



## OUR ESCORT AND SECURITY BRANCH

The Escort and Security Branch assists with the safe and secure custody of prisoners throughout the South-east Queensland region and is responsible for their transport, court appearances and hospital visits.

Read more on page 10

# THIS ISSUE

Front Cover: Robert Anderson,  
Escort and Security Branch

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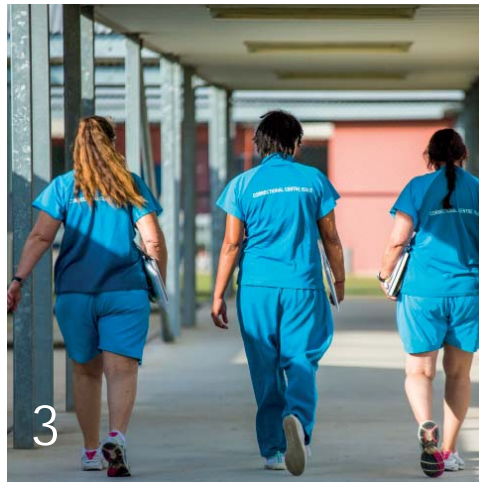
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## MARK RALLINGS

COMMISSIONER  
QUEENSLAND CORRECTIVE SERVICES

Welcome to the first issue of CORRECTIONS News for 2016. I trust you had a safe and pleasant festive season and have entered 2016 full of optimism for another challenging and exciting year.

A new year presents a new opportunity to celebrate the tireless work of our officers, who continue to go above and beyond the call of duty to maintain community safety and achieve real outcomes for prisoners and offenders in Queensland.

This issue highlights just some of that wonderful work, showcasing the many positive initiatives at our unique Helana Jones Centre, and providing a rare glimpse behind the scenes of the Escort and Security Branch.

In the coming months, QCS staff will also have the opportunity to recognise their high performing peers, with nominations now open for the QCS Divisional Excellence Awards.

Turn to page four for more information on how you can nominate a team or individual that you think embraces the ethos of Queensland Corrective Services.

I hope that you will enjoy the February 2016 Issue of CORRECTIONS News.



## Strong not Tough Resilience Program

Offenders can become vulnerable in the correctional environment, particularly where they are adjusting to new experiences. In these cases, they can benefit from developing skills to better manage stress and develop resilience.

The Strong Not Tough: Resilience Program is designed to assist with coping effectively with challenging situations and transitions in life. The program uses evidence-based techniques including training, thinking in helpful ways, gratitude,

identifying and building support networks, problem solving and conflict resolution.

Dr Paula Barrett, Founder of Pathways Health Research Centre and author of the FRIENDS resilience programs for children, developed the Strong Not Tough: Resilience Program following the success of her work with children as well as victims of the 2011 floods.

Developing the ability to overcome adversity and manage stress as well as the courage to embrace new opportunities, is a significant obstacle for many offenders.

Pilot programs have been delivered at Brisbane Women's and Wolston Correctional Centres with the assistance of FRIENDS Program facilitators with encouraging results. Participants were engaged and could see the value in the program to help them cope with everyday life, difficult situations and to deal with negative emotions. This proactive program, that teaches skills promoting the well being of the individual, has received a positive response from participants as well as facilitators.

Correctional centres and probation and parole offices commenced delivery towards the end of last year across the state. Since August 2015, 55 offenders have completed the program, with another five programs currently underway and more expected to commence throughout the year.



The Divisional Excellence Awards provide an opportunity for us to acknowledge and celebrate the outstanding contributions and performance of our staff. All staff are encouraged to nominate an individual or team that has demonstrated excellence and upheld the Queensland Public Service values of putting our customers first, turning ideas into action, unleashing potential, being courageous and empowering people.

There are five mandatory categories for the divisional awards which align with the DJAG Staff Excellence Awards:

- » Customer focus
- » Fostering innovation
- » Excellence in performance
- » Courage and integrity
- » Excellence in leadership

In addition to these, for 2016, a QCS-specific Excellence Award has been introduced:

- » Promoting QCS

Guidelines and nomination forms are now available on the department's intranet.



Niclaire Byrne and Mick Carne from Wolston Correctional Centre present the donation to Kathryn Crowley from the Leukaemia Foundation of Queensland.

## Laps for Leukaemia

Prisoners at Wolston Correctional Centre are giving back to the community

by Niclaire Byrne, Manager, Offender Development

Last year, instigated and motivated by one of their own, 277 Wolston Correctional Centre prisoners walked laps around the oval for a very good cause.

This event saw inmates supporting sufferers of Leukaemia by pledging donations for each lap walked. While 277 prisoners participated in the walkathon, those who weren't able to participate still donated to the cause.

Not to be out done, they were joined by the enthusiastic Manager, Offender Development, Niclaire Byrne and Activities Officers, Troy Newman, Ben Kapa, Mick Carne and John Alves. During the event the prisoner responsible for motivating others also had his beard shaved for the cause.

The participants raised an outstanding \$1,900. This donation to the Leukaemia Foundation of Queensland will play a vital role in supporting research and free programs that aim to reduce the emotional impact of blood cancer on patients and their families.

The General Manager, Tamara Bambrick, along with Niclaire, Troy and Mick presented the cheque to Kathryn Crowley and Scott Mullins from the Leukaemia Foundation at Wolston Correctional Centre.

## // skills for life

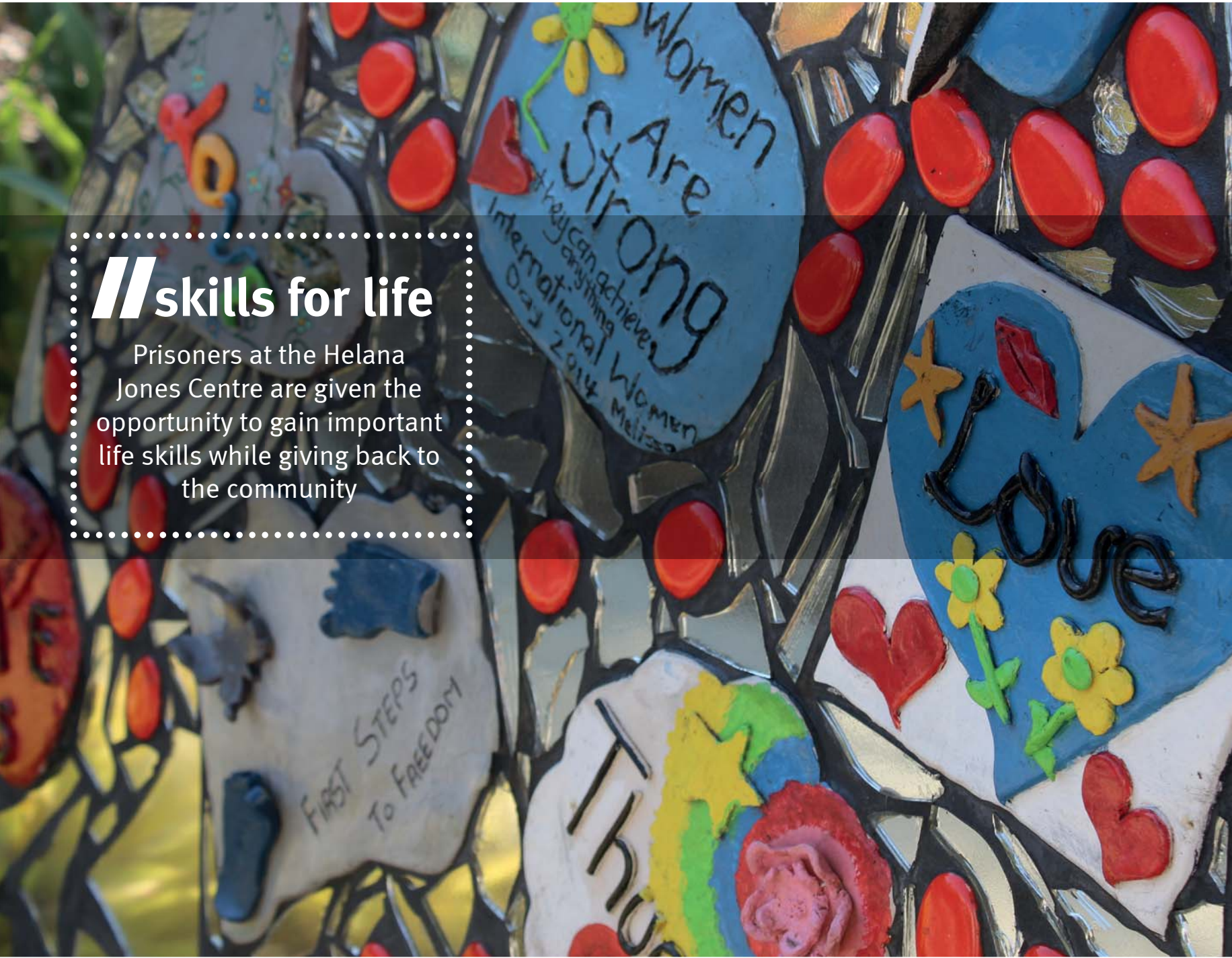
Prisoners at the Helana Jones Centre are given the opportunity to gain important life skills while giving back to the community

The Helana Jones Centre prepares low-security female prisoners for their release into the community. The staff here are dedicated to helping prisoners rehabilitate and due to the nature of the centre, take on a variety of roles on a daily basis.

Since its opening in 1989, the centre has developed strong relationships with local stakeholders and businesses, as well as establishing valuable long-term community service projects.

The centre accommodates up to 29 low risk female prisoners in home style accommodation. Prisoners are also given the opportunity to have their children live with them in custody if deemed appropriate.

As a smaller low-security centre, located in Brisbane's North, Helana Jones operates differently to other correctional centres. Prisoners are given passes to attend community service, work, medical appointments and to do their shopping, allowing them to gain skills in areas that many people take for granted, such as using public transport and budgeting. Staff at the centre also assist in preparing a prisoner for release by setting up meetings to regain care of their children, and arrange accommodation, Centrelink, bank accounts and identification documents.





Hand-sewn Days for Girls kits from the Helana Jones Centre

## Days for Girls

The Days for Girls Feminine Hygiene Program provides sustainable feminine hygiene products to girls and women from around the world who might otherwise go without and become at-risk of infection, exploitation and miss up to two months of school or work each year.

Prisoners at the Helana Jones Centre construct washable and reusable kits to expand access to quality, sustainable feminine hygiene and education. To date, prisoners have completed 1,450 kits, made up of a small soap, a washer, two holders and eight insert pads, packed in a sewed draw string bag.

Prisoners at the Helana Jones Centre have completed **1,450 kits** for Days for Girls by sewing: **1,450 bags, 2,900 holders, and 12,000 insert pads**

## Community Service Partners

The Helana Jones Centre has developed positive affiliations with local stakeholders and community service partners. Each of these partners holds a strong value in the work that the prisoners do and assists in their development of skills and encouraging positive relationships.



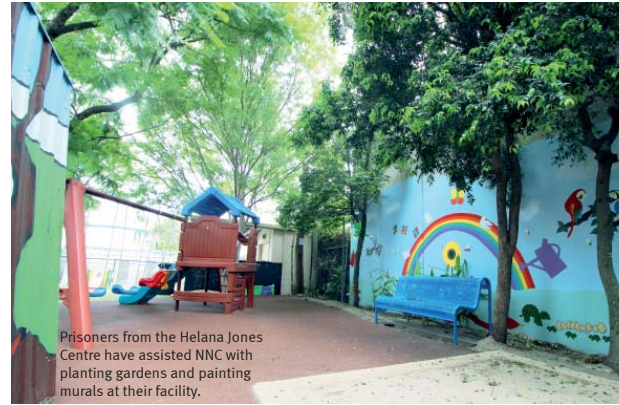
## Meals on Wheels

Meals on Wheels caters to people with a variety of support needs and delivers healthy meals to their homes. They concentrate on providing regular social contact through their meal delivery to assist with enabling their clients to maintain their independence and lifestyle. Each year, nearly 15 million meals are prepared by Meals on Wheels across Australia.

The Helana Jones Centre provides prisoners to help prepare and package meals to provide to those in need as part of their community service. Meals on Wheels values the respect, care and teamwork that the volunteers develop and share with other members of the community for the purpose of helping others.



Prisoners from the Helana Jones Centre assist with the preparation and packaging of meals for Meals on Wheels.



Prisoners from the Helana Jones Centre have assisted NNC with planting gardens and painting murals at their facility.

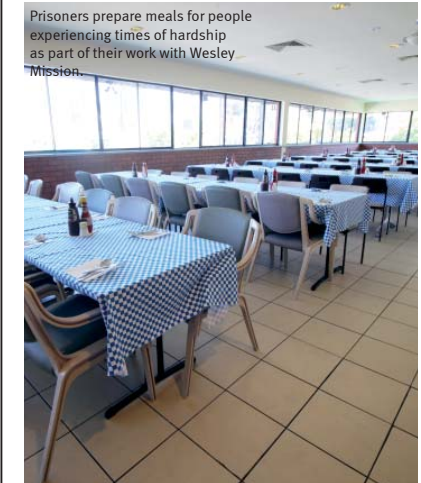
## Nundah Neighbourhood Centre

Nundah Neighbourhood Centre (NNC) offers a wide range of community education, family support and legal services and is focused on working with the community to build connection, empowerment and resilience.

The NNC values the significant role that volunteers play in the delivery of their variety of programs, services and activities and the Helana Jones Centre has an excellent relationship with NNC through their community service program. Prisoners are involved with the coordination of their playgroup, regular cleaning of their offices and meeting rooms, and provide some hospitality services. NNC provides support to the prisoners at the Helana Jones Centre with a number of services including counselling, domestic violence programs and playgroup.

## Wesley Mission

Wesley Mission Brisbane serves free meals to support people who are experiencing times of hardship in Fortitude Valley. Prisoners from the Helana Jones Centre assist with the preparation of the meals. Wesley Mission values volunteers from differing backgrounds working together to be a welcoming, caring and inclusive community.



Prisoners prepare meals for people experiencing times of hardship as part of their work with Wesley Mission.

## Nudgee Cemetery

For years, the Helana Jones Centre has partnered with Nudgee Cemetery and Crematorium by providing maintenance and cleaning assistance. Prisoners are responsible for tasks such as cleaning and mowing around grave sites and clearing the footpaths as well as assisting with the cleaning of the crematorium.



Prisoners from the Helana Jones Centre have been assisting with the maintenance of Nudgee Cemetery for years.



Custodial Correctional Officer **Michael O'Dwyer** oversees the community service projects for the Helana Jones Centre

Custodial Correctional Officer Michael O'Dwyer has been working with QCS since 1990. In this stretch, he has spent time at (the now closed) Moreton Correctional Centre, Brisbane Women's Correctional Centre, and for the past eight years has been based at Helana Jones Centre.

From the beginning of his career with QCS, Michael has had a strong interest in the welfare of prisoners. While at Moreton he completed a degree in Social Science and Human Services, and spent much time working with prisoners who had mental health conditions. Michael underlines the value

in the ability to sit down and chat to a prisoner to find out what's happening. "We need them to be able to come to the office and talk to us. A lot of them don't know what it is they want – but they want something. The problem might end up being that they haven't seen their kids for several years." He highlights that conversations like this can lead to making real changes to improve a prisoner's rehabilitation, allowing them to work together to identify solutions, as well as obstacles to overcome.

Michael is particularly passionate about the community service projects that are embedded in the operations of the Helana Jones Centre. He talks about taking a group of prisoners to Grantham to help with the clean-up after the flood in 2011 and how this affected the value prisoners were able to see in their reparation. "This was an eye opening experience to be on the ground immediately after the devastation and meet the locals who had suffered and lost so much. It was certainly a huge event for the prisoners on the ground. We drove up and back each day with prisoners and equipment, and the women were lauded for their fantastic efforts."



## Our Escort and Security Branch

The Escort and Security Branch (ESB) is responsible for the safe and secure transportation of prisoners throughout the South-east Queensland region. ESB is also responsible for the custody of prisoners whilst within the confines of the Brisbane Magistrates Court, Supreme and District Courts and operates the Princess Alexandra Hospital Secure Unit.



Congratulations to Peter Coyne, who, after acting in the position for some time, has been appointed as General Manager, Escort and Security Branch. Peter started work with QCS in 1993, where he was based at Sir David Longland Correctional Centre. Since this time, he has worked across a variety of areas within QCS and a period of time in private corrections.

## Our Escort Unit

The Escort Unit of ESB services the South-east cluster of correctional centres in Queensland, including Southern Queensland, Arthur Gorrie, Brisbane, Brisbane Women's and Wolston Correctional Centres. The Branch services Woodford and Maryborough Correctional Centres less frequently. Correctional Centres outside the South-east cluster have self-contained prisoner transport infrastructure based at each centre.

ESB has twenty specialised vehicles in its fleet, made up of secure escort vehicles that can carry between 12 and 16 prisoners, as well as a range of smaller secure vans that are designed for specific tasks such as transporting mobility impaired prisoners (wheelchairs) and high risk prisoners. ESB also provides correctional centres with specialised perimeter response vehicles.

The majority of prisoner moves made by the Escort Unit are from correctional centres to the courts and medical appointments, as well as centre transfers. Other types of moves conducted include escorted leave of absence, mental health transfers and interstate transfers.

The Escort Unit conducts an average of  
**900 secure prisoner moves each month**

Bob Anderson spent just over four years with ESB before retiring at the end of 2015.



Bob Anderson has spent time working in the Escort and Security Branch Courts Unit, Princess Alexandra Hospital Secure Unit and Escort Unit, as well as Brisbane Women's Correctional Centre and Wolston Correctional Centre over the past four years. "I've worked in all areas of ESB, which is something I'm really proud of. I wanted the opportunity to work in a prison too so that I could gain a more well-rounded perspective of QCS," says Bob.

At the end of 2015, Bob retired from QCS, but his experience ended on a positive note. "All the people are first class, and they're very good officers too. I wish I'd joined QCS earlier,

but life doesn't always pan out that way," he says. Prior to commencing with QCS, Bob spent time working in many different career paths, ranging from HR consultancy and labouring, to owning his own franchise.

Bob took an interest in a career in corrections after seeing the officers at work while he was completing jury duty. Bob fondly refers to serendipitously receiving his acceptance letter to the QCS Academy. "The day I got the letter accepting me at the academy, I also received my 13th notification for being called up for jury duty," says Bob. He emphasises the opportunities he had while

at the academy to meet other recruits from all different generations and walks of life. "The academy was nine of the best weeks I've probably ever experienced," he says.

Bob highlights the benefits of working as part of the ESB team and being rewarded for working hard and showing interest in furthering his career. "I was given the opportunity to – at my age – get in and have a go at something," he says. Now that he has retired, Bob's plans for the future involve taking the next opportunity of doing some travelling with his wife. "There's a lot more of Australia we want to see," he says.

Matthew Johnson has worked within the Escort and Security Branch for over six years. We sat down with him to discuss the Branch and his current role as A/State Specialised Vehicle Co-ordinator.

"At the moment I think I've landed the best job in corrections," says Matthew, who looks after the State's escort and security vehicles. One of the aspects of his role that he is most passionate about is overseeing the manufacturing of new vehicles. Due to the unique nature of their use, the specifications of new vehicles are researched and made to measure taking into account details such as safety recording, tracking and communication devices.

Matthew underlines the importance of teamwork within ESB, particularly in the constant monitoring of vehicle locations and the availability of having back-up at hand if required. "I enjoy working one-on-one with other staff members and forming friendships while being in a truck for several hours a day. You learn the ins and outs of your partner."

Matthew highlights the dynamic nature of the Branch to be one its best aspects. "There's definitely a lot of variety at ESB, working between the courts, hospital and the assortment of prisoner moves that we do daily."

Matthew Johnson is currently the A/State Specialised Vehicle Co-ordinator for QCS.



## Our Princess Alexandra Hospital Secure Unit

The Princess Alexandra Hospital Secure Unit (PAHSU) is a secure ward situated within the grounds of the Princess Alexandra Hospital. The PAHSU provides in-patient medical care for both male and female prisoners who require general hospitalisation and treatment.

An average of **400 prisoners each month** attend the PAHSU



Nola Morriss has spent the last 15 years working within the Escort and Security Branch.

Nola Morriss started working with QCS 15 years ago as part of the ESB Courts Unit and has since moved on to work at the Princess Alexandra Hospital Secure Unit. Her interest in justice developed while working as a department store detective and when the opportunity to work with QCS arose, she jumped at it. "It was an area that I was somewhat familiar with, but it was an expansion on that. Working in corrections is a lot safer because you know who you are dealing with and you know their history and what they might be capable of," says Nola.

Nola is passionate about the importance of providing programs for the rehabilitation of prisoners, and also showing compassion. "I'm a believer in the idea that education is the way forward for everybody

everywhere and none more so than our prisoners," she says. "Some prisoners have had experiences in life that have altered their view of reality. This can become challenging when you're dealing with them, but if you bear it in mind and spend the extra time with them it can make a difference."

One particularly memorable experience from ESB for Nola was while she was working at the Murri Court. "It was a great experience running that court and seeing the positive things coming out of it," she says. "It operated differently inasmuch as it was a round table and there were two or three Murri Elders sitting next to the Magistrate, who would also have input."

Nola enjoys the dynamic nature of the Princess Alexandra

Hospital Secure Unit and her varied role as a Custodial Correctional Officer. She describes herself as a 'jack-of-all-trades' when it comes to her daily tasks such as operating the control room, liaising with medical staff and processing prisoner admissions and discharges. "I so enjoy my job here," she says.

## Our Courts Unit

Escort and Security Branch staff provide safe and secure custody of prisoners who appear in Brisbane Magistrates Court, Supreme and District Courts. Each of these courts have established court cell complexes to contain prisoners who are to appear before the court on that day. Court staff are responsible for the security and welfare of all prisoners while in the court complexes and must ensure prisoners are escorted to the relevant court at the appointed time.

An average of **300 prisoners each month** attend the Brisbane Supreme, District and Magistrates Courts



Custodial Correctional Officers Madeleine Euston, John Van Mens and Belinda Jarden are part of the unit responsible for the safe and secure custody of prisoners appearing in the Brisbane Supreme, District and Magistrates Courts.

We sat down with Custodial Correctional Officers Madeleine Euston, John Van Mens and Belinda Jarden to gain a better understanding of the Escort and Security Branch Courts Unit. Belinda highlights the ever-changing atmosphere as a key aspect of working in the unit. "Every day is different. We have different prisoners every day and each trial is different, so it stays interesting," she says.

John noted the contrast between the dynamic environment of the Courts Unit and spending time at correctional centres including Arthur Gorrie, Woodford and Brisbane. "I've worked in prisons where you do see the same prisoners every day, and coming here it's

completely the opposite. You get trials that might go on for a few weeks, but they do end. If you work in a prison, potentially you could see the same people for four or five years," he says.

Madeleine also underlines the varying roles that officers take on every day, which could include tasks such as identification checks, supervising prisoners and making sure they appear in court on time. These tasks are focussed on meeting the physical needs of the prisoners but they must be conducted while acknowledging their emotional needs as well.

"You are dealing with a whole range of factors. For most prisoners this is the most stressful part because this is where they find out how long their sentence might be or if they are allowed to go home," says Belinda.

John, Madeleine and Belinda emphasised working at the courts during the G20 in 2014 as a significant highlight for them. "We were sworn in as Special Constables for three weeks while the building was turned into a watch house," says Madeleine. The G20 preparations allowed QCS staff at the Courts Unit to form lasting relationships with police from both local and remote locations.



# NEXT ISSUE...

» Taking a look at the QCS work camps across the State

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