners and identify prisoners with substance abuse needs. Inspectors were advised that the assessment carried out by Health Services staff also assesses similar areas. Subsequent management and accommodation is provided in line with assessed risk and/or medical needs.



- 2.7 The search requiring the removal of clothing is carried out in a discreet area and in accordance with legislative and Agency procedures. Inspectors observed QCS drug detection dogs also being used to check the property of prisoners entering custody.
- 2.8 Inspectors were advised and observed that all prisoners on initial reception are provided with a comprehensive toiletries/amenities pack. Prisoners on transfer from another Centre have their accompanying toiletries checked and issued if required.

Induction:

- 2.9 The custodial aspect of the Induction process was not provided to all prisoners, many prisoners reported not having received an induction and a group of prisoners tracked through the reception process by Inspectors failed to be provided with a Custodial Induction. Prisoner Handbooks were present in some units, however some were copies of a 2007 Handbook that had been superseded in 2009.
- 2.10 Inspectors found the induction process was carried out at the officers station with individual prisoners standing at the counter, lasted in excess of an hour, was a verbatim presentation of the 2007 Handbook and was disrupted by the impact of prisoner movement and phone calls. The 2007 and 2009 copies of the Handbook failed to provide information on key components regarding prisoner entitlements and in general did not provide a comprehensive range of information on the custodial system nor the specific information on day to day aspects of the Centre.
- 2.11 Observations of an induction of an individual prisoner and interviews with prisoners who had recently arrived into the Centre indicate that delivery of System and Facility Inductions are below standard. No staff from other disciplines were available to discuss system issues or facility services. On occasion, misinformation was provided to the prisoner whereas if staff from other areas were available, correct information would have been provided.

Recommendation 4 (high):

In relation to the induction process, the Centre ensures that:

- attendance at induction is mandatory for prisoners;
- induction is delivered in a suitable environment;
- induction is delivered by a range of staff that are representative of all the relevant functional areas of the Centre;
- induction is delivered in a manner that best suits the individual needs of the prisoner and provides opportunities for group discussion;
- the delivery of induction is noted on the prisoners' records;
- an accountability process that oversees the effectiveness and participation of prisoners and staff in the Induction process is implemented; and
- the Centre updates its local procedure to reflect these new requirements.

- 2.12 Inspectors were advised of a process to ensure new reception prisoners were provided with first night reception phone calls. An amount of \$2.80 is placed in the prisoners telephone account and a list of telephone numbers identified during the reception process. However, the administrative process of placing the numbers on the ARUNTA system is often not completed on the day of reception. Observation and feedback from staff and prisoners indicates that the process is not achieving the requirement as many prisoners are not receiving a first night telephone call.

**Recommendation 5 (medium):**

The Centre develops an accountable process that ensures prisoners are provided with the opportunity to make telephone call on the day of reception.

***Protection Issues:***

- 2.13 Inspectors observed a number of protection assessment interviews and found that they contained a comprehensive and appropriate assessment. The staff carrying out the assessment explored alternatives to protection, examining the issues surrounding the protection request. The assessments were carried out in a reception store office that provided for confidentiality.

**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

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### 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 Capricornia Correctional Centre is a high security facility providing accommodation for mainstream and protection prisoners classified from high and low. Within the secure perimeter is 'secure' and 'residential' style accommodation. The secure centre includes ten secure units each providing accommodation for 30 prisoners in single cells. There is also residential accommodation for 102 prisoners of a contemporary and standard Queensland design. Additionally, there is an open custody facility on the prison reserve that accommodates mainstream low security prisoners.
- 3.2 The configuration of cell design is similar to that of other correctional centres and provides good ventilation, temperature, light and space. The secure units are airconditioned and suicide resistant. Residential accommodation is also airconditioned.
- 3.3 The farm accommodation while well presented, was of an older design and not air-conditioned. It was noted that this makes the living conditions quite difficult for the prisoners in summer.

#### Cleanliness/Maintenance:

- 3.4 Inspectors observed the Centre to be very clean and well presented.
- 3.5 Cells and communal areas are in a good state of repair. The Centre participates in regular meetings with the QBuild staff to list, review and provide feedback on repairs and programmed maintenance.
- 3.6 From Inspectors observations of the presentation of the units, it appeared that prisoners are expected and enabled to clean their cells and communal areas.

#### Special Needs Accommodation:

- 3.7 At-risk prisoners are accommodated in the Health Centre, Detention Unit and in the case of low level observations in prisoner accommodation. The Health Centre has a combination of styles of accommodation that is suitable for managing prisoners at risk of self harm including padded cells, single cell and double cells. Both Health Centre and Detention Unit have the capacity for visual (closed circuit television) and physical monitoring. The Centre has a Risk Observation and Placement Matrix that guides the management of such prisoners.

- 3.8 Each unit within secure accommodation (10 in total) has a ground floor cell suitable for the placement of prisoners with physical disabilities. Residential has a unit of 6 cells that are styled and fitted with prisoners with special needs.
- 3.9 Carers are employed to assist prisoners with personal care and mobility needs. However, it did not appear that prisoners were provided with any training prior to commencement in the role or ongoing scrutiny.

**Recommendation 6 (medium):**

The Agency develops a carer training package and incorporates a system of ongoing monitoring of the carers' performance.

- 3.10 Staff generally appear to be aware of prisoners with obvious physical disabilities/needs. However there did not appear to be any care plans to advise staff how to manage the prisoner's needs or for evacuation contingencies. Standard 5.6 of the Healthy Prison Handbook provides that:

*Where appropriate, older prisoners and prisoners with disabilities have care plans as part of their management and there is evidence that those care plans are monitored.*

**Recommendation 7 (medium):**

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.

**Recommendation 8 (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 develop care plans in consultation with Queensland Health.

**Prisoner Notices:**

- 3.11 It was noted throughout the Centre that important notices (such as Official Visitors, Ombudsman, Anti-Bullying, Property, Complaints Management, Structured Day and Chaplains) were inconsistently displayed or not evident.

**Recommendation 9 (medium):**

The Centre ensures that important notices including but not limited to: Official Visitors; Ombudsman; Anti-Bullying; Approved Cell Property; Complaints Management; Structured Day; and Religious Visitors and Services are permanently displayed.

Safety and Supervision:

- 3.12 The secure units have adequate surveillance capacity and the design allows for good sightlines. Prisoners were observed to be effectively supervised by staff with the secure units having officers present in the units. As is customary of the reduction of control in residential, p [REDACTED] t [REDACTED] It was noted that the residential units have CCTV surveillance in the common areas of the units.

Prisoner Clothing and Property:

- 3.13 The prisoner clothing was in good condition. The Centre had received the first order of the new prisoner uniforms. Regular opportunities exist for laundering of prisoner clothes. Appropriate bedding is provided and opportunities exist for its regular laundering.
- 3.14 Prisoners' property appeared well organised and stored hygienically and securely. Prisoners advise that they can access their property after making application,
- 3.15 All prisoners have access to drinking water 24 hours per day. However only prisoners in residential and the farm have the opportunity to make a hot drink during lock-away. There appeared to be some confusion as to the reason that prisoners in secure accommodation are unable to purchase electric jugs or similar items, with staff sighting either insufficient power to the unit or staff safety concerns. Inspectors noted that there is some variation around the State in relation to prisoner access to hot water after lock-away (e.g. Wolston do allow prisoners to purchase electric jugs but Brisbane Women's and Townsville do not. Brisbane Correctional Centre allows essential workers to purchase jugs).

**Recommendation 10 (medium):**

The Agency reviews the provision of hot water access for all prisoners after lock away and establishes a state-wide position.

## 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 Discussions with individual prisoners and Prisoner Advisory Committee representatives indicate that generally prisoners feel as if they are treated appropriately by most correctional and programs staff. Inspectors did not observe any issues of concern in relation to the treatment of prisoners during the onsite inspection. Staff were observed to engage positively with prisoners in the presence of Inspectors. The Senior Management Team were considered to be supportive of positive staff-prisoner interactions.
- 4.2 However, in discussions with some prisoners there were concerns expressed relating to engagement with staff during day-to-day routines. Prisoners stated that some staff spoke disrespectfully to them and would frequently swear at them. While the Inspectors did not observe this behaviour, it was noted in a breach report that an officer admitted to swearing at a prisoner prior to breaching him.
- 4.3 Discussions with individual staff reveal that they consider their personal style of supervision to be appropriate. However, inspectors noted occasions where the approach and language used by staff was overly familiar and could be considered to be below professional standard. While not condoning this type of approach, it is noted that Capricornia is a regional centre where often see the return of prisoners with whom they are familiar. This presents a future challenge to supervisory staff.
- 4.4 Staff were observed to be promoting prisoners in regard to day-to-day routines such as cleaning and domestic tasks. However, it was reported by programs staff that they have difficulties where unit staff are required to encourage prisoners to attend scheduled programs or have materials ready prior to leaving the unit. This raises some concern that unit staff may not be supportive of activities outside of their area of responsibility and rely upon prisoners to organise themselves. Similar findings are made in relation to case management (see below).

### Recommendation 11 (medium):

Centre management ensure that custodial staff play an active role in assisting and supporting prisoners to participate in structured and meaningful activities.

- 4.5 Staff were found to be confident in their roles and did not appear to have any concerns in relation to their role in challenging inappropriate behaviour by prisoners.
- 4.6 Over the period of the last financial 08-09 there were no complaints received by Official Visitors in regard to behaviour, excessive force or discrimination at the Centre. Inspectors are of the view that the operational environment at

Capricornia broadly supports individual prisoners who are willing to take responsibility and provides opportunities for them to express their views in a responsible manner.

- 4.7 Although there is no formal 'Shopfront' register, request forms are used and case noted by staff when lodged. This is the primary method to manage information and services to prisoners, depending on which unit within the Centre is providing the service. Prisoners complained that their requests to see staff were often not dealt with, either because the requests were not passed on or because the staff requested would not come and see them. It was not possible to assess the complaint as there is no system in place that tracks requests and their completion.

**Recommendation 12 (medium):**

**The Centre develops a formal shopfront process that ensures that prisoners' requests are trackable and auditable.**

## 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 the 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.
- 5.2 Unit officers were asked questions about the prisoners in their units. While generally staff were able to provide information in relation to prisoners that had been in the system for some time, they were less able to provide information about newer prisoners. Generally, it appeared that unit staff/case officers hold limited information in relation to their case loads and refer only to those areas where they have an operational interest.

### Recommendation 13 (medium):

Centre management encourage unit officers to familiarise themselves with the details and needs of the prisoners within their control.

- 5.3 A sample of prisoners' case notes and reports were reviewed. It was found that in the main, case notes are being completed weekly in accordance with procedures. There were gaps on occasion where the absence of a case note was not explained, but these were considered to be exceptions and within acceptable margins.
- 5.4 The level of information in case notes varied depending on the reporting style of individual officers. However the content of the notes was generally minimal with little comment beyond rudimentary statements regarding attendance at musters, state of the prisoners cell and his manners towards the officer.
- 5.5 While some behaviour and employment reports were being generated, it was not consistent with procedure (monthly). Further, Behaviour Report Summaries (which are required 12 monthly) for Offender Management Plan Reviews were reported as being not consistently delivered, if at all, and were often required to be chased up.

### Recommendation 14 (medium):

The Centre ensures that Behavioural and Employment Reports and Behaviour Report Summaries are completed in line with Agency requirements.

- 5.6 Within the context of the Offender Management Plan Review process, it was found that generally unit officers provide input and advice in matters relating to their prisoners to the Sentence Management Committee. Where possible custodial staff attend the review meeting or provide a written report.



## 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 3

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### 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 An anti-bullying strategy has been developed, however the staff spoken to during the inspection were not aware of the document, its contents or of management's stance on the matter. Prisoners also advised that they were unaware of the strategy. What constitutes unacceptable behaviour is not publicised throughout the Centre.

#### Recommendation 15 (medium):

##### The Centre:

- implements their developed anti-bullying strategy and supports this through a program of awareness training for staff and prisoners;
- ensures that the prisoners have a clear understanding of what is considered as unacceptable behaviour through the induction process, notices and posters throughout the Centre and regular reminders through the prisoner advisory groups.

- 6.2 As is stated above, protection prisoners are identified on reception and undergo appropriate assessment prior to placement in a unit. Prisoners under 18 are also assessed on arrival with a recommendation forward to the General Manager for consideration. The General Manager will determine the appropriate placement of the prisoner and the GM's support officer maintains a register of these prisoners.
- 6.3 A review of incidents suggests that bullying behaviour is not a significant issue at the Centre. The intelligence section collects and collates data on Centre incidents, however it appears that this data is not analysed for trends and patterns.

## 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 Agencies at risk management procedure. Inspectors interviewed a number of staff regarding the at risk management process. Staff displayed a sound knowledge and awareness of self harm identification and procedures. Risk Assessment Team meetings are scheduled on a frequent basis ensuring prisoners are reviewed on at least a seven day basis 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. The RAT meetings were 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. Inspectors reviewed a number of IOMS and hard copy At Risk Management Plans and were satisfied that they are prepared with input from the prisoner; they identify needs, and identify persons responsible for implementing the plan.
- 7.3 The Centre does not have a purpose built Safety Unit. The Centre utilises a range of accommodation for at risk prisoners that includes a ward in the Health Centre, the detention unit and accommodation units (for low level observations).
- 7.4 The visitors' centre, where visitors, are processed does not have posters relating to anti-bullying or posters addressing the subject of reporting concerns regarding prisoners with safety issues or at risk potential.

### Recommendation 16 (medium):

The Centre ensures that the visitors centre displays posters advising of the Centre's anti bullying stance and the process to express concerns regarding the welfare of the prisoners.

- 7.5 At the Centre, 97% of custodial staff have suicide awareness accreditation, 96% of custodial staff are qualified in CPR and 67% of custodial staff are qualified in First Aid. Centre staff participate in a range of contingency tests including those related to self harm/suicide incidents.
- 7.6 While the Intelligence section maintains data on self harming behaviour, there is no analysis undertaken to check for trends and patterns. Capricornia has had nine reported cases of prisoner self mutilation in the twelve months prior to the inspections. There were no incidents of a serious nature. Prisoners at risk of self harm or suicide are referred to Prison Mental Health who visit the Centre regularly and provide community support when the prisoner is released.

- 7.7 The master control night shift officer reported that they receive two or three intercom calls per night shift and record the details on a piece of paper which is later destroyed/disposed of. The electronic system removes intercom recordings automatically after a thirty day period. While there is regime for testing intercoms from the movement control stations, no cell intercoms are tested from or to master control at the Centre (when control is handed over on the nightshift).

Recommendation 17 (medium):

The Centre ensures that all prisoner initiated intercom calls are be recorded in the Master Control Log Book.

Recommendation 18 (high):

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

## 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 At the time of the inspection, 30% of the prisoner population were indigenous. Indigenous prisoners are represented on Prisoner Advisory Committees which are attended by management personnel.
- 8.2 Inspectors consider that there are limited opportunities available for indigenous prisoners to express themselves culturally. While some activities have been undertaken, these are limited in range and scope. NAIDOC celebrations were minimal, however, Inspectors were advised that this was as a result of unplanned contingencies. No large gatherings of indigenous prisoners amongst themselves or family/community members occurs.

### Recommendation 19 (medium):

The Centre develops and implements a coordinated strategy to recognise and provide opportunities for cultural expression and development.

- 8.3 Indigenous prisoners are assessed with a locally developed risk/need assessment tool and issues of potential conflict are dealt with as soon as possible.
- 8.4 At the time of the inspection, 95% of the custodial staff and 56% of the non custodial staff were trained in cultural awareness. In staffs' engagement with prisoners, Inspectors found no evidence of any discriminatory behaviour.
- 8.5 The prisoners are aware of the cultural development staff. However, due to a resignation, the team was working with one less staff member at the time of the Inspection. Cultural Advisors report no impediments in carrying out their duties within the Centre.

## 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. An Inspector did observe these services being arranged for a reception prisoner in the reception store. However there was evidence of another incident where translator/interpreter services could not be provided for a prisoner with significant language difficulties as there was no speaker phone available.

## Standard 11 - Mothers and Babies

*Not applicable*

## 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 All prisoners are provided with the opportunity to have at a minimum a personal visit of one hour duration on a weekly basis. The visit sessions at this Centre are of two hour duration. There was no evidence to suggest that visit sessions were cancelled or shortened for administrative reasons. The Centre has sufficient non-contact facilities.
- 12.2 Inspectors observed a number of visit sessions, following visitors from arrival at the Centre to their departure. Inspectors observed the interaction of staff with visitors and interviewed visitors. Prisoners and visitors reported that while in general they are treated well by staff there are one or two staff who rotate through work in the visits area who treat them with some disrespect. Inspectors observations suggest that visitors were well treated. Staff interacted with visitors in a professional manner.
- 12.3 Search procedures of visitors were observed to be thorough and maintained human dignity. Inspectors found that the dog squad officer who carried out the searching provided clear, well presented information to visitors on the requirements and search processes being undertaken.
- 12.4 Prisoner searches requiring the removal of clothing were observed to be inconsistent in their application. While, some searches were found to comply with the legislation and procedure, a number did not. For example Inspectors observed some searches which required prisoners to face the wall and bend over, and one prisoner was required to squat. In some observed searches not all clothing were removed and searched.

### Recommendation 20 (high):

The Centre ensures that all searches requiring the removal of clothing comply with legislation and procedure.

- 12.5 Inspectors found that the visits booking system was able to deal with the number and needs of visitors. The Centre has a booking slip that visitors can use whilst at the visits centre to book further visits, thereby reducing the cost and time required to make telephone bookings.
- 12.6 Inspectors are of the opinion that information for visitors is not sufficient. Prospective visitors are not provided with a visitor's information booklet but rely upon a package of leaflets (the bus service, a form 27, dress standards, prohibited articles list, pre-clearance advice, and a list of the visiting times and visit booking times). As is stated above, there was also no information available to visitors by way of information booklet or posters encouraging and providing opportunity to share information with staff regarding concerns about prisoners.

Recommendation 21 (medium):

The Centre develops and provides an information booklet for visitors which includes (but not limited to) such items as:

- directions to the Centre;
- visit sessions;
- visitor processing;
- transport options;
- information on banning of visitors and appeal process;
- drug detection;
- expected behaviour;
- anti-bullying and at risk; and
- complaints processes.

- 12.7 Inspectors were advised that late arrivals have a cut off point. Visitors arriving after the cut off point are not offered a non contact visit but are instead declined access and not booked onto the next available session.

Recommendation 22 (medium):

The Centre considers implementing a policy that provides the opportunity for visitors who arrive late to be offered alternative visit provision (if available).

- 12.8 Inspectors found that the visits reception and actual visits area of the secure centre was clean, well maintained and equipped to Agency standards. The visitors centre was found to be well organised, staff demonstrated an efficient approach to processing and good interpersonal skill levels. The visits area is built to Agency standards. The visits operation was viewed as professional, staff were not inappropriately intrusive but appeared aware and vigilant. A purpose built play area was provided for children in the visits area. The area had a basic all-in-one play centre.
- 12.9 The Farm utilises the facilities from the original Rockhampton Correctional Centre Secure visits, therefore the design and layout is not conducive to creating an appropriate low custody visits environment. There is no children's play area. The area is not equipped with a television and associated DVD's for children.
- 12.10 Despite the uncomfortable environment, farm staff were observed by inspectors to be considerate, respectful, approachable and they were also conscientious and alert. Tea and coffee are provided free of charge to both visitors and prisoners during visit sessions. The visits area has no vending machines for the provision of food or confectionary.



Recommendation 23 (medium):

The Centre improves the low custody visiting facility by:

- creating a child friendly play area;
- providing comfortable furniture that allows for family interactions;
- provision of additional shade.

Recommendation 24 (low):

The Agency reviews the provision of vending machines for use in the visits facilities in the secure and low custody centres.

- 12.11 Inspectors found no evidence that protection prisoners or those on safety orders are disadvantaged in their access to regular visits.
- 12.12 Whilst the Centre provides for family visit days for residential and farm prisoners, secure accommodation prisoners are excluded from the process. This in turn disadvantages protection prisoners who in many cases are unable to sign off protection and progress to residential and farm accommodation.

Recommendation 25 (medium):

The Centre reviews its decision to exclude the prisoners in secure accommodation from family visits days.

Telephone:

- 12.13 ARUNTA telephones are available in each accommodation area including the detention unit. Prisoners from outside of the region identified a number of issues with the telephone system and procedure including the cost of STD calls and the cost of calling mobile phone calls. Also the architecture of the facility does not provide in every case for a quiet area, out of hearing from other prisoners.
- 12.14 The high cost of STD calls is a regular and common complaint of prisoners in regional areas. This was particularly the case at Capricornia due to the presence of a number of prisoners transferred to the Centre from Brisbane for capacity utilisation reasons. Evidence presented to Inspectors suggests that STD call charges are higher through the ARUNTA system than on a normal land telephone. Inspectors are aware that the Agency has contracted with ARUNTA for the prisoner of telephone services.

Recommendation 26 (medium):

When the current contract for the delivery of the prisoner telephone system expires, the Agency review call cost for prisoners in regional centres and investigates more cost effective options.

Mail:

- 12.15 Prisoner mail was observed to be processed in compliance with legislation and Agency procedures.
- 12.16 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.
- 12.17 A review of the Centre's 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.

Newspapers:

- 12.18 A newspaper is delivered to each accommodation area on a daily basis. Inspectors were advised by prisoners that the local newspaper is not provided in the Centre - its delivery having been ceased a year or two previous. The Inspectors consider that this restricts the prisoners' awareness of local events, opportunities, services and developments which are crucial for the maintenance of contact with their community and for release<sup>1</sup>.

Recommendation 27 (medium):

The Centre reviews the decision to prohibit the distribution of the local newspaper.

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<sup>1</sup> Inspectors are aware that only Capricornia and Maryborough Correctional Centres prohibit the distribution of the local newspaper.

## 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, allocate to the responsible manager and log when the response is forwarded to the prisoner.
- 13.2 There is limited information available for prisoners regarding the complaints process. Prisoners are advised on induction of the process to make a complaint, however as is stated above, the induction process is poor, often not provided, and the amount of written information is limited. There are no posters about the Centre or other avenues to remind prisoners of the process.

See recommendation 4 and 9

- 13.3 Blue envelopes are not freely available, however are available through the unit officer on request. Prisoners advise that there is no difficulty in obtaining a blue envelope. Some prisoners stated that they did not receive responses to their letters. A review of prisoner correspondence from August to November found that there were 87 letters forwarded and 10 still waiting a reply. There is no significant issue with the delays that have been experienced.

Recommendation 28 (medium):

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

- 13.4 Prisoners spoken to advised that they knew how to contact the Official Visitors. However, as is stated above, Official Visitor and Ombudsman posters are inconsistently displayed throughout the Centre.
- 13.5 There was no evidence provided that would indicate that management analyses complaints data for any trends or systemic issue, therefore they are unable to take any strategic remedial action.

Recommendation 29 (low):

The Centre analyses complaints data monthly to identify any systemic issues.

- 13.6 PAC meetings occur monthly and prisoners are provided with the minutes in a timely manner. A review of the minutes would suggest that frequently when a request is declined there is insufficient justification/explanation given for the decision.

Recommendation 30 (medium):

The Centre improves the level of information provided to prisoners for decisions made following requests made through the PAC meetings.

## 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 staff, Health Services staff and counselling staff all identify prisoners with substance abuse needs at the initial point of reception. Health Services staff provide this assessment on the day of a prisoners' reception. Follow up is identified during this process with prisoners being referred to the visiting medical officer and/or the mental health team. 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.
- 15.2 There is no detoxification unit, however cells in the Health Centre are utilised for prisoners identified as requiring higher level observation during treatment. A Mental Health team from Queensland Health attends the Centre on a regular basis. They provide dual diagnosis services to prisoners. Health Services, through the visiting medical officer, have a process of referral to Queensland Health specialist services based at public hospitals.
- 15.3 A range of community drug and alcohol awareness programs have been promoted and posters are in evidence. However, no support groups including AA attend the Centre.

### Recommendation 31 (medium):

**The Centre engages with community support networks with a view to providing a visiting service for prisoners with substance abuse issues.**

- 15.4 Substance testing of prisoners is conducted in-line with Agency policy and procedures. The process in place at this Centre is that when prisoners are detected using drugs it is not supported by referral to drug rehabilitation programs component. This is reported to be a result of the agency policy regarding program participation. Inspectors found that the intelligence analyst demonstrated a sound proactive intelligence gathering and target identification process. This was supported by substance testing, searching and targeting of visitors with the itemiser and PADD dogs.

During the previous 12 months:

- 24 visitors were identified by PADD dogs or the itemiser as giving drug indications;
- 10 incidents of drug related finds;
- 36 prisoners failed drug tests.

**Recommendation 32 (medium):**

That the Agency considers, as part of its Drug Strategy, a process whereby prisoners who consistently test positive to substances are referred to and considered for placement on drug rehabilitation programs.

**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 4

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### 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

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### 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 In reviewing a sample of offenders 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 remaining untested.
- 17.2 The Agency procedure, 'Assessment' (sec. 2.9 Literacy and Numeracy Screening) states that such screening must be completed for prisoners serving in excess of 12 months. However the appendix to this document, 'Appendix - Education and Vocational Needs Assessment - Consideration' (sec. 1 Purpose of Literacy Screening and Assessment) states that all sentenced prisoners in corrective services facilities must undergo literacy and numeracy screening to identify any literacy and numeracy needs. Standard 17.1 provides:

*"All prisoners are assessed to provide a clear understanding and record of their learning and skills needs including literacy, numeracy and language support, employability and vocation training, social and life skills."*

#### Recommendation 33 (medium):

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.

- 17.3 Those prisoners requiring an OMP are assessed for issues affecting learning and skills development in their Education and Vocational Needs Assessment (E&VNA) and remedial recommendations are made for addressing these concerns. Recommendations for employment are also made as part of the OMP process as part of the offender's assessment and may be included in the Education Plan. Short term remandees and sentenced prisoners with learning and skills deficits are able to request assistance through education staff where an individual assessment may result in inclusions in any scheduled remedial programs.
- 17.4 Data on Education and Vocational Training indicates that there is a completion rate of approximately 68 percent (with 32 percent non completions). Interviews with prisoners indicate that there are restrictive practices, particularly where prisoners are engaged in industrial work, that



do not provide sufficient time away from work for attendance at non-criminogenic programs. The Centre has a structured day which allows for offenders to attend criminogenic and education and vocational training programs. Prisoners are permitted up to two half days off work without monetary penalty to attend programs essential to an Offender Management Plan. The Remuneration Procedure allows for decisions to be made by the Manager Offender Development for prisoners' attendance at those programs which are deemed to be "essential to the prisoners offender management plan". There is a perception amongst officers that this is for 'criminogenic' programs only. Therefore, there appears to be an environment that restricts prisoners' access to programs that might be essential by way of financial penalties or loss of position. Prisoners will not attend programs in preference of maintaining full time employment.

**Recommendation 34 (low):**

The Centre analyses the reasons for Education and Vocational Training non completions and identifies and addresses any systemic issues with a view to increasing the completion rate for programs.

- 17.5 Waiting lists for training are driven through the E&VNA and OMPs. Analysis of OMP, E&VNA (and Education Plans) indicate that processes for assessment are taking into account the assessed needs of offenders where recommendations are made. As is stated above, prisoners without an OMP are able to make requests through the Education staff for program inclusion.
- 17.6 Discussions with low custody prisoners suggest that there is much less focus in low custody on certificate training in Education and Vocational Training than has previously been accessible. At the time of the Inspection, no VOCED programs were running. It is noted that with a staffing restructure, responsibility for education activities in low custody has been incorporated into a combined secure and low custody staffing framework. Inspectors are of the view that the focus for Education and Vocational Training is now in Secure and Residential accommodation areas but it is important not to neglect the low custody centre from which prisoners are likely to be released into the community.

**Recommendation 35 (medium):**

The Centre delivers an appropriate range and volume of education and vocational training programs for prisoners accommodated in the low custody centre.

## 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 receptions 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.

### Recommendation 36 (medium):

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 Activities timetable provides for all prisoners to have access to the activities program on a daily basis. Inspectors reviewed the timetable and found that prisoners can avail themselves of seven sports/activity sessions per week. However, the activities register recorded a high level of cancelled sessions for a range and number of reasons including late unlocks, incorrect musters and meetings.

### See recommendation 42 and 43

- 18.3 The Centre has a multi purpose activity centre. It was found to be well equipped with a range of equipment suitable for the needs of most of the prisoner population. The activities staff provide a range of structured activities that are based in the activity centre to encourage participation by all prisoners.
- 18.4 The Farm prisoners have access to a limited range of unsupervised activity equipment that includes resistance training equipment, exercise bikes, table tennis and ball games. The equipment is reported to be and was observed as old and requiring maintenance. Prisoners have free access during their non working time.

### Recommendation 37 (medium):

The Centre expands the range, quantity and upgrades the quality of exercise equipment available in the low custody facility.

- 18.5 There are currently limited activity options and facilities for the elderly or disabled in a supervised context.

### Recommendation 38 (low):

The Centre undertakes an analysis to investigate whether there is a need for a program that supports physical activities for elderly and/or disabled prisoners.

- 18.6 Prisoners can undertake painting activities in the hobby rooms attached to the gym during activity sessions. Equipment for ceramics and leatherwork are also held in these hobby rooms however no activities utilising this equipment is provided to prisoners. Prisoners have no access to in cell hobby activities or material other than sketch pads and pencils.
- 18.7 It was noted that there was a general lack of activities equipment available for prisoners to utilise in accommodation units. Inspectors note that there is a large variation across the state in level of equipment available to prisoners in units. Exercise equipment was limited to chin up bars, dip bars, basketball hoop and board games. This is in sharp contrast from some other Centres that offer a diverse range of unit exercise equipments such as exercise bikes, table tennis, punching bags, skipping ropes.

Recommendation 39 (medium):

The Agency establishes a uniform standard for provision of activities equipment in the accommodation units across the State.

Recommendation 40 (medium):

The Centre enhances the level of activities equipment in accommodation units.

## 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 The Centre has at least one Chaplain in attendance daily. Chaplains report that they have free access to the accommodation areas to visit prisoners. Weekly worship is provided in three sessions, mainstream, protection and residential. The Centre has a limit in the number permitted to attend a church service. Whilst it appears all prisoners who wish to attend a weekly service currently have access to it, Inspectors are concerned that if numbers exceed the ceiling, prisoners will not be provided with their entitled to attend religious worship. Prisoners, who for safety or health reasons, are unable to access a religious service can request a chaplaincy visit.

### Recommendation 41 (low):

To ensure that no prisoners are denied access to religious services, the Centre monitors the attendance levels of prisoners at weekly religious services and takes remedial actions when ceiling numbers are reached.

- 19.2 Notices regarding chaplaincy visits and religious service timings and location were not evident in all accommodation areas.

### See Recommendation 9

- 19.3 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 The structured day at Capricornia provides for 11 hours out of cell time for both Secure and Residential accommodation prisoners. Inspectors observed that on occasions a combination of: late unlocks; early lockdowns; securing residential prisoners in their units during staff lunch breaks; and locking down those secure prisoners not attending activity sessions for the duration of the session - on occasions can reduce the out of cell time to less than 10 hours.
- 20.2 It was noted by Inspectors, that prisoners not attending activities were locked in their cells, despite staff remaining in the units.

### Recommendation 42 (medium):

In relation to out-of-cell time the Centre:

- monitors the out of cell hours available to prisoners and takes remedial action to address any shortfalls; and
- in consultation with the Custodial Operational Directorate, reviews the policy of locking down those prisoners who do not attend activities; and of locking down Residential prisoners during staff lunch breaks.

- 20.3 Advice to prisoners by way of a notice regarding the structured day was not evident. Observations by inspectors indicated that the structured day has been affected with late unlocks, incorrect musters, staff meetings and searches. Whilst some factors are acceptable practices necessary for the safe operation of a correctional centre, the frequency of factors impacting on the structured day appear high.

### Recommendation 43 (medium):

The Centre monitor the operation of the structured day and take action to ensure minimal impact on the provision of meaningful activities and programs.

- 20.4 Whilst inspectors found that out of cell activities were cancelled regularly, the reasons for cancellation appear, in some cases as justified in a correctional environment. Nonetheless, late unlocks and incorrect musters have a high impact on out of cell activities.
- 20.5 There is a well stocked library, self paced numeracy/literacy courses, and musical instruments available to prisoners. Special needs of prisoners are appear to be accommodated on a 'case-by-case' basis. However as identified previously no activity programs are in place to accommodate specifically for this group of prisoners.

### PERFORMANCE RATING FOR THIS AREA

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.

## CHAPTER 6

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### 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, 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. There are limited constructive activities available for prisoners within the units.

#### Recommendation 44 (medium):

The Centre reviews its prisoner management methodology with a view to improving its dynamic security through increased interaction by staff with prisoners.

- 21.2 There is an effective intelligence function in the Centre that has sound, established practices to monitor and provide advice on the management of prisoners.
- 21.3 Local rules and routines are not publicised throughout the Centre.

#### See Recommendation 9

#### *Use of Force:*

- 21.4 At the time of the inspection 98% of the custodial staff had current accreditation in control and restraint. The staff are trained only in approved techniques and there was no evidence to suggest the inappropriate use of force.

## 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 A review of Safety Orders by Inspectors found a number of anomalies in practice at Capricornia that breach current legislation including the:
- incorrect use of Temporary Safety Orders (e.g. using temporary orders for security and good order purposes which is contrary to legislation);
  - incorrect use of Safety Orders.
  - incorrect time-frames noted on Safety Orders; and
  - prisoners placed in separation conditions in the detention unit without the use of a Safety Order or any other separation order.

### Recommendation 45 (high):

In relation to safety orders, the Centre:

- delivers a comprehensive training package to all relevant staff; and
- establishes a process to ensure ongoing oversight.

### *Breaches of Discipline:*

- 22.2 The prisoner handbook provides information on the disciplinary process, however does not cover breach reviews. Also given the manner in which the inductions were conducted (see 2.11 and 2.12) there is concern that prisoners have not acquired an adequate understanding.
- 22.3 It would appear that in some instances alternative action to breaching a prisoner is instituted. However, in the 12 month period leading up to the inspection there were 158 breaches composed of 156 major breaches and only 2 minor breaches. This suggests that staff are choosing to breach at the highest possible level.
- 22.4 During the inspection, the Inspectors selected a number of breaches to review. It was found that prisoners are provided with the relevant paperwork in a reasonable time prior to the hearing of the breach. However, from the sample of breaches there were a number of serious concerns noted, which included:
- (a) during a breach hearing, punishment was imposed for acts which were not the subject of the breach;
  - (b) during a review the penalty was elevated from 2 to 4 day SCLAP without justification for the action or explanation to the prisoner;
  - (c) the reviewing officer swore during the review and did not give the prisoner the opportunity to appeal their case;
  - (d) not providing the prisoner with all the circumstances of the alleged incident;



- (e) excessive number of staff present without any indication that the prisoner would behave inappropriately;
- (f) the breaching officer stated in her report that she had sworn at the prisoner prior to him committing the offence for which he was breached;
- (g) the punishments for some breaches were not being completed within the legislative timeframes.

**Recommendation 46 (high):**

**In relation to breach of discipline hearings, the Centre:**

**(a) delivers a comprehensive training package to all custodial staff and management that at a minimum covers:**

- staff conduct
- compliance with legislative requirements and Agency procedure;
- procedural fairness; and
- hearing protocols

**(b) establishes a process to ensure ongoing oversight.**

22.5 The Detention Unit log book indicates frequent attendance of custodial staff and daily attendance by Queensland Health personnel.

## 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 Staff and prisoners have a clear understanding of how prisoners apply for positions and what positions are available.
- 23.2 There is however high unemployment in the Centre. Employment data discloses that approximately:
- 40% of the total Centre population (secure, residential and low custody) is unemployed;
  - 46% of the mainstream secure population is unemployed;
  - 65% of the protection population is unemployed.
- 23.3 It was noted that the secure centre has limited industry workshops that do not allow for the full employment of prisoners. Only 13% of mainstream prisoners work in industries within the secure centre.
- 23.4 Inspectors were advised that there has been a reduction in funding for prisoner remuneration which has resulted in the abolition of a number of services positions in the secure and general positions in low security.
- 23.5 On the farm there are positions for 75% of the population but currently there is 100% employment as the Farm is understated by 30 prisoners.

### Recommendation 47 (medium):

The Centre, in consultation with the Agency, explore additional and alternative work opportunities for the prisoners.

- 23.6 Due to the need for separate management and the sharp escalation in the number of protection prisoners, this group is disadvantaged in its opportunities for employment and progress to lower levels of security.
- 23.7 It appears that when prisoners are demoted or terminated they are advised verbally by either the work or unit supervisor. The prisoners are not advised in writing or provided with the opportunity to seek a review of the decision.

### Recommendation 48 (medium):

The Centre complies with its local procedure for prisoner employment and advises prisoners in writing of the reasons for their termination from employment and provides opportunity for review.

- 23.8 A well developed integrated training model is established in the secure centre. This model provides opportunities for prisoners to obtain formal vocational qualifications in the area of their employment. These qualifications can be used on release. However there are very limited training options for prisoners on the farm which can significantly affect their employment readiness and reintegration opportunities.

See Recommendation 54

**PERFORMANCE RATING FOR THIS AREA**

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.

## 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. There are currently only two religious/cultural requests and these are catered for appropriately. The Centre only purchases meat that is Halal compliant.
- 24.2 All areas within the kitchen and bakery appear to be hygienic and staff appear to have a good understanding of food safety requirements. The lack of adverse incidents suggests that safe and hygienic practices are employed.
- 24.3 The Centre caters for an extensive volume of special diet requests. At the time of inspection there were 90 special diet requests. Lists are kept of the meal requests and updated regularly. The meals are prepared by a diet cook.
- 24.4 The food preparation area is cleaned regularly throughout the process. All other areas are clean and well managed.
- 24.5 It appeared that generally prisoners and staff wear the appropriate personal protective equipment. However, there is no induction or hygiene and workplace health and safety instruction prior to a prisoner commencing work in the food services area.

**Recommendation 49 (medium):**

The Centre develops and implements a workplace induction that covers workplace health and safety, food handling and hygiene, prior to a prisoner commencing work in the kitchen.

- 24.6 The Food Service Supervisor is a regular attendee at the PAC meetings and monitors and responds to prisoner complaints.
- 24.7 The preparation of the food and transport of the food to the prisoner units is well controlled and the process would limit potential for tampering. However, t there was some suggestion from prisoners that inequitable portions are served.

**Recommendation 50 (medium):**

The Centre ensures staff in secure accommodation supervise the distribution and portion control of prisoner meals.

## Standard 25 - Prisoner Purchases

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

- 25.1 The Centre's canteen sales offer an appropriate range of products for purchase. The Centre also offers a large range of magazines for purchase and other products available under its Sales to Prisoners process. Canteen sales slips are usually available in the units, however if not, staff print out the necessary forms for the prisoners. Price changes appear justifiable and can be tracked. The prisoners are able to make six monthly requests for substitution of items on the canteen list.
- 25.2 On arrival, prisoners are credited \$25.00 to allow a reception purchase of essential items. Prisoners advise that the Centre practice allows them to have these goods prior to moving to their accommodation.
- 25.3 The purchases from the canteen are bagged and delivered to the units. At residential and the farm the distribution and checking of the contents is undertaken by the bulk store staff. However, in the secure units the items are handed out by the unit staff and no reconciliation of contents by staff occurs.

### Recommendation 51 (low):

The Centre considers instructing unit staff in the secure accommodation units to reconcile the purchase with the contents for each prisoner.

### PERFORMANCE RATING FOR THIS AREA

Rating	Description
1	Performing reasonably well against the inspection criteria. There is no evidence that outcomes for prisoners are being adversely affected in any significant areas.

## CHAPTER 8

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### 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. Of the sample of offenders reviewed, only one instance was found whereby a prisoner might have been suitable for a lower classification (although there were some mitigating circumstances relating to the need for supervision).
- 27.2 A sample of SPA documents for the last two years was reviewed. Security classifications appear appropriate for the profile of the prisoners reviewed. Detail in the body of the SPA's were generally acceptable, however like most Centres there was limited information provided to justify the decision made in respect to classification and placement.
- 27.3 Interviews with prisoners indicated that there was a lack of confidence in the recording and representation of decision making, including for SPAs, OMPRs and Parole Assessments. Prisoners reported that the written documents did not accurately represent what was discussed and agreed to as part of the review processes, and they were concerned that this may have negative effect on outcomes for classification and parole purposes. An Inspector reviewed a sample of Centre documents, including those that were edited by Offender Intervention Services. It is the Inspector's view that the edited changes in some cases have impacted significantly on the views represented in the original document prepared by the Centre.

#### Recommendation 52 (medium):

The Agency reviews its method of editing and review of SPA documents to ensure transparency of decision making processes and protect the integrity of the SPA documents that are prepared at Centre level.

- 27.4 In reviewing a snapshot of the Centre's classification profile for December 2009, it was found that approximately 50 prisoners, or 11 percent of the prisoner population was unclassified at any one time. This figure falls in the

middle of the range of unclassified prisoners when compared with the performance of other regional centres, but is of a better percentage rate than that of Brisbane based Centres. It was noted that variations do occur between Centres depending on their individual intake volumes and the sentencing characteristics of local court jurisdictions (number and timing of court sittings etc). This appears to be an issue state-wide and raises the possibility that the timeframes set may be unrealistic or need reconsideration.

**Recommendation 53 (medium):**

**The Centre undertakes a review of current prisoners to ensure all classifications are completed within legislated time frames and ensure thorough bring up processes are in place.**

**Recommendation 54 (medium):**

**The Agency undertakes a review of timeframes imposed for completion of initial classification assessments.**

- 27.5 Generally, most prisoners were having their classification reviewed at least annually or more frequently in accordance with Assessment Procedure.
- 27.6 Escape risk assessments were found to be completed satisfactorily and at appropriate intervals.
- 27.7 A sample of prisoners were profiled which indicates that prisoners serving more than 12 months are provided with an Offender Management Plan. Of the sample examined, written OMPs were evident with assessment based recommendations that were completed in accordance with planning procedure.
- 27.8 Offender management staff complete interviews with the offender and prisoners are able to actively participate in the establishment of goals. Observations of interview processes indicate good levels of interaction and communication between staff and prisoners during interviews.
- 27.9 In the sample of prisoner cases reviewed, Risk of Re-offending (RoR), ORNI-R and E&VNA were completed and the information incorporated into OMP documents.
- 27.10 Planning for criminogenic programmed interventions are undertaken and organised centrally and through OMPR interviews. Trained facilitators are organised to deliver criminogenic programs.
- 27.11 Prisoners OMPs are reviewed regularly by offender management staff. The OMP were subject to review on an annual basis. Individual offender management staff members are assigned with responsibility for prisoners in secure mainstream and protection, residential and farm areas. This allows for continuity and familiarity with prisoners' cases as staff are accorded with long term responsibility for their areas. Discussions with staff involved in Offender Management processes indicate that they receive a high level of support from offender management staff within the Centre. The

communications allow for responsivity in relation to review of interventions according to the progress of individual offenders.

- 27.12 It is noted that the Accommodation Manager for Residential and Low Custody Accommodation areas attends Offender Management Plan Reviews as a matter of routine and has a good level of knowledge of prisoners being considered for placement on the farm.
- 27.13 There was no evidence to indicate that prisoners' offender management planning processes were unduly affected by unplanned transfers from Capricornia.
- 27.14 Capricornia ensures that a process of interview with offender management staff is completed prior to internal movements between secure, residential and farm accommodation areas. Prisoners program and intervention needs are reviewed by an offender management staff member to ensure continuity of interventions. Written forms are used to record the interviews and are signed by prisoners at the time of the internal movement.

Placement and Transfer:

- 27.15 Inspectors noted that management appear proactive in the early identification of appropriate prisoners for placement in low custody.
- 27.16 Prisoners in low custody are also assessed for and participate in WORK programs in Western rural communities to assist with assimilation.



## 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 fulltime position is to be established in the new year. The transitions coordinator has 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 serving shorter sentences are able to apply for education and vocational training placements, depending on the length of time they remain in the secure centre. A review of prisoners OMPRs indicates that planning incorporates assessment of prisoners needs prior to release dates. Referrals to the Transitions Coordinator are evident in the OMPRs sampled.
- 28.3 It was confirmed in the sample of prisoner cases reviewed that resettlement services are reviewed at the prisoners' last review before release or parole (some 6-12 months prior to release) to ensure that any resettlement issues have been identified and remedied. In addition, all prisoners have access to Transitions Programs or Services prior to release and will be considered for inclusion at their last review before release. As part of the above programs and/or services, employment agencies are engaged to assist prisoners with employment upon and following release.
- 28.4 The Centre is noted to have a weekly offender services meeting where supervisory staff have the opportunity to discuss and plan whole of Centre issues in relation to the delivery of resettlement services to prisoners.
- 28.5 The Centre had scheduled four Transitions Programs for completion during the 2009 calendar year. Of these, three were completed with one incomplete (and rescheduled) caused by the timing of lockdowns due Swine Flu. It is reported that up to 80 prisoners had completed the Transitions program this year. All prisoners eligible for the Transitions Program are interviewed, assessed for relevant modules and listed for program inclusion where required.
- 28.6 The Centre has an ongoing Transitions Support Service available for offenders serving short sentences. It is reported that approximately 30-40 prisoners are engaged in using the service at any one time.
- 28.7 The Centres Transitions program is active in assisting prisoners with accommodation following release. Involvement of the Department of Housing in Transitions planning is evident in OMPR documentation. It was

noted that there is an issue with prisoners who have no confirmed release date (Board Ordered Parolees) being able to access Department of Housing accommodation due to their policies. It is commendable to note that the Centre has been active in meeting with the Local Council to investigate other avenues for accommodation for prisoners being discharged.

Programs:

- 28.8 The Centre has an established schedule of programs for the next 12 month period. The range of programs available was considered to be appropriate for the client population. It was noted that in the past there have been no programs available on-site for sex offenders due to the low numbers. However, due to the recent increase in numbers of protection prisoners, planning was advanced for incorporating a Medium Intensity Sex Offenders Program (MISOP) in the programs schedule for the next calendar year including the training of program facilitators.
- 28.9 The Centre has a broad range of educational programs available to prisoners in the secure centre. Capricornia Correctional Centre liaise frequently with Offender Intervention Services in the development and roll out of the Education and Vocational Training programs. The nature of the programs offered is also subject to an annual review based on the Centre profile and availability of service providers.
- 28.10 The Centre has good physical facilities for delivering programs and services for employment, training and education.
- 28.11 As has been stated above, prisoners accommodated in the low security centre noted concerns about the lack of training and education opportunities. A review of AEVET statistics for the Centre indicate that the Centre is performing below targeted deliverables.

Recommendation 55 (medium):

The Centre reviews its allocation of training and education for AEVET to ensure that adequate opportunities are in place for prisoners in low custody who wish to undertake training and adult education.

- 28.12 Relationships programs are available for offenders formally assessed with needs in this area that are delivered through Centrecare. Prisoners are able to request and be assessed for suitability to attend.
- 28.13 The Centre is currently trialling a 10 week program "Focus on Kids" which is being delivered by Relationships Australia.
- 28.14 Assessment process for prisoners requiring Offender Management Plans were found to be broadly based and adequately provide for prisoners with longer term sentences. However, as is stated above, the Centre does not undertake Literacy and Numeracy screening for prisoners serving shorter sentences (i.e. those prisoners serving custodial periods of less than 12 months).

Parole:

- 28.15 The Centre has a good process for interviewing offenders who have been sentenced or have returned to custody from community based supervision.

One on one interviews are arranged for all offenders to discuss release dates and security classifications on return to custody. This provides opportunities for prisoners and staff to identify issues at an early stage in their sentence or on return to custody.

- 28.16 Prisoners being discharged to parole are personally interviewed prior to release which provides opportunities for questions, and have the conditions of their parole explained to them by offender management staff.

Discharge:

- 28.17 There is sufficient evidence to indicate that prisoners' placements are considered by the Centre where discharges are pending to assist with the prisoner's reintegration into community when vacancies exist in other Centres. In addition, consideration is given to prisoners' requests to transfer nearer to family or community on compassionate grounds. During the Inspection a prisoner who was nearing discharge was transferred to Maryborough Correctional Centre on compassionate grounds to be close to his family. Another prisoner, who was transitioning to the community in Far North Queensland prior to release, was transferred to Lotus Glen due to the need to engage with local community support agencies prior to release.

- 28.18 While most indigenous prisoners held at Capricornia are imprisoned through local courts and therefore discharged to local communities, there is a small proportion of indigenous prisoners from other districts. Where possible, arrangements are made to transfer prisoners to prisons within the region to which they are to be discharged, dependent on vacancies.

- 28.19 The Centre does not supply suitable bags for prisoner property on the discharge of a prisoner. They vacuum seal and/or provide a cardboard box. Prisoners are asked if they want their clothes laundered, alternatively they can request to have their clothes laundered.

Recommendation 56 (low):

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.

- 28.20 Discharge planning takes into account the needs for prisoners with health and social care needs when placed into the community. A form is used internally for the release of information from Queensland Health when prisoners' cases are reviewed prior to Parole, and Parole Board's have mechanisms for the formal release of documents to assist with discharge planning on release. Prisoners who require palliative care upon release are managed in accordance with a Health Plan provided by the Health and Medical Centre managed by QHealth. Prisoners with mental health issues are managed by Queensland Health and supported by Centre staff with referral services to community mental health agencies external to the Centre upon release.

## 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

### Capricornia Correctional Centre Full Announced Inspection Recommendations

1	Medium (P.1)	The Agency reviews provision of transport services for prisoners with disabilities in regional centres.
2	Low (P.2)	The Centre reminds the reception store staff of their need to ensure positive interactions with prisoners at all times
3	High (P.2)	The Agency develops a policy or procedural framework for the management of 17 year old prisoners including: <ul style="list-style-type: none"> <li>• establishing guidance in relation to assessment and placement considerations; and</li> <li>• where appropriate allowing Centres to develop a local procedure to account for local variation where necessary.</li> </ul>
4	High (P.4)	In relation to the induction process, the Centre ensures that: <ul style="list-style-type: none"> <li>• attendance at induction is mandatory for prisoners;</li> <li>• induction is delivered in a suitable environment;</li> <li>• induction is delivered by a range of staff that are representative of all the relevant functional areas of the Centre;</li> <li>• induction is delivered in a manner that best suits the individual needs of the prisoner and provides opportunities for group discussion;</li> <li>• the delivery of induction is noted on the prisoners' records;</li> <li>• an accountability process that oversights the effectiveness and participation of prisoners and staff in the Induction process is implemented; and</li> <li>• the Centre updates its local procedure to reflect these new requirements.</li> </ul>
5	Medium (P.5)	The Centre develops an accountable process that ensures prisoners are provided with the opportunity to make telephone call on the day of reception.
6	Medium (P.7)	The Agency develops a carer training package and incorporates a system of ongoing monitoring of the carers' performance.

7	Medium (P.7)	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.
8	Medium (P.7)	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.
9	Medium (P.7)	The Centre ensures that important notices including but not limited to: Official Visitors; Ombudsman; Anti-Bullying; Approved Cell Property; Complaints Management; Structured Day; and Religious Visitors and Services are permanently displayed.
10	Medium (P.8)	The Agency reviews the provision of hot water access for all prisoners after lock away and establishes a state-wide position.
11	Medium (P.9)	Centre management ensure that custodial staff play an active role in assisting and supporting prisoners to participate in structured and meaningful activities.
12	Medium (P.10)	The Centre develops a formal shopfront process that ensures that prisoners' requests are trackable and auditable.
13	Medium (P.11)	Centre management encourage unit officers to familiarise themselves with the details and needs of the prisoners within their control.
14	Medium (P.11)	The Centre ensures that Behavioural and Employment Reports and Behaviour Report Summaries are completed in line with Agency requirements.
15	Medium (P.15)	The Centre: <ul style="list-style-type: none"> <li>implements their developed anti-bullying strategy and supports this through a program of awareness training for staff and prisoners;</li> <li>ensures that the prisoners have a clear understanding of what is considered as unacceptable behaviour through the induction process, notices and posters throughout the Centre and regular reminders through the prisoner advisory groups.</li> </ul>
16	Medium (P.14)	The Centre ensures that the visitors centre displays posters advising of the Centre's anti bullying stance and the process to express concerns regarding the welfare of the prisoners.
17	Medium (P.15)	The Centre ensures that all prisoner initiated intercom calls are be recorded in the Master Control Log Book.

18	High (P.15)	The Centre immediately implements a process whereby cell intercoms are also tested by master control and recorded.
19	Medium (P.16)	The Centre develops and implements a coordinated strategy to recognise and provide opportunities for cultural expression and development.
20	High (P.18)	The Centre ensures that all searches requiring the removal of clothing comply with legislation and procedure.
21	Medium (P.19)	The Centre develops and provides an information booklet for visitors which includes (but not limited to) such items as: <ul style="list-style-type: none"> <li>• directions to the Centre;</li> <li>• visit sessions;</li> <li>• visitor processing;</li> <li>• transport options;</li> <li>• information on banning of visitors and appeal process;</li> <li>• drug detection;</li> <li>• expected behaviour;</li> <li>• anti-bullying and at risk; and</li> <li>• complaints processes.</li> </ul>
22	Medium (P.19)	The Centre considers implementing a policy that provides the opportunity for visitors who arrive late to be offered alternative visit provision (if available).
23	Medium (P.20)	The Centre improves the low custody visiting facility by: <ul style="list-style-type: none"> <li>• creating a child friendly play area;</li> <li>• providing comfortable furniture that allows for family interactions;</li> <li>• provision of additional shade.</li> </ul>
24	Low (P.20)	The Agency reviews the provision of vending machines for use in the visits facilities in the secure and low custody centres.
25	Medium (P.20)	The Centre reviews its decision to exclude the prisoners in secure accommodation from family visits days.
26	Medium (P.20)	When the current contract for the delivery of the prisoner telephone system expires, the Agency review call cost for prisoners in regional centres and investigates more cost effective options.

27	Medium (P.21)	The Centre reviews the decision to prohibit the distribution of the local newspaper.
28	Medium (P.22)	The Centre makes blue envelopes freely available to prisoners to ensure that prisoners making complaints are not readily identifiable.
29	Low (P.22)	The Centre analyses complaints data monthly to identify any systemic issues.
30	Medium (P.23)	The Centre improves the level of information provided to prisoners for decisions made following requests made through the PAC meetings.
31	Medium (P.24)	The Centre engages with community support networks with a view to providing a visiting service for prisoners with substance abuse issues.
32	Medium (P.25)	That the Agency considers, as part of its Drug Strategy, a process whereby prisoners who consistently test positive to substances are referred to and considered for placement on drug rehabilitation programs.
33	Medium (P.27)	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.
34	Low (P.28)	The Centre analyses the reasons for Education and Vocational Training non completions and identifies and addresses any systemic issues with a view to increasing the completion rate for programs.
35	Medium (P.28)	The Centre delivers an appropriate range and volume of education and vocational training programs for prisoners accommodated in the low custody centre.
36	Medium (P.29)	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.
37	Medium (P.29)	The Centre expands the range, quantity and upgrades the quality of exercise equipment available in the low custody facility.
38	Low (P.29)	The Centre undertakes an analysis to investigate whether there is a need for a program that supports physical activities for elderly and/or disabled prisoners.



39	Medium (P.30)	The Agency establishes a uniform standard for provision of activities equipment in the accommodation units across the State.
40	Medium (P.30)	The Centre enhances the level of activities equipment in accommodation units.
41	Low (P.31)	To ensure that no prisoners are denied access to religious services, the Centre monitors the attendance levels of prisoners at weekly religious services and takes remedial actions when ceiling numbers are reached.
42	Medium (P.32)	In relation to out-of-cell time the Centre: <ul style="list-style-type: none"> <li>• monitors the out of cell hours available to prisoners and takes remedial action to address any shortfalls; and</li> <li>• in consultation with the Custodial Operational Directorate, reviews the policy of locking down those prisoners who do not attend activities; and of locking down Residential prisoners during staff lunch breaks.</li> </ul>
43	Medium (P.32)	The Centre monitor the operation of the structured day and take action to ensure minimal impact on the provision of meaningful activities and programs.
44	Medium (P.34)	The Centre reviews its prisoner management methodology with a view to improving its dynamic security through increased interaction by staff with prisoners.
45	High (P.35)	In relation to safety orders, the Centre: <ul style="list-style-type: none"> <li>• delivers a comprehensive training package to all relevant staff; and</li> <li>• establishes a process to ensure ongoing oversight.</li> </ul>
46	High (P.36)	In relation to breach of discipline hearings, the Centre: <p>(a) delivers a comprehensive training package to all custodial staff and management that at a minimum covers:</p> <ul style="list-style-type: none"> <li>• staff conduct</li> <li>• compliance with legislative requirements and Agency procedure;</li> <li>• procedural fairness; and</li> <li>• hearing protocols</li> </ul> <p>(b) establishes a process to ensure ongoing oversight.</p>

47	Medium (P.37)	The Centre, in consultation with the Agency, explore additional and alternative work opportunities for the prisoners.
48	Medium (P.37)	The Centre complies with its local procedure for prisoner employment and advises prisoners in writing of the reasons for their termination from employment and provides opportunity for review.
49	Medium (P.39)	The Centre develops and implements a workplace induction that covers workplace health and safety, food handling and hygiene, prior to a prisoner commencing work in the kitchen.
50	Medium (P.39)	The Centre ensures staff in secure accommodation supervise the distribution and portion control of prisoner meals.
51	Low (P.40)	The Centre considers instructing unit staff in the secure accommodation units to reconcile the purchase with the contents for each prisoner.
52	Medium (P.41)	The Agency reviews its method of editing and review of SPA documents to ensure transparency of decision making processes and protect the integrity of the SPA documents that are prepared at Centre level.
53	Medium (P.42)	The Centre undertakes a review of current prisoners to ensure all classifications are completed within legislated time frames and ensure thorough bring up processes are in place.
54	Medium (P.42)	The Centre undertakes a review of current prisoners to ensure all classifications are completed within legislated time frames and ensure thorough bring up processes are in place.
55	Medium (P.45)	The Centre reviews its allocation of training and education for AEVET to ensure that adequate opportunities are in place for prisoners in low custody who wish to undertake training and adult education.
56	Low (P.46)	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  
Kerrith McDermott, Senior Inspector  
Dave Crothers, Inspector  
Mark Trichet, Inspector