

**April
2017**

// Corrections News

**Launching the Workplace
Engagement Unit**

**Cleaning up after
Tropical Cyclone Debbie**

Life on the Barambah Mission
**The arts research project engaging
prisoners at the Brisbane Women's
Correctional Centre**

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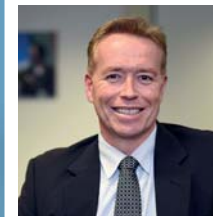
Front and inside cover: Prisoners from the Brisbane Women's Correctional Centre participated in a theatre performance project about the history of Cherbourg and the Stolen Generations.

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// Inside this issue

- 3 Cleaning up after Ex-Tropical Cyclone Debbie
- 5 Skye Itzstein and Erin Shields
Graduates from the Probation and Parole Service Practitioner Development Program
- 7 Life on the Barambah Mission
The arts research project engaging prisoners at the Brisbane Women's Correctional Centre
- 9 Celebrating International Women's Day and Queensland Women's Week
- 10 Introducing our recent graduates from the Custodial Officer Entry Program
- 11 Meet the team behind the Human Resources Enhancement Program
- 13 Launching the Workplace Engagement Unit
The next step in response to the Anti-bullying and Harassment Committee Report



Mark Rallings
Commissioner
Queensland Corrective Services

The April edition of Corrections News highlights several of the staff-driven initiatives and projects that make me proud to be a part of Queensland Corrective Services.

I would like to take this opportunity to recognise the countless hours that our colleagues across Queensland have put in to assistance and recovery efforts throughout the Tropical Cyclone Debbie weather event, many of whom have been personally impacted themselves.

In March, we celebrated International Women's Day and Queensland Women's Week. These are important occasions to recognise and celebrate the achievement of all women and girls. I would like to thank our colleagues who arranged celebrations at correctional centres, probation and parole offices and corporate business units in support of women. I am proud of the women in QCS and the wonderful and valuable role they perform every day to deliver a safer community.

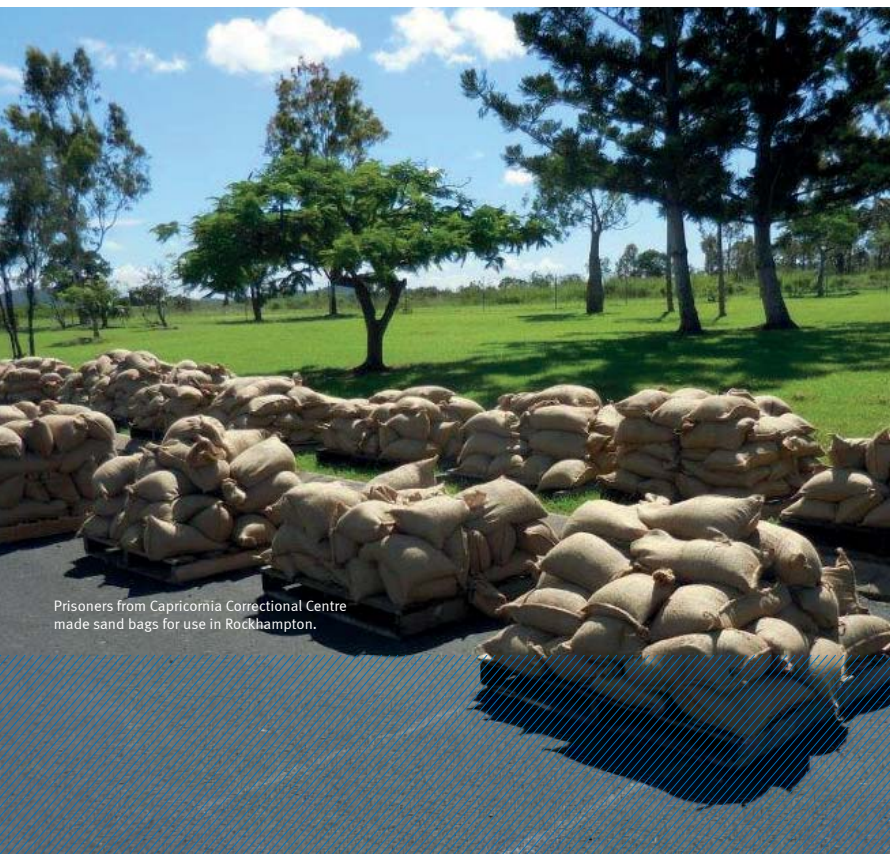
Migration of QCS staff from Lattice to the Aurion payroll system continues to progress well. Aurion will allow staff to edit their personal details and view pay summaries. The system access is currently being rolled out in stages to managers, HR practitioners, and all other staff, who will all be able to log on by May 8.

Finally, I would like to mention the new Workplace Engagement Unit, which has been launched to implement the recommendations of the Anti-Bullying and Harassment Committee Report and to contribute to healthy and safe workplaces. I encourage you to familiarise yourself with the new Workplace Engagement Unit microsite on the QCS intranet. Each and every one of us is entitled to a workplace free from bullying and harassment, and each of us is responsible for ensuring these behaviours are not tolerated.

Please enjoy the latest edition of Corrections News.



Probation and Parole offenders assisted with flood clean-up in Logan and Beenleigh.



Prisoners from Capricornia Correctional Centre made sand bags for use in Rockhampton.

Prisoners and offenders contributed approximately **3,690** hours to the clean-up and assistance efforts after Tropical Cyclone Debbie, valued at over **\$89,900**

Tropical Cyclone Debbie

Staff and prisoners contributing to the clean up efforts



Townsville Correctional Complex low security prisoners assisted with the clean-up in Bowen.

At the end of March, Cyclone Debbie tore a path of destruction across the state, followed by extensive flooding.

The Honourable Mark Ryan MP, Minister for Police, Fire and Emergency Services and Minister for Corrective Services acknowledged the hard work and dedication of QCS staff.

“Knowing you were all so prepared for every eventuality and committed to your jobs was a great comfort as the storms ripped their way down the coastline.

“Even though some of you lost power and services and had to cancel normal operations to cope with the impact of this natural disaster, the swift recovery of each of your units is a credit to you all,” said Minister Ryan.

Efforts from QCS were coordinated in conjunction with the Local Disaster Management Groups (LDMG) in the Northern, Central and South-east

regions of Queensland through the Townsville Correctional Complex, Capricornia Correctional Centre and Palen Creek Correctional Centre.

Low security centres released suitably assessed prisoners from the Work Camp Program and community service projects to contribute to supervised clean up and flood mitigation through sandbagging. Capricornia Correctional Centre also assisted with laundering linen from the Rockhampton Evacuation Centre.

Logan and Beenleigh were heavily impacted and in consultation with the Logan City Council, eligible offenders under the supervision of the Probation and Parole Service were re-deployed to the Logan City Council Parks Project. These offenders assisted with the flood recovery efforts, specifically targeting the most impacted areas.

QCS clean-up and recovery efforts formally completed on 2 May.



Low security prisoners from Capricornia Correctional Centre assisted with the clean-up at the Rockhampton Regional Council Pound.



Skye Itzstein and Erin Sheilds

Graduates from the Probation and Parole Service Practitioner Development Program

Inala Probation and Parole Case Manager, Erin Shields and Townsville Probation and Parole Acting Senior Case Manager, Skye Itzstein are among the most recent group of Probation and Parole Service officers to have completed the Practitioner Development Program (PDP).

“The best thing about PDP has been meeting so many people from different locations across Queensland. Everyone has their own take on how they manage their caseloads with regard to local attitudes and cultural impacts. Learning about that really helps us to be the best case managers we can be,” says Skye.

There is a cross-section of different backgrounds among the graduates. Skye started with QCS in 2012 at the Townsville Correctional Complex, and has spent further time working in the custodial

environment at the Woodford and Maryborough Correctional Centres. She has also worked at the Parole Board and at Gympie Probation and Parole Service, before obtaining her current position.

“I feel like I’ve learned a lot from my colleagues across the state,” agrees Erin. “PDP has taught us different skills and styles of working with challenging offenders. We have had the opportunity to learn from different speakers and there is a focus on collaborative case management – that is – working with internal and external stakeholders including the police, courts, drug and alcohol rehabilitation services, Child Safety and DV Connect.”

When asked about the role of a Probation and Parole Service officer, Erin and Skye agree on the driving factors. “To be a good Case Manager, you need to have

the passion to really want to help people,” says Skye. “Being able to provide the encouragement and support to produce small wins is what I enjoy. Working with offenders requires a holistic and therapeutic approach.”

“The Probation and Parole Service is a good career for someone who is interested in human behaviours, and wanting to better people’s lives. The most satisfying part of our job is when offenders make positive changes to better their future as a result of the way we have case managed them,” says Erin.

Building partnerships with the Correctional Service of the Solomon Islands

By the Correctional Service of the Solomon Islands Media Unit

General Manager, Capability and Development, Alan Butler and General Manager, Lotus Glen Correctional Centre, Michael Macfarlane visited the Correctional Service of the Solomon Islands (CSSI) at the end of February, following an invitation from the Commissioner, CSSI, Mr Francis Haisoma.

“The Office of the Commissioner looks forward to continuing to build the strong relationship already in place with Queensland Corrective Services, especially in relation to staff development opportunities for CSSI correctional officers,” said Commissioner Haisoma in his welcome address.

In addition to meeting with senior CSSI staff to discuss training opportunities, Alan and Michael visited Rove Correctional Centre, and officially witnessed the passing out ceremony of the 2016 new recruits, with the Director of Vanuatu Correctional Services, Mr Johnny Marango also in attendance. A further visit to Gizo Correctional Centre, located in the western province, provided the opportunity to speak to staff in the newest correctional facility in the Solomons.

In March, 12 officers from CSSI travelled to Brisbane to complete the Early Management Development Program (EMDP) at the QCS Academy. During their stay, officers visited the Woodford, Brisbane Women’s and Palen Creek Correctional Centres and took part in sessions on conflict resolution, leadership, managing incidents, recruit training and emotional intelligence.

June will see QCS Academy’s Manager, Leadership Development, Alicia Bennett, and Principal Advisor, Operational Training, John Stenzel, travel to Honiara. Alicia will deliver the second block of the EMDP whilst John will review work undertaken by the Solomon Islands training staff, to develop a program similar to the Certificate IV in Correctional Practice that is completed by QCS staff.

Queensland Parole System Review update

While the Queensland Parole System Review (QPSR) reforms will take some years to deliver, initial work has commenced. The high level structure of projects required to deliver the QPSR recommendations has been determined. So far, there are eight main pieces of work including:

Parole Board start up and initial operations	Case management redesign	Rehabilitation service planning
Probation and parole capacity, capability and configuration	Custodial capacity, capability and configuration	Enabling services and systems
Workforce capability and development	Enabling policy, strategy, legislation and research	

In April, QCS established a standalone unit to coordinate the planning, design, and implementation of the QPSR reforms. The Reform Planning and Coordination Unit (RPCU) will be the central hub for the reform program and a centre of excellence for project managers.

QPSR Implementation Committee

On 19 April, the first meeting of the QPSR Implementation Committee was held, attended by representatives from across Government. With a clear focus on ensuring the safety of the community and the impacts upon the wider criminal justice system, the committee is responsible for overseeing the planning, staging and implementation of the QPSR recommendations.

QCS has partnered with Griffith University to engage prisoners from the Brisbane Women's Correctional Centre (BWCC) in a theatre performance project about the history of Cherbourg and the Stolen Generations. The eight week program has been a part of an arts research project, working with Dr Sarah Woodland from Griffith University and professional writers and theatre artists, including Aunty Ruth Hegarty.

On 6 March, prisoners took part in the performance based on Aunty Ruth's autobiography, "Is That You, Ruthie?". The story follows Aunty Ruth's life on the Mission, after being forced to move to the Barambah Aboriginal Settlement (later known as Cherbourg).

The performance allowed prisoners to gain performance skills and increase their confidence, while giving them the opportunity to tell the important story of the stolen generations to their peers and Elders.

"I've been working in prisons for about 15 years now," says Sarah. She talks about how powerful drama and theatre programs can be in prison. "It offers a safe place where people can express themselves and break down some of their barriers, and they can be themselves a bit more. It actually becomes a relief for people to be able to be themselves."

"There is now mounting evidence that participating in drama and theatre can have really positive effects,

especially with women prisoners," Sarah continues.

Aunty Ruth was in the audience and reflected on the enthusiasm and emotion that the prisoners had put in to the performance. "We never want to see them in here. They are capable of so much, and this is an example of that," she says.

"I think the most incredible thing was seeing Aunty Ruth in the room and having the prisoners perform for her. The interaction between her and the prisoners was just magic," says Sarah.

"It was very empowering. It put me in their shoes. It opened up my eyes to see how it was for them and appreciate what we've got today compared to what they had back then," one of the prisoners comments.

Aunty Ruth's message is about there always being potential for something better. She talks about the opportunities that the prisoners now have to turn their lives around. Her resilient attitude has been the defining factor in turning her life around.

Since her time at Barambah, Ruth won the 1998 David Unaipon Award for unpublished Aboriginal and Torres Strait Islander writers and was also awarded with the Premier's Award for Queensland Seniors, for outstanding service to the community in the same year. She has published multiple books, volunteered on elderly and youth projects and for 30 years has run camps for youth.



Life on the Barambah Mission:
The arts research project engaging prisoners at the Brisbane Women's Correctional Centre

//the latest



Probation Services Officer, Rebecca Hardy with Senior Case Managers Natasha Carius and Riley Moses at the march.

Doomadgee Suicide Prevention March

by Rebecca Hardy
Probation Services Officer
Doomadgee Reporting Centre

On 14 March, QCS staff participated in the Doomadgee Suicide Prevention March. The event was organised by the Queensland Police Service (QPS), in partnership with local service providers who assist with depression and mental health.

The march was a platform for community members to speak about their personal experiences with suicide, the loved ones they have lost, and the impact that it has had on their families. In an effort to raise awareness and prevent future suicides, painted signs are to be placed throughout Doomadgee, displaying positive messages about self-worth and life.

Don't be silent this May

May is Domestic and Family Violence Prevention Month and across Queensland various events will be held to raise community awareness of domestic and family violence and to send a message that violence of this type will not be tolerated.

Now in its 12th year, candle lighting ceremonies will be held across the State at 6pm on Wednesday, 3 May to honour those lives lost and also the ones left behind.

The candle lighting vigil at South Bank Cultural Forecourt will see 2015 Australian of the Year, Rosie Batty, transfer a candle to Rob Reed, the lead runner in the 110km Darkness to Daylight Challenge Run. Over 60 Department of Justice and Attorney-General employees have registered to run or walk part of this event. Each kilometre represents a life lost to this epidemic.

Candles will be carried throughout the night to symbolise 'lighting the way' and helping all victims out of the darkness and into the daylight.

Celebrating International Women's Day and Queensland Women's Week

Robyn Gregory

Director of Offender Information Systems, Robyn Gregory started with QCS 27 years ago as a library technician at H.M. Prison, Brisbane (Boggo Road).

"It was a unique experience because – nursing staff excepted – women didn't work at Boggo Road, really. I think at the time, there were about five female staff who worked in the counselling and education areas," she says.

"I find corrections to be very interesting," Robyn continues. "It's one of those places where there are never two days that are the same. It doesn't matter what role you work in."

Robyn has worked in varying positions across correctional centres, policy, community custody and the custodial directorate before she took up an IT role in 2005.

"I've been very fortunate in my view, to have moved throughout so many different roles. I often find myself taking up roles where improvements are required, so it has been very challenging, but it has also been rewarding," she says.

"By and large, I think QCS is an organisation where despite the fact that externally, people might see it as a male dominated industry, I think women in actual fact, are very well supported in the main."



Kate Petrie

Kate Petrie is the Director of Policy and Legislation in the Strategy and Governance branch of QCS.

In May this year, she will have spent 10 years as part of the team. Kate graduated university in 2005 with a Bachelor of Behavioural Science and a Bachelor of Arts in Criminology and Criminal Justice. She commenced working for the Department of Communities as a graduate, before moving to QCS in 2007 as a Principal Policy Advisor. After having several opportunities to relieve in more senior positions, Kate was appointed as Manager in 2011, before moving into the Director role in August last year.

She highlights the impact that flexible working arrangements within the branch have had on

her career. "It has been fantastic working in a team that has supported very flexible working arrangements for mothers. I have three children and have been on maternity leave three times. After returning at various points, I have gone part time, or used telecommuting.

"My team is currently comprised of a number of women who are part time and telecommuting. What we've found is that those arrangements have enabled us to hold on to some very talented women who have been able to continue to work at the same time as raising their families. I think Strategy and Governance is known for supporting those arrangements and I'm quite proud of it."

RACQ Women's International Fun Run 5km walk

By Jade Wengel
Executive Support Officer
Specialist Operations

On 5 March, staff from the Specialist Operations and Statewide Operations directorates participated in the RACQ Women's International Fun Run 5km walk. Jemma Ahmann, Kym Peters, Jade Wengel, Stacey Rosenthal, Roberta Embrey and Craig Rosenthal raised \$797.00 for Mater Chicks in Pink and were among 12,000 participants on the day. Funds Collected by Mater Chicks in Pink contribute to caring for many Brisbane women who have been diagnosed with breast cancer, by providing them with emotional and financial support, as well as further research.



International Women's Day at the Brisbane Women's Correctional Centre

Activities Officer, Anne-Maree Miller, guest speakers, Leigh Ellwood-Brown from Soroptimist International Brisbane and Dr Sarah Woodland from Griffith University, with Manager, Offender Development, Mark Evans pictured above at the event.



The Custodial Officer Entry Program: Introducing our recent graduates

Graduates Stuart Gale and Craig Irons.

On 23 March, 23 officers graduated from the Custodial Officer Entry Program, facilitated by the QCS Academy.

"My favourite aspect of the course was the Control and Restraint training," says graduate, Craig Irons, who has been placed at the Brisbane Correctional Centre. "The expertise of the trainers has allowed us to be physically prepared us for potential situations where, if things were escalated, we would know how to look after our colleagues and ourselves."

Graduate, Stuart Gale has also been placed at the Brisbane Correctional Centre, and was a Correctional Officer in London for 11 years until 2015, when he migrated to Australia. "The

legislation and procedures are different coming from the United Kingdom, but in terms of how you actually deal with people, there's absolutely no difference," says Stuart.

He talks about having the opportunity to reinforce a sense of personal worth and self-confidence in offenders and showing them that they do have alternatives and a choice to live a pro-social lifestyle. "To be a Custodial Correctional Officer, you need to have an understanding of how to treat people with dignity and respect. It's about being a positive role model for prisoners and trying to instil some form of discipline, while breaking the chain of reoffending," says Stuart.

"We walked in here as strangers

from varied backgrounds, but all with the common goal of becoming custodial correctional officers. Our backgrounds range from students to parents, tradies to military and security officers and personal trainers to managers," said graduate Caroline Temperton, who has been placed at the Borallon Training and Correctional Centre, in her speech to her fellow graduates at the ceremony.

"Some of the reasons we all came here include career changes, opportunities for growth, employment stability, and to challenge ourselves. Overwhelmingly though, we came here to be a part of a community that wants to affect change, promote community safety, and build the future of Queensland."

The Human Resource Enhancement Program (HREP) was established to improve the way human resource information and services are managed within QCS, commencing with the migration to the Aurion payroll system. Independent auditor, PricewaterhouseCoopers (PwC) recently gave the all-clear to the migration to the Aurion payroll system, which is currently in progress.

Program Director, Tracey Neil has been involved with the migration since its inception. "I was initially employed as the Project Manager for QCS on the Human Resource Information Solutions Program, which was run by the Public Safety Business Agency. This program was focused on replacing the current system, Lattice, and implementing a human capital management solution for QCS, Queensland Ambulance Service and Queensland Fire and Emergency Services," says Tracey.

The new system will improve operations as it is better supported and maintained and has already been successfully implemented across other Government departments, currently paying over 48,000 staff. "It was really important to work closely with Queensland Shared Services to ensure the system was set up correctly and tested thoroughly. This process has been very rigorous," she says.

The HREP team has carried out site visits across the State over the past few months. This has allowed them to conduct information sessions and engage with as many staff as possible at correctional centres, probation and parole offices and corporate locations.

Principal Consultant, Human

Resource Management, Mandy Lappe has a background in developing and delivering training as an HR professional. "I have really enjoyed working with staff on the ground including our HR Practitioners, staff in correctional centres, the Probation and Parole Service, and our other units too," she says. "It's been great to get to know the business and see the project come to fruition. After so many rounds of trial migrations and tests, it's great to be able to deliver ESS to our staff. The best part of the project is building that sense of excitement about the new system and helping people to see how it can help them."

A suite of online resources have been developed by the HREP team, including transition materials designed to support staff and HR practitioners in the migration to Aurion, and learning resources to provide staff with the information required to understand and navigate the system. These materials are now available on the HREP intranet site and further materials will be published as they are finalised.

From May, pay summary advices will be available on the Aurion Employee Self Service (ESS) along with access to update personal and banking information, and to view current and future leave balances.

"The introduction of ESS provides staff with the ability to control their own personal and banking information, making the process more efficient and providing them with increased assurance over the information that is most important to them," says Senior Training and Communications Officer, Nadia Pourbozorgi.

Senior Project Officer, Claire Devlin, Senior Training and Communications Officer, Nadia Pourbozorgi, Senior Data Analyst, Tony Green, Program Director, Tracey Neil, Principal Consultant, Human Resource Management, Mandy Lappe and Senior Business Analyst, Leanne Bulmer.



Transitioning the QCS payroll system to Aurion

Meet the team behind the Human Resources Enhancement Program

Launching the Workplace Engagement Unit

The Workplace Engagement Unit has been established to implement the recommendations of the Anti-Bullying and Harassment Committee Report and to contribute to healthy and safe workplaces.

The unit's purpose is to empower staff to resolve conflict and foster relationships so that QCS workplaces are courteous and respectful.

QCS is committed to promoting workplaces free of bullying and harassment. In December 2015, QCS established the Anti-bullying and Harassment Committee in response to concerns raised by Together Union members, responses to the 2015 Employee Opinion Survey and QCS reviewing instances of alleged inappropriate behaviour.

The Anti-bullying and Harassment Committee has been responsible for undertaking background research to seek greater awareness and understanding of the issues regarding bullying and harassment within QCS, as well as developing proposals concerning

possible strategies to address such behaviours.

The Anti-bullying and Harassment Committee comprised three external members who co-chaired meetings, as well as Together Union members, QCS staff, and a Department of Justice and Attorney-General Human resources representative. The external members brought experience from the university sector, the Aboriginal and Torres Strait Islander community and the Queensland Industrial Relations Commission to the committee deliberations.

The findings of the committee were presented in the Anti-bullying and Harassment Committee Report in December 2016, with recommendations to address inappropriate behaviours. All recommendations were endorsed, and the Committee will continue to oversee the implementation of the recommendations.

Have you experienced bullying or harassment?

Anti-bullying and Harassment Hotline
1300 785 993

For assistance contact
WorkplaceEngagementUnit@dcs.qld.gov.au



// We all deserve to be free from bullying and harassment.



Vale Peter McInnes

Mr Peter McInnes, President, Queensland Parole Boards passed away in the early hours of Friday 28 April.

Mr McInnes was appointed as President of the Queensland Parole Boards in 2006, after previously serving as Deputy President on the Southern Queensland Parole Board. Prior to his appointment he was founder and senior partner of the law firm McInnes Wilson. He also served as board member for a number of authorities and charitable foundations.

Mr McInnes was well known for his indefatigable work ethic and unflagging commitment to the parole boards and to community safety. We pass on our heartfelt condolences to his partner Robyn, and their family and friends.

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