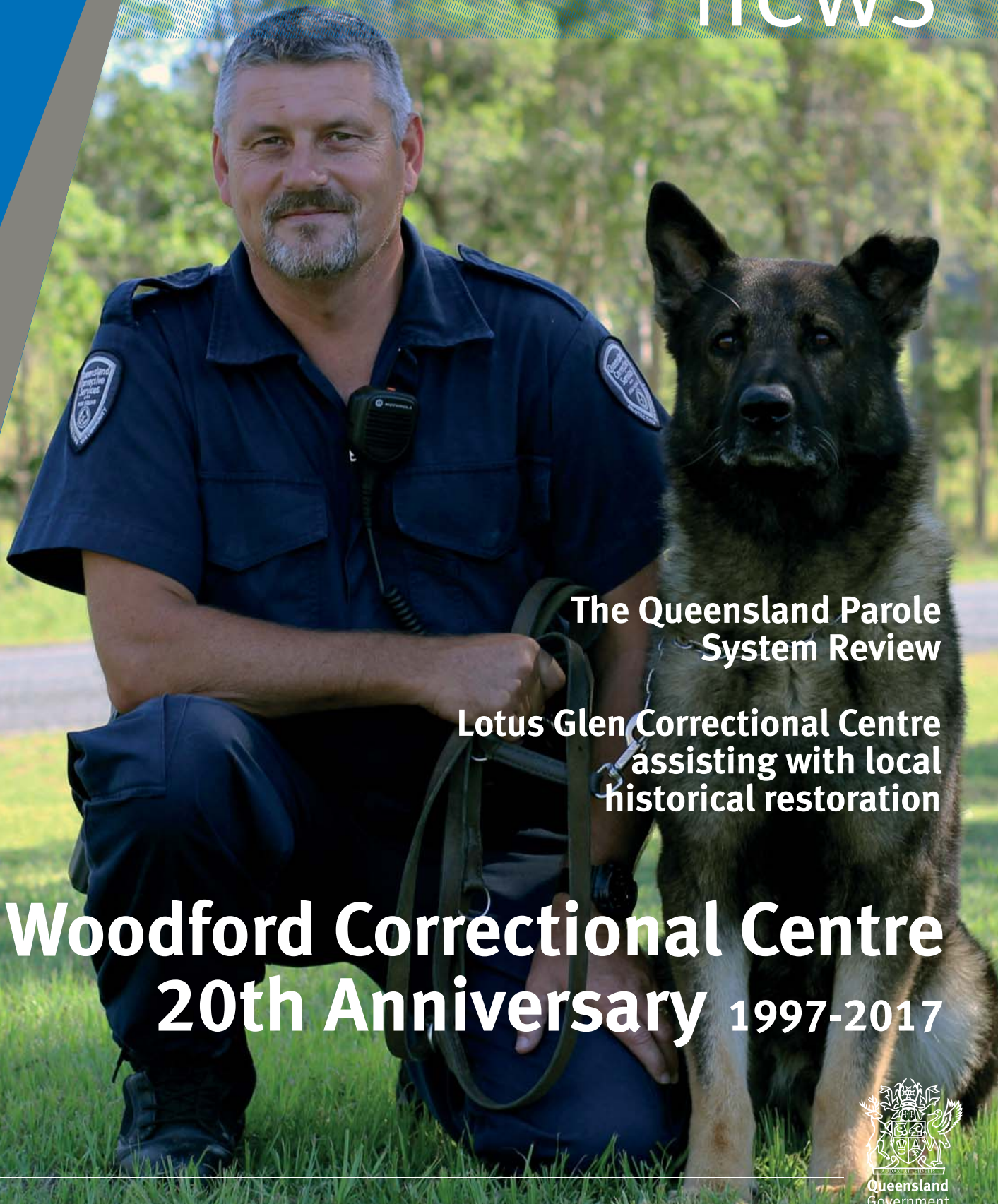


FEBRUARY
2017

CORRECTIONS

news



**The Queensland Parole
System Review**

**Lotus Glen Correctional Centre
assisting with local
historical restoration**

**Woodford Correctional Centre
20th Anniversary 1997-2017**

// This issue



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Front cover: Woodford Correctional Centre Dog Handler, Tony Austin
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MARK RALLINGS

COMMISSIONER
QUEENSLAND CORRECTIVE SERVICES

QCS is committed to delivering world-class corrective services that effectively manage, supervise and rehabilitate offenders while in custody and when released on parole into the community.

In this issue, we take a look at the Queensland Parole System Review after the Premier released the report conducted by Mr Walter Sofronoff QC earlier this month. The review was ordered by the Premier following the tragic death of Ms Elizabeth Kippin in Townsville last year, when a man on parole was charged with her murder.

Throughout the review, Mr Sofronoff spent time in district offices, correctional centres and with the Parole Boards speaking with offenders, prisoners and QCS staff about their experiences in the Queensland justice system.

I would like to take this opportunity to thank all of our colleagues who have assisted in facilitating the review. This is a major reform of the parole system and almost every part of QCS will participate in and contribute to this reform. Our workforce is made up of committed, highly skilled officers with great integrity, and the review is a tremendous opportunity for us to make real, meaningful, and enduring improvements to our business and to the safety of the community.

In response to the recommendations by Mr Walter Sofronoff QC, the Government is investing an additional \$265 million over six years to establish a new Parole Board, expand and improve rehabilitation, case management, drug and alcohol and mental health treatment services and re-entry services, along with a significant injection of new staff to support the increasing offender numbers in the Probation and Parole Service. On top of this, a further \$200 million has been dedicated to funding 164 new cells at Capricornia Correctional Centre, with early work set to start in November. These resources will assist us in creating a new approach to managing prisoners towards, during and even after parole.

This issue also covers the 20th anniversary of the commissioning of the Woodford Correctional Centre, and as usual, showcases some of the work that our colleagues have devoted significant time, effort and dedication to deliver, including the Prison Industries program.

Please enjoy the February edition of Corrections News. For further information about the Queensland Parole System Review, please have a look at the report and Government's response to it if you haven't already done so. You can download them both at <https://parolereview.premiers.qld.gov.au/>

Queensland Parole System Review

On 16 February, the Honourable Anastacia Palaszczuk MP, Premier and Minister for the Arts announced major reforms to probation and parole services across the state following the Queensland Parole System Review.

The review, conducted by Mr Walter Sofronoff QC, provided 91 recommendations to the Queensland Government, affording the opportunity to reshape and improve the parole system through long-lasting changes to the management and rehabilitation of prisoners and offenders. After consideration by the Government, 89 of the 91 recommendations were supported or supported-in-principle.

“The more effective our parole system is, then the safer the community is from crime,” the Premier said. “These changes are designed to curb crime

by being smart on crime and its causes. They are aimed at reducing crime through reducing the risk of reoffending.

“Mr Sofronoff’s report presents a compelling case for change, with the benefits being greater community safety, savings to the public purse and reduced overcrowding in our State’s prisons.”

The report represents the most sweeping changes to the way in which prisoners are dealt with in prison and while they are on parole or probation in recent Queensland Corrective Services’ history. It highlights that effective rehabilitation, reintegration and supervision of prisoners released into the community is crucial in reducing the risk of reoffending.

The Premier said the Government would take

- immediate steps to:
- » expand the use of GPS monitoring for better surveillance of parolees
 - » recruit additional staff and strengthen the Probation and Parole Service, enabling it to provide more effective case management and supervision of parolees
 - » expand rehabilitation services for prisoners to address the causes of crime, including drug addiction and mental health issues
 - » prepare legislation to provide for “no body, no parole” prison sentences
 - » appoint Michael Byrne QC as President-Designate of the Parole Board, who will establish a new fully independent board operating under a new parole process

For further information, the Report and the Government response are available at

<https://parolereview.premiers.qld.gov.au>

Media statements

16 February 2017
Government announced major overhaul of parole system to keep Queenslanders safe

16 February 2017
Michael Byrne QC engaged as Parole Board President-Designate

16 February 2017
“No body, no parole” to become law in Queensland

16 February 2017
GPS tracking to expanded to monitor parolees

16 February 2017
Extra staff to keep Queenslanders safe and rehabilitate offenders

24 February 2017
Parole system strengthened by GPS offender tracking

All statements are available at <http://statements.qld.gov.au/>

GPS electronic monitoring for parolees

GPS monitoring has been used since 2011 for dangerous sex offenders in conjunction with intensive case management strategies, to reinforce the strict supervision under the *Dangerous Prisoners (Sexual Offenders) Act 2003* (DPSOA).

The Premier said the Government has committed more than \$35 million over six years to expand GPS monitoring technology to monitor up to 500 parolees across Queensland.

“We have accepted the Sofronoff review recommendation that Queensland Corrective Services further develop its GPS tracking capabilities so the Parole Board could require GPS tracking and monitoring based on the assessment risk of each parolee,” said the Premier.

The GPS system allows for multiple curfew and location restrictions to be configured and programmed.

There is a difference

between the way GPS tracking is used to restrict and control the movement of dangerous sex offenders and how it will be used to enhance the supervision of parolees.

For DPSOA offenders, GPS tracking is used to apply the strict supervision to offenders deemed a serious risk to the community by the Supreme Court of Queensland.

For parolees, GPS tracking will enhance supervision capability and monitoring of parolees in accordance with the conditions of the parole order. It will allow case managers to have access to invaluable information to use in working with these offenders to reduce their risk to the community.

The GPS tracking will be rolled out to parolees as recommended by the Sofronoff review. The implementation will be steadily expanded after careful assessment of parolees for the technology.



// what's news?

Woodford Correctional Centre 20th Anniversary 1997-2017

Acknowledging 20 years of community safety and crime prevention through the humane containment, supervision and rehabilitation of offenders

The Woodford Correctional Centre project commenced in 1994 on the site of the old Woodford secure facility. The first prisoners were accepted at the centre on 7 March 1997 and this year marks the 20th anniversary of this day.

In this issue, we took the opportunity to sit down with some of the officers from the centre, including those who have been at Woodford since its opening.

Intelligence Manager, Craig Steley was part of the commissioning group and started as a base grade officer in Unit N2. "A lot of things have changed in that time, including the prisoner population and their dynamic," he says. "I'm really proud of our ability to adapt to changes, and as a centre, we are very good at managing risk through intelligence and the dedication of our colleagues," says Craig.

The commitment and comradery is clear amongst officers at the centre, particularly with the presence of the Staff Welfare Association. "The Association has been established for at least 10 years now, and they rally around staff that are doing it tough," says Violence Prevention Coordinator, Sharon Gardiner.

Committed to expanding and improving operations, Woodford has piloted many initiatives over the years. "This centre was the first to get 12 hour shifts, the first to have our own industrial agreement, and the first to train non-custodial staff in relieving control room positions," says Human Resources Officer, Alan Tilly.

In 2001, Woodford opened a 400 cell expansion of secure accommodation to assist in accommodating the growing prisoner population. As the largest correctional centre in Queensland, the commitment to addressing challenges within the facility, including the rise in prisoner numbers, is shared by all officers.

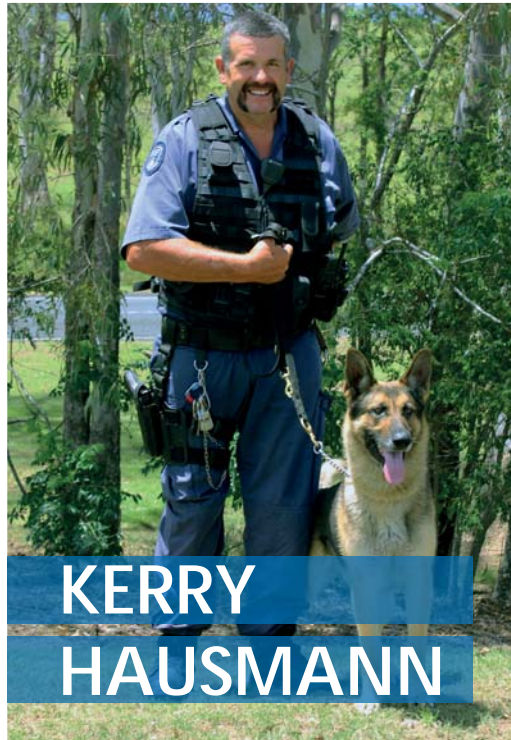
"The people we work with every day support each other," says Craig. "Our General Manager is very communicative and always lets staff know what's happening both strategically and on a smaller scale within the centre. We are aware of ongoing trends in the growth in prisoner numbers and we are preparing for the next steps."

Taking pride in the valuable work they undertake and looking after their colleagues are respected values at the centre.

"It's just a good place to work and there are a lot of really long term staff. We have a great team and we are really good at supporting anybody that's in need," says Sharon.

Dog Handler, Kerry Hausmann has been working in corrections for over 40 years. “Back when I started in 1976, it was under the cadet system. At 17 years old, I thought it was a good way to learn the basics,” he says.

Kerry spent 13 years at Boggo Road Gaol and when it closed, he transferred to Lotus Glen Correctional Centre near Mareeba. “I got into the Dog Squad at Lotus Glen and came back to Brisbane to work at the old Moreton prison until Woodford opened in ’97,” he says.



**KERRY
HAUSMANN**

When asked about his favourite part of the job, Kerry has no hesitation.

“Having been a handler for the past 25 years, obviously it’s about working with the dogs. Each dog is a bit different – you’ve got to use the same basic training, but you vary it a little bit to adapt to their personalities and there’s a challenge in that.”



CARLEA WALKER

Dog Handler, Tony Austin began his career with QCS 28 years ago. “I think I was 22 when I originally started at the old Woodford prison, before they built this one,” he says.

When the centre was decommissioned, Tony returned to his trade for a few years, before gaining a position at Wacol in 1995.

“I started again with QCS when I found out this place was being built. I stayed at Wacol for a few years until Woodford was set to open, and then I transferred over. I was here for about two and a half years and then got into the Dog Squad in 1999,” says Tony.

Typical duties for a handler can include perimeter patrols and foot patrols inside the centre at certain times of each day. Handlers also assist with mail and visits processing, as well as searches.

“We follow escorts into Brisbane for high security prisoners. We’re there as a risk management strategy,” Tony adds.

Becoming a member of the Dog Squad is a particularly coveted position, but according to Tony, it’s about being in the job for the right reasons.

“I’ve been in the job for 18 years. This is my third dog, and I’ve never had a dog bite a prisoner. Don’t get me wrong – they will do it – and if they did, in the right situation, it would be effective. That’s why it’s a deterrent.”

He highlights the main priority of the job is about looking out for the other officers.

“Often, just the presence of the dogs is the support the response officers who are dealing with a situation need,” he says.

Human Resources Manager, Carlea Walker started with QCS when Woodford opened. “I started in an entry level position in Trust Accounts and have worked in various roles from rostering to custodial recruitment,” she says. Carlea spent several months at Lotus Glen Correctional Centre, where she initially took on the Manager role, before transferring back to

Woodford five years ago.

When asked about her time at the centre, Carlea notes the positive atmosphere amongst staff at Woodford. “I like the feel of the centre. The majority of staff will help each other, and go out of their way to do so,” she says.

“When people are in need, Woodford pulls together to

help, regardless of what’s happening, who you are, and what position you hold.”



TONY AUSTIN

We sat down with Correctional Counsellor, Carol Greenhalgh to talk about her time at Woodford. Over the years, she has worked as a Cultural Liaison Officer, an Education officer and a Senior Practitioner. "I started as a student placement at Woodford in August 1997, and in 1998, I received a phone call to come and join the Woodford team," she says.

From her interactions with other staff, you can tell that Carol is a valued team member. "Since arriving at Woodford my last name has seemed to gain some interest. Most times the officers call me Green Algae," she jokes.

She talks about the value the centre has as a positive workplace as well as the importance of a sense of humour. "I believe from the day I started at Woodford I was treated like I belong here and as part of the furniture," says Carol. She is known by her colleagues as a major contributor to the programs area, a skilled counsellor and also for her sense of humour. "People at work say green and red cordial make me mischievous and actually stop me having it before meetings," she adds.

"I just love my job and any day is never the same. It's all about teamwork here at Woodford – if people don't work as a team, you've got nothing. You've got to have each other's backs."

In an example of this, Carol talks about adjusting to unforeseen circumstances and working together to assist her colleagues. "I am currently the sole Programs staff member to have undergone custodial training, and in the past I have been called upon by



**CAROL
GREENHALGH**

the General Manager to perform custodial duties to assist other officers."

When dealing with the challenges of the custodial environment and high risk prisoners, Carol highlights the support she has received from colleagues and management. Her work has been acknowledged with awards in recognition of her operational expertise, especially in dealing with difficult prisoners. "Senior management have selected me to work with many difficult offenders, including those who have been high profile, and classified as maximum security over the years."

Supporting staff and prisoners has become a significant aspect of Carol's career. QCS counsellors assist with providing support to

prisoners in some of the most challenging events of their lives. Carol has assisted with transfers for men and women, and worked with Maximum Security Unit (MSU) prisoners with high risk behaviours.

"In the past, I have supported staff following traumatic events. My skills as a Counsellor have been utilised in these situations on a number of occasions," she explains. Carol has assisted officers and their families during their times of personal crisis, including those who have been injured in the line of duty.

"My time at Woodford has been one hell of an experience both professionally and personally. Every day is challenging, unpredictable and no two days are the same."



One of the Cairns Historical Society's damaged tables before refurbishment.



A refurbished table for the Cairns Historical Society's displays.



Refurbished pews from St Joseph's Church, Atherton.



Signage constructed for the RSL around the region.

Prison Industries at Lotus Glen Correctional Centre

Prison Industries at Lotus Glen Correctional Centre (LGCC) is focused on affording prisoners with the opportunity to learn important work skills, but also to give back to the community through partnership with not-for-profit organisations.

One of the major projects has involved the production of signage for the Returned Services League (RSL). "This district was a huge repatriation area for soldiers involved in the Pacific theatre of the Second World War," explains Industries Manager, Larry Guilfoyle.

"There are hundreds of signs from Mareeba to Mt Surprise which designate where each regiment were based in the war. A lot of family members and returned service men are interested in visiting to see these significant locations. We remade all of the signs by carving the information into timber using one of our machines and then painting them."

Prisoners have also assisted Cairns Historical Society with their work. The society is focused on making the history of Far North Queensland accessible to current and future generations. "The Historical Society is establishing a local museum and are using a number of old tables as displays. These tables have come from past local businesses and many of them were very dilapidated," says Larry.

A project close to Larry's heart

has been the refurbishment of pews for St Joseph's Church, Atherton. "My Grandfather actually made the pews, baptismal font and pulpit for the church in the 1950s. No one wanted to do the work as it was too labour intensive so they approached us," he says.

"We were able to do the whole church, five pews at a time, with our carpenters' workshop disassembling, stripping back, reassembling and lacquering the timber sections, before the tailors' workshop reupholstered the kneelers."

Michelle McLellan from St Joseph's said the church is very happy with the product. "The workmanship is beautiful and the church community is so appreciative that we could get it done," she says.

"Our goal is to provide a quality service for clients while promoting healthy lifestyles, skills and employability for prisoners, particularly those from remote communities. Lotus Glen Industries' greatest asset is its people and we take pride in our achievements," says Larry.

"We are the largest single employer on the Atherton Tableland, and our staff are very much a part of the area, which is made up of a number of smaller communities. Our senior management are very strong on being supportive of all local communities and are always happy to assist with worthwhile community projects where possible."



State Specialised Vehicle Coordinator, **Greg Williams** retired in 2016 after almost 42 years of service with QCS.

Greg Williams with current State Specialised Vehicle Coordinator, Matthew Johnson at his farewell function last year.

It can take approximately **400 hours** to laser cut over **1000 pieces** of sheet metal required for a single vehicle cell. Total assembly of a vehicle can take around **4 months**

Greg Williams retired from the Escort and Security Branch (ESB) last year after almost 42 years of service. Greg commenced at the Wacol Correctional Centre in 1974, before transferring to ESB in 1991.

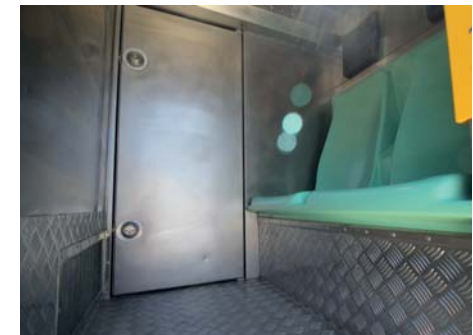
As State Specialised Vehicle Coordinator, Greg's role involved overseeing the manufacturing of new vehicles for QCS to ensure the safe and secure transportation of prisoners.

Last year, Greg received an Excellence Award in the Customer Focus category in recognition of his commitment to the High Risk Vehicle Initiative. The following is an excerpt from his nomination:

Greg has been directly involved with escort vehicles for a total 25 years and brought all his skills and considerable knowledge to the work environment. He is analytical and methodical and keenly pursues building the best escort vehicle fleet possible; and to this end he

was quietly passionate with unending resolve.

This was not a project or short term obsession for him but rather a life time commitment. Queensland Corrective Services has 40 specialised high security escort vehicles with Greg's fingerprints permanently on them.



Current QCS models

Mercedes Vito – High risk escort vehicle

- » A single cell vehicle that has the provision for a third correctional officer to conduct physical observations of prisoners who are at risk.
- » Specifically designed cell to provide a safe, secure mode of transport for prisoners at risk of self-harm.

Mercedes Vito – Female with child restraint capabilities

- » A single cell vehicle designed specifically to cater for females who are pregnant.
- » A child restraint anchor is provided, should a mother and infant require transport together.

Mercedes Sprinter – with wheelchair capabilities

- » A three cell vehicle designed to carry six prisoners.
- » A wheelchair loader and docking station is built into the vehicle providing safe transport for prisoners with mobility issues.

Mercedes Sprinter – three cell

- » A three cell vehicle designed to carry seven prisoners.
- » Each cell can be accessed externally or internally. This is to ensure occupants can be evacuated in case of an accident.

Isuzu with 12 seat modular body

- » A heavy vehicle under the National Heavy Vehicle Regulator and is registered as a bus.
- » The modular body is mounted onto an Isuzu truck.
- » Designed to accommodate 12 prisoners in six cells.



REBECCA BATES

Custodial Correctional Officer, Rebecca Bates' career with QCS started at Numinbah Correctional Centre eight years ago. In that time, she has worked in administrative and visits processing roles at Numinbah and Palen Creek Correctional Centre.

"In May last year I attended the QCS Academy and graduated as a Custodial Correctional Officer. I was then appointed to the position of the farm officer at Numinbah Correctional Centre," she says.

Rebecca competed in last year's Australasian Police and Emergency Services games with her mares Immenhof Fame and WPH Isabella. "Fame and I won overall Supreme Champion, Show Jumping Exhibit. We also won a gold medal in her combined training (dressage and show jumping) class and a bronze in her hunter hack class. WPH Isabella was awarded a bronze medal in her show horse class and bronze in the combined training," says Rebecca. "It was a great competition where participants came from all over Australia and New Zealand to compete."

Before corrections, she worked with horses on her family's thoroughbred and performance horse stud. Rebecca's experience with horses has assisted in her role at Numinbah, where QCS has recently partnered

with Racing Queensland to deliver the Certificate II in Stable Hand (Racing) course. "The course is facilitated by Racing Queensland and we have two educators that have been attending the centre three days a week," she says.

Health and safety within a workplace, rules and regulations of the racing industry, communication in the workplace, horse handling and management skills, and basic riding practises are topics that are covered in the course.

"The women have been able to learn riding skills and it has been a fantastic introduction to working with horses for the women," says Rebecca.

"There are many opportunities for employment in the racing industry and there are tracks in all of the capital cities and major country towns across Australia. This certificate will open up opportunities for women that cannot return to their previous employment or that have not been employed for some time.

"It has been great to watch the women grow throughout the course and see their confidence increase, and I hope that more opportunities for further training and courses can evolve for the future," says Rebecca.

Back row: Jonathan Morgan, Maureen Baker, Wynn TeKani, Peter Henderson, Manuia Aloailli, Dominic Feunati, Pearl Feunati
Middle row: Jodie Saunders, Sheryl Thompson, Shannen Rickus, Patsy Beswick, Celia Watergo, Louise Coutts, Tu Tawha, Ruta Aloailli, Tiger Singh, Robert Barton
Front Row: Rangī TeHau, Faye Carr, Olga Rudolph, Georgina Te Maira, Jenny Ratcliff, Melita Orcher, Maureen Wilson, Lucy Morgan



MULTICULTURAL FAMILY DAY

Toward the end of last year, Borallon Training and Correctional Centre (BTCC) hosted a Multicultural Family Day.

This event was created to embrace the cultural diversity in the prisoner population in the centre. A prisoner steering committee assisted with the organisation of the event, including a number of cultural displays and activities. There were a number of invited guests including Elders from Aboriginal, Maori, and Samoan cultural groups and over 200 families enjoyed the day, some travelling from interstate and overseas.

The event commenced with a traditional Welcome to Country, followed by cultural addresses by Elders from

the Maori and Samoan communities. Polynesian prisoners then combined their cultures in a performance that showcased a traditional welcome and a challenge of support through the Haka.

"This event was the first time we've had a panel in place to be able to plan the day," says Manager, ThroughCare, Martina Gavin. "All of the prisoners were really willing to participate and they were very excited about the opportunity to engage in the planning."

"It was amazing to see prisoners that were involved practising for at least six weeks in the lead up. They were very proud of being able to celebrate their cultures and share that

with everybody," she explains.

In his speech to the visitors, one prisoner outlined the value in the theme for the day as an opportunity for a small piece of normality:

"We thank you all for coming today. We are very glad to have you here and hope you enjoy the day with your loved ones. We are going to have some traditional dances, games, great food from different cultures, an art competition, and more – but most importantly, time with our family in a normal setting."

The event focused on a message of cultural support, respect and significance, combined with the importance of

family, and embracing the opportunities provided at Borallon Training and Correctional Centre.

Officers at the centre were dedicated to ensuring the success of the day, from planning security clearances, to the logistics of processing visitors through the gates.

"I've never seen anything like it before in my experience in corrections. To be able to see the enjoyment that all of the visitors got – and to see the families that travelled interstate and internationally to attend and share in the day was really nice," says Martina.

2016 Australasian Police and Emergency Services Games



Jeremy Black
Escort and Security Branch

Jeremy won a gold medal in Discus, silver in Shot Put, bronze in Hammer Throw and bronze in High Jump at the Games.



Ombir Joon
Capricornia Correctional Centre

Ombir won the silver medal in the 100 meters backstroke and participated in a number of other events.



Tim Lowrey
Capricornia Correctional Centre

Tim won two gold, two silver and one bronze medal in a range of field events.

Next Issue

- » Implementation in response to the Queensland Parole System Review
- » The 10th anniversary of the Bowen Work Camp

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