

**AUGUST
2016**

CORRECTIONS news

**30 years of the
QCS Academy**

**Introducing
our health
and wellbeing
champions**

NAIDOC Week

**Recognising Aboriginal and Torres Strait Islander history,
culture and achievements across Queensland.**

// This Issue

Front Cover: Dancers from Capricornia Correctional Centre

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MARK RALLINGS

COMMISSIONER
QUEENSLAND CORRECTIVE SERVICES

This issue focuses on the state-wide celebrations of NAIDOC Week. I would like to thank all of the staff across QCS who have been involved in planning events for the occasion. Many staff work tirelessly behind the scenes, including our activities, cultural liaison, and chaplaincy teams. I would also like to thank the Elders and members of the community for visiting centres and offices and supporting the celebrations.

The August issue also highlights the great work of the QCS Academy staff. The Academy delivers world-class training to our staff and produces committed, highly-skilled officers with great integrity. This high standard has led to the Academy's training packages being adapted for use interstate and overseas.

In this issue of Corrections News we highlight the work of the Health and Wellbeing project and its focus on rostering and fatigue management. I would like to take this opportunity to thank the members of the Employee Health, Safety and Wellbeing Working Party for the work that they have achieved to date. In this new phase of the project, we introduce a network of 33 Health and Wellbeing Champions representing 45 work units across QCS to assist with the implementation of strategies and share their personal stories.

Please enjoy the August edition of Corrections News.



// community matters

Recognising Aboriginal and Torres Strait Islander history, culture and achievements across Queensland as we celebrate NAIDOC Week 2016.

The 2016 theme for NAIDOC Week was 'Songlines: The living narrative of our nation.'

"For Aboriginal and Torres Strait Islander people, the Dreamtime describes a time when the earth, people and animals were created by our ancestral spiritual beings. They created the rivers, lakes, plants, land formations and living creatures.

"Dreaming tracks crisscross Australia and trace the journeys of our ancestral spirits as they created the land, animals and lores. These dreaming tracks are sometimes called 'Songlines' as they record the travels of these ancestral spirits who 'sung' the land into life.

"These Songlines are recorded in traditional songs, stories, dance and art. They carry significant spiritual and cultural connection to knowledge, customs, ceremony and Lore of many Aboriginal nations and Torres Strait Islander language groups."

- www.naidoc.org.au

This July, QCS correctional centres and probation and parole offices held events across the state to recognise Aboriginal and Torres Strait Islander history, culture and achievements.



FREEDOM OF EXPRESSION



Throughout July, art produced by Aboriginal and Torres Strait Islander prisoners at Capricornia, Southern Queensland, Maryborough and Lotus Glen Correctional Centres was showcased as part of the Cairns Indigenous Art Fair (CIAF).

The 'Freedom of Expression' exhibition, curated by CIAF Artistic Director, Janina Harding and Tanks Art Centre curator, Chris Stannard, with assistance from QCS staff was officially launched on 12 July.

The focus of the exhibition was to engage and connect with Aboriginal and Torres Strait Islander

prisoners across Queensland, while providing a platform for them to showcase their artistic talent. CIAF and the Tanks Centre played a significant role in encouraging prisoners to develop as artists and gain skills and knowledge to assist in pursuing their art upon release.

The contemporary Tanks Centre's converted storage tanks, set within the Cairns Botanic Gardens, hosted the visual representations of the personal stories of the artists and their culture until 24 July.



20 YEARS OF THE ELDERS PROGRAM

On 30 June, the Capricornia Correctional Centre hosted Rockhampton, Mackay and Woorabinda Elders to celebrate 20 years of the Elders program at the centre.

Cultural Liaison Officers, Ethel Speedy and Lionel Smith, Cultural Development Officer, Dean Edmund, and Manager, Offender Development, Nicole McCance co-ordinated the event, which commenced with prisoners assisting Elders in a flag raising ceremony, before prisoners performed traditional dances.

A special lunch was prepared for the Elders, before General Manager,

Yme Dwarshuis presented them with medallions from Deputy Commissioner, Kerrith McDermott to commemorate the occasion.

The Elders program plays an important role in minimising barriers to participation in rehabilitation programs, encouraging a sense of connection to the community and a change in offending behaviour.

Photos from top: Prisoners performed traditional dances | Cultural Development Officer, Dean Edmund delivering the Welcome to Country | Prisoners and Elders during the flag raising ceremony | Cultural Development Officer, Dean Edmund, Cultural Liaison Officer, Ethel Speedy, Manager, Offender Development, Nicole McCance and Cultural Liaison Officer, Lionel Smith.





NAIDOC AT NUMINBAH CORRECTIONAL CENTRE



Staff, prisoners, and special guests from the Kalwun Elders celebrated NAIDOC on 6 July at the Numinbah Correctional Centre.

The day started with speeches from Kalwun Manager, Jean Edwards and Aunty Irene Smith before traditional dancers showcased several dances of local significance.

Kalwun Development Corporation has had a long relationship with Numinbah Correctional Centre. They assist with the provision of access to housing, healthcare, aged care, family support and educational initiatives and have hosted community service



placements for low security prisoners.

Prisoners and Elders took part in a flag raising ceremony before prisoners had the opportunity to showcase their art and craft works and share morning tea with the visitors.

Photos from top: Aunty Irene Smith speaking at the event | Prisoners engaged by speeches and traditional dances | Prisoners, staff and elders shared the celebratory cake | Prisoners created art for display at the event.



NAIDOC AT PALEN CREEK CORRECTIONAL CENTRE

Photos from top: Elders Uncle Robert Barton, Aunty Bessie Peters, Aunty Jennifer Ratcliffe-Osborne and Uncle Tiger Singh | Prisoners created artworks to present to the Elders | Prisoners baked cakes for the celebration | Aunty Bessie Peters performed for the prisoners.

On 7 July, Palen Creek Correctional Centre took part in NAIDOC celebrations with a flag raising ceremony, followed by yarning, songs and morning tea with the Elders. Aunty Bessie Peters performed with her guitar for some of the men at the centre.

Two cakes were baked to commemorate the occasion and artists among the prisoners presented their artworks to the Elders.



// the latest

Staff from the Roma District Office visited an art exhibition on 5 July at the Walk of Art at the Roma Community Arts Centre.

The exhibition featured work from local artists Susie Klein, Queensland Police Service (QPS) Liaison Officer, Michael McGuane and QPS Volunteer, Richard Schubert as well as Probation Services

Officer, Jason Ditchburn. Each of the artists spoke to the staff about how they take inspiration from Ancestors, traditional beliefs, hunting and travelling.



ROMA DISTRICT OFFICE

by Supervisor, Steven Scougall

Photos clockwise from left: Artist, Susie Klein, Supervisor, Steven Scougall, QPS Liaison Officer, Michael McGuane, QPS Volunteer, Richard Schubert and Probation Services Officer, Jason Ditchburn at the Roma Community Arts Centre | Custodial Correctional Officer, Russell Stanford and General Manager, Jon Francis-Jones opening the traditional garden at the Townsville Male Farm | Prisoner artwork on display at Wolston Correctional Centre | Cultural Liaison Officer, Don Williams and General Manager, Bernie Kruhse spoke passionately about cultural connectedness at Brisbane Correctional Centre.



TOWNSVILLE CORRECTIONAL COMPLEX

by General Manager, Jon Francis-Jones

Townsville Correctional Complex celebrated NAIDOC Week across several days. Guests included Townsville District Probation and Parole Office staff, Mackay Justice Group, Townsville Justice Group, Palm Island Justice Group, Adult Guardians Office, Sisters Inside, Family Support Network, Ferdy's Haven Rehabilitation Centre Palm Island staff, and Bindal Sharks Leadership Program Staff.

and Aunty Milliana from the Deadly Aunties was held at Townsville Male Correctional Centre.

General Manager, Jon Francis-Jones opened a new traditional garden at the male farm. The garden has been established by Russell Stanford, who has further plans to include more plants traditionally used for food and medicine.

Aboriginal story telling from Darran Butler and entertainment from Mackay Elder, Jeff Timor

Townsville Women's Correctional Centre hosted an artwork display and traditional performances for guests.



Brisbane Elders were amongst the guests when prisoners performed dances, songs, and poems at Brisbane Correctional Centre (BCC). Prisoners also created artworks that reflected the theme and celebrated their heritage.

Centre recognises the vital need for Aboriginal and Torres Strait Islander prisoners to take pride in their culture and identity. Without this connectedness, positive change is difficult to achieve," said Bernie.



BRISBANE CORRECTIONAL CENTRE

by Manager, Offender Development, Gail Kingsford

General Manager Bernie Kruhse opened the celebrations by acknowledging the traditional owners of the land, and noted the relationship between this year's NAIDOC theme and the programs at BCC that assist Aboriginal and Torres Strait Islander prisoners.

Bernie highlighted that through participation in regular cultural activities at BCC, including Elders' visits and NAIDOC Week, Aboriginal and Torres Strait Islander prisoners are encouraged to remain connected with their heritage and to develop a sense of achievement, positive identity, and self-efficacy.

"Brisbane Correctional



WOLSTON CORRECTIONAL CENTRE

On 4 July, prisoners, staff and Elders celebrated NAIDOC week with highlights of traditional dancing, and the display of a range of traditional art pieces created by the prisoners.



// our people

Celebrating 30 years of the Queensland Corrective Services Academy.

Queensland Corrective Services Academy



Queensland Government

This year marks the 30th Anniversary of the QCS Academy. Established in 1986, the Academy was originally known as the Training and Development College and over the years has continued to promote values of integrity, service, respect, opportunity and accountability.

A function was held in April to commemorate the event and was attended by more than 100 current and former staff members.

The Academy is responsible for the training of new custodial officers through an intensive 10-week program, as well as the development and delivery of programs for probation and parole staff.

The training of security and drug detection dogs and handlers takes place at the Academy, as do management and leadership programs for staff across QCS.



Photos from bottom left: The celebratory cake from the anniversary event | General Manager, Capability and Development, Alan Butler making a speech at the anniversary celebration | Commemorative mugs for the anniversary were presented to staff.



Principal Advisor, Operational Training, **John Stenzel** manages the training of custodial staff at the Academy.

Principal Advisor, Operational Training, John Stenzel started with QCS in 1990 with the opening of Moreton Correctional Centre.

“I joined corrections because I like working with people and felt this would be a rewarding role,” he says.

On an average day, John manages the training of the custodial staff including training standards, materials, certificate requirements and assessment, as well as instructor training.

John underlines the importance of exercising empathy, particularly in

working with prisoners as this is something that has stuck with him since his own officer training.

“My favourite part is when the training programs we design and implement, assist in developing QCS staff to improve their performance or make the job they do safer,” says John.

Throughout 2015-16 **300** officers undertook training across **10 Custodial Officer Entry Programs:**

six based at the QCS Academy

one based at the Borallon Training and Correctional Centre

two based at the Lotus Glen Correctional Centre

and **one** based at the Townsville Correctional Complex



Manager, Leadership Development, **Alicia Bennett** is passionate about researching and developing training packages.

Throughout 2015-16 **235** staff members undertook management and leadership programs including:

54 Early Manager Development Program participants

135 Managing Difficult Conversations workshop participants

46 Supervisor Program participants

Alicia Bennett has worked in the justice field for her entire career. After 14 years in the Queensland Police Service, she joined QCS as a Senior Investigator with the Ethical Standards Unit.

In her current role, Alicia facilitates leadership and management courses, the Diploma of Correctional Administration and delivers training at probation and parole offices and correctional centres.

“I love working at the Academy. My colleagues are fantastic to work with and I get the opportunity to meet staff from throughout the state. I am really passionate about our training being innovative and

contemporary, so I enjoy researching and writing our training packages as much as delivering them,” she says.

In 2015, Alicia and Principal Advisor, Lisa Dalmau received a Department of Justice and Attorney-General Excellence Award for their Mastering Difficult Conversations workshop.

“Lisa and I are really proud of the workshop and believe that it addresses important challenges experienced by our workforce. At the end of the day it’s all about people and maintaining healthy and productive relationships,” says Alicia.



Pictured: Chief Operations Officer, Rusiata Batiratu, Principal Corrections Officer, Mesulame Tamanitoakula, Assistant Superintendent Rokodausiga Talemalslmoni, and Corrections Officer, Ananaiasa Vucago.

FIJI CORRECTIONS SERVICE

Earlier this year, the QCS Academy welcomed officers from the Fiji Corrections Service to observe Queensland training programs.

“We are happy to say that we have learned a lot. The challenges that we go through at home are the same here, and culture plays a part

in how we adapt and treat offenders,” says Principal Corrections Officer, Mesulame Tamanitoakula.

Chief Operations Officer, Rusiata Batiratu, Assistant Superintendent, Rokodausiga Talemalslmoni and Mesulame

have undertaken the first stage of the Early Manager Development Program, and Corrections Officer, Ananaiasa Vucago has taken part in the Academy’s Custodial Officer Entry Program. Dog Handler, Maika Vasuca also participated in the General Purpose Dog Handlers course.

“The level of professionalism that we have observed at the Academy is really impressive,” Mesulame says, while touching on the conduct of assessments and engagement of staff throughout the courses.



The QCS Academy Catering Team

Julie-Ann McGrath has spent the last nine years at the Academy and manages the catering team, Naima Yorama, Shirley Angus and Nanthiny Sasidarakumaaran, who are highly regarded by staff across the state.



Custodial trainees, **Katee Shields** and **Steve Aufata** are currently completing the Custodial Officer Entry Program.

Katee Shields and Steve Aufata are currently completing the Custodial Officer Entry Program at the Academy. We sat down with them at the end of week four of the 10 week course to hear about their experiences so far.

At this stage of the course, the trainees have participated in centre inductions and safety procedures, including control and restraint training and verbalisation and defence techniques, before their centre placements in the next week.

“I’ve really enjoyed it so far. I’m keen to get out there and I’m happy that I chose corrections,” Katee says.

“It’s an honour and a privilege to be selected as one of the candidates to be a custodial officer,” says Steve. “We want to make sure that we’re doing Queensland proud with regards to keeping the community safe,” he continues.

When asked about their career goals, Steve is hoping to pursue management, while Katee

has a strong interest in intelligence.

“There are so many different directions we can take. You can see yourself being here for a long time because you can adapt your career to make your own path,” says Katee.

Katee will be heading to Brisbane Women’s Correctional Centre at the end of the course, while Steve will be taking up a position at Wolston Correctional Centre.



The QCS Dog Squad Complex is responsible for delivering training to dogs and handlers across Queensland.

Photos from top: Handlers James Somerville, Paul Sim, Jason Carlyle, Trainer, Darran Greenall and handler Peter Mackenzie at the Dog Squad Complex | One of the trainee GP dogs from the current course | A PADD dog at the complex.

The QCS Dog Squad Complex is responsible for training general purpose (GP) security dogs and passive alert drug detection (PADD) dogs and handlers. It also offers further development programs for dog squad staff.

Dog squads are attached to high security correctional centres and enhance security, maintain support and provide external responses to emergencies to all high and low security correctional centres.

Dog Squad Trainer, Darran Greenall is currently conducting a 12 week GP training course with handlers from centres across the state, including Arthur Gorrie Correctional Centre and Maryborough Correctional Centre.



Bill Deichsel commenced his career with the Queensland Prison Service 55 years ago and has never quite retired.

Bill Deichsel started his career with the Queensland Prison Service in 1961 as a prison officer at H.M. Prison Townsville and since then has spent time working across the state and overseas in many different roles.

He officially retired in 1988 after working as Assistant Comptroller General and Acting Deputy Comptroller General. He was asked to return in 1991, working as an Inspector reviewing systems at prisons including Townsville, and later spent time working in youth detention.

Bill's career in corrections led to him taking up a secondment to Papua New Guinea in the early 70s, working in

prisons near Rabaul, Lae and Port Moresby. Bill recalls the coincidence of working with one of the officers some years later on a development course at the Academy.

He also spent time abroad completing a Senior Management Course in Penal Administration at H.M. Prison Service College in England and took the opportunity to visit prisons as an official observer representing Queensland Prison Service in the United Kingdom, Germany, Singapore and Hong Kong before returning to Australia.

His ongoing drive for professional development led to him working in H.M.

Prison Townsville, H.M. Prison Rockhampton, H.M. Prison Wacol, H.M. Prison Woodford, and H.M. Brisbane Prison Complex across his career.

Although Bill retired nearly 30 years ago, he still lends his knowledge and experiences to the Academy and was a significant guest at the anniversary celebrations earlier this year. Bill's eagerness to take on new challenges is apparent through his dedicated service which is displayed alongside his photo and uniform at the Academy.



Bret Sammut and Chantelle Clarke coordinate training for probation and parole staff across Queensland.



Registered Training Organisation Administrator, **Katrina Lynn** started her career with QCS in 1995.

Throughout 2015-16 staff members undertook probation and parole programs including:

256

65 Practitioner Development Program participants

61 Progression Training participants

69 Dynamic Supervision of Sex Offenders training participants

61 MAYBO staff safety training participants

Senior Training Officers Bret Sammut and Chantelle Clarke coordinate training for probation and parole staff across the state.

“I’ve always found criminology and human behaviour in general to be extremely interesting and corrections merge these two areas really well. It’s not common to find a job that provides such a good balance between protecting the community, and helping people make some really positive changes in their lives,” explains Bret.

Staff development is a key focus of an average day for Bret and Chantelle.

“I really enjoy the diversity of the work and being able to develop new staff who commence with QCS. I feel our role is important in giving staff the skills and knowledge to confidently and effectively do their job whilst being able to learn from each other in a supportive environment,” says Chantelle.

“Providing someone with technical skills to do their job is important, but for me, having a fundamental understanding

of genuine conversations, considering where someone is coming from and believing in change is crucial to good case management,” adds Bret.

Bret and Chantelle enjoy being a part of the Academy team.

“My favourite part of working as part of the Academy team is the enthusiasm of all the staff who either have direct involvement in the training of staff or who are actively involved in the behind-the-scenes work required to make a course happen,” says Chantelle.

Throughout 2015-16 the QCS Academy issued **428** nationally accredited qualifications:

- 250** Certificate III in Correctional Practice
- 35** Certificate IV in Correctional Practice (Custodial)
- 80** Certificate IV in Correctional Practice (Probation and Parole)
- 30** Diploma of Correctional Administration
- 30** QCS Enterprise Trainer and Assessor Skill sets
- 3** Certificate IV in Training and Assessment

Registered Training Organisation Administrator, Katrina Lynn completed an Administration Traineeship at the Academy in 1995 and has worked there ever since.

Katrina is responsible for coordinating the student management system and making sure that the data is accurate and compliant.

“Issuing QCS staff with their respective qualifications is also a big part of my day, I really enjoy this as these people work really hard to attain their awards,” she says.

Katrina plays an important part in

systems management at the Academy, and has dedicated over 20 years working as part of the Academy team.

“The Academy team is amazing. We work together to produce a world class product in my opinion.”

// health and wellbeing

In 2015, QCS introduced the Employee Health, Safety and Wellbeing Working Party to conduct a review of rostering operational requirements and guidelines in consultation with staff and the union.

The working party was focused on rostering and fatigue management systems to ensure a work environment that is safe, secure, fair and reasonable.

Consultation involved addressing:

- » Future rostering arrangements
- » Managing employee fatigue
- » Injury management and prevention
- » Healthy workplace strategies
- » Effectively managing resources and delivering outcomes

A key strategy under Employee Health Safety and Wellbeing Working Party Project has

involved developing an action plan to improve worker health and wellbeing and reduce identified chronic disease risks.

Work units have an opportunity to provide input to any proposed health and wellbeing strategies through the Health and Wellbeing (HWB) Champions Network.



Our Health and Wellbeing Champions

Deborah Millwood
Custodial Correctional Officer
Lotus Glen Correctional Centre

33 Health and Wellbeing Champions representing 45 work units across QCS have been selected to share their stories.

Deborah Millwood has been employed at Lotus Glen Correctional Centre for just over 10 years as a Custodial Correctional Officer.

“In May 2015, I attended my doctor for a general check-up and was diagnosed with borderline Type II Diabetes. I was told that I needed to lose weight and change my eating habits.

“At the beginning of this year, I came across an article about introducing fasting into your lifestyle and the potential benefits to your health.

“Six months later, I have lost 13kg. The benefits have been life changing for me – I feel more confident, fitter and more energetic. The

diet – which I no longer think about as a diet but a change in my lifestyle – has been the most effortless diet I have ever done. I don’t work around the diet, it works around me. I usually stick to 500 calories on my work days which are normally three shifts each week. The first shift and the last shift are my fasting days, and on my normal eating days I have found myself making healthier food choices.

“The best news has been from my last visit to my doctor, where I was informed that my sugar levels were normal and there were no signs of being borderline Type II Diabetes. The weight loss is an extra bonus, no longer being a potential diabetic was the ultimate win,” says Deborah.

Next Issue

- » 10 years of partnership with the Animal Welfare League for the Pups in Prison project

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