

June
2017

// Corrections News



Corrections Day
Meet the team keeping
Queensland safe



Queensland
Government

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Front cover: Corey Eggmolesse is currently working within the Murridhagun Cultural Centre to support cultural awareness within QCS. Read more on page 5.

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Mark Rallings
Commissioner
Queensland Corrective Services

This is my final issue of Corrections News as Commissioner for QCS. I could not think of a more fitting issue on which to leave my tenure with this organisation, where I have been proud to have worked since 2003.

In the past month we have celebrated our inaugural Corrections Day and our Excellence Awards, which is the focus of this edition. On 1 June 2017 I was joined by the QCS Board of Management, senior management and our colleagues from the Department of Justice and Attorney-General executive to congratulate so many of our staff for their significant and commendable efforts in the past year.

Corrections Day was a resounding success, with business units, correctional centres and probation and parole offices across the State taking time out to celebrate success and acknowledging how so many of our unsung staff work every day to deliver a safer Queensland.

In the lead up to Corrections Day we delivered a number of social media profiles to increase community awareness of some of the different roles performed by QCS staff across Queensland. In this issue of Corrections News we have included a number of additional staff profiles, along with a wrap up from our Excellence Awards.

The QPSR represents the most significant investment in our parole system in a generation. In the past two months I have been travelling the State, meeting with staff to discuss and inform our progress on the program of work. Our staff are the key to making the QPSR a success. I encourage each and every one of you to be involved in the implementation to ensure QCS harnesses this opportunity for change.

It is with that I will close by expressing my thanks for the opportunity to have led QCS. Our organisation has a proud history and so many committed staff who have dedicated their careers to the safety of the community. I am proud to have been a part of QCS and wish you all the very best.

Please enjoy the latest edition of Corrections News.

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Corrections Day

Meet the team keeping Queensland safe

On 1 June 2017 Queensland Corrective Services celebrated its inaugural Queensland Corrections Day, along with the QCS Excellence Awards. Over 170 staff and special guests were on hand for the Excellence Awards held in the new 1 William Street building.

In the week leading up to Corrections Day, many of our local offices, correctional centres and business units celebrated with breakfasts, barbecues and other events to pay tribute to the work all QCS staff do to keep Queensland safe. Congratulations to all staff for their involvement in contributing to the success of Corrections Day and those staff awarded for going above and beyond in their roles.

The Stakeholder Relations team was overwhelmed with offers from staff to participate in profiles for social media and Corrections News, along with the involvement of the Townsville Correctional Complex and Northern Region Probation and Parole in an open media event at the Townsville Men's Correctional Centre. This issue is dedicated to profiling our staff who protect our community every day. Due to the number of volunteers, Stakeholder Relations will continue publishing profiles in the August edition of Corrections News.

The promotion of Corrections Day and our staff profiles has generated significant social media awareness of how our team keeps Queensland Safe – which is something QCS will continue to build upon every year to recognise and acknowledge each other in delivering world class corrective services.

QCS Divisional Excellence Award Recipients

Excellence in Leadership
Empowering people through excellence in leadership, collaboration and team development.

Excellence in Customer Focus
Putting customers first through a commitment to excellence in customer focus and service.

Individual Winner
Bruce Welk, Intelligence and Investigations Branch

Team Winner
Aurukun Integrated Response Team

Individual Winner
Claire Walker, QCS Academy

Team Winner
Policy, Legislation, Performance and Reporting, Forecasting and Modelling Team, Strategy and Governance

Excellence in Promoting Safe, Respectful QCS Workplaces
Undertaking activities which promote QCS workplaces wherein respectful relationships and staff safety are priorities.

Individual Winner
Karen McGregor, Human Resources

Team Winner
Violence Prevention Coordinators

Excellence in Innovation
Inspiring innovation and efficiency through leading by example.

Individual Winner
Ann Campbell, Wolston Correctional Centre

Team Winner
Inala District Office

Excellence in Performance
Cultivating a high-performing and professional workforce

Individual Winner
Craig Leggett, Toowoomba District Office

Team Winner
SNAP Workshop, Wolston Correctional Centre

Uncle Joe Kirk delivered a Welcome to Country at the QCS Divisional Excellence Awards.



General Manager, Mike Macfarlane presented certificates of recognition to officers at the Lotus Glen Correctional Centre. Correctional Supervisor, Stuart McHaffie was recognised for his leadership.



Over 170 staff attended the QCS Divisional Excellence Awards.



Ross Copland, Leonie Richardson, Nicolaire Byrne and Russell Tudge celebrated with a team breakfast at the Brisbane Women's and Wolston Correctional Centres.

David Balmer, Bill Warwick, Ray Fletcher and Doug Wait at the Brisbane Women's and Wolston Correctional Centres joint celebration.



Officers Ron Fye, Matthew Johnson and Paul Liggins received certificates in recognition of their service at the Escort and Security Branch.



Northern Regional Manager, Louise Kneeshaw participated in the open media event in Townsville.



Staff celebrated with a team breakfast at the Maryborough Correctional Centre.



Candace Scowen and Natasha Milenkovic at the Brisbane Women's and Wolston Correctional Centres team breakfast.



Commissioner, Mark Rallings and Deputy Commissioner, Kerrith McDermott presented the Policy, Legislation, Performance and Reporting, Forecasting and Modelling Team with the award for Excellence in Customer Focus at the QCS Divisional Excellence Awards.



Corrections Day Meet the team keeping Queensland safe



Corey Eggmolesse
Murridhagan Cultural Centre

Corey Eggmolesse is currently working within the Murridhagan Cultural Centre (pronounced “murri-dar-gun”) to support cultural awareness within QCS.

The Murridhagan Cultural Centre will be launched officially alongside NAIDOC celebrations in July, which will be aligned to the theme of the 2017 NAIDOC, Our Languages Matter.

The name Murridhagan is roughly translated as ‘place of kangaroos’. The name ‘Murri’ is the vernacular used for Aboriginal people across Queensland and northern New South Wales. In the Yuggera language group ‘Murri’ also means ‘kangaroo’, while ‘Dhagun’ means ground. For those who know the location of the QCS Academy at Wacol, it certainly is a place of many kangaroos.

Stakeholder Relations took a moment

to meet with Corey at the Academy to discuss his role in the Cultural Centre.

“First and foremost, there is an overrepresentation of Aboriginal and Torres Strait Islander prisoners within our jails – that’s who our Custodial Correctional Officers are dealing with on a daily basis. For us to provide assistance to them in gaining a cultural understanding about the people they’re dealing with is going to make their job easier and the prisoner’s life better.

“In the Murridhagan Cultural Centre, we provide that link between the Aboriginal and Torres Strait Islander community and QCS. We support cultural accountability to make sure that QCS is doing the right thing culturally with prisoners and offenders as they complete their sentences and fulfil their orders. We kind of walk in both worlds,” Corey says.

The Murridhagan Cultural Centre is key to QCS endeavouring to reduce the over representation of Aboriginal and Torres Strait Islander people in the criminal justice system by:

- » being a priority reference point for matters specifically designed to address the needs of Aboriginal and Torres Strait Islander staff, prisoners, offenders and victims
- » providing advice about cultural protocols required when engaging with Aboriginal and Torres Strait Islander peoples/organisations, especially in relation to critical incidents, and
- » partnering with appropriate QCS staff and external persons in the provision of Cultural Awareness training to QCS staff.

The recent establishment of the Workplace Engagement Unit was highlighted in the April 2017 edition of Corrections News.

The Workplace Engagement Unit is responsible for implementing the recommendations from the Anti-Bullying and Harassment Committee.

Ulrike (Ulli) Fortescue was recently selected to lead the Workplace Engagement Unit, to support our staff by dedicating support for safer workplaces, free from bullying and harassment.

Ulli has served in the Queensland Government for 13 years, having recently joined QCS from the Department of Justice and Attorney-General (DJAG) legal advice and advocacy team. Ulli formerly worked in front-line roles in Child Safety, as well as their legal services division.

“I have been with DJAG for approximately six years as a principal lawyer and became very involved with QCS when they joined DJAG in 2013,” Ulli says.

“I was initially the team leader for all legal matters concerning QCS and became very quickly acquainted with the many aspects of the Agency.

“I must admit that as a member of the general public I had little to no understanding of the vital role that



Ulrike Fortescue
Manager, Workplace Engagement Unit

QCS plays in Queensland.”

Ulli explains how during the course of her career she has had occasion to speak to many QCS staff and found our officers, despite their significant responsibilities, to be personable and dedicated professionals.

“Many staff across QCS are committed to fostering an inclusive and supportive environment and I share their vision, which is what we are serious about achieving with the Workplace Engagement Unit,” she says.

When the role as the Manger of the Workplace Engagement Unit became available, Ulli explained how she was fortunate to have been considered and has enthusiastically accepted the challenge of implementing the 10 recommendations arising from the Anti- Bullying and Harassment Committee.

“It was a proud moment for me to join the organisation I have long been representing in the courts,” says Ulli.

As the Coordinator, Registered Training Organisation (RTO) Administration, Tracy is responsible for the administration of a number of certificate level courses delivered to our QCS staff through the Academy at Wacol.

“We issue records of training, qualifications, diplomas and statements of attainment, as a result of the assessments completed to ensure our graduates meet the guidelines set by the Australian Skills Quality Authority,” Tracy said.

Tracy also administers the budget for the QCS Academy and provides executive support for Alan Butler, General Manager, Capability and Development.

Tracy has been a stable member of the team at the Queensland Corrective Services Academy over the last eight

years, but her career in corrections commenced in 1976.

“When I was 16 I applied for an administrative position with the Queensland Government. At that time you were called to the Executive Building with many others and handed an envelope that told you where you were to be posted. I remember very clearly being told I would be going to the prisons department and I thought ‘I’m going to the ends of the world!’”

Tracy started in the former Queensland Prison Service as a stenographer for Allen Whitney, who was, at that time, the Comptroller General. Tracy progressed through a multitude of administrative roles, including the Parole Board, which at that time consisted of just three members, before transferring to Her Majesty’s Prison Brisbane, better known as Boggo Road Gaol.

“When I was at Boggo Road, I was in a typing pool, which was about six people, with a supervising stenographer in charge.”

After working at Boggo Road Tracy went to private enterprise for two years, but she came back, taking on a role with the Work Program.

“Corrections gets in your blood,” she says. “You can see all the great work that our officers do out there – it’s like a community who want to better educate and rehabilitate, and assist people if they can, while they are in our care. It’s a great feeling being a part of that team.”

Tracy explains how the Work Program was particularly rewarding. “I loved the opportunity to travel and see all of the different camps and the contribution they were making to communities in regional Queensland.”

After spending a number of years with the Work Program, Tracy transferred to the Sir David Longland Correctional Centre, now Brisbane Correctional centre, and later transferred to central office.

Tracy briefly took an opportunity within the then Department of Aboriginal and Torres Strait Islander Partnerships, before returning to corrections to support the new Director-General of the former Department of Corrective Services.

“They were doing a review of the Academy and Alan Butler was heading that up and they asked if I would like to go – about eight years ago I think it was – and so we’ve been here at the Academy ever since,” says Tracy.



Tracy Hepburn
Coordinator, Registered Training
Organisation (RTO) Administration



Jason Landriat
Custodial Correctional Officer
Borallon Training and Correctional Centre

It is an inevitable truth that incidents can and do occur in a correctional system – they range in severity – but each incident is treated for its potential to compromise the safety and security of a correctional centre.

For Jason Landriat, one of the members of the Emergency Response Group (ERG) at the Borallon Training and Correctional Centre (BTCC), it's a challenge he is prepared to meet head on.

Members of the ERG, as a specialist group in the BTCC, receive additional training to respond to prisoner violence and ensure the safety of the facility.

“At BTCC the members of the ERG are spread throughout the centre, in the secure and residential units, prisoner reception, trade instructors and the correctional supervisors, are all a part of the group,” says Jason.

On each shift Jason is, first and foremost, a custodial correctional officer. But he is one of small group of staff in BTCC that have received additional training to become a member of the ERG.

“Basically our day-to-day duty here is to manage a unit of 33 prisoners. As BTCC is an earning or learning facility, it is our responsibility to make sure all of the prisoners are up and ready to go to work in the morning or to head off to school or TAFE,” says Jason.

Jason has varied experience across a number of correctional centres in Queensland, commencing at Lotus Glen, Wolston and now the Borallon Training and Correctional Centre.

While Jason explains the prisoner

cohort at BTCC is different, given the particular requirements for placement at this unique facility, there remains the ever-present possibility for prisoner violence, which is where the ERG comes into its own.

“If prisoners start fighting, we have to calm the situation and deal with it. It is about control. We must control the situation so it does not get any worse, and that involves separating prisoners and ensuring the environment is safer for the responding officers.”

QCS does not tolerate non-compliance by prisoners – irrespective of whether it is violent or not – compliance in a correctional system is one of the most important factors ensuring the safety and security of each facility.

One of the keys to compliance is managing the response to contraband. The ERG takes a lead role in contraband detection through searches and intelligence driven operations to seek out drugs, weapons and other banned items.

Jason explains how the ERG is well drilled in the response to major incidents, and is prepared whenever necessary.

“The ERG may be required to maintain the security of the perimeter, lock down the facility, or in the worst-case event, lead the incident response in a unit involved in a violent demonstration,” he says.

“The most important thing in this job is good communication – if you can de-escalate an incident before it becomes serious, that is the best outcome.”

In the lead up to Corrections Day, Stakeholder Relations had the opportunity to speak with Paula Piscitelli, one of our many psychological staff who work in the Queensland correctional system.

On any given day front-line QCS staff, like Paula, are safely containing, managing and rehabilitating over 8,500 prisoners in one of our 11 high security correctional centres or six low security correctional centres across Queensland.

While all roles in a correctional centre play a part in the successful administration of each facility, the role of the prison psychologist is one of the most significant to the lives, and wellbeing, of prisoners facing the rigour of their time inside.

Paula commenced with QCS in 2003



Paula Piscitelli
Psychologist
Maryborough Correctional Centre

as a Correctional Counsellor, prior to gaining her Probationary Psychologist's registration, and since that time Paula has worked as a Counsellor, Psychologist and Senior Psychologist at the Wolston and later, Maryborough, Correctional Centres.

“When I speak to the public about my role as a psychologist within a corrective services facility, it becomes apparent people are most aware of our role in rehabilitation, but are less aware of our role as a mental health care professional,” says Paula.

“We are trained to focus on seeing to the broad and complex range of mental health needs the prisoner presents with when they enter the correctional system – this starts with our role in immediate assessment and treatment of these needs and prevention of suicide.”

It is a sad reality, but some prisoners experience significant despair when faced with the reality of their incarceration. It is unsurprising then that the most critical role of prison psychologists is the part they play to safeguard each prisoner's physical and psychological wellbeing.

“In order to effectively fulfil our duty of care, particularly our role in suicide prevention and mental health management, we work closely with the Queensland Police Service, Community Mental Health and Prison Mental Health Services, and the Probation and Parole Service,” Paula explains.

“Quite often before the prisoner even arrives at our facility we are prepared to respond to the potential risks and acute mental health needs the prisoner may have upon their reception to the facility,” she says.

Paula reflects on the immense responsibility that comes with working as a mental health professional to safeguard people who may be vulnerable, mentally ill or volatile and unpredictable.

“Prisoners are quite often suffering acute mental health needs, withdrawing and experiencing a number of personal crises, which may or may not have contributed to the reason for coming into custody.”

“Our end goal here is to help prisoners to engage in rehabilitation – we want them to return to the community and their families safe and well, and less of a risk to the community than when they came in,” Paula says.

Expanding and specialising sexual offending interventions

QCS is continuing to expand and specialise state wide delivery of evidence-based sexual offender interventions. To compliment project work being undertaken, a schedule of specialist training for QCS officers has been developed. This training, which has been delivered by leading industry experts to more than 200 QCS staff within the last financial year has included:

- » Asperger's and Sexual Offending;
- » Program Supervision Training/ Professional Development;
- » Sex Offender Case Management; and
- » Offence Paralleling Behaviour.

“The specialist training recognises the important role correctional centre and district office staff play in ensuring QCS meets core responsibilities of rehabilitating offenders and reducing risk to the community. The training will provide QCS officers professional development opportunities and increase skills in identifying and responding to the complex risk and need of sexual offenders,” says Director, Offender Management and Rehabilitation Services, Keiren Bennett.

The first training session was facilitated by Dr Luke Hatzipetrou, focusing on sex offender case management. Dr Hatzipetrou is a clinical and

forensic psychologist with expertise in delivering treatment services to persons with intellectual disabilities, autistic spectrum disorders (ASD) and mental illness, and has published and delivered workshops regarding the psychological treatment of persons with developmental disorders. He also has extensive experience working with high risk sexual offenders with presenting complex needs (including gender dysphoria, ASD and personality disorders).

Silvi Baretta is the Manager for the High Risk Offender Management Unit in Townsville and highlights the importance of this training and the specialised sex offender case management for intellectually impaired offenders. “Dealing with intellectually impaired sex offenders is a challenge that we encounter. Intellectually impaired sex offenders may not be aware of sexual boundaries, and do not always have the knowledge and understanding about what's right and wrong,” she says.

Caboolture Senior Case Manager, Dominique Hetherington is a content expert for sex offenders in the North Coast Region and also took part in Dr Hatzipetrou's session. “Specialist training assists our staff in the treatment and management of sex offenders. This type of offender is much more complex and there are so many facets to different sexual offending and their needs and risks,” she says.

Further specialist training is planned for the 2017-18 financial year, with a number of these sessions to be facilitated in regional locations.



Aida Amaya, Dominique Hetherington, Stacey Rau, Silvi Baretta and Victoria Matthews at the Sex Offender Case Management session delivered by Dr Hatzipetrou.

Nick Bradshaw Intelligence Manager QCS Intelligence Group

While little may be known about the role many of our staff play in protecting the community, no role is more secretive than the work of our intelligence officers and the Queensland Corrective Services Intelligence Group (QCSIG).

QCSIG works closely with various law enforcement and national security agencies across Australia and internationally, in order to carry out highly sensitive work.

Nick Bradshaw is a Manager with QCSIG, leading a team of analysts who review intelligence reports from all around the State for the information that may be the key to preventing and solving crimes, or, most importantly, managing security threats in the correctional system.

Nick has had 24 years' experience within corrections, starting out as a Correctional Officer at the Arthur Gorrie Correctional Centre, before working as an Intelligence Analyst, Correctional Manager, and then Correctional Manager of Intelligence.

"It is a little known function in QCS, but every correctional centre and Probation and Parole Service region has intelligence analysts, who analyse mail and phone calls, intercept messages and gather information from human sources to improve the safety and security of our facilities and the community," Nick says.

"As the Manager, my role is to review the intelligence reports and decide what we are going to do as a result, for example referring matters to the Queensland Police Service, or to other intelligence agencies that may find the information of interest."

QCSIG is co-located with the Corrective Services Investigation Unit (CSIU), which is a specialist group of Queensland Police Service officers who investigate crimes that occur within our correctional centres.

"QCSIG is responsible for all of the training delivered on intelligence analysis and practice," Nick says.

"QCSIG sets the standards, provides expert oversight on intelligence-related matters and provides information to the QCS executive



Grant Cumner
Regional Supervisor
North Coast Region Probation and Parole Service

management to improve the safety of the correctional system."

At each correctional centre, intelligence analysts provide information to the General Manager or the Deputy General Manager so they may implement strategies in response to matters such as a specific threat, or target a drug or contraband operation," he says.

Correctional centres are challenging and, at times, dangerous environments. QCSIG employs various strategies to manage the risks posed by individuals and groups in the correctional system.

"At the State level, with QCSIG, we look at the more strategic or long term intelligence," Nick says.

QCSIG dedicates intelligence effort across the State to disrupt the threat posed by individuals or groups. To do this, QCS maintains dedicated intelligence portfolios to ensure relevant information and intelligence is readily sourced and considered in the management of prisoners of interest.

"I consider all QCS staff members to be intelligence officers and I encourage them to pass on information to QCSIG - anything they think is relevant."

"Intelligence is like a jigsaw puzzle – many different people will supply the pieces – we work each day to put it together and once we have the picture we can predict and hopefully prevent a threat to our system," he says.



Ethel was presented with a plaque in recognition of her service over the last 23 years.

Following our QCS Corrections Day celebrations, Stakeholder Relations visited North Coast Region Probation and Parole to talk with Grant Cumner, Regional Supervisor about his role and how he is working to protect the community.

Queensland Corrective Services prides itself on the achievements of its staff and their dedication in protecting the community – and Probation and Parole is no exception. The Probation and Parole Service is much more than offender management – many of our roles across the service are focused on the day to day improvements necessary to lead our probation and parole service.

"I've been with QCS now for 16 years. I started in Central Region in Gladstone in 2001 as a Community Corrections Officer. Since that time, I've managed a number of locations and had short term acting experiences including Hervey Bay, Emerald, Kingaroy, Gympie and Maroochydore. I've done a fair bit of relieving work in the District Manager and Supervisor roles, as well as spending a fair bit of time in the Senior Case Manager role across various locations within Central and North Coast Region before taking up the Regional Supervisor role in June 2016," he says.

Ethel Speedy Cultural Liaison Officer Capricornia Correctional Centre

By Mary Beriman

Capricornia Correctional Centre Cultural Liaison Officer, Ethel Speedy has retired this month after starting her career with QCS at the Etna Creek Prison 23 years ago as a Counsellor.

Ethel has maintained a number of roles within QCS, including a Cultural Liaison Officer (CLO), supporting the cultural needs of prisoners.

"The CLO is there to attend to the cultural needs of the Australian indigenous people that come into the centre, but we attend to all cultures now. We communicate with the prisoners and their families and we assist their Leave of Absence applications if there is a funeral. If they're from remote communities up north, we organise videoconferencing so they can talk to their families because a lot of the fellas that have come down here haven't been able to stay in centres closer to home. We also organise inter-facility phone calls with relatives who might be in different centres," she explains.

Working with Aboriginal and Torres

The Regional Supervisor role in North Coast Region reports to the Regional Manager but the operational focus has been on improving offender management practices by leading staff capability improvements and practice support within the region.

Grant refers to his role as about being "here to ensure and improve the quality of the offender management practices and our capabilities and the competence of the officers."

Within North Coast Region Grant is responsible for sourcing targeted training, while assisting officers with progression and professional development to build capability in the service.

"My role has two main aims, firstly it is about improving our capacity to deliver really good service, but it's also about developing our staff capabilities to ensure their individual success and development," he says.

Grant talks about his experiences working in regional areas within the Central and North Coast regions, as well as the close collaborative work that the Probation and Parole Service undertakes with other stakeholders.

"Working in a place like Emerald,

you get to travel with the Magistrate and the Police, and there is close collaboration with stakeholders in remote centres. These are really close relationships. It's not many steps away from the offender themselves when dealing with those smaller communities. If other officers have the opportunity, I certainly would encourage them to consider it."

As the implementation of the reforms from the Queensland Parole System Review commence, our front-line support and supervisory officers, like Grant Cumner, will be there to support our staff as we expand and continue to build capability in the Probation and Parole Service.

"I love the work. Our officers love working with people and this review will give them the opportunity to work more closely with the offenders. This is probably the single biggest change in my career over the last 16 years and I see it as a great opportunity for us to do even better work than what we are doing now – I'm looking forward to it. From my experience, the officers from the North Coast region are very enthusiastic to see positive outcomes for everyone," says Grant.

Strait Islander prisoners from remote communities has had a significant impact on Ethel's career. "I've seen a lot of recidivism and I just get totally upset with them when they keep coming back you know. How can we stop this cycle? Hopefully in the future there'll be more support in the community for them and hopefully I will be a part of it, because I do want to get involved with Murri Court".

Ethel admits there are some hard times working with prisoners. "There's been good stories, there's been not so good stories. I've seen fellas do some damage to themselves. It is really scary and the first time I saw that I was overwhelmed and really upset about it, but that's the nature of a correctional centre. The Psychologists do a really good job here, they keep an eye on the prisoners that are at risk."

"When an ex-prisoner rings you up and says "I've been to uni and I've got my degree" it can make you really happy – I've had that happen a couple of times. It doesn't happen very often, but you're changing that one person's life, and there's a ripple effect – all his family's lives change around him too."

Ethel was also involved in the Queensland Indigenous Drug and Alcohol program that was developed

as part of Drug Court. "Anyone that had committed an offence while under the influence went before the court. I was the Court coordinator for that program."

Ethel's dedication to the Capricornia Correctional Centre (CCC) is clear. "I've put 23 years into this centre. It was known as the Rockhampton Gaol, Etna Creek Prison, and now it's Capricornia; and I've gone through those eras working here. The staff understand and accommodate Aboriginal and Torres Strait Islander issues and I think that's why I've stayed here for so long."

It is clear that Ethel has also had a significant impact on the centre and her colleagues over the years and will be dearly missed. "Her dedication to see a more fair and equal justice system for our people is legendary," says Cultural Development Officer, Dean Edmund.

"She has performed her duties with the utmost integrity and to the highest ethical standards. She has been a role model to all of us in the performance of her daily work ethic in ensuring that Cultural issues are dealt with in an appropriate and sensitive way in order to see positive outcomes for prisoners and their families," he says.



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Probation and Parole
Department of Justice and Attorney General
Burleigh Heads District Office
1805 Gold Coast Highway Queensland 4220
Office Hours:
9:00am to 5:00pm Monday to Friday
After hours reporting by appointment ONLY

Christina Evans and James Keough Case Managers Burleigh Heads Probation and Parole District Office

In the lead up to Corrections Day, Stakeholder Relations took the time to meet with two of our case management staff, Christina Evans and James Keough, from the Burleigh Heads Probation and Parole District Office.

Every day across Queensland, the QCS officers of the Probation and Parole Service are supervising over 19,500 offenders who report to 34 district offices and 134 reporting centres.

Case management means different things to different people, and that was certainly the experience relayed when we spoke with Christina and James.

As part of our dedicated team in the Probation and Parole Service, both James and Christina reflected how many people hold misconceptions about the role of case managers and how they contribute to the safety of the community.

In the Probation and Parole Service case managers are responsible for managing a caseload of offenders who are subject to supervision within the community, typically, for Christina and James, that is parole

or probation orders.

“We are doing intensive case management in the community, to rehabilitate people. It’s not just a bail check-in. They still live here. It’s really trying to change behaviours that have been embedded over a period of time,” Christina says.

James adds how the first step in their role is to assess the offenders to determine their needs and how they can best be addressed.

“Once we establish those needs, we then refer them on to intervention, which is something they do outside of a Probation and Parole office, alongside completing their order. Intervention services that we could refer an offender to may be drug and alcohol counselling, seeing a psychologist, or social support,” he says.

“We get them involved with some community based groups. For example, on the Gold Coast the Domestic and Family Violence Prevention Centre deliver a successful domestic violence program which is really beneficial,” James says.

The type of supervision can vary from probation orders, parole and some offenders under supervision orders pursuant to the Dangerous Prisoners (Sexual Offenders) Act 2003. Offenders may have multiple orders of different types, so our case managers are trained to expertly tailor their supervision to the needs of each offender.

“Everybody is so different. There is no blanket solution for everyone who walks through the door. Each offender is different and has different needs and as a result, case management is tailored to each individual person,” Christina says.

When asked why they chose to work in the Probation and Parole Service, Christina and James were in agreement – it was about the dynamism of the role.

“Every day is different and it’s a bit of a cliché but you will have your day planned and you will get a phone call and then your plan is gone, and you’ve got to address what’s happened then and there, and that’s your priority for the day and that can run over the course of several days or even a week,” James says.

The work of the High Risk Offender Management Unit (HROMU) is one of the more regularly reported functions of Queensland Corrective Services.

HROMU is the unit responsible for the management of the State’s most dangerous sex offenders, who are subject to supervision orders under the Dangerous Prisoner’s (Sexual Offenders) Act 2003 (DPSOA).

Stakeholder relations took a moment to speak with Andrew Wilson, Manager of the HROMU South East Queensland office, which is the unit responsible for the case management and supervision of 85 dangerous sex offenders in South East Queensland

“I commenced with QCS in 2006 as a Probation & Parole Officer and I have performed a number of roles including Senior Case Manager, Supervisor, District Manager and Director,” Andrew says.

But ultimately, for James and Christina, it was about the rewards of working with people to make changes, even if they are just the beginning.

“I like to see small changes in people – change doesn’t happen within a week, two weeks or even within a month. It really happens over a long period of time and it’s nice when you have that same person who you’re supervising and you see that they are making small changes and improvements in their life, even though it’s slow. I find that is really what I love about this job the most,” Christina says.

Case managers work tirelessly to ensure that offenders comply with the conditions of their order, and remain in the community crime-free.

Encouraging change in someone who is not always willing to make the sacrifices or steps to change their own life, can be a difficult task.

Christina and James are great examples of the many case management experts QCS has in its Probation and Parole Service, working every day to make our community a safer place.

“The public will most likely recognise GPS tracking of dangerous offenders, but what our team does is so much more,” he says.

The HROMU SEQ office comprises a total of 35 staff, including senior case managers, electronic monitoring and surveillance officers, administration and support staff.

Andrew explained the role of HROMU and the SEQ office, how they work collaboratively with their colleagues in the Queensland Police Service and Crown Law to enforce some of the most strict supervision orders in Australia.

“I am proud of the work my officers do to strictly supervise the offenders and reduce the risk they pose,” Andrew says.

“The role of our unit is to assess the risk and closely supervise, monitor and deliver intervention to sex offenders in accordance with the order conditions set down by the Supreme Court,” he says.

“Strict supervision means we are intolerant to anything that might increase the risk of a sex

offender breaching their order and endangering the safety of the community,” he says.

Where a DPSOA offender presents as an unacceptable risk, QCS seeks a warrant to return the prisoner to custody. The Supreme Court of Queensland then determines the release of offenders classified under the DPSOA back into the community.

“A typical offender could have over 30 or 40 conditions on their order, including requirements to be subject to GPS tracking and curfews, engage in psychological treatment, substance testing, restrictions on where they can visit and who they can associate with,” Andrew says.

As the manager, Andrew’s role is to provide supervision and expert oversight to assist all of the senior case managers to be successful at what may be considered some of the most challenging roles in QCS.

“Our community can be confident in the security and safety we offer by delivering some of the most intensive supervision in Australia,” Andrew says.



Andrew Wilson Manager High Risk Offender Management Unit South East Queensland

Dog Squad Coordinator, Tony Tarlowski, and Handlers Luke Stevens, Paul Turnbull and Mick Fell are members of the Townsville Correctional Complex Dog Squad.

Tony started his career with corrections in 1982. He introduces his team mates. "Mick started in 1968. Mick's our longest serving Dog Squad officer today. Both him and Dennis Whitfield at Rocky – they started within a month of each other, but we don't quite know who is the longest serving because they never kept records back then," says Tony. "We argue over it!" jokes Mick.

"Our team has progressed over the years with the addition of Luke and Paul. Luke's been a 'doggy' (Dog Squad Handler) for the last 10 and Paul's been a 'doggy' for nearly four years. Both Luke and Paul also spent time in the Correctional Emergency Response Team (CERT), so they're very good tactical operators within the jail. They have all of those specialised skills that they've learnt as part of the CERT, and as it's progressed, they've become dog handlers. So they're very multifunctional in what they can offer to the General Manager and the staff," explains Tony.

Opportunity for progression has arisen for some of the team to specialise their skills further. "Luke has become a weapons instructor, as well as a Passive Alert Drug Detection (PADD) dog instructor for me at the centre and Paul is going to Brisbane in a few months to become a decoy operator to work with the General Purpose (GP) dogs as time goes on," says Tony.

"Barrier patrol is a big part of what we do, but our primary function is emergency response and providing support within the centre on a daily basis. The presence of a handler and their dog is a really big thing. It doesn't mean that we have to deploy every time, but we're there supporting staff. If we have

an incident inside the centre, we can respond to that as well as provide support to our CERT. We train together with the CERT which allows us the opportunity to deploy tactically with everyone having a clear understanding of what the role's objective is," says Tony.

Tony highlights the importance of understanding his team's individual capabilities. "There are times when the level of risk can be very high, but there's also a high level of trust within the team. We know each other and our abilities and our capabilities and what we can and can't do."

"A dog is considered to be a lethal tool under the Act, but also must be used with 'reasonable force' so we have to be confident as handlers that the dog can deploy and take the action that's relevant to the situation," says Luke.

"Handlers within corrections - you basically live the job. It's not a job where you walk out the front gate and go home and that's it. We take our dogs home and they're a very big part of our lives and what we do, and they're a very big part of our families," Tony says.

"There is a lot of reward in what we do. Handlers tend to stay in that role for a long time. In saying that, there's a high degree of responsibility for us. We are assessed every 12 months and we have to ensure that our dogs are of a high standard. We uphold a high level of training so that we can maintain that high level of risk that comes with working in a correctional environment," says Tony.

**Tony Tarlowski, Luke Stevens,
Paul Turnbull and Mick Fell**
Townsville Correctional Complex Dog Squad
By Mary Beriman

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