



Office of the Chief Inspector

Full Announced Inspection Numinbah Men's Correctional Centre

March 2011



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OVERVIEW AND METHODOLOGY

THE HEALTHY PRISON TEST

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

Safety:	Prisoners, even the most vulnerable, are held safely.
Respect:	Prisoners are treated with respect for their human dignity.
Purposeful activity:	Prisoners are able, and expected, to engage in activity that is likely to benefit them.
Resettlement:	Prisoners are prepared for release into the community, and helped to reduce the likelihood of re-offending.

A healthy prison therefore calls for a safe and predictable environment where prisoners are treated with respect as individuals; where prisoners are purposefully occupied and are expected to improve themselves; and where prisoners are able to strengthen links with their families and prepare themselves for release.

OUTCOMES

Whether or not a correctional facility can be considered “healthy” largely depends on how well it achieves the following outcomes for prisoners:

1. Appropriate steps are taken to ensure that individual prisoners are protected from harm by themselves and others.
2. Prisoners are treated with respect for their dignity while being escorted to and from prison, in prison and while under escort in any location.
3. Prisoners are held in conditions that provide the basic necessities of life and health, including adequate air, light, water, exercise in the fresh air, food, bedding and clothing.
4. Prisoners are treated with respect by centre staff.
5. Good contact with family and friends is maintained.
6. Prisoners’ entitlements are accorded them in all circumstances without them facing difficulty.
7. Prisoners take part in activities that educate, develop skills and personal qualities and prepare them for life outside prison.
8. Health care is provided to the same Standards as in the community, available in response to need, with a full range of preventative services, promoting continuity with external health services upon release.
9. Appropriate steps are taken to ensure that prisoners are reintegrated safely into the community and where possible into a situation less likely to lead to their further involvement in crime.

INSPECTION METHODOLOGY

A series of inspection Standards are used as the basis for assessing a centre’s performance against the Healthy Prison Test. The Standards are grouped according to broad functions of the centre’s operations, and the relevant outcome areas (numbered 1 to 9 above).

Area	Outcome(s)	Standards
1. Arrival in custody	1,2,3,4,5,6,7,8,9	1. Courts, Escorts and Transfers 2. First days in custody
2. Environment and relationships	1,2,3,4,6,7,8,9	3. Accommodation 4. Staff - prisoner relationships 5. Case / unit officers
3. Duty of care	1,2,3,4,5,6,7,8,9	6. Bullying and violence reduction 7. At risk management 8. Diversity, Equality and Non-Australian Citizens 9. Mothers and babies 10. Contact with the outside world 11. Request and complaint systems 12. Substance-related needs
4. Health Services	3,4,6,8	NA
5. Activities	5,6,7,8,9	13. Learning, skills development and purposeful activity 14. Physical activities, arts, crafts and hobbies 15. Religious activity 16. Out of cell activity
6. Good order	1,3,4,5,6,7,8,9	17. Security, good order and rules 18. Discipline 19. Remuneration and employment
7. Services	1,3,6,7,8	20. Food 21. Prisoner purchases
8. Resettlement	1,5,6,7,8,9	22. Resettlement 23. Offender management planning

Each Standard is broken down into key elements, and inspection Findings are derived from one or more tests applied to those elements. These tests provide the basis for assessing the performance of the centre in relation to each Standards, with one or more Standards used to determine performance for the relevant area, and in turn, outcome(s).

PERFORMANCE RATINGS

Areas and Outcomes

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

Rating	Description
1	Performing well against the inspection criteria. There is no evidence that <u>outcomes</u> for prisoners are being adversely affected in any significant areas.
2	Performing reasonably well against the inspection criteria. There is some evidence of adverse <u>outcomes</u> for prisoners in only a small number of areas however there are no significant concerns.
3	Not performing sufficiently well against the inspection criteria. There is evidence that <u>outcomes</u> for prisoners are being adversely affected in many areas or particularly in those areas of greatest importance to the well being of prisoners. Problems / concerns, if left unattended, are likely to become issues of serious concern.
4	Performing poorly against the inspection criteria. There is evidence that <u>outcomes</u> for prisoners are seriously affected by current practice. There is a failure to ensure even adequate treatment of and / or conditions for prisoners. Immediate remedial action is required.

WHOLE OF CENTRE PERFORMANCE

The results of each area and outcome assessed are then used to give a “whole of centre” rating, as described below, which assesses the overall performance of the centre against the Healthy Prison Test.

Rating	Description
1	The centre is performing strongly against the Healthy Prison Test. There is strong performance across all areas / outcomes. Weaknesses, if any, are considered minor.
2	The centre is performing well against the Healthy Prison Test. There is good performance across most areas / outcomes. There are some weaknesses but either they are not considered significant or if they are significant, they exist only in a small number of areas.
3	The centre is not performing sufficiently well against the Healthy Prison Test. There is below Standards performance across several areas / outcomes and significant weaknesses exist across several key areas. If left unattended, they are likely to become issues of serious concern.
4	The centre is performing poorly against the Healthy Prison Test. There is poor performance across most areas / outcomes. There are many significant weaknesses. There is inadequate treatment of and / or conditions for prisoners. Immediate remedial action is required.

RECOMMENDATIONS: RISK RATING AND IMPLEMENTATION

Each recommendation made is assigned a high, medium or low level of priority, as outlined below, depending on the level of risk that the particular issue poses for the facility and/or the agency, and how significantly it might adversely impact on outcomes for prisoners.

The implementation of high and medium priority recommendations is monitored by the OCI Inspector via its 12-monthly follow-up inspection process. Low priority recommendations are considered “housekeeping” issues and are suitable for actioning at the local level, with the centre’s General Manager responsible for this. Under normal circumstances, low priority recommendations will not be subject to formal monitoring by the Chief Inspector.

Priority	Description	Responsibility
High	Represents a major risk that if not resolved it will have a significant adverse impact on outcomes for prisoners. Where practicable, requires <u>immediate</u> remedial action.	Directorate/Centre. Chief Inspector to monitor implementation via the 12-monthly follow-up inspection process.
Medium	Represents a moderate risk that if not resolved it has the potential to have a significant adverse impact on outcomes for prisoners. Where practicable, requires remedial action in the <u>short to medium term</u> (i.e. within 3-6 months).	Directorate/Centre. Chief Inspector to monitor implementation via the 12-monthly follow-up inspection process.
Low	Represents a minor risk that if left unresolved it may have an adverse impact on outcomes for prisoners. Requires remedial action in the <u>longer term</u> (i.e. within 6-12 months)	Centre. General Manager to implement. Not subject to monitoring by the Chief Inspector.

CENTRE OVERVIEW

The Numinbah Men's Correctional Centre (NMCC) is a low-security facility situated in the Numinbah Valley, approximately 110kms south of Brisbane. The centre has a capacity of 104 male prisoners.

The first prison facilities at Numinbah were established in 1940, and initially accommodated 30 prisoners. Between 1976 and 1981 a rebuilding program was undertaken. Much of the infrastructure in the main centre is now quite old however its presentation at the time of the inspection was of very high Standards. There are no known plans for a major upgrade.

NMCC currently functions as an annex to the Darling Downs Correctional Centre with the General Manager (DDCC) having managerial responsibility for the centre, through an on-site Assistant General Manager.

There are three distinct categories of accommodation at NMCC, made up of:

- 3 demountable buildings which accommodate 30 prisoners;
- 64 individual 'hut' style units accommodating one prisoner in each;
- 2 houses accommodating 10 prisoners between them.

The centre has one secure holding cell.

All prisoners have access to various activities including an outdoor covered gymnasium, three classrooms, library and a Chapel - all adapted from farm buildings.

There are also a number of industries currently operating, including the farm which grazes a small number of dairy cows and clothing recycling which processes old clothing received from St Vincent de Paul into rags. At the time of the inspection there were a number of approved and active community service sites serviced by prisoners from NMCC.

A range of programs and activities are offered at the centre. There is an emphasis on VET training with 1260hrs having been allocated for 2009-2010 - with prisoners involved in acquiring skills and qualifications in First Aid, Traffic Control, Scaffolding, Cherry Picker operation and computer skills.

Three hundred and fifty hours of literacy and numeracy had been allocated for 2009-2010. Other prisoner activities include painting, pottery, lead-lighting/glass work, leatherwork and physical fitness (e.g. touch football, tennis and gym).

A number of community support groups and networks are involved with the centre and include AA, ORSS, Logan Tenancy, Employment Plus, QLD Health, Family Planning, Relationships Australia, Lifeline and the Heritage Building Society.

PRISONER PROFILE AND OTHER STATISTICS

During the 2009-2010 Financial Year, the Average Daily State (ADS) for the NMCC was 77 prisoners which is 74% of its capacity. During the same period the centre had an ADS of 4 Indigenous prisoners (5% of the prison population). The centre does not accommodate any protection prisoners or youthful offenders.

During the 2009-2010 Financial Year, the centre processed an average of 245 prisoner movements per month.

SUMMARY OF INSPECTION FINDINGS

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

In relation to Arrival in Custody, a number of positive processes and practices were evident and the Centre was assessed as performing well against these particular Standards.

Transport to and from the centre on transfer is generally undertaken by the Escort and Security Branch. The centre utilises a range of vehicles for transporting prisoners to community service projects or local medical appointments. The vehicles were in a clean and safe condition, providing adequate comfort for short haul movement of prisoners. From observation by Inspectors and discussion with prisoners there appears to be minimal waiting time experienced by prisoners during the transfer and reception processes.

Prisoners are interviewed by offender management, psychological and operations staff on reception to assess any vulnerability or security issues. Additionally, all prisoners are interviewed by the nurse on the day of arrival. Prisoners appear to be treated politely and respectfully upon arrival at the centre.

NMCC undertakes an extensive induction process which covers all relevant aspects of the centre, work readiness, expectations, support available in the centre, preparation for release and options for progress. The holistic approach to the induction ensures that prisoners are well informed and prepared for their life at the centre.

The centre was rated as performing reasonably well against the Environment and Relationships Standards.

Generally the rooms, common areas and grounds were observed to be clean and orderly. As is stated above, there are three different types of accommodation available for prisoners: individual rooms in a porta-cabin/donga; bedrooms in a house; or a detached 'hut'. In each case the accommodation is one prisoner to a room. Each prisoner has space in the allocated accommodation to move around and to sit at a table. Provision for the storage of personal belongings and photographs is adequate, but limited in comparison to contemporary designed prisoner accommodation cells. Prisoners are able to secure their accommodation during their absence but unable to secure them whilst in occupancy.

The accommodation at NMCC, particularly the 'huts', is dated and showing signs of wear and tear. There is a significant difference between these facilities and that of contemporary prisoner accommodation. The first impression of Inspectors was that the 'huts' were inadequate and not fit for purpose. However, prisoners did not criticise or

complain about this accommodation and associated facilities, rather they spoke positively about the independence and privacy provided by the 'huts'. On reflection, and in considering the overall amenity of the centre and general access to open air, Inspectors were much less troubled by this accommodation. However, it was noted that the interiors of some of the huts were in a rough state and would benefit from general maintenance and repainting.

There are smoke alarms in the prisoner rooms in the demountables and in the living areas of the houses. However, the 64 huts have no fire or smoke alarms fitted.

There is access to communal toilets, showers and washbasins at all times. Of concern to Inspectors was that showers did not provide privacy as they did not have shower screens or curtains in place.

Appropriate personal clothing is issued by the centre. The clothing issued is of an appropriate Standards and adequate washing facilities are provided. Clean bedding is issued to prisoners on arrival. Prisoners have the opportunity to have their bed linen washed weekly. Mattresses were in appropriate condition.

The relationships between staff and prisoners appeared appropriate. Staff appeared to be aware of their responsibilities in regard to prisoner welfare and management. Inspectors observed staff to interact with prisoners in a professional and respectful manner. This was confirmed from discussions with the PAC and other prisoners. However, whilst Inspectors observed positive interaction by staff during the Inspection, it is noted that the accommodation infrastructure, staffing levels and operational demands are not conducive to the highest levels of interaction between prisoners and staff.

Management and staff appeared to clearly detail the behavioural Standards of prisoners and the need to take responsibility for their actions and decisions. Custodial staff reinforced these expectations. As a low custody facility, prisoners appeared to demonstrate a sound ability to self-manage. Prisoners advised Inspectors that they understood what was required of them. This was reflected in the absence of significant breach action by staff (noted to be the lowest level of breach action in any Queensland male custody Centre).

One of the advantages of being a relatively small Centre with limited staff rotation is that staff have an opportunity to maintain good knowledge of the prisoner population, particularly those serving longer sentences. Prisoners are advised of the name of their case officer in writing at the time of their induction. However, a review of case noting was undertaken and it was found that there were inconsistencies in the frequency of the noting and auditing.

The centre was assessed as performing well against the Duty of Care Standards. The centre has a documented anti-bullying strategy in place and when speaking to prisoners they clearly articulated that bullying is not tolerated by the centre.

The centre does not have the capacity to accommodate prisoners who are at-risk of self harm or suicide. However, they do manage prisoners appropriately when first identified as being 'at-risk' (with staff trained and accredited in suicide prevention) until they are assessed and if recommended transferred to a more appropriate facility. Given the style of infrastructure and staffing, the centre also does not have the capacity to manage prisoners with disabilities and significant medical issues.

The centre has a supportive relationship with the Kalwun Corporation who provides specific indigenous support as required. Due to the low numbers of Indigenous prisoners, there are no specified staff positions however; it appeared to the Inspectors that staff were cognisant of the needs of this group.

The centre provides ample opportunities for the prisoners to visit with their families and friends (prisoners are able to participate in 2 x 2 hourly visits each weekend and 6 family days per year). The visits area is clean, well prepared and well presented. The facility provides a fenced and sheltered play area with a range of age appropriate playground equipment. Prisoners are free to interact and play with the children. The terrain of the visits area, however, makes it very difficult to be accessed by visitors with mobility concerns (given there are a number of steps required to access toilet facilities and the slope of the ground makes movement challenging). Addressing these limitations is beyond the ability of the centre and would require additional capital funding.

The Inspectors observed some families bringing in small lunch boxes of snacks (e.g. sandwiches) and drinks (e.g. juice) for little children (however, this is an informal arrangement and may vary from time to time). Inspectors considered that there would be benefit in formalising such an arrangement.

The Centre has four Arunta telephones and based on feedback from staff and prisoners, Inspectors are of the opinion that this was sufficient for the population accommodated at this Centre. Prisoners advise that they have no issues sending or receiving mail.

Management appears to maintain effective and open lines of communication with the prisoner population. The complaints process is operational and PAC meetings occur regularly which is evidenced by the fact that the centre has a low number of official complaints.

The Centre was found to be performing reasonably well against the Activities inspection criteria. Numinbah CC has a range of employment opportunities for prisoners with 100% of prisoners engaged in employment.

The Centre provides a range of activities which it is considered contribute to and enhance self esteem, confidence and which enhance resettlement chances. These activities include but are not limited to involvement in the Community Service LOA Program and self directed arts and crafts and leisure activities. There is a dedicated Education Officer but not an Activities Officer.

Educational programs as well as employment are identified through prisoners themselves and their interests or already gained skills. An employment panel is utilised within the Centre, however, prisoners identify areas of interest or prior skills and experience. In addition to this, courses are chosen due to their success the previous financial year or if there are several people asking for the same course. While this is generally not seen as inappropriate, Inspectors were concerned that there is no needs analysis process undertaken to drive the delivery of courses and that Centre staff need to review Education and Vocational Needs Assessments that have been undertaken at sending centres.

Additionally, Prisoners have more than 10 hours per day out of their cells. They are allowed to move around from 0600 hours to 2230 hours curfew. During this time they participate in the structured day (i.e. work, programs, education, and activities) seven days per week.

The Centre has a weight training area with some cardio facilities such as an exercise bike, however it is primarily weight training focused. The Centre also has an oval and tennis court, however, use of these facilities is based on self motivation, is unsupervised and self organised. Whilst the Centre is suitable for walking there are no facilities or equipment that provides for the older prisoner.

The Centre was assessed as performing well against the healthy prison Standards for Good Order. The structured day is well displayed throughout the Centre. The rules are explained in the custodial induction and contained in a handbook provided to all prisoners.

There have been no major breaches in the preceding twelve months and only two minor breaches. Observations of custodial staff interactions with prisoners indicate that decisions and directions are clearly explained with no indication from prisoners or observations by Inspectors that staff used unnecessary authority.

There have been no control and restraint applications in the past 12 months.

It was noted that the centre does not have a dedicated intelligence officer, the function is performed as an additional role by the custodial supervisors

The Centre was assessed as performing well against the healthy prison Standards for Services. Prisoners advised the Inspectors that the food (prepared meals and raw products) was good in both quality and quantity.

The prisoners have access to three meals a day. Breakfast is self-service with a breakfast bar set up. Lunch and dinner are prepared by the cooks. The prisoners also have access to bread for making toast and facilities for making a hot beverage at all times of the day. The dining room is covered and insect screened building that is subject to the climatic conditions. However, Inspectors were advised that prisoners can also elect to eat their meals elsewhere (e.g. in their rooms).

Inspectors observed the prisoners working in the kitchen to be wearing the appropriate PPE. Prior to commencing work in the kitchen they undergo a comprehensive induction program including workplace safety, equipment knowledge, hygiene and how to avoid accidents.

The centre provides a weekly buy-up for the prisoners. While the range of items appeared adequate it was noted to be substantially less than some other low security centres. The prisoners made no complaints regarding the range available to them. The Centre appears flexible in the opportunities for prisoners to place a buy-up if they were unexpectedly absent. In the same regard when prisoners are inducted into the centre they are provided with an initial purchase of up to \$25.

The Centre was assessed as performing reasonably well in the area of Resettlement. The centre has a positive approach to this area having established links with a number of important post-release services and support agencies in order to assist prisoners with their release from custody. Prisoners appear reasonably well prepared for resettlement through the Transitions Program and Support Services, PREAP and VET.

All prisoners are offered placement on the Transitions Core program or Transitions Support Service within 9 months of their eligibility date or discharge. There is a waitlist of prisoners recorded by the Transitions co-ordinator.

There is a good focus on skills development so that prisoners can acquire and transfer marketable qualifications and skills into the community upon release, and maximise their chances of successful resettlement.

The Centre does not offer any criminogenic programs as these are required to have been completed prior to transfer to the Centre. Inspectors were aware of a number of instances of prisoners being sent to NMCC with outstanding criminogenic program needs. Whilst this is the responsibility of the sending centre, once the prisoner is managed at the new location their management plans are required to be reviewed and updated as necessary.

Appendix A details the Findings of Inspectors against each Standards including recommendations where relevant.

PERFORMANCE RATINGS

Overall centre rating:

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.

By area:

AREA	RATING	DESCRIPTION
1. Arrival in custody	1	Performing well against the inspection criteria. There is no evidence that <u>outcomes</u> for prisoners are being adversely affected in any significant areas.
2. Environment and relationships	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	1	Performing well against the inspection criteria. There is no evidence that <u>outcomes</u> for prisoners are being adversely affected in any significant areas.
4. Health Services	NA	
5. Activities	2	Performing reasonably well against the inspection criteria. There is some evidence of adverse <u>outcomes</u> for prisoners in only a small number of areas however there are no significant concerns.
6. Good order	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.
7. Services	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.
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.

APPENDIX A - Schedule of Findings and Recommendations

ARRIVAL IN CUSTODY

S.1 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

Standards	Findings
S1.1 Prisoners are held in cellular vehicles for the minimum possible period of time.	Transfers are conducted by Escort and Security Branch. However inspectors observed the reception process and found that prisoners disembarked from vehicles immediately on arrival at The Centre.
S1.2 Prisoners are given 24 hours notice of planned transfers in order to make a telephone call to their family, next of kin and/or legal adviser (subject to well evidenced security considerations).	Prisoners transferred for health concerns are advised with more than 24 hours notice except where emergency escorts are required. Prisoners transferred to secure custody may not be advised of the time of their transfer due to security concerns.
S1.3 Prisoners can have a meal before going to court or being transferred.	Numinbah is a low security placement Centre and it is unusual for prisoners to have outstanding court matters. However transport of prisoners to medical appointments or scheduled transfers are managed in a manner that permits prisoners to have a meal prior to transfer.
S1.4 Prisoners have access to appropriate clothing so that they do not have to wear prison uniforms, for example for court appearances.	See Standards 1.3. However prisoners have access to civilian clothing for court appearances. Impending transfers are discussed at morning meetings and reception staff are advised of pending court appearances.

Standards	Findings
S1.5 Property and private cash accompanies unsentenced prisoners to court and sentenced Prisoners who are being transferred.	Not applicable as a low security placement Centre, any court appearances are irrespective.
S1.6 Court movements, transfers and external escorts are efficient and minimise waiting times.	Prisoner transfers and receptions are managed efficiently. Prisoners are normally transferred on Tuesdays or Thursdays, allowing ample preparation time prior to departure. Observation by inspectors and discussion with prisoners indicates that there is minimal waiting time experienced by prisoners during the transfer and reception processes.
S1.7 Prisoners are escorted in vehicles that are safe, secure, clean and comfortable, with adequate storage for prisoners' property and with suitable emergency supplies and hygiene packs for women	N/A for The Centre with inter prison transfer escorts provided by QCS Escort and Security Branch. The Centre utilises a range of vehicles for transporting prisoners to community service projects or local medical appointments. The vehicles were in a clean and safe condition, providing adequate comfort for short haul movement of prisoners.
S1.8 Appropriate vehicles are used to transport prisoners with special needs such as pregnant women, women with babies or prisoners with a disability in a dignified manner.	Prisoners with disabilities are not accommodated at this facility as there are no facilities to manage prisoners in this category.
S1.9 Methods of restraint are only used if justified by a risk assessment.	As a low custody Centre, prisoners are not transferred under restraint. However prisoners returning to secure custody after being classified as High Security require restraint. No transfers of this nature occurred during this inspection.

Standards	Findings
S1.10 For external movements, all relevant information travels with prisoner.	Prisoners transferring were observed to travel with all active files in accordance with procedures. Escort documents, medical records, prisoner files and property records were transferred with prisoners.
S1.11 Prisoners in transit are treated according to their individual needs, based on oral briefings or written information accompanying the prisoner and staff observation.	Handover briefings were observed for escort staff dropping off and picking up prisoners. Travel documentation was checked by escort and reception staff.
S1.12 Prisoners are given comfort breaks at least every 2.5 hours with additional stops where necessary.	The Centre is a low custody placement Centre and does not undertake any long haul transportation of prisoners. Escorts are mainly short haul and no longer than 2.5 hours in duration.
S1.13 Staff consistently use respectful language in speaking to, or about, prisoners.	All prisoners interviewed following escorts and transfers indicated that staff were polite and respectful at all times. Staff were observed to treat prisoners respectfully prior to transfer and following arrival.
S1.14 Escort staff take responsibility for ensuring that prisoners receive an adequate meal and drink at meal time.	N/A
S1.15 Escort staff ensure that 17 year-old and women prisoners are segregated from adult male prisoners.	The Centre is an adult placement Centre and does not accommodate 17 year olds. Women are segregated from male prisoners on escorts undertaken by Escort and Security Branch.

Standards	Findings
S1.16 Prisoners are produced at court on time.	Discussions with staff and a review of incidents indicate that prisoners are produced in court when required.
S1.17 Prisoners are held in court cells for the minimum possible period.	N/A.
S1.18 Centre Receptions remain open to receive prisoners at any time.	The schedule of transport is such that the Centre can receive transfers twice a week around 12 noon. No transfers are received outside of normal business hours.
S1.19 Any prisoners arriving after normal working hours receive essential reception and first night procedures.	N/A. Prisoners are transferred to the Centre during normal working hours.
S1.20 Prisoners are given information at court about the prison to which they are being transferred in a language they understand.	N/A.
S1.21 Where practicable, video links are used to facilitate court appearances in lieu of prisoners appearing in person.	The Centre has video link capacity for facilitating court appearances. The video link is used irregularly as most prisoners at The Centre do not have outstanding court. Prisoners identified with court matters of a serious nature are returned to secure custody. Prisoners with minor matters are transported to local courts and back on the same day.

S2: Prisoners feel safe on their reception into prison and for the first few days. Their individual needs, both during and after custody, are identified and plans developed to provide help. During a prisoner's induction into the prison he/she is made aware of prison routines, how to access available services and how to cope with imprisonment.

Standards	Findings
<p>S2.1 Escort staff pass on all information/official documentation arriving with a prisoner to reception staff. This information is used to inform initial reception assessments of the prisoner. Sensitive information is dealt with appropriately.</p>	<p>As a low security placement Centre, it does not undertake the initial admission of prisoners into QCS custody; therefore initial assessments are not part of the reception process.</p> <p>Inspectors observed the reception process for prisoners arriving from secure custody Centres.</p> <p>All prisoners arrived with appropriate travel documentation which was checked immediately upon arrival.</p> <p>All prisoner files including medical and property files were received.</p>
<p>S2.2 An anti bullying strategy to protect vulnerable prisoners is in place, which includes directions to managers concerning reception and first night procedures</p>	<p>Prisoners are interviewed by offender management, psychological and operations staff on reception to assess any vulnerability or security issues.</p>
<p>S2.3 Prisoners are treated respectfully upon reception. The gender ratio in the reception area is appropriate to receive prisoners and undertake procedures</p>	<p>Observations of reception processes and interviews with prisoners indicated that prisoners are treated politely and respectfully upon arrival at the Centre.</p> <p>The reception store officer is a female, however no searching of reception prisoners occurs and the gender of staff therefore does not create operational issues.</p>
<p>S2.4 Prisoners experience a safe and clean reception environment which is fit for purpose.</p>	<p>The prisoner reception facilities are clean and well organised.</p> <p>Prisoner property is well secured in a security cage which was found to be locked at all times.</p>

Standards	Findings
S2.5 Prisoners are always asked if this is their first time in prison and treated accordingly.	N/A.
S2.6 On arrival, prisoners' details are confirmed and before first night lock-up, their immediate individual needs are identified during a private meeting with a staff member. Their individual circumstances and any special needs are documented and dealt with sensitively.	Prisoners are interviewed in an interview room which provides ample confidentiality for interviews. Prisoners' cases are reviewed with the prisoner and any individual needs of the prisoner are discussed upon arrival.
S2.7 Reception staff take action to promote the safety of children or other dependants if they are informed or suspect that dependants may be at risk as a result of the carer's imprisonment.	The interview and assessment by offender management staff, psychologist and operation staff includes questions that explore the areas of child safety.
S2.8 Prisoners with special needs, such as pregnant women, women accompanied with babies, older, and disabled prisoners receive priority treatment.	N/A

Standards	Findings
S2.9 Prisoners entering custody are searched thoroughly in accordance with legislative and procedural requirements.	The Centre a low security placement Centre and as such prisoners received from other facilities do not undergo thorough searching. However searching is consistent with current legislation.
S2.10 Prisoners' hygiene needs including the provision of toiletries are catered for in reception.	Checks are made with prisoners arriving at the Centre to ensure that they have enough toiletries and soap until their next buy-up. Opportunities are provided to prisoners to make purchases during reception up to the value of \$25. Those prisoners without funds are permitted to make purchases in debit until funds are available in their accounts.
S2.11 Prisoners are informed of their entitlement to letters, telephone calls and visits. It is made clear to them that mail is monitored and that all telephone calls are recorded.	<p>Prisoners are informed of monitoring of telephone calls via the Arunta system and mail entitlements during the induction phase at a reception Centre. The Centre Induction processes and the Centre specific handbook provided to all reception prisoners provides comprehensive local information.</p> <p>Prisoners are also interviewed by a multi-disciplinary staff panel that includes the Manager. Offender Management, shortly after arrival and their custodial staff provide a Centre induction during the evening after arrival. Information such as visits arrangements, mail and telephones is also provided to the prisoners at this time along with a copy of the Centre information handbook.</p>
S2.12 Prisoners are able to make one free telephone call on their first night location.	<p>During the reception process it was noted that prisoners were advised that a reception telephone call was available, and that an officer or counsellor could assist them after they had settled into their unit. These were carried out on the day of arrival, and recorded in prisoners' case notes.</p> <p>It was also noted that prisoners' telephone accounts were also activated on the day of arrival.</p>
S2.13 Prisoners are held in reception for as short a period of time as possible.	<p>Prisoners received at the Centre were processed quickly in a minimum time frame.</p> <p>Prisoners were permitted to have lunch following arrival, and allowed to leave the reception store, access their accommodation and return for processing.</p> <p>Since the Inspection the Centre has reviewed and strengthened the induction procedures to ensure that prisoners undergo all reception and induction interviews and activities before attending accommodation areas.</p>

Standards	Findings
<p>S2.14 Where practicable, prisoners in reception are offered drink and food. Where this is not practicable, provision is made for them to receive drink and food as soon as possible after reception.</p>	<p>Prisoners were provided with lunch and a drink immediately following formal identification and handover from the escort staff.</p>
<p>S2.15 All prisoners are seen and assessed by health services staff in private on arrival.</p>	<p>Completion of IRNA documents are not undertaken at a low security placement Centre. All prisoners observed being received at The Centre were interviewed by the nurse on the day of arrival. Prisoners were interviewed by a nurse prior to their sentence management induction. The Health Services interview/assessment is undertaken in a confidential manner in the Health Centre.</p>
<p>S2.16 Prisoners with substance related needs are identified at reception and given information about services available.</p>	<p>Prisoners who might have substance related needs are identified by the nurse on reception and arrangements for medication issue if required are put in place. All prisoners identified as having substance related needs are advised of Alcoholics Anonymous and Narcotics Anonymous weekly meetings and related services at induction by Sentence Management and Programs staff.</p>
<p>S2.18 Prisoners who may require protection are assessed appropriately in a confidential manner. Alternatives to protection are explored.</p>	<p>As a low custody placement Centre, requests for protection are infrequent. Staff were questioned by Inspectors and demonstrated adequate knowledge of protection procedure and interviewing techniques were evident in other observed work practices. Inspectors reviewed a case that may have required the prisoner to be accessed regarding protection needs, however the Centre explored and implemented effectively an appropriate strategy that permitted the prisoner to remain in mainstream low custody.</p>
<p>S2.19 In reception, prisoners are informed about what will happen next. They receive written and/or verbal information.</p>	<p>It was noted that staff made satisfactory efforts to provide information to ensure that prisoners were aware of the steps being taken during the reception process. There was also signage about services at the entrance to the reception store.</p>

Standards	Findings
<p>S2.20 All information and documentation of assessments undertaken in reception are inputted into IOMS on the day of reception.</p>	<p>During the inspection only one prisoner was received and processed at the Centre. It was found that information gathered by offender management staff was not entered into IOMS on the day of the prisoners' arrival. The Centre suggested that this was an oversight on the day. However, Inspectors reviewed IOMS and identified a number of instances when details were not entered on the prisoner's day of arrival.</p> <p>A review of a sample of case notes indicated that when prisoners receive their sentence management induction a comprehensive case note is made. However, there was frequently no notes made when the centre induction was undertaken. The Centre advises all staff have been instructed that all induction activities given to prisoners upon their arrival must be case noted.</p> <p><u>Recommendation 1 (medium):</u> The Centre implements practices to ensure induction information is entered into the prisoners' case notes on the day of reception.</p>
<p>S2.21 Staff provide a unit induction to prisoners on admittance to the unit. Information is communicated to prisoners about unit routines and expectations in a professional manner.</p>	<p>The Centre provides Induction information in several phases.</p> <p>Prisoners are interviewed by reception staff and provided with information and an induction handbook in the reception store.</p> <p>Following the medical interview, prisoners are provided with a sentence management induction by a panel comprising of the Manager - Offender Management, a Sentence Management staff member and a member of the psychological/counselling team.</p> <p>In the evening custodial staff continue this process by meeting prisoners and conducting a Centre induction using information from the Centre induction handbook.</p>
<p>S2.22 Prisoners who are assessed as at risk, with medical needs or vulnerable on reception are accommodated and managed in accordance with their assessed risks.</p>	<p>The centre is a placement Centre and is very unlikely to receive prisoners at-risk or vulnerable. However the health services interview and the assessment carried out by the psychologist is designed and applied in a manner that would identify at-risk or vulnerable prisoners and provide opportunity for the Centre to manage these issues.</p> <p>Medical needs are identified and managed by the Health Services staff.</p>

Standards	Findings
S2.23 Prisoners will not be allocated to a cell until IRNA is completed and any risks identified are taken into consideration.	As previously stated, low custody placement Centres do not apply IRNAs. Prisoners are allocated a room upon arrival and prior to assessment by the nurse or psychologist. Inspectors found that custodial staff are alert to association issues or discomfort demonstrated by new arrivals and closely monitor the prisoners' behaviours during their initial period in the Centre.
S2.24 Prisoners identified as vulnerable to bullying and/or self harm receive special help and support to cope with imprisonment.	<p>Prisoners are interviewed by a panel of staff including counsellors and/or a psychologist. Any information relating to prisoners who may be identified as vulnerable is passed on to custodial staff for monitoring.</p> <p>There appears to be an effective and dynamic anti-bullying strategy in place, comprising of posters, staff observation and intervention, prisoner support of an anti bullying approach. There is no evidence of recent bullying or major bullying incidents at this Centre.</p> <p>It should be noted that the Centre also conducts an anti bullying survey every six months with the results reviewed by the Manager - Offender Management and the Assistant General Manager for further action of required.</p>
S2.25 Prisoners are given an amenities pack containing basic items. They are told how long the pack is expected to last, its cost and the system for repayment from their prison wages or private money.	Prisoners are asked if they have basic toiletries on reception and are provided with a reception buy-up of basic items if required.
S2.26 Prisoners first night accommodation has been prepared, is clean and provides a comfortable environment.	<p>Prisoners' accommodation is checked when vacated by prisoners and pre occupancy check carried out prior to allocating the room to new receptions.</p> <p>Prisoners interviewed indicated to Inspectors that there were no problems with their accommodation and found them to be in a clean condition.</p> <p>Bedding and mattresses being issued to prisoners were found to be in good condition, clean and laundered.</p>

Standards	Findings
<p>S2.27 All prisoners' settlement needs are assessed and identified during induction and referrals to relevant agencies are made at this time. For example prisoners are given practical help to:</p> <ul style="list-style-type: none"> ▪ Preserve their accommodation and employment ▪ Pursue their legal rights ▪ Obtain help with personal problems ▪ Exercise their responsibilities towards their dependents ▪ Pursue a healthy lifestyle in custody 	<p>As part of the Centre's induction process, prisoners' cases are reviewed on the day of arrival by the Counsellor. Information about Transitions Programs and Services is in the Centres induction booklet and presented in posters around the Centre.</p> <p>Prisoners who are suitable to complete the Transitions Program are identified and placed on a waiting list for completion commensurate with their discharge dates.</p> <p>Prisoners with shorter sentences are listed for the Transitions Support Services.</p> <p>All prisoners participating in Transitions are given practical help in making arrangements prior to discharge for community support services including; alcohol and substance support services, Centrelink payments, accommodation, employment and training.</p> <p>Prisoners requiring additional help are supported by the Centres counsellor and chaplaincy services.</p> <p>Prisoners being discharged without transport are provided with an escort to the nearest public transport. Those prisoners without funds may be provided with a travel voucher as part of normal QCS practice.</p> <p>Inspectors noted that newly received prisoners had met with all key staff during the induction process.</p> <p>On the day of arrival prisoners had been inducted by staff from: reception; medical; sentence management; psychological and counselling services; Counsellor, custodial staff and the duty supervisor.</p> <p>The prisoners also meet with the Education Officer who reviews the prisoners' cases. The education officer provides Health and Safety training to new receptions every Friday, the education officer uses this forum to discuss education and training needs.</p> <p>Discussions with prisoners indicated that they had satisfactory knowledge about how to get information about services soon after arrival at the Centre.</p>
<p>S2.28 Liaison with the Department of Child Safety is used appropriately for primary carers to keep in contact with their children.</p>	<p>Counselling and psychological staff liaise with the Dept of Child Safety when the need is identified.</p>

ENVIRONMENT AND RELATIONSHIPS

S3: Prisoners live in a safe, clean and decent environment within which they are encouraged to take personal responsibility for themselves and their possessions.

Standards	Findings
<p>S3.1 Prisoner accommodation is clean and provides a reasonable amount of space for each prisoner and their personal belongings, ventilation, a reasonable temperature, natural light.</p>	<p>There are three different types of accommodation available for prisoners, namely, bedrooms in a house; individual rooms in a porta cabin/donga; or detached “huts”. In each case the accommodation is one prisoner to a room. Each prisoner has enough space in the allocated accommodation to move around and to sit at a table</p> <p>Provision for the storage of personal belongings and photographs is adequate, but limited in comparison to contemporary designed prisoner accommodation cells.</p> <p>Prisoners are able to secure their accommodation during their absence but unable to secure themselves whilst in occupancy.</p> <p>Drinking water and toilets are not available in individual cells/rooms but can be readily accessed in a communal ablutions block. Some prisoners have eskies that they can store drinks in.</p> <p>In the huts, ventilation is available via louvered windows, however, these are covered in green shade cloth which Inspectors believed were less efficient in providing air flow than purpose designed fly screen. The centre advised that the shade cloth covering on the louvers has been maintained as it serves a dual purpose in providing both protection from insects and a higher level of privacy for prisoners.</p> <p>The Centre issues prisoners with heaters for winter use and fans for summer use.</p> <p>Cells are clean and materials are available to enable prisoners to keep cells clean.</p> <p>The common areas are clean.</p> <p>There are smoke alarms in the prisoner rooms of the demountables and in the living areas of the houses. The 64 huts have no fire or smoke alarms fitted.</p> <p>Recommendation 2 (high): Fire alarms are installed in all accommodation units.</p>

Standards	Findings
S3.2 Prisoners are provided ample access to fresh air on a daily basis.	The environment external to the accommodation is vast, and readily accessible to all prisoners providing more than ample access to fresh air on a daily basis.
S3.3 Personal clothing is in decent condition, washed frequently and fits. Prisoners have at least weekly access to laundry facilities to wash their personal clothing.	Appropriate personal clothing is issued by the Centre. The clothing issued is of an appropriate Standards. Arrangements are made for regular cleaning of clothing. Prisoners are usually allocated laundering facilities on a weekly basis however it should be noted that the prisoners also have access to the laundry on a needs basis
S3.4 Bedding is supplied and laundered at frequent intervals.	Clean bedding is issued to prisoners on arrival. Prisoners have the opportunity to have their bed linen washed weekly. Mattresses were not observed to be not stained or torn.
S3.5 Sanitary arrangements take account of health, hygiene and human dignity. Prisoners have access to necessary supplies of their own personal hygiene items and sanitary products.	There is access to communal toilets, showers and washbasins at all times. Showers did not provide privacy; they did not have shower screens or curtains in place. Whilst the showers are available the water is only turned on at certain times of the day (twice daily). However, staff advised that there is flexibility if an urgent need is identified. Prisoners have the opportunity to shower twice every day and three times on the weekend.
	<p><u>Recommendation 3 (high)</u></p> <p>The Centre immediately provides privacy screening/curtains on the showers.</p>

Standards	Findings
<p>S3.6 Cells and communal areas are in a good state of repair.</p>	<p>The accommodation at The centre is dated and showing wear and tear, there is a significant difference between these facilities and that of contemporary prisoner accommodation. However prisoners did not criticise or complain regarding the accommodation and associated facilities, rather they spoke positively about the independence and privacy provided by the facilities.</p> <p>The interiors of some of the huts were in a rough state and would benefit from general maintenance and repainting.</p> <p>There are no inspection panels on the doors of huts/rooms. This means that staff have to open the doors to carryout headcounts.</p> <p>The accommodation presented as clean.</p> <p>The age and overall condition of the accommodation is acknowledged by the Centre and they have requested capital funding for the past 10 years. The Centre feels however, that given the age of the accommodation it is presented in the best possible condition due to the robust maintenance schedule that is in place to address any significant problems and general upkeep.</p> <hr/> <p><u>Recommendation 4 (medium):</u> That with the assistance of the Agency, the Centre undertakes a refurbishment program to improve the fabric and fit out of the “huts”.</p> <p><u>Recommendation 5 (medium):</u> That the Agency considers the provision of observation windows to facilitate night shift headcounts and well being checks.</p>
<p>S3.7 All prisoners occupy accommodation that is suitable for the purpose and or their individual needs.</p>	<p>See S3.1</p>

Standards	Findings
S3.8 There are nominated carers for prisoners in accommodation units who are trained to help less able prisoners.	The centre is an older facility, it is not suitable for prisoners with disabilities or age related mobility issues.
S3.9 Accommodation staff are aware and cognisant of the needs of prisoners with disabilities. Safe evacuation procedures are in place to assist those prisoners who may need help in an emergency.	N/A
S3.10 All prisoners have access to an in-cell intercom that works and is responded to within five minutes.	Prisoners are not secured in accommodation areas or rooms and, whilst they do not have cell intercoms, they can physically access staff or other prisoners in an emergent situation.
S3.11 Where appropriate, prisoners have privacy keys to their cells/rooms.	See S3.1
S3.12 Observation panels in cell doors remain free from obstruction.	None of the accommodation rooms have observation panels.
S3.13 Inappropriate or offensive displays are not permitted.	None evident.

Standards	Findings
<p>S3.14 Prisoners' communal areas meet the needs of the prisoner population, prisoners feel safe in their cells and these are effectively supervised by staff.</p>	<p>There are a range of communal areas available at this facility, however with the exception of the dining area, they are adapted farm sheds, storage areas, etc. However they are adequate for purpose, clean and appear to meet the needs of the population.</p> <p>The dining area is a roofed area, with shade cloth walls, pressed metal benches and tables. During extremes of weather it would be uncomfortable. The area does not appear to be utilised by prisoners at meal times with most returning to the rooms to eat.</p>
<p>S3.15 Notices are displayed in a suitable way for the establishment's population.</p>	<p>Notices are displayed in prominent locations throughout the Centre.</p>
<p>S3.16 Prisoners are consulted (and/or?) engaged on issues of concern to them on a regular, monthly basis. Prisoners are informed of the outcome of the consultation and provided with justifiable reasons for any decision made.</p>	<p>The Prisoners Advisory Committee meets on a monthly basis, accurate minutes are kept and the process appears to consultative and informative.</p>
<p>S3.17 Accommodation units are as calm and quiet as possible both to avoid incidents and to enable rest and sleep, especially at night.</p>	<p>The facility presents as a quiet, calm and peaceful environment. No excess noise was evident at any time day or night.</p>
<p>S3.18 Prisoners' property held in storage is secure, and prisoners can access their property within one week of making an application.</p>	<p>The Centre has in place a shop front book, requests to access to property is initiated by using this process. The reception store makes time available on a daily basis to provide prisoners access to personal property.</p>

Standards	Findings
S3.19 Prisoners are fairly compensated for clothing and possessions lost while in storage.	There have been no compensation claims for lost property in the past 12 months.
S3.20 A Standards list detailing the possessions that prisoners are allowed to keep is employed in the Centre.	The local prisoners' handbook details a list of property that a prisoner may have in his room.
S3.21 Prisoners are encouraged, enabled and expected to keep themselves, their cells and communal areas clean.	Custodial staff undertake searches and inspections of a number of cells on a daily basis. Staff expect prisoners to keep their rooms and its surrounding areas clean. Prisoners are advised of dress and hygiene Standards during the induction process and this is monitored by custodial staff.
S3.22 Prisoners have access to drinking water (including at night time), and where practicable, the means of making a hot drink after evening lock-up.	Drinking water has been addressed in S3.1. Numinbah CC does not have an evening lock away, but apply a curfew when prisoners are expected to be in their rooms, however during this curfew period prisoners are permitted access to the ablutions block, for water and toilet facilities and the dining area for hot water, tea, bread, butter and jam.
S3.23 All prisoners are issued with clothing appropriate to the weather conditions.	Prisoner clothing is appropriate. It was noted that the original prison 'browns' were used when prisoners attend community projects as the current issue has 'Correctional Centre Issue' stamped on them.
	<p><u>Recommendation 6 (medium):</u> The Agency reviews the provision of prison clothing to those prisoner working on community projects.</p>

S4: Prisoners are treated respectfully by all staff, throughout the duration of their custodial sentence, and are encouraged to take responsibility for their own actions and decisions. Healthy prisons should demonstrate a well-ordered environment in which the requirements of security, control and justice are balanced and in which all members of the prison community are safe and treated with fairness.

Standards	Findings
S4.1 All prisoners are treated with humanity, and with respect for the inherent dignity of the person.	Inspectors observed staff to interact with prisoners in a professional and respectful manner. This was confirmed from discussions with the PAC and other prisoners. Staff appeared to be aware of their responsibilities in regard to prisoner welfare and management.
S4.2 Staff are aware that they should set a personal example in the way they carry out their duties at all times.	Staff were observed to conduct themselves in a professional manner.
S4.3 Staff are always fair and respectful in their day-to-day working with prisoners.	As is stated above, staff were observed to treat prisoners with respect. Prisoners reported that officers were clear on the Standards required of them and that generally they were fairly treated.
S4.4 Staff positively engage with prisoners at all times and interaction between staff and prisoners is encouraged by the senior management team.	The quality of interactions between staff and prisoners were observed to be appropriate. However, in relation to the frequency of interaction, whilst Inspectors observed positive interaction by staff during the Inspection, it is noted that the accommodation infrastructure, staffing levels and operational demands are not conducive to the highest levels of interaction between prisoners and staff.
S4.5 Prisoners are encouraged by staff to engage in all activities and routines, promoting punctuality, attendance and responsible behaviour.	With the exception of work and training programs, there was little other staff organised and supervised activity. From this perspective, Inspectors did not observe staff encouragement re activity engagement, nor did prisoners report that there is encouragement from staff. However, at the time of the Inspection, the Centre was operating at 100% employment and as such prisoners were meaningfully engaged during work hours.

Standards	Findings
<p>S4.7 Prisoners are encouraged and supported to take responsibility for their actions and decisions.</p>	<p>Management and staff appeared to clearly detail the behavioural Standards of prisoners and the need to take responsibility for their actions and decisions. Custodial staff reinforced these expectations.</p> <p>As a low custody facility, prisoners appeared to demonstrate a sound ability to self-manage. Prisoners advised Inspectors that they understood what was required of them. This was reflected in the absence of significant breach action by staff, clearly the lowest level of breach action in any Queensland male custody Centre.</p>

S5: Prisoners' relationships with their case/unit officers are based on mutual respect, high expectations and support.	
Standards	Findings
S5.1 Prisoners know the name of their case officer and are able to access him/her as an initial point of reference.	Prisoners on the PAC and other prisoners questioned by Inspectors generally knew who their case officer was. On induction, prisoners are advised of who their case officer is in writing. In relation to the question of whether that staff member was the first point of contact for the prisoner, the response from prisoners was mixed - with some stating that they would seek out their case officer and others stating they would just ask anyone.
S5.2 Case officers are aware of the individual needs and personal circumstances of their prisoners and help them to access the services they require or respond to any matters they raise.	One of the advantages of being a relatively small Centre with limited staff rotation is that staff have an opportunity to maintain good knowledge of the prisoner population, particularly those serving longer sentences. Staff appeared to have an appropriate knowledge of the prisoners at the Centre and observed in their interaction to have a positive relationship with all prisoners.
S5.3 Case officers maintain an accurate chronological diary of contact with their prisoners using case notes, identifying any significant events affecting them, on at least a weekly basis.	A review of IOMS indicates that case notes are inconsistent in quality, frequency and content. Whilst these Findings are not reflective of all staff - generally the Centre has a low Standards of case noting. It was also observed that while there was evidence of some auditing of case notes, it was not in all cases.
	<u>Recommendation 7 (medium):</u> The Centre ensures that case notes are entered on a regular basis, contain appropriate information and a system of regular oversight and auditing is immediately implemented**.
S5.4 Where appropriate, older prisoners and prisoners with disabilities have care plans as part of their management and there is evidence those care plans are monitored.	N/A

Standards	Findings
S5.5 Case officers are able to provide input and advice on all matters relating to their prisoners.	Correctional Officers attend Sentence Management Reviews with the prisoners and all case notes are considered.

DUTY OF CARE

S6: Prisoners feel safe from bullying and victimisation (which includes verbal and racial abuse, theft, threats of violence and assault). Active and fair systems to prevent and respond to violence and intimidation are known to staff, prisoners and visitors, and inform all aspects of the regime.

Standards	Findings
S6.1 The Centre has developed and implemented an effective strategy to reduce violence and intimidation which has earned the commitment of the whole Centre and has drawn on multi-disciplinary consultation including feedback from prisoners.	<p>The Centre has a documented strategy on dealing with bullying behaviour. The Centre conducts a survey every 6 months with all prisoners regarding bullying which allows for prisoners to anonymously indicate if there is such behaviour is occurring. In addition to this, there seems to be very positive professional relationships between staff and prisoners which would allow for concerns to be expressed. In addition it was obvious from speaking with prisoners that any form of bullying will not be tolerated by the prisoners given they enjoy the environment in which they are in and would not want to behave in a way that may be detrimental to this.</p> <p>Food tampering does not seem to be an issue at this facility. Custodial staff supervise the serving of meals to prisoners.</p>
S6.2 Protection and 17 year-old Prisoners are identified and appropriate steps are taken to mitigate threats posed to their safety by other prisoners.	N/A
S6.3 Prisoners are consulted and involved in determining how their lives in the prison can be made safer, how bullying, verbal and physical abuse, racial abuse and threats of violence are confronted, how conflicts can be resolved and what sanctions are appropriate.	<p>There is limited evidence of prisoner bullying and victimisation occurring at the Centre.</p> <p>The Centre has in place a monthly PAC meeting which provides the opportunity for prisoners to raise and address concerns.</p>

Standards	Findings
S6.4 Staff supervise and protect prisoners throughout the prison from bullying, verbal and physical abuse, racial abuse and threats of violence. Staff are consistent in challenging these behaviours.	Historical review of IOMS demonstrated that staff have previously identified prisoners involved in bullying behaviour and have taken action to address the issue and protect the victims. However, the low classification of the prisoners at the Centre and the level of behavioural stability shown by some of the longer serving prisoners appear to contribute to the very low level of incidents and reports of bullying or victimisation. The high quality of staff interaction with and their awareness and knowledge of the prisoners is believed by Inspectors to contribute to ensuring that prisoners are protected from verbal and physical abuse.
S6.5 Appropriate interventions are in place to deal with bullies and support victims.	See 6.4
S6.6 Prisoners are made aware of behaviour that is unacceptable through a well publicised policy and are made aware of the consequences of bullying.	Throughout the farm there are various posters on display regarding bullying and victimisation including posters which have been designed by prisoners. These posters highlight to prisoners that bullying behaviour is unacceptable within the Centre. However, observation of the Induction process identified that the issue of bullying is not addressed at this point.
	<p><u>Recommendation 8 (Medium):</u></p> <p>The Centre ensures that the Anti-Bullying policy is presented as an aspect of the verbal induction provided to reception prisoners.</p>

S7: Centres work to reduce the risks of self-harm and suicide through a whole-of-Centre approach. Prisoners at risk of self-harm or suicide are identified at an early stage, and an at risk management plan is implemented and monitored. Prisoners who have been identified as at risk are encouraged to participate in all purposeful activity commensurate with their level of risk. All staff are aware of and alert to at risk/vulnerability issues, are appropriately trained and have access to proper equipment and support.

Standards	Findings
<p>S7.1 Staff ensure that a process is in place for identifying and caring for those at risk of self-harm or suicide.</p>	<p>The centre is a low custody facility, with appropriate levels of face to face staff interaction with prisoners. Staff are trained and accredited in suicide prevention.</p>
<p>S7.2 A multi-disciplinary committee Risk Assessment Team (RAT) effectively monitors the prison's suicide prevention policy and procedures. The RAT is chaired by a senior psychologist/health services coordinator or officer responsible for the procedural areas for at risk prisoners and membership includes staff representatives from a range of disciplines.</p>	<p>Only some aspects of the Agency procedure, At-Risk Management apply. Prisoners identified as being at-risk of self harm/suicide are transferred to a secure custody facility.</p>

Standards	Findings
<p>S7.3 Prisoners' families, friends and external agencies are encouraged, through local arrangements, to provide sources of information which may help identify and support those prisoners likely to be bullied or who have a history of self-harming behaviour.</p>	<p>Posters that encourage family and friends of prisoners to inform the Centre of any risk concern they have in relation to prisoners are prominently displayed in the visits area.</p>
<p>S7.4 A detailed At Risk Management Plan is prepared with input from the prisoner, which identifies need as well as the individuals responsible. Personal factors or significant events which may be a trigger to self-harm have been identified. Regular reviews take place involving staff from a range of disciplines as appropriate, which provide good support and care for all prisoners at risk. Arrangements are in place for following up after an at risk management plan has been closed.</p>	<p>N/A</p>
<p>S7.5 Prisoners at risk of suicide and self-harm are held in a supportive and caring environment.</p>	<p>N/A</p>

Standards	Findings
S7.6 Prisoners are encouraged to express any thoughts of suicide and/or self-harm. Prisoners are encouraged to take part in all approved therapeutic activities.	N/A
S7.7 All staff, including night staff, are fully trained in suicide prevention and are clear what to do in an emergency. A program of refresher training is in place.	100% of custodial staff are accredited in suicide prevention.
S7.8 Incidents of self-harm are closely monitored and analysed at regular intervals to establish any trends and to implement preventive measures. Serious incidents are properly investigated to establish what lessons could be learnt and to promote good practice.	A review of IOMS indicates that this facility has had no incidents of prisoners self harming in at least the last 12 months.
S7.9 All information about prisoners at risk of self-harm or suicide is communicated to people who are able to offer support in the community upon discharge of the prisoner.	N/A

S8: Diversity is embraced promoted valued and respected and all prisoners should have equality of access and opportunity. All staff should also be aware of the specific needs of minority groups including foreign nationals and those subject to deportation and implement distinct policies which aim to represent their views, meet their needs and offer peer support.

Standards	Findings
<p>S8.1 Staff are aware of their duty to observe the human rights of prisoners and treat prisoners in accordance with fairness and natural justice. They know what these rights are. They accept the legitimacy of that duty and meet their obligations under it promptly.</p>	<p>During the inspection, prisoners stated that the staff treat them well and that they are afforded all of their entitlements and rights. The staff appeared to clearly understand what was expected of them.</p>
<p>S8.2 Prisoners with disabilities including mental health issues and older prisoners within the establishment are monitored to ensure their needs are appropriately addressed. Reasonable adjustments are made to ensure that prisoners with disabilities and those with mobility problems can access all goods, facilities and services.</p>	<p>The Centre does not have the capacity to manage prisoners with significant disabilities or health issues. Generally prisoners with these concerns will not be considered for accommodation at The centre.</p>
<p>S8.3 Prisoners from minority groups are not being victimised or excluded from any activity.</p>	<p>At the time of the inspection there were only four indigenous prisoners. There was no evidence of any victimisation or exclusion from activities.</p>

Standards	Findings
<p>S8.4 The Centre has a mechanism in place to identify and manage indigenous prisoner issues which involves participation of appropriate senior management and includes prisoner and community representation.</p>	<p>Aboriginal and Torres Strait Islander prisoners are identified on reception. While the Centre does not have any specified staff, it would appear that all support staff could assist in managing issues that arise for any prisoner in this group.</p> <p>Psychological staff liaise with the local Indigenous Service Group -The Kalwun Corporation who provide specific indigenous support as required.</p> <p>A review of Knowledge Place indicates historically there is generally low numbers of indigenous prisoners accommodated at this Centre.</p>
<p>S8.5 All staff are trained in cultural awareness, which enables staff to understand and respond appropriately to race and cultural issues as well as to positively promote race equality.</p>	<p>100% custodial staff and 92% noncustodial staff have current accreditation in Cultural Awareness.</p>
<p>S8.6 Staff attempt to understand and actively engage with indigenous and ethnic groups.</p>	<p>The staff were seen to interact very well with all prisoners regardless of cultural or ethnic background.</p>
<p>S8.7 Inappropriate language or conduct is challenged.</p>	<p>There were no incidents of inappropriate language or conduct towards any prisoner during the period of inspection. Prisoners indicated that staff treated them well and have not experienced any instances of discriminatory behaviour.</p>
<p>S8.8 Prisoners know the identity of the indigenous liaison officers and/or cultural development officer representatives, and are easily able to contact them.</p>	<p>There are no positions for ILO or CDO at the Centre.</p>

Standards	Findings
S8.9 The cultural development and indigenous liaison officers take action to identify and minimise racist bullying.	As above
S8.10 The opportunity is provided to prisoners to practice and express themselves culturally within the Centre.	<p>Elders visit the Centre monthly and prisoners can meet with them. On these occasions the visits will take place in the Centre and any indigenous female prisoners also attend.</p> <p>There was evidence that there had been previous indigenous art programs conducted at the Centre and from discussions it appeared that the Centre was attempting to re-establish the program. NAIDOC celebrations are conducted each year. This year the celebration was conducted on 7 July and involved dance performance, art and craft display, lunch, Elders' visits, family visits and other ceremonial activities.</p> <p>In the event that any bereavement issues in the community the Centre has developed a relationship with a service provider who can provide indigenous support to the prisoners.</p>
S8.11 A process is in place to identify any prisoner convicted of a current or previous culturally aggravated offence or of an incident of racist bullying in prison and to draw the attention of staff to these individuals.	Assessments of this nature would be made prior to the prisoner being transferred to the Centre.
S8.12 Staff are fully conversant with the needs of immigration detainees and foreign nationals which is reflected in the way they are managed.	The Centre currently has three prisoners of interest to DIAC. Sentence management staff have a sound relationship with this department and good communication appears to exist between both groups. Once DIAC makes a decision to deport a prisoner, that prisoner is transferred to secure custody.
S8.13 Prisoners have access to translation and interpreting services.	Staff are able to access translation and interpreting services if assistance is required for a prisoner. The Centre's staff telephone list provides the telephone and account number of the translation service.

Standards	Findings
S8.14 The Centre regularly liaise with the Department of Immigration and Citizenship (DIAC) and all Prisoners are informed as early as possible in sentence whether they are being considered for deportation.	See 8.12
S8.15 Immigration detainees held solely under administrative powers are transferred to an immigration unit in a special purpose facility.	See 8.12

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

S10: Prisoners are encouraged to maintain contact with the outside world through regular access to mail, telephones and visits.

Standards	Findings
S10.1 Prisoners are provided with adequate personal visits in terms of accessibility, frequency and length.	The prisoners are able to participate in 2 x 2 hourly visits each weekend and 6 family days per year.
S10.2 Visitors are treated respectfully.	Inspectors observed the visitors being treated in a respectful, friendly manner. It was also evident that this is the usual approach adopted given the manner in which the visitors interacted with the staff.
S10.3 Visits take place in the most relaxed environment compatible with security. A well-run and properly equipped visitors' Centre is available alongside the establishment.	<p>The visits area is clean, well prepared and well presented. The visitors are processed in a friendly and welcoming manner.</p> <p>The terrain of the visits area makes it very difficult to access by visitors with a mobility concerns. There has been efforts made to make access easier however there are a number of steps required to access toilet facilities and the slope of the ground makes movement challenging.</p> <p>The Centre advised that it has requested capital funding in previous years without success, to allow for the installation of toilet facilities on the lower level of the visiting area.</p> <p><u>Recommendation 9 (medium):</u> The Agency considers the provision of visitor toilets suitable for access by persons with mobility problems</p>
S10.4 Protection prisoners or those on safety orders are not disadvantaged in their access to visits.	NA

Standards	Findings
S10.5 The visits booking system is accessible and able to deal with the number and needs of visitors.	Visitors can make a booking between 8.30-12.00, Monday to Wednesday.
S10.6 Prisoners' visitors are given information about how to get to the establishment, its visiting hours and details about what to expect when they arrive.	The visitors are provided with a Visitors Information Guide when they book their first visit. This booklet provides information on visiting times, booking times, transport arrangements, rules, dress Standards, property, drug warning and directions for Findings the Centre.
S10.7 All procedures for prisoners and visitors are carried out efficiently before and after visits, to ensure that the visit is neither delayed nor curtailed.	The efficiency of centres visits operation provides that prisoners and visitors are processed promptly and visits commence as soon as the majority of the visitors arrive. There was a complaint from a prisoner that visits were regularly completing 10 minutes early, however this claim could not be substantiated.
S10.8 The searching of prisoners (including removal of clothing searches), visitors and their property is conducted in an appropriate manner and in accordance with procedures. The searching of children is undertaken with particular sensitivity.	Prisoners are pat searched at the expiration of the visit.
S10.9 Visitors arriving late in secure custody Centres are offered non contact visits.	There is no cut off time for the arrival of visitors however there is an understanding that they will arrive as close as possible to the start time of the visit. The visitors may leave at any time.

Standards	Findings
S10.10 There is a system in place to consider and resolve complaints from prisoners and visitors regarding the visit process.	There is ample signage about the visits area to ensure that visitors are aware of the rules and their entitlements including the process for appealing decisions regarding suspension of visit access.
S10.11 Before and after visits, visitors have access to toilet facilities.	Visitors have access to toilets and baby change facilities before, during and after visit sessions.
S10.12 Visits areas facilitate easy contact between prisoners and their visitors. Security arrangements in visits do not unnecessarily encroach upon privacy, however, they do reflect appropriate assessment of risk.	The visits area is a well shaded open air facility with ample space for privacy, while allowing reasonable supervision from the staff. Staff were observed to pleasantly interact with the prisoners and visitors without encroaching on the visit time.
S10.13 Children are safe and can enjoy family visits in an environment that is sensitive to their needs. A safe children's activity area is provided where prisoners can supervise their children.	The facility provides a fenced and sheltered play area with range of age appropriate playground equipment. Prisoners are free to interact and play with the children.

Standards	Findings
<p>S10.14 Prisoners' visitors can buy a range of refreshments during visits.</p>	<p>Visitors are allowed to bring in coins for the drink machines which provide a reasonable variety of soft drinks. Prisoners are also able to bring tokens for the machine. There is also tea, coffee and water available free of charge.</p> <p>The Inspectors observed some families bringing in small lunch boxes of snacks (e.g. sandwiches) and drinks (e.g. juice) for little children (however, this is an informal arrangement and may vary from to time). The Inspectors are aware that other low security facilities allows the prisoners to bring items from their buy-up for consumption as well allowing snacks to be bought in for young children.</p> <p><u>Recommendation 10 (medium):</u> The Centre provides the facility for visitors to access snack items or allow prisoners to bring such items to the visits session.</p> <p><u>Recommendation 11 (medium):</u> The Centre formalise the practice of allowing visitors with small children to bring in appropriate food and beverage items for children.</p>
<p>S10.15 Prisoners who are transferred out of their region or who have limited visits access due to the distance from their home have access to video conference facilities.</p>	<p>Video conference facilities are available but there are very few requests for its use to facilitate family contact.</p>
<p>S10.16 Private legal visits are permitted, and suitable facilities to accommodate these are provided.</p>	<p>A suitable venue would be provided if a legal visit was required, examples include the visits area when available or a vacant classroom.</p>

Standards	Findings
S10.17 The criteria to ban or otherwise restrict visitors are visible and unambiguous. There is an appeal process available. Those visitors subject to bans or restrictions are reviewed at the end of the period of the ban.	See 10.10
S10.18 Arrangements are in place for prisoners to receive special visits if necessary (e.g. where the prisoner may be experiencing severe emotional difficulties etc).	Special visits can be arranged if required and the process for approval is advertised in the prisoner handbook.
S10.19 Visitors are able to share any concerns they have about the prisoner with visits staff.	There is very well worded signage in the visits facility that alerts visitors to report any concerns they have regarding the person they are visiting.
S10.20 Efforts are made to assist prisoners who have family a long way away, or in other countries, to maintain good family contact.	There was no evidence that additional assistance was provided to facilitate visits with families who live a long distance away from the Centre. However the Centre advised that upon application, special visits are considered including mid-week visits and video conferencing.
	<p><u>Recommendation 12 (low):</u></p> <p>The Centre increases the information provided to prisoners by way of posters or induction information advising of the opportunity to apply for special visits.</p>

Standards	Findings
S10.21 Prisoners who are primary carers are provided with additional assistance and telephone calls specifically to maintain contact with their children.	Prisoners have access to special visits and officer initiated phone calls on a needs basis as well as access to Department of Communities. See 10.22
S10.22 An appropriate member of staff is responsible for arranging children's visits, supervise visits when required by court order, arrange for carer's representation or attendance at child care hearings, support those undergoing separation and advise on child protection issues and on the use of Child Safety to fulfil parental responsibilities.	Professional staff will facilitate child safety visits and any other parental requirements. During the period of inspection, a prisoner who had recently transferred from secure custody had a Child Safety arranged visit with his daughter. The access was facilitated by the counsellor.
S10.23 Telephone contact is made as easy as possible.	The Centre has four Arunta telephones; based on feedback from staff and prisoners, Inspectors are of the opinion that this was sufficient for the population accommodated at this Centre.
S10.24 Letter contact is made as easy as possible.	Prisoners advise that they have no issues sending or receiving mail.
S10.26 Privileged mail is only opened by staff in accordance with procedures.	Privileged mail was observed to be processed according to procedures.

Standards	Findings
S10.27 A newspaper is delivered to each accommodation unit daily and made available to prisoners in a timely manner.	An acceptable number of newspapers are provided to prisoner accommodation areas and some are maintained in the library for perusal. Prisoners also have the opportunity to purchase daily newspapers.

S11: Effective request and complaint procedures are in place, are easy to access, easy to use and provide timely responses. Prisoners feel safe from repercussions when using these procedures and are aware of an appeal procedure.

Standards	Findings
<p>S11.1 There is a comprehensive system in place for managing prisoner complaints.</p>	<p>The following comments refer to both male and female Centres combined.</p> <p>The complaints management system is operating in the facility. The process appeared to be well maintained with appropriate tracking information at all stages of the process.</p> <p>The facility had recorded the receipt of 26 blue letters since January 2010. The centre advised that only two of these blue letters were considered complaints and therefore recorded only those on Resolve.</p> <p>After reviewing statistics provided from the Information Rights Unit, the Inspector noted the facility has recorded six complaints since January 2010 (and not two as previously indicated).</p> <p>Official Visitor complaints over a 12-month period show a low number of complaints (26 complaints in total) for the period with one complaint being substantiated.</p> <p>The Queensland Ombudsman received 16 complaints about the Centre between 1 July 2009 and 30 June 2010. Another two complaints were received between July to September. Of those 18 complaints, 12 complaints were declined, four complaints had no maladministration Findings necessary, one complaint was discontinued and no maladministration was established with one complaint.</p>
<p>S11.2 Information about prisoner requests and complaints is provided to prisoners in a way that is easily understood, including appeal mechanisms.</p>	<p>Comprehensive information is provided to prisoners in the Induction Handbook and posters in various parts of the facility provide advice in relation to the Ombudsman, Official Visitors and QCS Complaints Management.</p> <p>The Induction Handbook details “<i>So who do I see if I have a problem?</i>” recommending the process be utilised to resolve complaints if possible, at a local level.</p> <p>Prisoners interviewed by the Inspector stated that they do utilise the Induction Handbook however, as a result of being accommodated at other correctional Centres, are already aware of the process.</p>

Standards	Findings
<p>S11.3 Prisoners are encouraged to resolve complaints informally at the lowest possible level before making official complaints.</p>	<p>The induction handbook provides guidance to prisoners about attempting to resolve issues at the lowest level. Both staff and prisoners confirmed to the Inspector that this was the practice.</p> <p>Prisoners also confirmed that they utilise their Case Officer to resolve any issues or complaints.</p> <p>Prisoners are encouraged to use the Shop-Front as an alternative avenue available to them to establish staff contact. The Shop-Front Register is housed in the duty-office. Once a prisoner records their details in the Register and an email is forwarded to the relevant staff member. It is expected by the Assistant General Manager that the prisoner will be seen within a 48-hour period. These matters are discussed at the morning meeting to ensure a multi-disciplinary approach is applied.</p>
<p>S11.4 Prisoners can easily and confidentially submit complaint forms.</p>	<p>Blue envelopes are accessible with a supply available in the library.</p> <p>At the time of the Inspection, access to the library in the men's facility was restricted due to an increase of vandalism and damage of late. However, the restriction was reviewed and the library was expected to return to normal opening hours.</p> <p>The Induction Handbook states the Agency procedure is available electronically to prisoners for additional information and can be accessed by using their user ID and password.</p>
<p>S11.5 Prisoners are not pressurised to withdraw any requests or complaints.</p>	<p>The Inspector found no evidence or complaint about prisoners being encouraged to withdraw complaints or requests.</p> <p>The Inspector interviewed a prisoner who had lodged a complaint and the prisoner was impressed with how the matter was handled and was successfully resolved beyond expectation.</p>
<p>S11.6 Prisoners feel able to ask for help in completing their application or complaint and in copying relevant documentation.</p>	<p>Prisoners report being able to approach staff if they require assistance and were often complimentary towards staff.</p>
<p>S11.7 Prisoners who make complaints against staff and/or other prisoners are protected from possible recrimination.</p>	<p>The Inspector found no evidence or complaint about prisoners being encouraged to withdraw complaints or requests.</p>

Standards	Findings
S11.8 All prisoners know how to contact the Official Visitor (OV) and/or the Ombudsman and can do so in confidence.	Inspectors found that comprehensive information is provided to prisoners in the Induction Handbook and posters in various parts of the facility provide advice in relation to the Ombudsman, Official Visitors and QCS Complaints Management. The Induction Handbook also included phone link times for the Queensland Ombudsman.
S11.9 Prisoners are not discouraged from pursuing grievances with external bodies if they need to.	The Inspector found no evidence or complaint about prisoners being encouraged to withdraw complaints or requests.
S11.10 Centre management analyse complaints data regularly and if necessary take remedial action.	The volume of complaints is so small that no analysis is required/possible.

S12: Prisoners with substance-related needs, including alcohol, are identified at reception and receive effective treatment and support throughout their stay in custody. All prisoners are safe from exposure to and the effects of substance use while in prison.

Standards	Findings
<p>S12.1 Substance dependent prisoners are provided with first night symptomatic relief following screening and testing. Subject to confirmation, existing prescribing regimes are continued or an equivalent provided.</p>	<p>The centre is a low security placement facility and first night symptomatic relief should have already been addressed at a reception facility. Nonetheless, if Health Services staff assess a prisoner as requiring symptomatic relief, they will implement a medical regime.</p>
<p>S12.2 Specialist staff complete a comprehensive assessment the day after a prisoner's arrival to determine a suitable stabilisation, maintenance, or detoxification programme.</p>	<p>Health Services staff carry out an initial assessment on the day of reception. This also identifies if the prisoner requires further assessment, if so they are listed for the VMO who can refer the prisoner to specialist services if required.</p>
<p>S12.3 Prescribing regimes are flexible, conform to national clinical guidelines, adequately meet the needs of substance dependent prisoners, and are provided by specialist staff in a safe environment.</p>	<p>Prescribing regimes conform to Queensland Health policy and protocols.</p>
<p>S12.4 Specialist diagnosis services are provided for prisoners who experience both mental health and substance-related problems.</p>	<p>N/A</p>

Standards	Findings
S12.5 There is appropriate treatment and support for pregnant women with substance dependency.	N/A
S12.6 Prisoners receive effective support during and post-clinical intervention. Clinical treatment is integrated with psycho-social interventions.	N/A
S12.7 Prisoners are informed about blood-borne viruses and other problems that may arise from substance use, and are given access to specialist services.	Health Services staff provide information to prisoners on blood borne viruses. Health Services, through the visiting medical officer, has a process of referral to Queensland Health specialist services based at public hospitals.
S12.8 A range of effective alcohol, drug and tobacco avoidance strategies are in operation.	A range of drug and alcohol awareness programs have been promoted, posters are in evidence.
S12.9 Effective intelligence and security measures are in place to guard against the trafficking of drugs or alcohol.	<p>Substance testing of prisoners is conducted in line with Agency policy and procedures.</p> <p>Prisoners returning positive results to substance testing are returned to secure custody facilities and not managed at this facility.</p> <p>The centre has entered 21 positive results to substance testing in the last 12 months. However no prisoner has failed a drug detection test from 6 February of this year, providing an indication that the Centre has been drug free for eight months.</p>

ACTIVITIES

S13: Learning and skills development meets the assessed needs of prisoners. Prisoners are encouraged and enabled to learn both during and after sentence, as part of Prisoner management planning; and have access to good library facilities. Sufficient purposeful activity is available for the total prisoner population.

Findings	Standards
<p>13.1 All Prisoners are assessed to provide a clear understanding and record of their learning and skills needs including literacy, numeracy and language support, employability and vocational training, and social and life skills.</p>	<p>Prisoners are required to be assessed at their original placement Centre. However if this has not been completed then a further assessment is not completed by the Education Officer. This was evidenced by an IOMS review of a cross section of prisoners and confirmed by the Education Officer.</p> <p>The education officer is unaware of the contents of these assessments and has no process in place to ensure the screen has been completed.</p> <p>Literacy is however assessed while conducting the health and safety induction as this is also completed by the Education Officer. The Education Officer has designed a worksheet in relation to the prisoners understanding of H&S and from this he can ascertain the prisoner’s written and reading ability. Although this is not a detailed assessment - it does enable him to identify who is would benefit from assistance. The prisoners’ names are then given to the external provider who delivers numeracy and literacy - for the tutor to speak with and encourage the prisoner to engage in such a program to increase their skills and employability.</p> <p><u>Recommendation 13 (Medium):</u></p> <p>The Centre implements a practice that ensures a review of the assessment content of a prisoners records on IOMS is undertaken on reception and if assessments have not been completed then the relevant action be taken to address the deficit, including the EVNA.</p>

Findings	Standards
<p>S13.2 The provision of learning and skills development and employment in the Centre is based on the assessed needs of Prisoners and provides Prisoners with both the opportunity of and access to activities that are likely to benefit them.</p>	<p>Prisoners are required to be assessed at their original placement centre, however if this has not been completed then a further assessment is not completed by the Education Officer. This was evidenced by an IOMS review of a cross section of prisoners and confirmed by the Education Officer. Literacy is however assessed while conducting the health and safety (see above).</p> <p>With regards to vocational training, during induction prisoners are asked whether they are interested in programs and if so are given information in relation to the programs available and encouraged to sign up for any programs that interest them. They are then placed on a waiting list and contacted in due course. This is an effective strategy given every prisoner who expressed an interest will be offered these courses. However, if the prisoner does not indicate an interest in courses they are not advised of what programs are on offer. This would be rectified by utilising the same strategy as used for the Women's facility in which notices are put up around various areas to advise of the up coming courses and for names to be added.</p> <p>The provision of learning and skills development and employment does not seem to be based on the assessed needs of each prisoner as the EVNA is not consulted and also some prisoners are not required to have a management plan conducted. Educational programs as well as employment are identified through prisoners themselves and their interests or already gained skills. An employment panel is utilised within the Centre, however, prisoners identify areas of interest or prior skills and experience.</p> <p>In addition to this, courses are chosen due to their success the previous financial year or if there are several people asking for the same course.</p> <p>While this is generally seen as appropriate, in all the circumstances there is no needs analysis process undertaken to drive the delivery of course.</p>
<p>S13.3 There are sufficient meaningful activities such as employment, education and activities to purposefully occupy prisoners during the structured working day.</p>	<p>The centre has a range of employment opportunities for prisoners with 100% of prisoner engaged in employment. There is also a dedicated Education Officer and activities such as art and craft, gym, games room and more are available to all prisoners.</p>

Findings	Standards
	<p><u>Recommendation 14 (medium):</u></p> <p>The Centre implements a practice to ensure a needs analysis is undertaken to drive the provision of learning and skills development.</p>
<p>S13.4 Activities which fall outside the learning and skills provision are purposeful and are designed to enhance Prisoners' self-esteem and their chances of successful resettlement.</p>	<p>The Centre provides a range of activities which it considers contribute to and enhance self esteem, confidence and which enhance resettlement chances. These activities include but are not limited to involvement in the Community Service LOA Program and self directed arts and crafts and leisure activities.</p>
<p>S13.5 Facilities and resources for learning and skills development and employment are appropriate, sufficient and suitable for purpose.</p>	<p>The centre has sufficient resources and facilities for learning and skills development. The activities are based in farm buildings adapted for purpose.</p>
<p>S13.6 All prisoners who are willing and able and who meet the criteria for participation have equal opportunity to engage in the range of activities offered by the Centre.</p>	<p>From discussions with staff and prisoners and reviewing documentation pertaining to reviews, all prisoners have equal opportunities to engage in activities offered by the Centre.</p>
<p>S13.7 Allocation to activity places is equitable and transparent and is based on identified Prisoner management planning needs.</p>	<p>All prisoners interviewed during the inspection period, indicated that they were provided equal opportunities to engage in available activities.</p>

Standards	Findings
S13.8 Sentenced Prisoners who do not work because they are exempt (maternity, long term-sick etc), receive sufficient weekly allowances.	There are no unemployed prisoners at the Numinbah Correctional Centre.
S13.9 Prisoners who are unemployed through no fault of their own or who are exempt from working (maternity, long-term sick etc) are unlocked during the structured day and provided with access to the library and other structured day activities.	N/A
S13.10 The establishment has an effective strategy to ensure that education students are able to regularly and punctually attend those activities which meet their needs.	Inspectors were advised that prisoners completing education can, if approved by the supervisor, be allowed to finish work early in order to study. However if they are required for work then this takes precedence over their education as staff insist that it is principally a working Centre. The Centre does not provide the opportunity for prisoners to be full-time students.
S13.11 The assessment and provision of individual learning and skills development form an effective part of Prisoners' Prisoner management plans and are used effectively to record and review overall progress and achievement.	Prisoners and staff advised Inspectors that attendance at educational and vocational programs are based on self motivation.

Standards	Findings
S13.12 The Centre accurately record the purposeful activity hours that prisoners engage in and don't include non-purposeful activities in their calculations.	The Centre infrastructure and resourcing does not allow the accurate recording of non-purposeful activity given the expectation of self directing modelling. However a record of employment, community service work, AVET attendance and literacy and numeracy attendance are kept.
S13.12 The Centre has an effective strategy for maximising access to and use of a properly equipped and organised library.	Inspectors were advised that unfortunately the library hours had been restricted due to previous vandalism, however this matter was addressed during the period of Inspection and had returned to normal. In relation to the organisation of the library, it was found to be in order and very well maintained.
S13.14 Library materials should be broadly reflective and meet the needs of the prisoner population.	Inspectors found the library books to be quite old with a lot of romance included in the selection. The librarian advised that there were approximately 80 books on loan throughout the male population, further stating that more of the older population enjoyed reading in their spare time. All books and magazines were donated by charitable organisations and others. There are no new books provided from Centre funds for the library.

S14: There is a program of physical activities, arts and crafts and hobbies in place and prisoners are encouraged and enabled to take part in those activities.

Standards	Findings
S14.1 Health promotion and personal fitness are explicit program objectives for prisoners.	<p>The facility has a smoking cessation program available to those prisoners who wish to quit smoking with the provision of free nicotine replacement patches from the Nurse.</p> <p>The Induction Handbook includes information on: high-risk behaviour increasing the risks of Hepatitis and HIV; UV protection; and healthy eating.</p> <p>There is no activities officer currently employed to promote activities or objectives.</p>
S14.2 Before using the gym or undertaking strenuous exercise older prisoners are assessed by health services staff.	<p>The facility has no formal assessment of older prisoners prior being permitted to use the gym/oval facilities.</p> <p>All prisoners undergo a medical assessment upon reception and prisoners identified as medically at risk are returned to secure facility.</p> <p>Communication occurs if the prisoner is assessed “fit for light duties” between the registered nurse and centre staff.</p>
S14.3 All prisoners have the opportunity to use physical activities facilities at least twice a week.	<p>Prisoners have access to physical recreation activities on a daily basis.</p>
S14.4 Recreational physical exercise is encouraged by staff and the prison has suitable facilities.	<p>There is no evidence that indicates that staff actively encourage prisoners to undertake physical recreation.</p> <p>The Centre advises that it operates on a self directed model for prisoners particularly relating to leisure activities which include sporting activities, arts and craft and hobbies.</p> <p>Given that there is 100% employment and that prisoners should be more self reliant at the later stages of their sentence, no recommendation is made in relation to this matter.</p>
S14.5 Daily exercise yard activity is not substituted for the opportunity to use the gym and oval facilities.	<p>N/A</p>

Standards	Findings
<p>S14.6 Physical activities facilities are broadly reflective of the nature of the population.</p>	<p>The Centre has a weight training area with some cardio facilities such as an exercise bike, however it is primarily weight training focused. The Centre also has an oval and tennis court, however use of these facilities is based on self interest, is unsupervised and self organised. Whilst the Centre is suitable for walking there are no facilities or equipment that provides for the older prisoner, cognisant that the average age is 36 years, and many prisoners may fall into the older category.</p> <p><u>Recommendation 15 (low):</u> The centre provides physical activity resources to meet the needs of the older prisoners.</p>
<p>S14.7 Records of accidents, injuries and other incidents are monitored monthly and appropriate remedial action is taken where necessary to minimise risks.</p>	<p>The Centre has recorded one injury associated with physical recreation in the 12 months.</p>
<p>S14.8 A program of arts, crafts and hobbies is promoted to prisoners and is reflective of the needs of the prisoner population.</p>	<p>The Centre has a good range of arts, crafts and hobby opportunities for prisoners. Whilst these are unsupervised and not directly organised by staff - it is reflective the self motivation and reliance of prisoners at this stage of their sentence and nature of the Centre.</p>

S15: All prisoners are able to practise their religion fully and in safety. The chaplaincy plays a full part in prison life and contributes to prisoners' overall care, support and resettlement.

Standards	Findings
<p>S15.1 All prisoners have access to worship/faith meetings each week and regular access to chaplains of their faith. Alternative or additional provisions are made where it is deemed unsuitable for prisoners to attend religious services.</p>	<p>Chaplains visit the Centre Monday to Friday and an interdenominational service is provided most Sunday evenings. The Roman Catholic priest also provides communion.</p> <p>There are no restrictions on access to chaplains and religious services.</p>
<p>S15.2 Chaplains are involved immediately when a prisoner is near to death or has died, to support the dying prisoner, relatives, other prisoners and staff.</p>	<p>Prisoners in this condition are not accommodated at the Centre.</p>
<p>S15.3 Prisoners know the timings of religious services and these are well advertised. Timings are appropriate to the different religions.</p>	<p>Prisoners are advised of the Chaplain's visits schedule, as well as the church service times.</p>
<p>S15.4 Prisoners are able to obtain, keep and use artefacts that have religious significance, provided they do not pose a risk to security.</p>	<p>All prisoners have access to religious items in accordance with the Agency procedures i.e. Religious cross and chain or bible which can be kept in their personal or cell property or is worn on their person.</p>

Standards	Findings
S15.5 Prisoners are able to celebrate major religious festivals and these are actively promoted by the Centre.	The Centre is aware of these religious festivals and appears to actively support the Chaplaincy team in making appropriate arrangements for them. Prisoners actively participate in these festivities depending on the makeup of the population.
S15.6 Where appropriate to the circumstances, chaplains are consulted about prisoners they are involved with, for example where the prisoner is being discharged and requires support, or in relation to release on parole.	There was evidence that Chaplains assist prisoners' during their custodial period and/or on release.

S16: All prisoners are actively encouraged to engage in out of cell activities.

Standards	Findings
S16.1 Prisoners have access to a minimum of 10 hours out of their cells except in exceptional circumstances.	Prisoners have more than 10 hours per day out of their cells. They are allowed to move around from 0600 hours to 2230 hours curfew. During this time they participate in the structured day (i.e. work, programs and education) seven days per week.
S16.2 A structured day for prisoners, including activities and exercise, are publicised on every block, and adhered to consistently.	<p>A copy of the structured day is available in the Induction Booklet and every prisoner is given a copy to keep. The structured day is also posted in a number of prominent areas in the Centre. It provides the operational framework for the daily routine including prisoner employment.</p> <p>The daily routine allows sufficient time for prisoners to be involved in activities and physical exercise. Staff record that they have conducted both internal and external patrols of all areas, but do not record movement of prisoners to activities or programs etc as prisoners are free to move around as required to attend various activities. Attendance by prisoners at work or programs etc is self regulating by the prisoners.</p>
S16.3 Out of cell activities, including activities and exercise, are not cancelled unnecessarily. Reasons for cancellation are explained to unit staff and prisoners.	Prisoners can access activities, physical exercise or hobbies throughout the day when they are not working. Prisoners indicated that there are no unnecessary cancellations of these activities i.e. only due to inclement weather.
S16.4 Prisoners with physical, sensory, mental and learning disabilities as well as aged prisoners have the opportunity to participate in activities that meet their needs.	All prisoners have equal access to out of cell activities. There are no prisoners accommodated at the Centre who have specific physical disabilities or aged prisoners. The individual prisoner can determine their level of participation.
S16.5 All prisoners are encouraged to engage in out of cell activities.	All prisoners have the opportunity to participate in the structured day and out of cell activities. The level of participation is up to the individual.

Standards	Findings
S16.6 Prisoners, including those on maximum security orders, safety orders or who are medically segregated, are given the opportunity for at least one hour of exercise in the open air every day.	N/A
S16.7 Out of cell activities, including activities and exercise, are supervised effectively by staff, and prisoners feel safe, especially those who may be at risk of self-harm or bullying.	There is minimal/limited supervision of prisoners involved in activities as the Centre does not have an activities officer. Staff interact well with the prisoners and conduct regular internal and external patrols of all areas which are recorded in the log book. Staff monitor the prisoner interactions closely and prisoners appear comfortable in approaching staff with any perceived issues that they have.
S16.8 All prisoners have the use of properly equipped areas for association and exercise.	Adequate facilities are available. The Centre has tennis courts, oval, gymnasium equipment, and walking tracks for outside exercise.

GOOD ORDER

S17: Security and good order are maintained through positive staff-prisoner relationships based on mutual respect as well as attention to physical and procedural matters. Rules and routines are well-publicised, proportionate, fair and encourage responsible behaviour.

Standards	Findings
<p>S17.1 The elements of ‘dynamic security’ are in place:</p> <ul style="list-style-type: none"> ▪ staff-prisoner relationships are positive ▪ prisoners receive individual attention from staff ▪ There is constructive activity to occupy prisoners. 	<p>Staff relationships with prisoners were viewed as positive; staff appeared to have a comprehensive knowledge of and relationship with individual prisoners. They appeared to have knowledge of the behaviours and routines of individual prisoners.</p> <p>All prisoners accommodated at The centre are required to work and this activity is supported by a range of physical and recreational activities.</p>
<p>S17.2 There is an effective intelligence function in the Centre that safeguards prisoners’ well-being.</p>	<p>The Centre does not have a dedicated intelligence officer, the function is performed as an additional function by the custodial supervisors. However as mentioned in S17.1, staff are aware and alert to changes in prisoner behaviour, and readily report concerns.</p> <p><u>Recommendation 16 (medium):</u> The Agency reviews the adequacy of the intelligence function at the Centre.</p>
<p>S17.3 Searches requiring removal of clothing are carried out in accordance with prisoner search procedures. Security measures such as searching are carried out with regard to the protection of human dignity.</p>	<p>Searches requiring the removal of clothing are carried out in compliance with Agency procedure.</p>

Standards	Findings
S17.4 Local rules and routines are publicised prominently throughout all accommodation and communal areas.	The structured day is well displayed throughout the Centre. The rules are explained in the custodial induction and contained in a handbook provided to all prisoners.
S17.5 Rules and routines are applied fairly and consistently. Staff use only the level of authority necessary to ensure a prisoner's compliance with the rules. When rules are breached, staff take time to explain how and why to the prisoner concerned.	The Centre has recorded only two minor breaches in the preceding twelve months. There was no suggestion from prisoners or observation by Inspectors that indicated that staff used unnecessary authority.
S17.6 When decisions are conveyed to prisoners, appeal arrangements are explained and made available.	There are no major breaches in the preceding twelve month that Inspectors could review regarding appeal arrangements and advice to prisoners. However observations of custodial staff interactions with prisoners indicates that decisions and directions are clearly explained.
S17.7 Force is only used legitimately and as a last resort.	There was no record of force being used in the preceding twelve months.

Findings	Standards
S17.8 The use of force is monitored by the prison for location and emerging patterns and these are acted upon.	N/A
S17.9 Where force is used, trained staff use only approved techniques with no more force and for no longer than is necessary.	N/A

S18: Disciplinary procedures are applied fairly and for good reason. Prisoners understand why they are being disciplined and can appeal against any sanctions imposed on them.

Standards	Findings
S18.1 Safety Orders for security and good order purposes are only used when appropriate to the circumstances and in accordance with procedures.	Inspectors reviewed the circumstances of all Safety Orders used by the Centre in the preceding twelve months and are of the opinion that they were all used appropriately. There have been no major breaches of discipline in the past 12 months.
S18.2 Prisoners are provided with information about disciplinary processes, including appeals.	Prisoners are provided with information of breaches, disciplinary process and the breach system through their Handbook and at Induction. They also have access to Centre computers that contain information of the breach of discipline procedure and the CSA. Hard copies in the library are also available.
S18.3 Prisoners have opportunities to appeal disciplinary decisions.	See 18.1
S18.4 Disciplinary matters including appeals are finalised in a timely manner.	See 18.1
S18.5 Where appropriate to the circumstances, alternatives to disciplinary proceedings are instituted.	From the lack of breaches and a review of the case notes and the Prisoner Induction Handbook it is evident that a range of alternative management practices to breaching are utilised.
S18.6 No 'unofficial' or 'collective' punishments are used, either individually or systematically.	There was no evidence of unofficial or collective punishments.

Standards	Findings
<p>S18.7 Breach proceedings are conducted in a clear and fair manner always properly recorded.</p> <ul style="list-style-type: none"> ▪ Prisoners are provided, in a timely manner, the appropriate documentation and details of the allegation. ▪ Prisoners are provided with an opportunity to present their case and play an active role during breach hearings. ▪ Findings and punishments are made fairly and consistently on the evidence available and mitigating circumstances are considered. ▪ The results are explained to the prisoner. 	<p>There have been no major breaches of discipline in the past 12 months.</p>
<p>S18.8 The use of special cells and mechanical restraints is properly authorised and they are only used as a last resort. Prisoners are always released as soon as use is no longer justified.</p>	<p>On rare occasions a cell adjacent to the officers' station will be utilised prior to a prisoner returning to secure custody. Restraints have not been used in the past 12 months.</p>

Standards	Findings
S18.9 Control and restraint equipment is in good order, and a careful inventory and record of its use is kept.	Control and restraint equipment is in good order and checked regularly.
S18.10 Video cameras are used to record planned interventions requiring physical restraint.	NA
S18.11 Prisoners subject to Control and Restraint procedures or those occurring outside normal hours are seen as soon as possible by a medical staff member.	There have been no control and restraint procedures applied in the past 12 months.
S18.12 The design and build of the separation unit is suitable for its purpose and offers well maintained facilities.	NA
S18.13 Prisoners are received into the separation unit with the proper authorisation and for appropriate reasons. Documentation accompanies the prisoner into the unit.	See 18.1
S18.14 Prisoners under separate confinement have their wellbeing ensured by close monitoring and active management.	See 18.1

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

Standards	Findings
<p>S19.1 Staff and prisoners are clear about prisoner employment and remuneration and the criteria for assessment, selection and termination.</p>	<p>The Centre utilises an employment panel made up of supervisors, the AGM and sentence management. Although this seems to operate well there is no documented procedure outlining this nor is there a termination or appeal process. Inspectors were advised that sacking and demotion very rarely occurs as prisoners are generally placed in areas in which they have requested.</p> <p>The Centre provided a local procedure and advised that they use it and the associated forms. However during the Inspection there was no evidence identified or provided that supported this information. Further the local procedure provided by the Centre did not comply with current Agency policy, for example it wasn't approved by the delegated officer, not formatted in the required style.</p> <p><u>Recommendation 17 (medium):</u> The Centre consolidates its employment process in a local procedure.</p>
<p>S19.2 Remuneration and employment is applied consistently and fairly across the prison.</p>	<p>Given prisoners are physically able to work and generally placed in areas of employment that have been based on their previous skills or jobs that have been requested, there is no apparent discrimination in the allocation of employment.</p>
<p>S19.3 A prisoner's progress or access to employment is not unnecessarily restricted because of their accommodation status.</p>	<p>All prisoners are expected to work at the Centre and therefore accommodation status does not restrict this.</p>

Standards	Findings
<p>S19.4 Prisoners are promoted or demoted on the basis of their behaviour. Consideration is given to the length of time a prisoner has been positively engaged in full employment.</p>	<p>Inspectors were advised by staff and prisoners that there have been no demotions or terminations due to poor behaviour. If prisoners are unhappy in their employment then they request a transfer to another area. As long as this can be operationally organised then it is granted. This appears to mitigate any behavioural problems that would require prisoners being demoted.</p> <p>In relation to promotion there is no formal documented process however, the prisoner's behaviour and length of time of the job are contributing factors. A documented process regarding promotion may assist to motivate prisoners in order to work towards an obtainable goal.</p>
<p>S19.5 Prisoners who are demoted or terminated from employment are advised in writing of the reasons for the action. Staff consult prisoners and inform them in writing of the Findings of any review.</p>	<p>Work issues are dealt with on a more informal basis with strategies being directed at the transfer of prisoners to different roles (see Standards 19.1).</p>
<p>S19.6 Prisoners can request a review of employment decisions to demote or terminate.</p>	<p>There is no documented process re review of decisions. However, the centre advised that this has not been a problem because no prisoners had been demoted or terminated and there was open lines of positive communication between staff and prisoners (see Standards 19.1).</p> <p>The Centre utilises a local employment form based upon the Agency procedure for prisoner employment/demotion/promotion. This form contains a section where by prisoners can appeal employment decisions.</p>

Standards	Findings
<p>S19.7 Work placements provide purposeful and structured training for prisoners and wherever possible vocational qualifications can be obtained alongside their work. In the absence of such qualifications, developed skills are recognised and recorded.</p>	<p>The Centre offers some vocational courses to work along side their employment in order to equip the prisoner post release. Certificate 1 and 2 can be obtained for some industries. However, vocational certificates in relation to the kitchen, hygiene and food preparation would be beneficial on a more regular basis.</p>
<p>S19.8 The program of employment and related training focuses on equipping prisoners for employment on release.</p>	<p>The Centre focuses on equipping prisoner for release by providing them with a work ethic, some related skills and training. This is also supported by Advance 2 Work who assist in preparation for employment, assist with placing prisoners in employment and supporting them on release.</p>

SERVICES

S20: Prisoners are offered varied meals to meet their individual approved dietary requirements and cultural beliefs. Food is prepared in accordance with safety and hygiene regulations.

Standards	Findings
S20.1 Food is adequate for health, varied and culturally appropriate.	The centre works to an Agency approved menu.
S20.2 All areas where food is stored, prepared or served conform to the relevant food safety and hygiene regulations.	The areas where the food was stored, prepared and served appeared to be maintained in an appropriate and hygienic condition.
S20.3 Prisoners with approved special dietary requirements have meals properly prepared and served.	Once approved by the AGM, the names of the prisoners on special diets are displayed to allow the cooks to be aware of their needs. Approximately 25% of the population have special dietary needs. Inspectors observed separate meals being prepared for those on special diets.
S20.4 All areas where food is stored, prepared or served are clean, properly equipped and well managed.	See 20.2
S20.5 Prisoners and staff who work with food are health screened and trained, wear proper clothing and prisoners are able to gain relevant qualifications.	Inspectors observed the prisoners working in the kitchen to be wearing the appropriate PPE. Prior to commencing work in the kitchen they undergo a comprehensive induction program including workplace safety, equipment knowledge, hygiene and how to avoid accidents.
S20.6 Prisoner complaints about food are investigated and if required, remedial action is taken.	The PAC prisoners indicated that the food quality and quantity was good.

Standards	Findings
S20.7 Meals are served at appropriate times during the day.	The prisoners have access to three meals a day. Breakfast is self-service with a breakfast bar set up separately. Lunch and dinner are prepared by the cooks. The prisoners also have access to bread for making toast and facilities for making a hot beverage at all times so the day.
S20.8 Prisoners are able to dine in association (except in exceptional circumstances).	Prisoners are able to dine in association. It was observed that prisoners would choose to either eat at the dining table, in front of the television, outdoors or in their rooms.
S20.9 Staff supervise the preparation and serving of food in order to prevent tampering with food and other forms of bullying.	Food services staff oversee the preparation of the food. Staff were observed to supervise the serving of the lunch and night meal.

S21: Prisoners can purchase a suitable range of goods at reasonable prices to meet their diverse needs.

Standards	Findings
<p>S21.1 Prisoners have access to a wide range of products on offer and the range and cost of items are comparable to that of a local supermarket.</p>	<p>Prisoners have access to a range of items for sale that appears to be at a price comparable to a local supermarket.</p>
<p>S21.2 The list of goods available to prisoners is publicised prominently in every accommodation area. Any price changes during the last twelve months can be justified by changes in prices outside the Centre and any restrictions on products are based on sound evidence.</p>	<p>The buy-up forms are easily accessed by the prisoners and the service is advertised in the prisoner handbook. Prices are reviewed each three monthly in line with the CPI.</p>
<p>S21.3 The range of goods available reflects the diverse needs of the prisoner population.</p>	<p>While the range of items appeared adequate it was noted to be substantially less than some other low security centres. However the prisoners made no complaints regarding the range available for the buy-up.</p>
<p>S21.4 Any prisoner who arrives at reception without private money is offered an advance of up to the approved amount to use in the Centre canteen, with repayment staged over a period of time.</p>	<p>On transfer to the centre prisoners can make an initial purchase of up to \$25 from a good selection of items.</p>

Standards	Findings
S21.5 If prisoners are absent from the Centre on any form of authorised absence on the day they would normally use the canteen, they are able to order purchases on the same day, and receive all items ordered by the following day.	The Centre appears flexible in the opportunities for prisoners to place a buy-up if they were unexpectedly absent.
S21.6 Prisoners can use the Centre canteen or place orders with it at least once a fortnight.	The process in place at The centre provides for purchases on a weekly basis.
S21.7 All prisoners are able to access accurate and up-to-date records of their finances.	Prisoners can approach the duty office and access their trust fund figures through the custodial staff.
S21.8 Prisoners are able to order items from catalogues, and are not charged an administration fee if they do so.	Sales to Prisoners happen on a monthly basis and include items from Big W.
S21.9 Attendance at the canteen or delivery of bagged items is appropriately supervised by staff.	The delivery of bagged items is supervised by staff
S21.10 Prisoners can buy all approved magazines.	Prisoners are permitted to purchase up to 4 magazines weekly. The magazine choice is extensive and includes any magazine that is openly available in a newsagency.
S21.11 A wide range of approved hobby materials is available, and prisoners can purchase approved hobby materials from external sources.	The centre stocks a wide range of hobby items for purchase including paints, canvas, pads, items for lead lighting, clocks, frames and clay. Additional hobby items can be purchased from external sources.

Standards	Findings
<p>S21.12 Staff systematically consult with prisoners/prisoner representatives (PAC) about what items they would like to see on the shop list or available through alternative means.</p>	<p>A review of the PAC minutes did not demonstrate regular scheduled reviews of the items for purchase. This was consistent with comments by some prisoners. The Centre advised that prisoners do in fact have the input into the buy-up list. Inspector consider there would be benefit in having the buy-up list as a Standards item on the PAC agenda.</p>
	<p><u>Recommendation 18 (low):</u> The Centre considers placing the “buy-up” permanently on the PAC agenda list or scheduling regular times for review.</p>

RESETTLEMENT

S22: Resettlement underpins the work of the whole establishment, supported by strategic partnerships in the community and informed by assessment of prisoner risk and need. Prisoners' resettlement needs are met. An effective Centre response is used to meet the specific needs of each individual Prisoner in order to maximise the likelihood of successful reintegration into the community.

Standards	Findings
<p>S22.1 There is a whole of Centre approach to resettlement and Centre staff work collaboratively and with community based agencies to maximise resettlement outcomes for prisoners.</p>	<p>The individual prisoner's needs are captured on a spreadsheet by the counsellor who undertakes the co-ordination of Transitions. Prisoners are placed on the spreadsheet at the time of their reception. Transitions or the transitional support services are then offered generally nine months prior to the prisoners release or parole eligibility date.</p> <p>Resettlement needs are assessed through the OMPR and discussed in the recommendation section. There were some plans however in which the Intervention tab was blank. This area should be utilised for resettlement needs if they are discussed in the recommendation section. This issue has been addressed by the Centre.</p> <p>While the Centre advised that there is regular communication between all relevant staff about resettlement planning, no formal evidence of this communication was ultimately provided to Inspectors. It was however evident that prisoners are assisted a great deal in their resettlement through linkages with external agencies such as, but not limited to ORSS, Logan Tenancy, Employment Plus, QLD Health, Family Planning, Relationships Australia, Lifeline and Heritage Building Society.</p>
<p>S22.2 The type and range of resettlement services provided for prisoners is based on an up-to-date assessment of their resettlement needs.</p>	<p>The Centre reviews OMPRs at 12 month intervals for those prisoners who are required for such a review. Some plans however, are not being updated from sending centres when they have been transferred and as such some of the recommendations are irrelevant.</p> <p>Whilst it is the sending centres responsibility to ensure that plans are correct upon transfer - it is also the responsibility of the receiving centre once they have taken management of that prisoner to ensure plans are updated as required.</p> <p><u>Recommendation 19 (medium):</u></p> <p>The Centre implements a practice that ensures that a review of the content of a prisoner's OMPR on IOMS is undertaken on reception and, if not completed by the sending centre, undertake a review and then take relevant action.</p>

Standards	Findings
<p>S22.3 The provision of interventions and programs, especially those intended to address offending behaviour, is timely, appropriate and sufficient to meet the assessed needs of the prisoner population. Prisoner access to interventions and programs is fair and well managed.</p>	<p>The Centre does not offer any criminogenic programs as these are required to have been completed prior to transfer to the Centre.</p>
<p>S22.4 Centre managers provide the strategic overview and direction necessary to ensure the resettlement strategy is implemented, monitored and reviewed.</p>	<p>Senior management advised that they have consistent involvement in the overview and direction of prisoner resettlement - in that the manager of SMU is involved in all review processes and the AGM (when time permits) is also involved in the parole panel with the SMU co-ordinator, psychologist and other staff from multi disciplinary areas.</p>
<p>S22.5 Monitoring of the quality and outcome of resettlement services and the development of policy and practice include taking account of the views and experiences of prisoners, counsellors, psychologists, Prisoner management and Centre managers.</p>	<p>Whilst specific statistics in relation to resettlement referrals and interaction are not kept at the Centre level - there is a primary focus from all areas within the Centre on the provision of resettlement services for all prisoners at Numinbah.</p> <p>Prisoners who are declined parole are immediately evaluated and linked with agencies or provided information and strategies to recognise and develop any area's of deficit identified by the Parole Board and are supported to address these issues.</p>

Standards	Findings
<p>S22.6 The Centre provides adequate through-care services such as Transitions and Pre-Employment Assistance Programs (PREAP) for prisoners.</p>	<p>The Centre provides a full range of Transitions Support Services and Transitions programs including ORRS. In the last financial year 31 prisoners completed Transitions.</p> <p>All prisoners are offered placement on the Transitions Core program or Transitions Support Service within 9 months of their eligibility date or discharge. There is a waitlist of prisoner recorded by the Transitions co-ordinator.</p>
<p>S22.7 A broad and relevant education program is available.</p>	<p>The structured day allows the majority of prisoners the ability to maintain employment as well as engage in tertiary or vocational studies. There are however no full time students.</p> <p>The education officer is proactive in offering courses when prisoners arrive at the Centre however, there is limited follow up or motivation for the prisoners to engage in education, nor are there courses that specifically address creativity and self development.</p> <p>Set targets however, for transitions and vocational courses have been met consistently.</p> <p><u>Recommendation 20 (medium):</u></p> <p>The Centre ensures that information pertaining to educational courses are advertised prior their commencement to allow prisoners the option of attendance.</p>
<p>S22.8 Prisoners are able to access Transitions services that provide assistance and advice in Findings accommodation after release.</p>	<p>As is stated above, the counsellor undertaking the transitions role places all prisoners on a spreadsheet at the time of their reception. Transitions or the transitional support services are then offered generally 9 months prior to the prisoners release or parole eligibility date.</p> <p>Prisoners are assisted in their resettlement through linkages with external agencies such as, but not limited to ORSS, Logan Tenancy, Employment Plus, QLD Health, Family Planning, Relationships Australia, Lifeline and Heritage Building Society.</p>

Standards	Findings
S22.9 Specialist accommodation services are available to assist prisoners in Findings new accommodation for those who have no fixed abode on release.	Those prisoners with no accommodation upon release are assisted by the counsellor to contact ORSS and Logan Tenancy through the program and an additional resource book with various contact details is also provided.
S22.10 A suitable training/learning environment is provided to prepare prisoners for employment, training or education after release. Opportunities that are available for prisoners are relevant and based on a needs assessment.	The Centre has specific education rooms and a computer room where prisoners can attend in order to complete their studies. However, as previously identified not all prisoners are assessed for their educational needs when at the Centre.
S22.11 Prisoners are able to access services that provide assistance, advice and information on Findings employment, training or education after release.	All prisoners are captured at the reception process and advised of the educational services available to them within the Centre in addition to this all prisoners are placed on spreadsheet for assessment of their eligibility for the Transitions program or Transitional support program. See 22.6
S22.12 Specialist services are effective in placing Prisoners into education, training and actual, viable employment after release.	A review of statistics for the financial year 2009 -2010 indicated that Advance2 work had placed 24 prisoners in employment on release. Further it is recorded that 18 were still employed at the 13 week stage of their release.

Standards	Findings
<p>S22.13 Subject to risk assessment and identified need as part of a formal resettlement plan, all Prisoners have the opportunity to apply for work or education in the community during at least their last three months of sentence.</p>	<p>All prisoners who are eligible to be placed in community service work are given this opportunity prior to their release.</p>
<p>S22.14 All prisoners have an opportunity to undertake an integrated Transitions program prior to release. Courses are tailored to meet the needs of the population.</p>	<p>As is stated above, all prisoners who are eligible for either the transitions program or the transitional support are offered this at least 9 months prior to release. ORRS has only recently been introduced to low custody Centres and as such Numinbah recorded the following figures for ORRS referrals:</p> <ul style="list-style-type: none"> - Six prisoners had pre-existing referrals from other Centres. - Eleven new referrals for the last financial year - Ten referrals for 2010 thus far. <p>Additionally, in the last financial year 24 male prisoners and 7 female prisoners have completed the Transitions Program.</p>
<p>S22.15 The last Offender Management Plan Review prior to discharge identifies specific needs upon release. Where specific needs are identified, staff make contact with relevant services and voluntary agencies that assist Prisoners during their first weeks in the community.</p>	<p>See S22.8</p>

Standards	Findings
S22.16 Discharge planning for parolees with health and social care needs includes contact with probation and parole for monitoring while on parole.	Probation and Parole officers visit the Centre regularly and assist with the Transitions program, to participate in the parole review panels and induct court ordered parolees.
S22.17 There are arrangements in place for appropriately managing Prisoners who require palliative and end of life care on release.	No prisoners with disabilities are accommodated at the Numinbah Farm.
S22.18 Prisoners identified as suffering from serious and enduring mental illness are referred to mental health professionals on release.	There are no prisoners at The centre known to be suffering from serious mental illness.
S22.19 Prisoners are encouraged to open a bank account before their release, if necessary. Assistance is provided with this.	The counsellor/transitions co-ordinator has established an excellent linkage with the Heritage Building Society who assists prisoners to open bank accounts while still in custody in which they can deposit savings. This money however, cannot be withdrawn until the prisoner attends the building society upon release. There is also one employee at the building society whose main role is to assist prisoners.
S22.20 Prisoners have easy access to accurate information and shopfront services about all the resettlement services.	<p>Shopfront is widely available. However, the Education Officer has advised Inspectors that he would rather encourage an open door policy. This is understandable given the low classification and open layout of the Centre in order to effectively utilise time and open channels of communication. However, given the Shopfront process is a procedural avenue for prisoners and an auditable trail for management there is value in all staff being required to comply with this requirement.</p> <p>The centre has since advised that all staff have been instructed that all matters must be taken through the Shopfront register process to enable an audit trail and follow up process to be maintained.</p>

Standards	Findings
	<p><u>Recommendation 21 (low):</u> The shopfront system continues to be utilised for all prisoner referrals and requests.</p>
<p>S22.21 Prisoners with an identified need can access accredited programs/interventions aimed at improving parenting skills and relationships.</p>	<p>The Transitions program provides prisoners with access to Relationships Australia and an additional module is being implemented which addresses parenting skills.</p>
<p>S22.22 Children/family days are available.</p>	<p>Family Days are available six times per year. The prisoners did indicate that they would like a family day to fall on Mother's Day and Father's Day. The centre advised however that this was raised within the PAC meeting and prisoners were happy with the current schedule of family days.</p>
<p>S22.23 Preparation for interventions takes account of each Prisoner's learning style, motivation and capacity to change. Diversity and other individual needs such as learning disabilities are actively assessed and plans put in place to minimise the impact of potentially discriminatory or disadvantaging factors.</p>	<p>The assessment process for prisoners requiring Offender Management Plans was found to be of a satisfactory Standards.</p> <p>The Centre does not undertake mandatory Literacy and Numeracy screening, however all prisoners are assessed to a small degree at the time of undertaking the health and safety course by the Education Officer.</p> <p>Literacy and Numeracy screening should be undertaken for all prisoners prior to placement at Numinbah Correctional Centre. However, a review of receptions should be undertaken and any deficit in screening addressed by Numinbah Correctional Centre.</p>

Standards	Findings
	<p><u>Recommendation 22 (medium):</u></p> <p>The Centre implements a practice which ensures that all prisoners are assessed in Literacy and Numeracy if not already done so at the transferring centre.</p>
<p>S22.24 Prisoners moving to resettlement are given support to reduce institutional dependence and are able to prepare for reintegration into the community.</p>	<p>As the Centre is low custody, prisoners are provided with ample opportunity to reduce institutional dependence and prepare for reintegration through:</p> <ul style="list-style-type: none"> • Participation in the transition program • Increased trust • Community work • Reparation opportunities • Increased independence • Greater range of social activities
<p>S22.25 Prisoners understand their sentence, including the opportunities and terms of early release, and the consequences of breach of parole. Returned parolees are quickly identified, and promptly receive documented explanation about reasons for return, their right to make representations or appeal.</p>	<p>Given the Centre is low custody and prisoners are either serving short sentences or have been in the system for a considerable amount of time, all prisoners spoken to knew and understood their sentences including procedures for management plans and parole applications.</p>

Standards	Findings
S22.26 Prisoners subject to parole conditions on release have the requirements of the parole conditions explained to them and have an opportunity to discuss their rights and responsibilities prior to release.	Probation and Parole officers visit the Centre on a regular basis to explain parole requirements and to assist within the Transitions program.
S22.27 Suitable clothes and bags are available to discharged prisoners who do not have them.	Prisoners who don't have suitable personal clothing are issued clothing from a stock held at the Centre or provided clothing by the chaplains. The Centre issues prisoners with a suitable bag for clothes and personal belongings at point of discharge.
S22.28 Facilities are available before discharge to launder clothes that have been in storage for long periods.	Prisoners being discharged can request to have their clothes laundered. Further they are permitted access to an iron and ironing board to press clothes if they request.

S23: Classification, transfer and cell allocation procedures are based on assessment of a prisoner's risks and needs; and are clearly explained, fairly applied and routinely reviewed. Prisoners serving sentences of 12 months or more have a Prisoner management plan based upon an individual assessment of risk and need, which is regularly reviewed and implemented throughout and after their time in custody. Prisoners, together with all relevant staff, are involved in drawing up and reviewing plans.

Standards	Findings
<p>S23.1 Security classifications are no higher than is necessary to meet the risk presented by the prisoner.</p>	<p>The Centre only accommodates low security prisoners. All prisoners are classified low security prior to transfer.</p>
<p>S23.2 Application of procedures for deciding security classifications are as transparent as circumstances permit and provide adequate descriptions of the reasons for classification in a language that can be understood by the prisoner.</p>	

Standards	Findings
<p>S23.3 All convicted prisoners serving 12 months or more requiring a Prisoner management plan have one in place which is regularly monitored and reviewed at least annually.</p>	<p>A desktop review indentified that all prisoners are being reviewed at no greater than 12 monthly intervals. Prisoners who are being transferred to the Centre are not necessarily having an event based review completed prior to their transfer and as such this has been referred to Offender Intervention Services to address with those Centres.</p> <p>It was also noticed that transitions and education programs are not being listed in the Interventions tab of the OMPR under non-criminogenic programs and instead are listed in the recommendations.</p> <p>The centre has advised that following the identification of this Findings relating to the non-use of the interventions tab, Sentence Management staff have been instructed to ensure they complete the relevant information into the relevant areas of the OMPR document.</p>
<p>S23.4 All prisoners, including unconvicted prisoners, have their security classification and escape risk assessed and placed on IOMS.</p>	<p>All prisoners at Numinbah have a security classification and escape risk assessment completed and entered on IOMS prior to placement.</p>

Standards	Findings
<p>S23.5 All prisoners required by procedure to have a written offender management plan have a plan that specifies how their specific goals to meet resettlement needs will be met during and post custody. Offender management plans take account of existing risk and needs assessments and plans relating to the management of the prisoner.</p>	<p>An Inspector attended a review panel in which there was a multi-disciplinary team who discussed the prisoner's history in respect to programs and his previous parole application which was denied.</p> <p>The prisoner was interviewed in an appropriate and respectful manner and encouraged to take part in the review voicing his thoughts and feelings in relation to his progress and future orientated outlook.</p>
<p>S23.6 Assessments and offender management plans are completed within 21 days. Reviews take place at suitable intervals and following any significant change in circumstances.</p>	<p>Inspectors found that assessments and offender management plans were completed within the specific time frames.</p>
<p>S23.7 Assessments and Offender management plans are produced and reviewed jointly with the prisoner. Prisoners are enabled to actively participate in the Prisoner management planning process including attendance at interviews.</p>	<p>Assessments and initial planning occurs prior to the prisoner transferring to the Centre. OMPRs and Parole Assessments are conducted with the prisoner being actively involved.</p>

Standards	Findings
<p>S23.8 Offender management plans contain outcome-focused targets that identify appropriate interventions to address reduction of harm and risk of re-offending and to promote successful resettlement.</p>	<p>There are no criminogenic programs at The centre and thus those prisoners who are eligible for an offender management plan are focussed on other areas.</p> <p>An Education report forms part of the documentation presented at the OMPR and is discussed with the prisoner with recommendations being included in the agreed case plan which is signed by and provided to the prisoner.</p>
<p>S23.9 Prior to discharge, prisoners assessed as presenting a high risk of harm to others (e.g. DPSOA) are informed of the arrangements for managing their risk and the implications for them personally.</p>	<p>N/A</p>
<p>S23.10 Interventions with prisoners are delivered in an appropriate sequence, in a suitable environment and meet professional or other agreed quality Standards.</p>	<p>Education rooms for vocational and transitional needs are adequate and suitable learning environment There is also a dedicated computer room.</p>
<p>S23.11 Each prisoner with an Offender management plan works in conjunction with an identified member of staff who is responsible for ensuring that Prisoner management plan goals are prioritised, implemented and achieved.</p>	<p>Each prisoner has an identified case officer and these case loads are listed within the Centre to remind prisoners who their officers are. Prisoners were positive in relation to their interactions with their case officers. Additionally, all prisoners are encouraged to maintain behaviour to participate in the Community Service Leave of Absence Program and to self refer for education courses. These form part of the agreed case plan at the time of OMPR.</p>

Standards	Findings
<p>S23.12 There is a high level of integration between offender management planning and other functions within the prison. Key decisions about individual prisoners should reflect the goals of their offender management plan.</p>	<p>Upon inspection there was not a clear level of consultation between offender management planning and other functions within the prison given education and transitions were found to be dealt with independently of the plan.</p> <p>The centre however, advised that the Education Officer provides a report for all Offender Management Plan Reviews. Transitions programs participation and recommendation are made where applicable and the transitional support needs are addressed via a tracking system by psychological staff.</p>
<p>S23.13 Information about prisoners is managed and stored with respect for confidentiality.</p>	<p>A [REDACTED] co gnisant of the need for confidentiality when discussing prisoners and interviews are carried out in areas where confidentiality is maintained. Staff employ the practice of a 'clean desk' policy and staff are compliant with the need to lock computer screens when leaving the terminal unoccupied.</p>
<p>S23.14 Offender management planning and preparation for release are not unnecessarily disrupted by unplanned transfers.</p>	<p>No evidence was found whereby prisoners have been unnecessarily disrupted by unplanned transfers.</p>
<p>S23.15 Prisoners experience continuity in the delivery of interventions especially following transfers between establishments and on release into the community. Decisions to depart from the agreed offender management plan are made as a last resort and are recorded and justifiable based on the Prisoner's needs and changing circumstances.</p>	<p>Given not all OMPR are reviewed prior to transfer to Numinbah - this has impacted negatively in that recommended programs are not available. However some of these interventions can be addressed through alternative means or in the community upon release.</p>

Standards	Findings
<p>S23.16 Prisoners who have their parole revoked are transferred to placement Centres or regular accommodations as soon as possible after return to custody and are subject to a review of their offender management plan.</p>	<p>N/A</p>
<p>S23.17 Wherever possible, prisoners are given the opportunity to spend their last months in custody in the area or region where they will be discharged.</p>	<p>Inspectors were advised that on occasion they receive prisoners for very short periods as they have been transferred for release. They also advised that very rarely do they have to transfer one of their prisoners for release however if needed this would be facilitated.</p>
<p>S23.18 Prisoners who face an indeterminate sentence are identified on remand, given support and have the elements and implications of an indeterminate sentence explained to them.</p>	<p>N/A</p>

Standards	Findings
S23.19 Classification and Centre placement decisions are clear, objective, fair and can be challenged by prisoners where information is in dispute.	N/A
S23.20 Transfer i.e. Secure to Low custody decisions are made following consultation with staff who know the individual Prisoner and with the Prisoner themselves.	N/A
S23.21 Indigenous prisoners are held in the most convenient local prison for their domestic and legal visits.	N/A
S23.22 Sentenced prisoners are allocated transfers according to their individual needs.	N/A
S23.23 Classification and transfer decisions are explained in writing and verbally, in a language that the prisoner understands.	N/A

Standards	Findings
S23.24 Prisoners are placed in the lowest appropriate security category.	N/A
S23.25 Prisoners have their classification reviewed annually and are also reclassified whenever there is a change in risk.	Classifications are reviewed annually and when there has been a change in a prisoner's risk.
S23.26 A range of criminogenic interventions programs are in place to enable suitably assessed Prisoners to address those behaviours which may contribute to their offending.	No criminogenic programs are delivered at Numinbah Correctional Centre. However, the Centre receives support on a weekly basis from Narcotics and Gamblers Anonymous. The Chaplaincy also provides pastoral care and support services and assistance. In addition, there is also in place a referral process through the psychological staff to ATODS and QUIHN.

APPENDIX B

Numinbah Correctional Centre (Men's) Full Announced Inspection Recommendations

1	Medium (p.9)	The Centre implements practices to ensure induction information is entered into prisoners' case notes on the day of reception.
2	High (p.12)	Fire alarms are installed in all accommodation units.
3	High (p.13)	The Centre immediately provides privacy screening/curtains on the showers.
4	Medium (p.14)	That with the assistance of the Agency, the Centre undertakes a refurbishment program to improve the fabric and fit out of the "huts".
5	Medium (p.14)	That the Agency considers the provision of observation windows to facilitate night shift headcounts and well being checks.
6	Medium (p.17)	The Agency reviews the provision of prison clothing to those prisoners working on community projects.
7	Medium (p.20)	The Centre ensures that case notes are entered on a regular basis, contain appropriate information and a system of regular oversight and auditing is immediately implemented.
8	Medium (p.23)	The Centre ensures that the Anti-Bullying policy is presented as an aspect of the verbal induction provided to reception prisoners.
9	Medium (p.31)	The Agency considers the provision of visitor toilets suitable for access by persons with mobility problems.
10	Medium (p.34)	The Centre provides the facility for visitors to access snack items or allow prisoners to bring such items to the visits session.
11	Medium (p.34)	The Centre formalise the practice of allowing visitors with small children to bring in appropriate food and beverage items for children.
12	Low (p.35)	The Centre increases the information provided to prisoners (e.g. by way of posters or induction information) advising of the opportunity to apply for special visits.
13	Medium (p.43)	The Centre implements a practice that ensures a review of the assessment content of a prisoners records on IOMS is undertaken on reception and if assessments have not been completed then the relevant action be taken to address the deficit.

14	Medium (p.45)	The Centre implements a practice to ensure a needs analysis is undertaken to drive the provision of learning and skills development; and
15	Low (p.49)	The centre provides physical activity resources to meet the needs of the older prisoners.
16	Medium (p.54)	The Agency reviews the adequacy of the intelligence function at the Centre.
17	Medium (p.60)	The Centre consolidates its employment process in a local procedure.
18	Low (p.67)	The Centre considers placing the “buy-up” permanently on the PAC agenda list or scheduling regular times for review.
19	Medium (p.68)	The Centre implements a practice that ensures that a review of the content of a prisoner’s OMPR on IOMS is undertaken on reception and, if not completed by the sending centre, undertake a review and then take relevant action.
20	Medium (p.70)	The Centre ensures that information pertaining to educational courses are advertised prior their commencement to allow prisoners the option of attendance.
21	Low (p.74)	The shopfront system continues to be utilised for all prisoner referrals and requests.
22	Medium (p.75)	The Centre implements a practice which ensures that all prisoners are assessed in Literacy and Numeracy if not already done so at the transferring centre.

APPENDIX C

Inspection Team

Andrew Brown, Chief Inspector
Kerrith McDermott, Senior Inspector
David Crothers, Inspector
Nicole Meakins, Inspector
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