

March
2018

// Corrections News

National Corrections Day

The project changing the
face of Aurukun

Meet the Smart Pups
improving the lives of
children with disability



Queensland
Government

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Front cover: Geoff Robins and Stuart Marquardt are making a difference in Aurukun. Read more on page 13.

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Peter Martin APM
Commissioner
Queensland Corrective Services

It is with great pleasure that I pen my first column for Corrections News; an important publication showcasing the excellent work occurring across Queensland thanks to our valued and committed staff State-wide.

Since being appointed as Commissioner, I have travelled extensively across Queensland and met many of you working within our great organisation. I wish to thank each of you once again for your warm welcome, and for your hard work, which contributes daily to the safety of Queenslanders.

While continuing to deliver our important work, we have taken the time to pause and celebrate our significant contribution to keeping Queensland safe.

On 26 January, we paid special tribute to two of our colleagues, Mr Leslie Elliott and Ms Ursula Roeder, who were announced as recipients of the inaugural award of the Australian Corrections Medal.

We celebrated National Corrections Day on 19 January, acknowledging the remarkable work of our staff across Queensland, and this issue is dedicated to showcasing a cross-section of our officers who protect the community every day.

Wednesday 21 February marked 100 days since I started in my role. I took this opportunity to reflect on what we have achieved, and where we are going as a newly formed department in our own right. It has been 100 days of unprecedented change and growth, and we are undertaking a structural review to ensure we are ready for future challenges.

I'd like to thank those of you who took the time to have your say in the recent staff survey. You understand our business better than anyone, and your feedback will be important in guiding the organisation-wide 10 year strategic plan which will form the blueprint for our future.

Please enjoy the March edition of Corrections News.

Peter Martin APM
Commissioner
Queensland Corrective Services

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Apunipima Cape York Health Council

Officers from the Ipswich Probation and Parole Service celebrated with service providers Ted Noffs Foundation, Micah Projects and YourTown.



Northern Regional Manager Teena Ingram and Townsville Correctional Complex General Manager Peter Hall at the centre's open media call.



National Corrections Day 2018

In May 2017, the Corrective Services Administrators' Council (CSAC) approved the establishment of an annual National Corrections Day to be celebrated on the third Friday of January each year.

On 19 January 2018, Australia celebrated its inaugural National Corrections Day.

The purpose of National Corrections Day is to highlight the work of our officers that often goes on unseen by the general public.

In the week leading up to National Corrections Day, many of our district 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.

This year, the media was invited to open calls at the Townsville Women's Correctional Centre and the Numinbah Correctional Centre to build local community awareness.

We also undertook a social media campaign to highlight and "myth bust" some key topics, with the theme of #CorrectionsUpClose, which was popular with the general public.

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.

This issue of Corrections News is dedicated to profiling some of our officers who protect our community every day.

We take this opportunity to recognise and acknowledge the work of all of our colleagues in delivering world-class corrective services.



Townsville Senior Case Manager Lauren Bradford, Northern Regional Manager Teena Ingram, Townsville General Manager Peter Hall, Deputy Speaker and Member for Townsville Scott Stewart MP, CERT Leader Phil Foley, Vocational Trainer Tamara Cook, and Townsville Deputy General Manager Kris Winter.



Commissioner Martin addressed the Woodford Correctional Centre officers at their celebration.



Academy officers Flora Cheng, Irene Parfitt-McMillan, Bret Sammut, Jenny Bennett, Tasmin Rogers and Toni Browning received awards.



Manager, Offender Development Jared Fielding and Staying Safe Coordinator Peter Copland received awards at the Brisbane Women's Correctional Centre.



General Manager Peter Henderson, Reception Store Officer Andrew Koubek, and Jim Madden MP at the Borallon Training and Correctional Centre.



Commissioner Martin and Meaghan Scanlon MP presented Custodial Correctional Officer Benjamin Simpson with his award at the Numinbah Correctional Centre.

Queensland Corrective Services Machinery of Government changes

QCS has commenced the process of establishing itself as a department in its own right, following changes to the machinery of government after the 2017 State Election.

The Governor in Council issued an Administrative Arrangements Order on 21 December 2017 to confirm that QCS would become a separate department headed by the Commissioner as chief executive.

Negotiations commenced immediately with the Department of Justice and Attorney-General (DJAG) to identify the number of corporate staff and other associated resources to transfer to the new department.

Mr Tom Humphreys, normally General Manager of Strategy and Governance, has conducted the negotiations on behalf of QCS.

"It's an exciting time for QCS," Mr Humphreys said. "Being part of DJAG was a great opportunity to deepen our engagement with our colleagues across the criminal justice system. Becoming a department will allow us to better focus on the current needs of the correctional system and how it needs to develop over the longer term."

"Our departmental status reflects that we are dealing with some of the most complex issues in our society."

The functions to transfer from DJAG include elements of human resources, finance, facilities, information technology, media and communication services, ethical standards, internal audit, and legal and right to information and privacy services. A transition plan has been developed to capture the many small and large tasks that will

need to be completed over the next few months.

Some of these actions have already been delivered, including issuing new delegations, acquiring an ABN and establishing a number of critical leadership positions for our new functions. QCS will also continue to be a White Ribbon accredited workplace.

Other tasks to be undertaken over the coming months include reviewing corporate policies, separating information technology systems and re-arranging office locations.

Functions and staff will gradually transfer across to QCS from DJAG once a formal agreement is signed between the two departments.

"The goal is to ensure the transition occurs with minimal disruption to corporate services or operational areas," said Mr Humphreys.

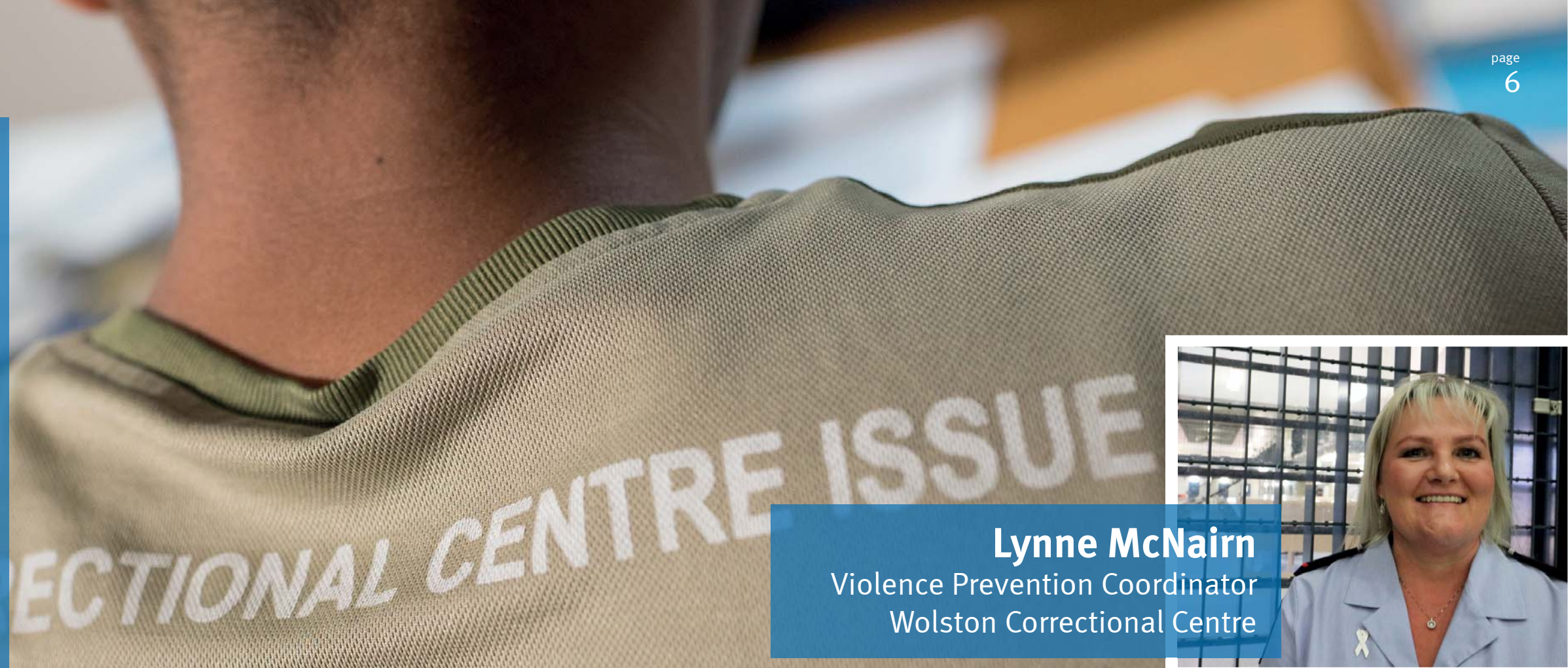
The machinery of government changes affect most government departments, which has resulted in some staff already joining QCS from other areas of government. Mr Don Sfiligoj was first aboard, joining QCS in January as the Cabinet Legislation and Liaison Officer (CLLO) from the Department of Environment and Science.

Don is responsible for coordinating the department's advice on submissions to Cabinet and ensuring the Commissioner and Minister are fully briefed on matters being considered by Cabinet.

"I've appreciated the warm welcome I've received from my new colleagues in QCS," Don said. "I'm quickly learning that corrective services is a fascinating area of government with many unique challenges."

//the latest

Programs teaching inner peace, strength, choice and appreciation are achieving real results for some of Queensland's most violent prisoners, with the assistance of dedicated Queensland Corrective Services administrators.



Lynne McNairn
Violence Prevention Coordinator
Wolston Correctional Centre



Luke* landed in the high security Wolston Correctional Centre, in Brisbane's west, after his "desperate" \$2000-a-day heroin addiction led him to steal tens of thousands of dollars during armed robberies.

Luke is now mid-40 and "clean as a whistle" as he completes year 9 of high school inside the Wolston Correctional Centre.

"Mum gave birth to me when she was 14," Luke began. "Because she was only a kid herself, I lived between my grandparents' and mum's place.

"At my grandparents, my clothes were cleaned, bills were paid, and dinner was on the table.

"At mum's, there was nothing but heroin and guns. It was a real Jekyll and Hyde upbringing," he said.

Luke said he grew up being babysat by his mother's friends, all ex-prisoners. "They were the only role models I had. I've got memories of helping them unload 'presents' from the back of the van and handing them to the kids – surf clothes and stuff. It was like Christmas.

"I was too young to make the connection when the robberies flashed up on the news that night."

Luke is successfully addressing the behavioural problems that led him to be placed in the correctional centre, with the assistance of education and programs officers and custodial staff. Luke said when he met Violence Prevention Coordinator Lynne McNairn (pictured above), at Wolston, he was "a mess."

"I was having a fight with another prisoner and I walked up to Lynne and said 'Miss, just to let you know, I am probably going to pull that bloke's eye out of his socket'."

Lynne has seen almost 150 prisoners through the Peace Education Program, part of the suite of services assisting in rehabilitating some of the state's most violent men.

"He said exactly that," Lynne confirmed. "And I thought 'right, this needs to change'. So I told him he should start having meetings with me, starting that afternoon, to work through these issues."

Luke started the Peace Education Program, which runs once a week for two hours, on top of additional intensive rehabilitative commitments. The fact that she has a list of prisoners waiting to attend the opt-in course which teaches self-reflection, contentment, hope, and understanding, speaks to its effectiveness, she said.

"Since March 2017, we've seen 143 prisoners successfully through the Peace Education Program at Wolston," Lynne said.

"Of those 143, 76 were in custody for violent offences. Since completing the course, we've had just two per cent of that cohort involved in incidents. That's down from the 30 per cent who were involved in custodial incidents prior to the course."

Lynne said Luke was an example of what the program can do for prisoners who want to help themselves.

"Since opting-in to rehabilitative courses, Luke has had no altercations in two years. This is someone who was involved in incidents on an almost-weekly basis."

With Lynne's assistance, and the support of Custodial Correctional Officers, Luke has become sober in prison and learned to control his violent behaviour.

"I've been to a few prisons and I didn't even know that Violence Prevention Coordinators existed," Luke said.

"I thought it was the biggest load of crap," he said. "But I kept going to the courses because Lynne made time for people who want to improve themselves. It was the first time in my life anyone had cared about me.

"One day I realised I enjoyed the program. So I opted-in to counselling too, and psychology, and got diagnosed properly.

"Then I started to understand how other people might have also got conditions – you know, like Post Traumatic Stress Disorder – from my actions. I read victim impact statements and cried.

"I had never thought about other people. Actually..." he corrected himself. "In fact I've never cared about others, until recently."

Lynne said she remembered the day when she realised Luke had changed. "A prisoner tried to fight Luke. But Luke just put his hands up and said 'I don't want to do this' and basically walked away," she recalled.

"That's when the lightbulb flicked on," Luke said. "I'd never turned down a fight, but I was sick of it. Basically I walked to the education office, threw up my hands and said 'put me down for all the education classes!'"

"The program officers looked at me like I had two heads. But in a good way. They said 'absolutely, mate, let's do it.'"

"So now I'm doing year 9, a drug and alcohol course and counselling."

Luke has been sober for many months which forced him to re-think his relationships.

"My connections have been bound by drugs and theft so I've got no friends to turn to when I get out. I call my old friends 'drug addict people' because they're not real friends, you know? I need to find new friends. How do you make friends? Is it easy?" he asked, genuinely.

Lynne said finding work and making friends that way could be a good start. Luke turned toward the window overlooking the yard. "Eventually I want to be a builder and do home renovations. Create a company. Make old things new again.

"I have a two-year plan that Lynne and the custodial officers helped me with. I'll go to TAFE, and learn how tax works, learn how business works. All of that." Lynne explained that Luke will soon have a Re-Entry Advisor assigned to his case, whose job is to liaise with external providers and provide specialised support upon his release and in the months after. On top of that, he'll have an assigned parole case manager to monitor his progress.

"I speak to my sister and my nephews every day on the phone. My nephews told me their heroes are Batman and the Hulk... That made me happy, because when I was that age, I looked up to murderers and armed robbers."

*Name changed for confidentiality



John Sullivan
Custodial Correctional Officer
Wolston Correctional Centre

“After 29 years in corrections, you could say I’m a workaholic. I love the challenge of working in QCS, and coming to this job is a challenge every day,” says Wolston Custodial Correctional Officer, John Sullivan.

“I originally worked as an officer at the Boggo Road Gaol. After its closure, I commenced on the Prison Work Program in the mid-1990s. Being a Work Camp Supervisor meant that I was overseeing groups of prisoners who were assigned to various building tasks across Queensland,” he explains.

In addition to management of prisoners, part of John’s role was to explain to members of the public how work camps gave prisoners a second chance to prove themselves, and to give something back.

“The prisoners were from the very community that they were working

in; they were bus drivers, they were store workers - they were found all throughout society. It was important to explain that prisoners come from everywhere and from all walks of life, and that giving them skills and the opportunity to learn and rehabilitate makes for a better society.”

John spent a lot of time in Warwick building the Women’s Work Camp. “I managed around seven prisoners who carried out the project’s building work. We taught prisoners employment skills that they could carry with them forever.

“The prisoners I managed fenced the Killarney showgrounds, as well as the Gatton Showgrounds, among many other projects. We built ramps, structures and other community objects.

“The public could see how hard we were working to make sure that

prisoners contributed and gave something back.”

When asked about his return to high-security correctional centre, Wolston, after spending so long at the work camps, John says “there are many ways prisoners can change their lives.”

“I encourage prisoners to ‘get in’ and do what they can during their time here. That might mean education, or learning a trade, or completing substance programs. It’s there for the willing and for those who want to change their path.

“Many prisoners have never had an education outside a correctional centre. That contributes a lot to how a person grows and matures, and ends up in prison. There are many 50-year-old prisoners here who are learning how to read and write.

“I’ve run into prisoners out in the community before. They’ve approached me, and we’ve spoken. They thanked me for the guidance and support. That’s when I believe I’ve seen a change, when they can genuinely and respectfully come to you out in society and say thanks, before going on their way.

“I cherish my job. People in this job can, and do, make a difference, and that’s the thing that keeps me coming back.

“I believe that people should be thankful for employment, full stop. In corrections, you have the opportunity to change people’s lives for the better, and you’re challenged every day, so I’m especially grateful for a job like this,” he says.

Jacinta Marshall
District Manager
Mt Isa Probation and Parole
Service

“I had no idea what probation and parole was when I handed in my resume,” explained Jacinta. “All I knew was that I desperately wanted to help my own community through my work.

“When I got the job, it didn’t take me long to realise that probation and parole – in my own backyard – was the perfect role for me.”

Since 2012, Jacinta has worked at Mt Isa Probation and Parole where she assists and manages cases with a “predominantly” domestic and family violence (DFV) offender population.

“Violence in general is the most common profile for the area, with cohorts of sexual offending and drug-related offending,” Jacinta said.

“As probation and parole officers, we are trained in conflict resolution, defusing difficult situations, sex offender management and addressing DFV.

“I’ve used this training and experience to help a cohort of people that are important to me. Reducing the over-representation of Aboriginal and Torres Strait Islander people in the probation and parole system is one of my goals.”

Jacinta said trying to offer a better future for people in her community was her priority, and that working remotely has given her “broad and

expert-level” skills after managing many complex cases in the region.

“My greatest personal and professional challenge has been working in my own community. Being local and holding many links to the community can make the work difficult at times, and does require careful consideration in some instances.”

Jacinta explained that probation and parole officers must value relationships, value people’s lives, and be willing to “problem solve” for offenders.

“Certainly probation and parole officers must be able to think creatively in relation to offenders.

“We want offenders to embrace opportunity to achieve success, and we want to see these people complete their necessary orders while contributing something valuable to themselves and the community.

“Occasions where we can see our work making a difference makes our job worthwhile.”

Jacinta said she loved Mt Isa and would encourage anyone “wanting to assist the community, to learn, and learn quickly,” to consider probation and parole.

“My favourite thing about Mount Isa in particular is the mix between a bit of a city feel with the comforts of restaurants and entertainment with the proximity of the outdoors. You could literally drive 10 minutes out of town and get lost in the outback. That is what I love.”

// our people

Our Probation and Parole Service is focused on the supervision and surveillance of offenders released into the community

Our officers supervise 20,000 offenders in the community across seven regions within Queensland and deliver a suite of rehabilitation and intervention programs.

Jordan Cotter Senior Case Manager Brisbane Central Probation and Parole Service

At the Brisbane Central Probation and Parole District Office, Senior Case Manager Jordan Cotter is typing hurriedly while on the phone.

“Sorry, he’s running a bit late,” said one of the other officers. “There’s been an urgent matter with an offender. He’s on the phone speaking to the ex-partner.”

Already, it’s clear that the matter concerns one of Queensland’s biggest hidden crimes: domestic violence. Jordan, one of more than 860 probation and parole officers working in 34 Queensland district offices, confirms this.

“Historically, this man has doused his partner in lighter fluid, set her alight and threatened strangulation. They have been separated for a number of years, but he still lists her as his ‘next of kin,’ and she still answers our calls.

“That was the aggrieved on the phone explaining that the offender was caught on a drug-induced vehicle rampage and arrested after testing positive to methamphetamine.

“My role from here is to recommend a course of action; the priority being the safety of the aggrieved. The aggrieved has assured me he has not gone near her, therefore he is respecting the Domestic Violence Order (DVO) and hence she’s happy to speak with me.

“Together, she and I have agreed on a recommended plan including GPS electronic monitoring among other recommendations. I’ll put this case together and send to the Parole Board Queensland for review and approval.”

It’s an intense introduction to one of Queensland Corrective Services’ equally intense, yet unsung, roles. Jordan says the best part of his job is “witnessing rehabilitation, and providing real support to the victims.”

During the car ride to a stakeholder

meeting, Jordan says many of the issues probation and parole deal with are “domestic violence-related”.

“The prevalence of domestic violence hasn’t increased, I believe, but it’s better reported now. There’s more knowledge around what constitutes domestic violence,” Jordan says.

“Decades ago, domestic violence was considered a ‘civil matter’ and something that occurred behind closed doors. People turned a blind eye.

“Now it’s viewed as a criminal matter – which is exactly what it is. There’s more support available and victims – even witnesses – are more confident in coming forward.

“Increasingly, we can reach people who are isolated; for instance, if a homeless domestic violence victim is coming out of custody, we are able to discreetly organise short-term accommodation for them without the partner knowing.”

We arrive at a homeless accommodation provider where Jordan

meets with some of the more complex cases managed by Brisbane Central Probation and Parole, including Craig*.

Craig is homeless and has been in and out of prison over a decade. His original charge was for a violent assault. There have been several charges in the years since.

Listening to Craig is like listening to a muffled 1970s radio. It’s a mixture of drugs, upbringing and medication, according to Jordan.

“So Craig, how are you going?” asks Jordan. This is Jordan’s fifth meeting with Craig since his release from a correctional centre.

Craig explains to Jordan that he has reached a one-month sobriety milestone. He reaches into his pocket to unravel a sheet of paper, handing it to Jordan.

“Craig – this is great. You’ve completed the drug and alcohol course. Congratulations.”
Craig explains he’s living with a

friend, but starting to get the money together for a space at a caravan park. His situation is complicated by his relationship with his partner, a heavy drug user, Jordan says.

Like many other offenders, Craig has been confronted with significant health issues. He is Hepatitis C positive and Jordan is working with Queensland Health to organise a treatment plan. “I really want to make it all the way this time, Jordan.”

“That’s great to hear, Craig. I want you to make it all the way, too. You’re doing everything right so far. Let’s keep it up. See you in a couple of weeks.”

Jordan explains Craig had never ‘made it through’ an order. There was always a relapse. But he’d received an email from CREST (Community Re-Entry Services Team) that morning with an alert that Craig had been approved for the additional support he needs.

“Now that he’s been approved by CREST, Craig can begin the process of applying for identification, which

enables him to apply for rent, and get a mobile phone - things like that.”

“There might be a relapse. But the seed is now planted. If you consider this,” pointing to the document with proof of his attendance at the drug and alcohol course. “This is evidence of engagement.

“It’s a big deal for someone with literally no resources, no home, to put in the effort to attend this course that we asked him to complete. It’s a big step. It shows he really wants to help himself.”

Jordan said the remainder of his day consists of another offender meeting, a few phone calls with stakeholders, check-ups on curfews and the placement of a GPS monitor on a man in his mid-20s.

“This role has opened my eyes to the world. I get to work in an interesting environment, with incredibly interesting staff members, and assist offenders in building a better life.”

**Name changed for confidentiality*

// Focus on: Far Northern Queensland

The importance of cultural connectedness at the Lotus Glen Correctional Centre

The Lotus Glen Correctional Centre (LGCC) is 25 kilometres south of Mareeba. It accommodates high and low-security prisoners, servicing the Cape York Region including Cairns, isolated communities and Torres Strait Islands. Its prisoner population is comprised of approximately 70 per cent Aboriginal and Torres Strait Islander people.

Activities Officer Karl Smith (pictured bottom left) has worked at Lotus Glen for the past three years.

“There is a significant population of Aboriginal and Torres Strait Islander prisoners at Lotus, and many of the activities we coordinate here reflect the value of connectedness to these cultures,” he explains.

The centre started preparations for last year’s NAIDOC celebration in May, with prisoners engaging in two to three sessions of dance practice each week in the lead up. This was also an opportunity for the skilled artists within the prison to contribute to designing, constructing, carving and painting traditional artworks for display during the events. “There is so much talent in here,” says Karl. “These activities all play a role in maintaining the order of the centre. When these guys contribute to something meaningful like NAIDOC, they then go back to their units happy,” he continues. This assists in alleviating the day-to-day stresses caused by the reality of overcrowding in Queensland’s prisons.

The ingenuity and scale of an event like NAIDOC at LGCC is substantial. Dancers’ costumes

have been made from discarded plastic wrap from the industrial laundry that operates within the jail. The entertainment program takes place in front of two large marquees that have been constructed onsite by prisoners within the industries workshops. There is a band, multiple freestanding sculptures and artworks, and a few hundred prisoners, staff and visitors surrounding a large dance circle in the middle of the stage area.

“I’m proud to be a cultural man,” says one Aboriginal prisoner, who is a prominent artist within the jail. “This is about the boys showing off their culture and showing their true colours and respect for our culture.”

“Even though we’re in a jail, we have the freedom to be involved in cultural activities like NAIDOC,” explains one Torres Strait Islander prisoner. He has assisted with planning the music, dances, and traditional artwork. “It’s really important to us because we are free to express ourselves.”

Visits from Elders assist prisoners in enabling a connectedness with their culture, which can help with the stress and isolation that can accompany being in prison.

“Cultural connectedness really matters,” says Torres Strait Islander Elder, Aunty Leila Savage (pictured top right) from the Amaroo Justice Group.

Aunty has been visiting the centre twice a month for the past six years. “The boys in here don’t have the exposure to their culture. Our main role is to sit and talk with them. I don’t ask any questions about why they’re in here. Sometimes all they need is to talk to someone.”



Daryl Joseph
Cultural Development Officer
Lotus Glen Correctional Centre

Daryl Joseph – or DJ as he is affectionately referred to by his colleagues (pictured above) – has worked at the Lotus Glen Correctional Centre since 1992, where he started as a Custodial Correctional Officer. He also worked as an Activities Officer until he joined the Cultural team in 2001, before taking up his current role in leading the team as Cultural Development Officer in 2011.

One of the most challenging aspects of DJ’s career has involved encountering multigenerational prisoners in custody “whether it be the grandfather, father, son or more, but jail sometimes offers a connection to culture they would not ordinarily have. Particularly through access to the parental influences of Elders,” he explains.

“Our Elders help the prisoners to find the spirit to learn and maintain their culture – which is expressed through their dances, music and artworks at events like NAIDOC.”

“These dances tell a story – a history of our people – that is thousands of years old and it has to be right when they retell it,” he explains. “The Elders who visit and teach aid in that.”





Geoff Robins
District Manager
Weipa Probation and Parole
Service

Weipa Probation and Parole Service District Manager Geoff Robins (pictured left) loves working remotely.

He says the Aboriginal and Torres Strait Islander culture in Mt Isa, his hometown, and the issues faced by members of that community were embedded in him from day one.

Geoff started working in the far north Queensland town of Aurukun in 2009.

“Working out here brings you back to reality,” he says.

“You get a chance to see the impact your work has on families.”

“People who know this community know that it’s getting better.”

Geoff says the spaces in Aurukun have changed. They are cleaner, free of litter, and the people are working.

“There are challenges with delivering services in Far North and remote Queensland.

“In 2015, a man was charged with murdering another man during the November riots,” he says.

At those riots, a police vehicle was shot at, while another vehicle was torched.

“There was a solid six months of unrest where services to the region were increased significantly. The State and the community came together to address the myriad of issues faced by the town.”

Aurukun has faced strong disadvantage but it wasn’t – and still isn’t – beyond repair,” Geoff says.

“QCS is a significant contributor. We have a release monitoring group, which will deliver greater supervision. We have a liaison function within and out of custody.

“If an offender is returned to custody, the in-prison care management team works with the offenders,” he says.

The project changing the face of Aurukun

Senior Service Support Officer of the Aurukun Reintegration Justice Project, Stuart Marquardt (pictured right), lives and works in the small community of Aurukun, and has seen first hand how a supportive and communicative rehabilitation project can help shape community behaviour.

“I’m a family man here, first and foremost. And people in the community know me, which is an advantage,” he says.

The town of Aurukun once gained notoriety as having one of the world’s highest murder rates.

“Stealing vehicles used to be a very common occurrence. Vehicles would be driven through town, driven past people who were encouraging the behaviour, and then the vehicles would be destroyed by offenders with cheers in the background of supporters.

“But over the past few years, we’ve seen incremental positive changes in community behaviours.

“We’re now seeing a lot less of those situations, which is positive. Community views are slowly changing, and I guess you could say that ‘anarchy’ is being controlled – a situation that would’ve previously, years ago, escalated into a violent riot very quickly, now tends to be more controlled.”

A key force behind the behavioural shift can be attributed to the Aurukun Reintegration Justice Project, which is a service dedicated to supporting offenders and prisoners before, during and after custody. As Stuart says, communities evolve, but prison environments don’t change.

“We enter correctional centres – Lotus Glen Correctional Centre, for example – and we communicate how the community has advanced during the time that the prisoner has been incarcerated. We explain what will be tolerated in the community, what won’t, and we set the expectations; the transition toward reintegration is critical, because you’re fighting the behaviour that is ingrained,” he says.

Stuart says the team leads prisoners to manoeuvre back into society in a positive way.

The project officially began in April 2017 after years of voluntary work which pinpointed the dire need for the service. Up to 100 offenders

and prisoners have been involved in the opt-in service.

The project is proactive, rather than reactive, and works around eight months in advance.

“Police inform us when offenders enter the watch house prior to custody, and we then visit the offender at the location.

“Our support starts then and there. We’ll say ‘When you go to LGCC, look out for this particular person, because you can speak to her about putting a plan in place for when you are released on parole’.

“Then, when the offender enters LGCC, they know who to go to, and they know they have an opportunity to plan for life after prison, which provides incentive to display good behaviour.”

Stuart says when a prisoner’s release date arrives, the LGCC representative will tell the prisoner to ‘get in contact with Stuart, he can support your plans to get back to work’.

“And they do contact me,” he says. Stuart says that there has been an increase of prisoners taking up programs and courses to boost their chances of employment post-release.

“The project is unique in its services, allowing us to provide assistance to children and to adults, which enables us to intervene at an earlier stage,” he says.

Incredibly, Aurukun has managed to largely avoid methamphetamine-related violence.

“We have worked over the past three years to communicate awareness in the community about its effects, so people can be empowered to keep away from the drug,” Stuart says.

He says the project will continue to see positive results, and feels honoured to be part of such a supportive team and vitally important project.

“Some people have seen the success of this project, and are considering this model for other regions.

“I feel so honoured to be part of this project and to be having a positive effect on the community. I’m grateful to be part of it,” he says.



Bernard David
Social and Emotional Wellbeing Manager
Apunipima Cape York Health Council

How Cape York Health Council is boosting region's wellbeing

In the two decades since its inception, Apunipima Cape York Health Council has grown from a small advocacy organisation to the largest Aboriginal Community Controlled Health Organisation in Queensland.

Bernard David, pictured right, is Apunipima's Social and Emotional Wellbeing Manager and said the programs run by Apunipima help people to cope with everyday life pressures. The organisation is a membership-based, community-controlled Aboriginal Health Organisation responsible for delivering high-quality, culturally appropriate, comprehensive primary health care to 11 Cape York communities.

"We provide a range of services that cover social and emotional health and wellbeing, including a wellbeing centre at Aurukun providing health, social and psychological service, and a cultural connection program for prisoners from Aurukun.

"We facilitate group work and therapeutic interventions within secure custody at the Lotus Glen Correctional Centre, and we work with prisoners at the farm.

"Our team members teach ways to cope when socioeconomic pressures bear down on you week on week, year on year," he says.

"It's about leading communities and protecting families."

Bernard says the organisation also links with the Probation and Parole Service to develop care plans and health checks, and works with the Community Re-Entry Services Team (CREST) to share resources to benefit the region.

With more than 150 staff, the Mossman Gorge Health Centre and the Kowanyama Mums and Bubs clinic, Apunipima is continuing to tackle health inequality on the Cape.



Darryl Gracie
Field Supervisor
Innisfail Work Camp

Darryl Gracie (pictured above) is a 15-year veteran of Australian Corrective Services, topping out in the Northern Territory as Chief Training Officer, and proves that ongoing education is a key to growth and success.

Darryl says his job is to transition the prisoners from a custodial environment to

functioning, ethical community members as Substantive Field Supervisor at Innisfail Work Camp,

"The highlight of my job was seeing a discharged prisoner offered employment. This job makes a difference."

Darryl's worked with the prisoners for the past three years, and seen hundreds of thousands of dollars in community man hours contributed.

In August 2017, Darryl graduated with a Diploma of Correctional Administration from the QCS Academy, "with the full support of my immediate manager and QCS," he proudly says. "It took around one year, with a few hours of study most week-nights."

"We provide labour for many regional projects and community areas, for example, maintaining the cemetery, beautification of the river bank," he says.

"Faith in the future of the work camp concept and wanting to be in the correct place to assist in the possible expansion of the concept, gave me the motivation to study the Diploma."

"It places me in a good position to guide the supervision of the Work Camp and its prisoners."



Dianna Podetti
Case Manager
Gympie Probation and Parole Service

When Dianna Podetti (pictured above) exits the shops with her teenage sons, pushing almost three trolleys full of food items, people often do a double take.

"One trolley is usually full of fresh meats, fruit

and vegetables, and the other is full of the lunchbox essentials, while the third trolley has a mix of both.

"Our grocery bill is huge. But with seven kids, it's bound to be," she laughs.

Dianna is a remarkable example of the QCS spirit. In amongst being a Case Manager for Gympie Probation and Parole Service, she's also a Court Officer – attending Court a minimum of twice per week – and is a mother of seven children in total. Dianna has four children of her own and, together with her husband, fosters a further three children.

Alongside her full time work and raising her seven children, Dianna last year graduated from The University of Southern Queensland (USQ) with a Bachelor of Human Services, completing the seven year part-time degree online in just three years.

Dianna pointed to flexible working arrangements in aiding her successful completion of study. "I've been really lucky to have had the opportunity to work for QCS," she says.

"I'm grateful that my Regional Supervisor saw something in me, and offered me the role, and I'm also grateful for the support that I'm given by my District Manager, and from my colleagues," she says.

Dianna and her husband have 'opposite schedules' allowing one of them to work, while the other spends time with the children.

Dianna says she has wanted to be a foster parent ever since learning about her own family history. "My father was adopted, and I would always ask myself 'would I be here today if dad hadn't been adopted?' so from a young age, I knew I wanted to foster children, because I understood the difference that it made. I wanted to give something back," she says.

"QCS is a career for life, and the support in place is a testament to that. Thinking back, university study was stressful in amongst my other duties, but all the struggles, time restraints, and the 'blood, sweat and tears' were truly worth it," Dianna says.

"The support offered to me by QCS and USQ has made this possible for me," she says.



Custodial Officer Entry Program graduates Michael Gloger, Jade Fergusson and Yasmin Hobday

Yasmin Hobday, Jade Fergusson, and Michael Gloger graduated from the Custodial Officer Entry Program (COEP) last year.

All three have become great friends, but were each attracted to Queensland Corrective Services (QCS) for different reasons.

Yasmin Hobday studied justice before commencing a career with QCS.

"It's really not like the movies at all," says Yasmin. "It's hard work, but very rewarding work."

"Prisoners are people, and deserve respect and humane treatment, just like

everyone does," she says.

Jade Fergusson worked with New Zealand Corrections before being drawn to QCS for its stability for his young family.

"The Queensland Corrective Services program offers flexibility, and I was attracted to that," he says.

"To me, there's more control over your career and personal growth in QCS, so I didn't hesitate to apply.

"But of course, the adrenalin rush is the same," he says.

Michael Gloger drew parallels between his previous artillery career in the Australian

Army, and QCS.

"QCS seemed to offer the same support, the same challenging work environment, similar training, and the same mateship as the Army, but allowed me to spend more time at home and less time travelling.

"This role allows me to be home more, so it was a no-brainer."

New correctional officers complete 364 hours of training over a 10-week period, including two weeks' practical on-the-job training inside a correctional centre.

Probation and Parole Service Professional Development Program

Q and A with Anyang Anyang, Weipa District Office

Anyang, thanks for sitting down with us. In your opinion, what is the most satisfying part of your job?

As a Probation Services Officer, I supervise offenders in discrete and

remote areas of Lockhart River, Coen and Napranum. It is my responsibility to provide dynamic case management to the offenders under my supervision, ensuring that the requirements of the court and judiciary are met, whilst also managing the risks and needs of the offenders from various cultural backgrounds. While my role involves driving in excess of 15 hours a month, and flying on small charter flights during storm season, I find it exciting to impact a meaningful change on offenders.

Can you see the difference this course will make to your job?

The Professional Development Program (PDP) provides an opportunity for integration of both the theory and practice. Since the trainees had the opportunity to learn on the job prior to the PDP, they bring into training an enriching and exceedingly inspiring experiences. The sharing of experiences during the PDP helps trainees appreciate that there is no singular approach to case management.



We caught up with Brisbane Correctional Centre Custodial Correctional Officer, Sarah Cenani one year on from starting her COEP training at the Academy

Brisbane Custodial Correctional Officer, Sarah Cenani pictured with her parents on graduation day.

Tell us about training at the QCS Academy

It was like going back to school; long days and study, study, study. The teachers were great and made the learning experience interesting, however, I still didn't really know quite what to expect.

When I started at Brisbane Correctional Centre (BCC) I knew I had made the right decision. The staff were helpful and friendly, and the prisoners were polite. There are policies and procedures in place to assist you in handling any situation, and the training is ongoing.

Best part of the job?

I am able to work to protect Queenslanders, have a great work/life balance and do my 'bit' for the greater good.

What specialist skills have you developed since becoming a CCO?

That's great. So, what made you apply for the job with QCS?

Since 2013, I served as a Custodial Officer in the Escort and Security Branch (ESB) supervising offenders appearing before the Brisbane Supreme and Magistrates Courts.

The opportunity to engage with offenders in addressing their life challenges and their offending from a different perspective motivated me to join the Probation and Parole Service.

I have furthered my skills in observation, patience and communication. I have learnt how to de-escalate situations to achieve best outcomes, and how to motivate others to reach their full potential and take steps to change their lives.

What's been a career highlight so far?

My career highlight so far has been watching and learning from one of the supervisors at my centre. I observed her handle a situation with a prisoner in a polite, respectful and nurturing manner and was very impressed. At the QCS Academy we are taught that 'my attitude is determined by your attitude', and in this instance, the prisoner's behaviour was able to be de-escalated due to the supervisor's nurturing attitude.

Have you encountered certain situations where you've used specific skills learnt in your training? What were they?

Completing the Custodial Officer Entry Program (COEP) builds the foundations on how to react in certain situations and what rules, legislation and regulations you need to follow when reacting. I draw on the skills that I learnt at the Academy every day, in both work and life. I have drawn on my communication skills more times than I can count.

So, what motivated you to join QCS?

I have always known that I wanted to work in this capacity and I felt that somewhere in the criminal justice

system there was a place for me. After trying a few different avenues I spoke with a few friends who were in this job and felt this might just be what I have been looking for. I submitted my application in November 2016 and started at the Academy in January 2017. Once I started at BCC, I knew I had made the right decision.

What would be your advice for new graduates and people looking to apply for QCS positions?

Research the role before you apply, think about what may be involved in the job and ask yourself if you think it would suit you. When you start training, make sure you come in with an open mind. Sit back, listen and soak up everything. Your time at the Academy is long, but important. It's building the foundations for your career.

Once you graduate do the same in your correctional centre. You will find a mixture of new and old staff, some with more experience than others. Listen to all of them! By listening and learning from other staff it will enable you to become the kind of officer you want to be.

Most of all, remember to be you, be honest and follow procedures. Remember you are not there to punish, you are there to protect. Protect the prisoners, protect the staff and protect the community.

Queensland Parole System Reform

Our Research and Evaluation Unit

The Research and Evaluation Unit was re-established in July 2017 in accordance with Recommendation 23 of the Queensland Parole System Review. The purpose of the Research and Evaluation function of QCS is to support the organisation to explore new opportunities based on research and to evaluate programs and initiatives to ensure operations are informed and effective.

Dr Sandy Sacre is the Director, Research, Evaluation and Performance and provides oversight of the Research and Evaluation Unit (REU) as part of her role. Dr Sacre comes from a psychology, research and clinical health background. "I am excited to be involved in the core endeavour of research and evaluation at QCS, particularly at this moment in the evolution of the agency. We are working both independently and in partnership with QCS colleagues and university scholars, to forge a strong culture of evidence-informed thinking and practice within QCS."

As Manager of the REU, April Chrzanowski leads the team and steers the many initiatives that the Unit is developing and implementing. April has a background in law, criminology and mathematics and has a passion for using administrative data to understand systems and processes to solve complex problems.

Tanya Strub brings a PhD in jury decision-making to her current role of Principal Advisor.

"This role allows me to perform evaluation, research and analysis, using rigorous methodology to develop strategy specifically designed for the real world. It's about making a positive impact and creating change through evidence-based practice."

Tanya explains that the REU team aims to focus on topics that are important to the work of corrections, with the goal of business improvement. "Our team is a collection of passionate people who have one goal, but who each think differently, which is brilliant, because it means we can consider issues from all angles."

Senior Advisor, Mel Conway has been with QCS for over five years and joined the REU team in September 2017. "With my front line experience as a custodial officer and correctional psychologist, together with my research interest and experience, I bring a unique set of skills to the unit," she explains.

April stresses that dissemination of research findings and evidence is an important part of the work of the REU. "The team has initiated monthly publication updates and a seminar series, providing officers with presentations from researchers."

On 14 February, QCS co-hosted a symposium event in collaboration with the Griffith Criminology Institute, where officers had the opportunity to hear from leading national and international researchers in the field.

Research and Evaluation Unit, April Chrzanowski, Mel Conway, Tanya Strub and Sandy Sacre.



Where can you find people who are in one place all day, with time to learn a new set of skills? The answer became clear to US-based charity Smart Pups: In prisons.

Smart Pups, which manages around 36 'pups' across various facilities in the United States, approached the Maryborough Correctional Centre (MCC) to propose a partnership between the charity and the facility.

The Smart Pups pilot program sees prisoners at the centre assisting with the training of assistance dogs that will go on to be paired with children who have a disability or children who suffer from seizures to provide care and companionship.

Staff Training Coordinator, Lynette Steadman put her hand up to assist with the program, revealing that her strong interest came from having a child on the autism spectrum and understanding the issues faced by families.

"Many of these children are socially isolated, and the presence of a trained dog as a companion and assistant can make daily life more bearable, helping diffuse 'meltdowns,' and provide a friend," she says.

Lynette says the centre now has eight labradors - an increase from the original two - and the dogs spend eight months with the prisoners learning six modules including rolling over, staying on command, sitting down to 'anchor' a child that may have wandered, opening cupboard doors, and performing high fives.

"The dogs can roll over, stay on command, open kitchen doors, give a high five and bark on command. Remarkably, the dogs can also detect seizures about 10 minutes before they occur," she says.

The pups spend four weeks in the centre followed by four weeks with Smart Pups completing the remaining public access training, and spend weekends with staff to gain 'public access' experience where dogs are taken to the movies, cafes, beaches and parks.

Lynette says the program can change prisoners' thought patterns, can make them less selfish, more adaptable to change, and provides a way for them to take pride in giving back to the community.

Four pups have been fully trained by the prisoners and two pups - Wesley and Weylan - have recently graduated.



The Maryborough Correctional Centre assistance program improving the lives of children with disabilities



Administration Officer Carlene Hunter and Staff Training Coordinator Lynette Steadman coordinate the Smart Pups program at MCC.



Central Archives received more than **35,000 files** in 2016

There are more than **600,000 records** kept in Recfind 6

QCS stores more than **300,000** offender files

With more than 13 kilometres of files onsite at any one time, and more than 600,000 offender files logged in recordkeeping databases, the QCS Central Archives team could give the world’s biggest storage companies a run for their money when it comes to efficient, secure and friendly document management.

The vital Records Management Unit lies within Offender Information Systems and manages all information collected as part of QCS business operations, regardless of the systems used to gather data or documents; they are the glue that holds QCS documentation together.

Records Management staff implement recordkeeping legislation and standards, provide advice, training, manage daily operation and maintenance of QCS record keeping system RecFind and work with the Integrated Offender Management System (IOMS).

The team also manages Queensland Shared Services (QSS) and QCS Human Resources payroll and accounts information, and liaises with the Parole Board Queensland and Queensland State Archives.

Records Management Information Planning Manager Katie Fleming says locating and collecting historical documents is a highlight of the job.

“Preserving documents of past significance, and the satisfaction in being able to confidently assist agency staff to correctly catalogue records, is rewarding. Ensuring records are searchable and accessible into the future is also important.

“Additionally, the Records Management team is able to gain insight into all aspects of QCS from the Probation and Parole Service through to Custodial Operations and central office, which increases our knowledge of the Agency,” she says.

Katie explains that she and the team love being able to work with so many staff across Queensland.

“Our clients change frequently as a result of the team providing advice to staff state-wide, so it’s great to be able to assist with queries from people in many locations. “We often receive requests for

site visits to conduct RecFind or recordkeeping training and retention and disposal of records training, so it’s always great to meet QCS staff at a probation and parole office or correctional centre,” she says.

Records Management oversees the secure containment of offender files (IOMS, Queensland Health, prisoner transfers, maximum security unit (MSU) and Dangerous Prisoners (Sexual Offenders) Act 2003 (DPSOA) files, while managing QCS operational files across human resources, finance, facilities, dog squad, correctional centres, probation and parole, QCS Academy and QSS.

Files are stored at Central Archives for approximately 12 months before being relocated offsite. If a staff member requires a file that is marked to offsite storage, files can be requested using the RecFind Request function.

Katie says the Records team currently has many archiving projects on the go, with jobs including auditing older records, such as hundreds of boxes of decommissioned correctional centre records.



Records Management Unit
Operational Support Services



Tony Goodall
Correctional Supervisor
Wolston Correctional Centre

A quick-thinking QCS Emergency Response Group Commander and Correctional Supervisor who saved the life of a dying child on his way home from a prison shift in Brisbane’s west has reflected on the event as the proudest moment of his career.

Commander Tony Goodall spotted a “flash of something small” on the side of a main road at Wacol in 2014, minutes after he’d completed his shift as Secure Unit Supervisor at the nearby Wolston Correctional Centre.

Tony realised two young children were injured after sliding off a toboggan into bushland on the side of an abandoned Wacol road, and one of the two children – a young girl – wasn’t breathing.

He said he knew something was wrong when he turned over the girl’s limp body and opened her eye “which was looking straight ahead, absolutely still.”

“Fortunately, my previous training (Custodial Officer Entry Program and Emergency Response Group) taught me everything I needed to know about making an emergency situation like this as safe as possible, as well as administering CPR,” Tony said.

“I asked the girl’s brother to jump inside my car and grab my mobile phone and we called the Ambulance.

“She wasn’t breathing so in the meantime I started CPR, and at the same time instructed the young boy

on how to carry out the technique and maintain his sister’s airway,” he said.

“Soon, a couple of my custodial officer colleagues pulled up at the scene. They ran toward us, and it was a great moment, and a proud one for me, because they knew what to do.

“They assisted by controlling traffic around the scene and looking out for the ambulance, as we worked to keep the young girl alive.”

Tony said as the Queensland Ambulance Service began to approach the scene around 15 minutes later, the young girl began gurgling, and eventually breathing, and she was then rushed onto the ambulance.

One week later, Tony saw the young girl again in an emotional reunion.

“She was alive,” he said. “This result is the highlight of my decade-long career in corrections.

“All of my training, and my time in prisons, led me to that moment - to be able to save that young girl’s life,” he said.

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