MEET THE PEOPLE
PROTECTING OUR COMMUNITY

Numinbah Correctional Centre’s Paul ‘Taffy’ Longman is one of QCS’ many committed staff. Read more on page 5.
A particularly rewarding part of my role as Minister for Corrective Services is addressing the graduations of both new and experienced officers. Corrective Services staff are Queensland’s unsung heroes. I am greatly impressed by the commitment, professionalism and passion that officers bring to serving the people of this State, and I try to convey to graduating officers my appreciation for this very important work.

Through my visits to custodial centres and probation and parole offices, I know the deep concerns held about the pressures on our correctional system. I am working actively with QCS to develop real solutions to reduce the demands on staff and infrastructure.

In this issue of CORRECTIONSnews a matter of great concern to me and this Government is highlighted. Any violence is unacceptable, but violence against family and loved ones is especially appalling. I applaud and encourage your efforts to stamp out domestic and family violence.

I hope you enjoy this, the second issue of CORRECTIONSnews.
Maryborough Correctional Centre staff and their family and friends participated in the Maryborough Relay for Life on Saturday, 2nd and Sunday, 3rd of May at the Maryborough Showgrounds, raising funds for the Cancer Council. An appropriate team name was selected: ‘On the Run’. 

Staff from throughout the Centre participated in the event with ‘On the Run’ coming 9th on the fundraising scale (from 42 teams), raising a total of $2,238. The Maryborough Relay for Life team raised a total of $59,514, which was the highest amount ever raised for the area since Relay for Life commenced.

The project aims to provide community service opportunities for offenders who have young children, a disability, work full time, require low impact community service due to medical reason, or are classified as high risk offenders. Since the project’s inception in June 2014, Ipswich Probation and Parole has logged approximately 1,189 hours of community service and donated 4,500 poppies (2,000 so far this year). Roma and Charleville Probation and Parole have logged approximately 334 hours of community service and their poppies have been used in ANZAC Day services throughout the Southern Region.

The brain child of Roma Probation and Parole, The Poppy Project, which is now running throughout the Southern Region, has offenders making paper poppies for donation to Councils and local RSLs. Participants work in the Probation and Parole office one day each week making the cut paper product, which are then completed at home in lots of 100.

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Proceeds from the sale of poppies (from $1.00 to $10.00) are donated to each local RSL – one for each participant. To date, Roma and Charleville Probation and Parole have received $8,260. Roma has received $4,410 and Charleville $3,850.

The Poppy Project has been so successful, Roma and Charleville Probation and Parole have formed an association with Streetswags (streetswags.org). For every poppy sold, Roma and Charleville Probation and Parole donate a streetswag to the poppy purchaser.

Completed swags are returned to Roma Probation and Parole, where they are separated into multiple swags and then distributed to homeless people. Roma Probation and Parole has produced a total of 20,000 swags.

The Poppy Project has been so successful that Roma Probation and Parole is planning on producing another 12,000 swags.

In total, Roma Probation and Parole have produced 32,000 swags.

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**Numinbah Correctional Centre, QCS’ low security centre for women in the Gold Coast Hinterland, is an hour and a half drive away from Brisbane, set against the backdrop of the tranquil Springbrook National Park.** On a recent visit, I was welcomed by Deputy General Manager, Julie Steinheuer and her team to learn more about the great work being done there.

Julie has worked in corrections for 28 years and, after a stint in the army and 20 years in NSW Corrections, says the move back to Queensland to work at Numinbah has been the highlight of her career. Not surprisingly, she tells me that the environment has a big part to play but, importantly, emphasises the commitment of her “fantastic” staff.

She attributes their support and teamwork to the successful transition of the centre to women only in 2012 and the construction of new accommodation in 2014. She adds that their sight in selecting the most appropriate prisoners for the new accommodation has meant that the facilities are still as good as new. “The women seem very invested, they take a lot of pride in them and have developed their own rules about respecting the accommodation,” said Julie.

In this vein, she mentions how important it is to select the right prisoners to transfer from high security centres into a less restrictive environment. I ask her about what kind of changes she sees in those who transfer and she tells me how she has seen growth in the prisoners. “There were a couple of male prisoners, who came to us from a secure centre with terrible communication skills. They would grunt and barely acknowledge the staff. One of the things we really focus on is compelling them to interact with us. One in particular, was with us for a couple of years and by the end you could engage him in full blown conversation,” said Julie.

“We’ve had similar cases with the women too. One woman, by the time she left after a long stay, was an eager and an enthusiastic worker and ready to be a contributing member of society.”

This is not always the case though, as Julie explains, “Some of the prisoners don’t make the most of the opportunities we offer them. They come with a closed mind-set and don’t work hard, fill in their days and make their time go as fast as possible. That’s disappointing.”

The opportunities that Julie refers to are abundant and as we walk around the property it’s clear that the majority of the women willingly participate in a variety of programs, projects and work opportunities. Our guide for the day and the driver of these projects is Centre Liaison Officer, Paul Longman. Taffy, as he insists on being called has been at Numinbah for 14 years after emigrating from Wales in the late eighties. Taffy’s job is to build mutually beneficial relationships in the local area to achieve the main goal of the team at Numinbah: reparation.

The centre works hard to fill labour gaps and give suitable prisoners the opportunity to give back to the community. He says community projects are the lifeblood; “we usually have a bus with up to 11 prisoners that go out every week day to various locations on the Gold Coast to do anything from domestic cleaning and cooking to general maintenance of properties and buildings as well,” said Taffy.

The benefits of these partnerships are two-fold, with volunteer organisations struggling to fill shortages, prisoners can give back to the community while building skills and self-worth. Taffy says that one of the most important things he has learnt is the power of this work for emotional rehabilitation. “One of the nicest things I’ve had said to me from the community workers, was how good they feel about it. They feel worthwhile. I didn’t realise how much self-esteem is a problem for them; for being in jail, for making the wrong decision. They really enjoy going out for a hard day’s work, working alongside volunteers as well and paying it back,” said Taffy.

Of course, this would not be possible without the participation of the many community organisations who contribute to the reporting and supervision of the women, all of whom go through a strict assessment to participate. These relationships are a testament to the genuine investment of Julie and Taffy, who agree that their Community Advisory Committee and many stakeholders are integral to the centre’s work, “we’re really part of the community here and they’re very accepting of us” said Taffy.

At the beginning of our day at Numinbah, Julie commented that, “the place has a good feel to it”, and she’s right. The way she puts it, the team at Numinbah “tries to give (the prisoners) the best opportunity to make some changes and do something different with their lives when they get out”.

After seeing Numinbah first-hand, it’s clear that the officers and management embody all that QCS aims to achieve in ensuring community safety and minimising re-offending through rehabilitation.

**COMMUNITY PARTNERSHIPS**

- Animal Welfare League
- Kalwun Landcare
- Mary Immaculate Church
- Mulgimba Shaws Society
- Nerang Country Landcare
- Paradise Association
- Numinbah Valley Hall
- PCYC Nerang
- PCYC Gold Coast
- St Joseph Worker Church

**LIFE**

**Prisoners at Numinbah Correctional Centre are given the opportunity to develop real-world skills while giving back to the community**

by Liana Modolo, Advisor
Tell me about your time with the DFV Prevention Initiative. I’ve worked for Corrective Services for 14 years in varying capacities and for the last 10 years in management. While I had worked across various positions both in correctional and community parole roles I was always very keen to learn more about how the criminal justice system responds to victims and how I could ensure that the work carried out within Queensland Corrective Services translated to the community I was working for. Therefore, I sought out and was offered a secondment to the Domestic Violence Prevention Centre on the Gold Coast as the Integrated Response Manager in 2013, whereby I worked with women and children who were considered to be at high risk and required extended support. Upon completion of my secondment I returned to Queensland Corrective Services with a passion and drive to ensure that we as an agency respond effectively to the needs of the victims within our community. Therefore, within this role, I am invested in ensuring that effective and responsive risk mitigation in relation domestic violence is at the heart of our ongoing management of offenders under our supervision.

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How do you cope, personally with the knowledge that you have committed these offences? One thing that helps me process and manage the emotional side is one degree of separation. You take it in, you listen to it but treat it like you’re watching a movie. It’s not part of your life and you have to distance yourself from it. On top of that, the supports I have are around me, my colleagues and supervisor, my partner, my friends, my child, we all do things together and we talk. You have to surround yourself with people who bring you up. If I didn’t believe we could make a change, I wouldn’t be doing the job. You see those light bulb moments in a group and I have seen changes in some of the men who have been in the DFV Program from day one. Their behaviour in the group is different, they talk about women differently, they recognise more easily the domestic violence behaviours and they’re able to share that with other people who are newer.

After 15 years working with offenders, does anything shock you? Sometimes you think, “I’ve heard it all”, but I never get tired of seeing a change. If I didn’t, I wouldn’t be doing the job. You see those light bulb moments in a group and I have seen changes in some of the men who have been in the DFV Program from day one. Their behaviour in the group is different, they talk about women differently, they recognise more easily the domestic violence behaviours and they’re able to share that with other people who are newer.

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What is DFV? DFV is one person in a relationship using abuse or violence to maintain power and control over another. It includes physical, verbal, sexual, emotional abuse, damaging property, financial control, threats to harm or other behaviour intended to control or dominate the other person, making them fearful for their safety or wellbeing. DFV can impact all ages, nationalities, social backgrounds, married or unmarried, heterosexual, LGBTI relationships, family members, children, elderly and those with disabilities.

Is helping people change their situations what has kept you here? It's the work. 14 years and one of my highlights was when I was volunteering one day at a Bunning's sausage sizzle. A young man came up and said, "I know you were that counsellor from Borallon. I did a program with you, it really sat well with me. I'm out now, doing all of the things you told me to do. I'm here for my children". He introduced me to his partner and three kids, it was so good to see something like that, he was very vocal and open about it, he wasn’t ashamed about acknowledging his past in a public environment where anyone could hear.

Helping people change their situations has kept me here. It started as a desire to make a difference, I wouldn’t be doing the job. You see those light bulb moments in a group and I have seen changes in some of the men who have been in the DFV Program from day one. Their behaviour in the group is different, they talk about women differently, they recognise more easily the domestic violence behaviours and they’re able to share that with other people who are newer.

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When did you start working for QCS, what led you to this career path?
I started working for QCS in 2012. I had spent the previous six years at home with my children and when I was ready to return to work, I wanted to find a career where I was able to give something back to the community. I was ready for a challenge and something a little different, which led me to apply for the job as a custodial correctional officer.

What is an average day “in the office” for you?
A normal day for me as a correctional officer can be anything from operating a control room, managing a unit with over 50 prisoners, right through to responding to an emergency. The great thing about this job is that no two days are the same. Whilst there is a daily routine, the variety comes from working with a cross section of cultures and backgrounds, not just with prisoners, but with colleagues too.

What are the most challenging/rewarding parts of your job?
Working in a prison comes with its challenges, but the rewards can be great too. It is very much about teamwork and keeping each other and the prisoners safe. On any given day you can spend up to 12 hours with your colleagues and in the environment in which we work, having confidence in one another is an important part of it. I feel very fortunate to be a part of the great team we have at Brisbane Correctional Centre.

What do you like to do in your spare time?
I am an avid hiker and recently completed a trek to Everest base camp and Kalapatthar. I was lucky enough to return from Nepal five days before the earthquake. It was heartbreaking to learn the very people who helped me, and others, achieve success on my trek are now without homes as a result of the earthquake.

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I understand you are involved in a fundraising effort for Nepal?
Yes, I am. One of the areas affected the most, and one of the closest to the epicentre of the earthquake, is the district of Gorkha where thousands remain without shelter, food and medicine. I have chosen to support Gorkha, as this is the district where my guide is from, along with many of the guides and porters that work for the trekking company I travelled with.

I have a fundraising goal of $10,000 and to date we have raised $2,155. Over the course of the next few weeks I will continue to seek donations and host a few different events and raffles to assist with my efforts.

At my own cost, I will return to Nepal at the end of June for two weeks and all money raised will be taken directly to the district of Gorkha and dispersed with the assistance of local NGO Sambhav Nepal. I will team up with some fellow trekkers who have been raising funds in the US and our plan is to visit several of the villages and take food and temporary shelters so that the locals are able to get through the monsoon season in July and August. I have chosen to partner with the Nepali government-registered NGO Sambhav Nepal (www.sambhavnepal.org), as it has an excellent track record of eight years working to achieve reforms in education and health and to improve living conditions in the villages of Gorkha. The NGO was active prior to the earthquake and has integrity, local knowledge and local contacts. Any donors to my campaign can be confident that their donation will be used wisely and well.

If you would like to learn more about Rachael’s journey and donate to her fundraising efforts, go to:
www.gofundme.com/helpgorkhafund
A Board of Management paper was workgroups held across the regions. of feedback following the Staying Safe Probation and Parole aimed at keeping staff safe. regular basis and provide key messages entering centres. These will change on a to appear on the biometric readers when have seen staying safe messages start Biometric messaging processes are currently underway. Centres. Further research and procurement been successfully completed at Brisbane and Woodford Correctional and information being undertaken at The Probation and Parole practice team are working towards rolling this out across all locations in the near future. In the spotlight: Brisbane Correctional Centre During April 2015 Brisbane Correctional Centre launched the first edition of their monthly newsletter “ALERT”. The newsletter highlights important initiatives and information being undertaken at Brisbane and Palen Creek Correctional Centres, it also provides safety hints and tips and invites staff to join in and contribute their ideas for a safer working environment. Protection of Identity Documents If any identification documents are lost, for example a wallet/purse is lost or stolen, you should report it to local Police as soon as possible along with any identifying document numbers (if known), such as the drivers licence or passport number. If a QCS ID card is lost or stolen, notify your immediate line manager as soon as possible. They will notify the correct people and you can then make arrangements for a new ID to be issued. An incident report is required to be generated in IOMS. If staff are contacted by a member of another agency, for example the police, because a QCS ID has been presented that is suspected to be stolen or fraudulent, or if staff are contacted by a member of the public regarding a QCS ID card, they should record the contact details and location of the caller, as well as the details given on the ID card they are enquiring about. Then advise your line manager immediately.

Staying safe – it affects us all
Contact your local Staying Safe Coordinator to get involved in your local activities. Don’t forget the Staying Safe Yammer Group is a forum where you can get updates, provide feedback or post your own ideas.


“Safety isn’t just a slogan it’s a way of life”

The highest level of awareness training, provided by QCSiG is the one day Intelligence Awareness Course (ATP013). The course provides insight into basic intelligence practice and methodologies with a focus on relevant QCS practice guidelines and requirements. Other awareness training includes information sessions on Outlaw Motorcycle Gangs and the Radicalisation and Extremism Awareness Program (REAP) to assist staff in identifying indicators of possibly violent extremist behaviours. QCSiG also delivers specific training on how to use IOMS to submit information and intelligence reports.

All intelligence training delivered by QCSiG is applicable to both Custodial and Probation and Parole staff. Staff with training enquiries are encouraged to liaise with their local intelligence officers in the first instance.

6–10 JUL Supervisor Leadership Program (Custodial) 19 & 20 AUG Mastering Difficult Conversations (Custodial & P&P) 21–25 SEP Supervisor Leadership Program (Custodial) 23–27 NOV Supervisor Leadership Program (Custodial) 7–11 DEC Early Management Development Program (Custodial & P&P) 16 & 17 DEC Mastering Difficult Conversations (Custodial and P & P)
Celebrating 25 years of community service

Caitlin Stager, Principal Communications Officer

The Anzac Day weekend this year marked 25 years of one of the most successful prisoner rehabilitation schemes in Queensland. When the floodwaters inundated Charleville in 1990, QCS saw the opportunity to extend its focus of rehabilitating prisoners and getting offenders to give back to the community by assisting with the clean-up of the town and consequently the Work Camp program was born.

A range of events were held in Charleville to mark the 25th anniversary of the flooding event. Kayleen Richter (Work Camp Coordinator) and Dave Gordon (Deputy General Manager, Palen Creek) participated in a photographic and memorabilia display on April 24 in the Charleville Town Hall.

"We met with the Mayor Denis Cook and set up a display in the Town Hall to showcase the work done over the years by QCS," said Dave. "The event was well attended by locals and visitors and extremely positive feedback was received throughout the day."

Twenty-five years later, the Work Camp program injects around $2.5 million a year into regional Queensland through community service and continues to provide regional communities with a valuable source of labour and an opportunity for prisoners to make reparation to communities while developing skills.

Greg Dowrick, Field Supervisor Charleville Work Camp, arrived in Charleville just before the 1990 flood and saw first-hand the assistance to the community that QCS provided in a time of need. Greg commenced work on the program towards the end of 1991. "I liked the concept of inmates doing work in the community," said Greg.

When asked about career highlights, Greg nominates not only the projects that the camp has done in the Murenah Shire over the years but also being able to show visitors and inmates the work that has been undertaken to benefit the community.

"Townsville CC celebrates history and people"

On June 9, Townsville Correctional Centre celebrated 125 years since its construction was set in stone, but the emphasis was firmly on the people who worked there.

A number of former staff members were invited to a special commemoration ceremony at the centre where their past contributions to the centre were lauded. "People are the most important part of any organisation. We are proud of the commitment, integrity and passion our correctional staff, past and present, bring to their very important jobs," said centre General Manager, Jon Francis-Jones.

Building contractor Thomas Matthews accepted and signed the contract to construct the penal establishment on 6 April and work began on "Her Majesty’s Penal Establishment Stewart’s Creek" on 9 June 1890. When the new prison opened in 1893, the Sheriff of Queensland William Townley described it as “superior in its construction”. Comptroller-General Captain Charles Edward de Fonblanque Pennefather claimed it to be "the best constructed prison in the colony".

Townsville Correctional Centre is the oldest remaining prison on a single site, and a historical display inside the old gatehouse - which dates back to the early days of construction – drew the attention of many of today’s guests. During World War II, then named Stuart Gaol was used as a holding facility for Italian and Japanese residents being moved to internment camps. The Americans also used it as a detention facility for troublesome military personnel and for the safe storage of flour, in case the Japanese attacked.

Memories of their time at the centre were shared by staff at the ceremony and on social media, where almost 6,000 people viewed posts about the anniversary and reflected on their association there.

“The correctional centre has a strong history with Townsville – it has protected the community for over a century and provided employment and career opportunities for so many local people," said Deputy General Manager Kristine Winter.

NEWS ENGAGES NORTHERN REGION

Justice Crew News is an informative, colourful monthly newsletter for staff in the Northern Region Probation and Parole offices. In late 2016 the leadership group in Northern Region Probation and Parole decided to focus on developing and implementing a set of strategies which would provide staff in the region with the opportunity to have their great work, both in and out of the workplace, acknowledged, recognised and shared.

Lyndelle Ingle, Regional Supervisor Northern Region Probation and Parole, took the ideas of the regional team and using a staff newsletter as a means for staff engagement created the framework and flavour of Justice Crew News as well as the title.

Louise Kneeshaw, Regional Manager, Northern Region Probation and Parole said that it was an amazingly hard slog in the beginning. "Lyndelle had to quickly develop some pretty savvy formatting skills for a start and she would be the first to acknowledge this wasn’t her forte!"

What wasn’t a challenge for Lyndelle was the philosophy behind the newsletter. “Lyndelle was and continues to be passionate about making sure Justice Crew News is a staff focused and provides the team with an opportunity to share their stories,” said Louise.

Lyndelle has extensive operational experience working in Probation and Parole over the last 11 years but she also has an innovative creative streak and manages to weave some fun throughout the newsletter. Now in its ninth edition, staff throughout the region are writing and providing articles for inclusion in the newsletter. Lyndelle’s commitment to ensuring everyone’s contribution makes it into the newsletter ensures that as a staff engagement tool, Justice Crew News is staff owned and staff driven.

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"We are proud of the commitment, integrity and passion that our correctional staff, past and present, bring to their very important jobs"
NEXT ISSUE...

» Wrap up of NAIDOC Week celebrations from across our centres and offices.

» Northern region Domestic and Family Violence Prevention strategies in the spotlight.