



JANUARY 2020

# Corrections News



**A year in review**

**Priorities for 2020**

**Capricornia Correctional Centre  
first building completion**

**Officers dig deep for charity**

**Front cover:**

A year in review - Commissioner Martin presented Townsville Custodial Correctional Officer, Veronica Little with the Australian National Medal for 15 years of diligent service at QCS in April 2019.

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Welcome to new QCS custodial and community corrections officers





## Message from the Minister for Corrective Services

I want to wish you all a Merry Christmas.

I know the challenging work you do sometimes goes unnoticed by the general public.

But I notice, and I very much value the enormous contribution you all make to keeping our community safe.

I have had many opportunities to witness your efforts and I hold great admiration for the challenging work you do under potentially dangerous conditions.

Your work is vital to community safety, and I thank you for your commitment, your initiative and your unfailing enthusiasm.

Thank you to everyone for your continued support and commitment to this department.

The new year will bring new challenges. But I know you will be ready for them.

I wish you and your families a safe and happy festive period.



## Message from the Commissioner Queensland Corrective Services

2019 has been a year of challenge and opportunity for QCS. From launching *Corrections 2030* to increasing our centralised capability to better support our front line operations, there has been an enormous amount of change that has occurred as we work towards becoming a stronger, more sustainable department.

Officer safety is always at the forefront of my mind. The Officer Safety (Use of Force) Review will help us to continue to work with our officers to make your workplaces as safe as possible. We have seen a significant financial investment in our organisation from Government to deliver world class corrective services to the communities we serve.

Operation Certitude Phase 1, Southern Queensland Correctional Precinct Stage 2 and the Capricornia Correctional Centre expansion are significant bodies of work that will increase the capacity and safety of our correctional facilities as we continue to grapple with the nation-wide issue of overcrowding in centres across the State.

End-to-End case management will continue to see our work units work collaboratively, strategically and efficiently to support people who are in the correctional system with the ultimate goal of reducing recidivism through evidence based practices.

We continue to implement the recommendations from *Taskforce Flaxton* as we grow as a corruption-resistant department with professional, ethical officers who also understand and respect the human rights of all individuals.

In 2020, we will recognise the exemplary service of our officers who keep Queensland safe through our Honours and Awards system and support our officers to be safe, accountable, ethical and innovative leaders and agents of change for some of society's most challenging individuals.

Moving into 2020, we will continue to strive for excellence in all these areas of our business. We as QCS officers are proud and committed to serve the community that we are deeply embedded in.

I want to acknowledge all our officers for their resilience and patience during this significant transformation period as we continue our journey to build and sustain a great top tier, public safety agency.

For those of you working over the holiday period, thank you. I wish you all the best and hope you enjoy time with your families and friends. I want to personally acknowledge the work you do to keep the community of Queensland safe.



**Andrew Beck**  
Deputy Commissioner  
Custodial Operations

It is with considerable regret that I will be leaving QCS at the end of January 2020 to return to Western Australia where I have been offered a position within the Department of Justice.

It was a difficult decision to make but one that is best for my family.

I would like to take this opportunity to thank everyone for their support since I joined the Agency in August 2018.

The commitment and dedication within QCS is admirable and I have every confidence that QCS will continue on its journey to become a top tier frontline public safety agency.

Much has been achieved in the past 18 months to transform the agency and it has been a pleasure being part of the QCS team.

Some of the highlights for Custodial Operations include restructuring of the Division to better support front line staff, the progress made in respect to the Officer Safety Review (Use of Force) and the establishment of the Women's estate focused on the unique needs of women in custody

There is still much more to do but sadly my part in this journey has come to an end.

Over the past 12 months, I have had the pleasure of meeting with many of you within your workplaces and the opportunity to spend time with almost all of our new custodial recruits. I am always impressed by the wealth of experience that people are bringing to the organisation and the variety of reasons why staff are joining QCS.

At the heart of what we do is protection of the community by providing opportunities for prisoners and offenders to change the course of their lives. Corrective Services officers play an important role in this and you should never underestimate the impact you are having on the prisoners and offenders under our supervision.



**Paul Stewart APM**  
Deputy Commissioner  
Community Corrections  
and Specialist Operations

As we start anew, it is important to reflect on the accomplishments and challenges we have all experienced together throughout 2019. It is well known that QCS has and continues to undergo an unprecedented level of change and reform at this time. This is occurring whilst maintaining our daily business as usual activities and achieving our primary purpose of keeping the community safe in line with *Corrections 2030* and Advancing

Queensland's Priorities. I sincerely thank you all for taking up this challenge and for the incredible work you do every day throughout the State.

Whilst the holiday season lends itself as a time to reflect and celebrate the past year with family, friends and colleagues, as QCS officers, we are uniquely positioned to understand how difficult this time of year can be for many individuals, particularly those in our custody, supervision and care. I would like to acknowledge our officers who worked over the holiday season, ensuring the safety and wellbeing of our prisoners and offenders during what can be a very vulnerable time. My thoughts also go out to our officers who may also find this time of year challenging and remind you that support is always available.

I look forward to working with you in 2020 in what will no doubt be another landmark year for QCS, as we continue to grow and evolve as a top tier public safety agency.



**Kim Papalia**  
Assistant Commissioner  
Integrity and Professional  
Standards Command

We all play a vital role in ensuring the safety of the community and it is important that the public have confidence in our people, places and practices. It is my belief that we as QCS officers must always strive for excellence and this including professional and ethical behaviour. In instances where it is identified that this is not the case, we must act to position ourselves in line with the high standards expected of us all.

The Professional Standards and Governance Command is committed to delivering the expectations of the Government, the community, and the very clear direction provided by our Commissioner and the Executive for appropriate behaviour, conduct and professionalism of service.



## James Koulouris

Deputy Commissioner  
Organisational Capability

**Reform Agenda** - QCS is embarking on some of the most significant and complex reforms in our 169 year history, to strengthen the operations of Queensland's correctional system and to keep the community safe.

The reform journey is complex due to the nature of activities, and the mandate to undertake large scale change activities simultaneously. To deliver on our mandate and meet expectations, the Organisational Capability Division (OC) continues to lead delivery of a large number of these reforms.

**Taskforce Flaxton** - QCS is working to become a world class public safety agency. *Taskforce Flaxton* was a clear catalyst for change. A workforce review has been completed within OC to address six of the recommendations made by Taskforce Flaxton.

**Transformation Office** - A critical recommendation from the workforce review is the establishment of a Transformation Office – which has commenced. Creating the Transformation Office is consistent with best practice portfolio management and provides a strategic, coordinated and collaborative approach for the delivery of the significant reforms facing QCS over the next few years.

The Transformation Office will house and be responsible for QCS' most important reforms, such as *Operation Certitude*. The office will provide leadership across our reform activities and work in partnership with all divisions to deliver the required changes.

**Operation Certitude** - The transition of the two private prisons - Arthur Gorrie Correctional Centre (AGCC) and Southern Queensland Correctional Centre (SQCC) - to public operation (*Operation Certitude*) is one of the

most complex projects in the history of QCS.

AGCC and SQCC are 'billion dollar' operations, requiring detailed planning to execute the change. The transition team from custodial, specialist operations and OCD have made strong progress to date, including;

- The completion of a current state assessment of operations at AGCC
- A gap analysis to determine the changes needed for public operations
- The release of a Notification of Interest to staff at the AGCC – to enable GEO officers to notify QCS of their desire to transition employment.

QCS has already received more than 360 Notifications of Interest from GEO officers who wish to transition employment.

**Review of the QCS Academy** - With the substantial reform and change occurring across the organisation, QCS has embarked on a review of the QCS Academy and the approach to skilling the QCS workforce, now and into the future.

It will provide a roadmap for the long-term systemic capability that QCS will need in the future, and equip one QCS with the skills needed to continue high-quality service delivery.

This review is grounded in strategic workforce planning and skilling considerations needed to support the entire QCS workforce across custodial, community corrections and special operations.

I would like to thank you for your hard work over what has been an important year for QCS. Next year will be an exciting time for QCS and I look forward to working with you all as we continue to transform into a forward-thinking, top tier public safety agency.

As the Command is responsible for delivering an appropriate disciplinary model for QCS, we are working to reduce the risk of corruption through strategies that form part of the short, medium and long term initiatives. We will build capability, and support the development of a professional operating environment and corruption-resistant culture. These initiatives are aligned to our aspirational goals of *Corrections 2030* and help us to keep the community safe.

I feel it is important to recognise that 24 hours a day, 365 days a year, our amazing people contribute to making our community safer. We operate in an environment of risk, and we provide an extremely valuable service for

the people of Queensland. Our officers need a robust disciplinary model that supports and guides ethical and professional behaviour to allow them to continue their important work and keep Queensland safe.

Thank you to all officers for your commitment and contribution to positioning QCS as a top tier public safety agency. I look forward to working with you in the New Year.



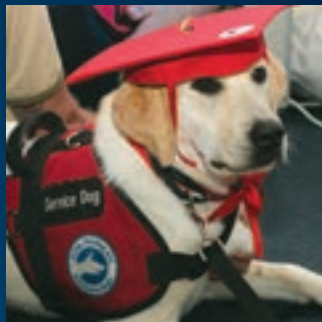
# A year in review 2019

This year has been another transformational year, with key milestones achieved that help to position QCS as a forward-thinking, evidence-based front line public safety agency, able to meet the challenges of the future.

The core of our business is to ensure that anyone who comes into contact with the correctional system is less likely to return. The hard work of all officers across the department is contributing to this, as evidenced by these milestones.

## Celebrating National Corrections Day

The Story and Victoria Bridges lit up in blue and silver to commemorate National Corrections Day – an annual event that celebrates the efforts of all corrective services officers across Australia. QCS hosted an event at the State Library of Queensland to honour the work our officers do every day in keeping our communities safe. Congratulations to the three officers who received Commissioner's Awards for exceptional service.



First Smart Pups graduate from Borallon Training and Correctional Centre

Stage one roll out of Opioid Substitution Treatment (OST) program completed

## Queensland Government announces Operation Certitude

Queensland's two privately operated centres, the Arthur Gorrie and Southern Queensland correctional centres, will transition back to public operation. QCS continues to actively plan and ensure the smooth transition in a timely manner.

The first Practitioner Development Program graduates for 2019

Men's Bail Support Program commenced at Arthur Gorrie, Brisbane and Woodford correctional centres

Jan

Feb

Mar

Apr



## End-to-End Case Management project initiated

The End-to-End Case Management project was initiated with Phase One, working towards implementation of the first Case Management Unit in Queensland. End-to-End Case Management focuses on the consistent, streamlined and offender-centric management of individuals coming into contact with the adult correctional system, from their entry into a correctional centre through to release on community based supervision and post order.

Improved staffing and resourcing effectiveness at Woodford Correctional Centre through Better Safer Prisons

Boasting community safety – first Custodial Officer Entry Program graduates for 2019



## QCS Intelligence Review

The QCS Intelligence Review will determine current and future strategic and organisational intelligence requirements and develop a best practice Intelligence Model for QCS.

**The second annual Commissioners Awards for Excellence**

Numinbah Correctional Centre prisoners train Defence Community Dogs for veterans

QCS deploys specialised training to assist officers from Correctional Service of the Solomon Islands

Welcomed four new Assistant Commissioners in People Capability Command; Infrastructure, Technology and Asset Services Command; Integrity and Professional Standards Command; and Strategic Futures

New Alcohol and Drugs programs commenced

Established a Human Rights Implementation Team for the new Human Rights Act 2019



**Roadmap to the future – Corrections 2030 launched**

Corrections 2030 is QCS' commitment to contributing to a safer Queensland and fewer victims of crime. QCS will deliver this vision by continuing to transform into a forward-thinking, top tier public safety agency through the guidance of the five principles: safety, excellence, empowerment, respect and accountability.

**Queensland Government announces record budget for QCS, improving safety and creating jobs in 2019-20**

This year's state budget brought good news to QCS with a strong focus on reforming the criminal justice system, with some major investments, including:

- Up to 700 jobs to be created
- Stage Two of the Southern Queensland Correctional Centre Precinct to be delivered
- Improved double-up funding arrangements to further boost officer safety in correctional centres as prisoner number grow
- Capricornia Correctional Centre expansion to fund an extra 232 jobs
- Funding for minor capital works and prisoner rehabilitation programs across the State.



**Congratulations to Australian Corrections Medal recipients**

Numinbah Correctional Centre Deputy General Manager Julie Steinheuer and Escort and Security Branch Special Operations Supervisor Dennis Hayes were awarded the Australian Corrections Medal for their distinguished services to public safety.

May

Townsville laundry renovation completed

Jun

Community Corrections Training Review commenced

Jul

**Aboriginal and Torres Strait Islander Reference group established**

The group met for the first time in July and brought together 12 officers from remote areas of the State and the southeast to look at addressing the unique needs of Aboriginal and Torres Strait Islander prisoners, examine factors that lead to incarceration, and how we can best support them while in our care and once released back into the community.

AUG

QCS attended the Royal Queensland Show (Ekka)

Major officer recruitment campaign launched

# A year in review 2019



## Women's Estate workshops launch with rave reviews

The Women's Estate held workshops to discuss the draft blueprint framework for reforming the way QCS manages women offenders. The workshops were launched to provide a forum to gather feedback and discuss the way forward on the draft framework for reforming service delivery for women offenders.

The Service Delivery Reform Project Team received Highly Commended at the Premier Awards

Building Social Capital Hubs initiative wins Silver Award at Australian Crime and Violence Prevention Awards (in collaboration with Logan City Council)

Logan and Beenleigh Community Corrections officers received Logan Safe City Award

Officers support local communities during devastating bushfires & use infrastructure as staging grounds

## The QCS Chronicle is born

Launched by the Office of the Commissioner, The QCS Chronicle is a monthly newspaper focused on giving officers an insight into the many changes underway within QCS and allow them to keep up to date with the issues that matter to them.

Completed 46 of 89 accepted recommendations from the Queensland Parole System Review

Maroochydore Community Corrections relocated to new premises in Buderim

Sep

Oct

Nov

Dec

## The first LGBTIQ+ roundtable held

Commissioner Peter Martin APM held the first LGBTIQ+ Roundtable to help inform the development of the QCS Diversity Strategy, an important part of the work being done by the People Capability Command to ensure we are supporting our officers to 'bring their whole selves' to work. As a modern, professional employer of choice, QCS acknowledges the important contribution of a diverse and representative workforce.

Officer Safety Review (Use of Force) consultation continued throughout correctional centres

Launch of the Post Release Supported Accommodation service

Congratulations to officers recognised in Queen's Birthday 2019 Honours List



## Officially opened the first building of the \$241M Capricornia Correctional Centre expansion

The X8 block is the first of 13 buildings completed and will house state-of-the-art air conditioning plant services to support the upgraded and expanded facilities. It is crucial to the delivery of services for the upcoming secure and residential buildings that are still under construction.

QCS welcomed over 700 new officers to the organization in 2019

Corporate areas moved into QCS Headquarters



# Priorities for 2020

## The year ahead

The year 2019 was a big year for QCS. In 2020, we will continue to work as one QCS to keep the community safe through our *Corrections 2030* five guiding principles: safety, excellence, empowerment, accountability and respect.

The year ahead will be challenging and exciting for us all, but with our strong workforce, we are well-placed to achieving our goals of transforming into a forward-thinking, top tier public safety agency.

### Officer Safety (Use of Force) Review

The Deputy Commissioner Custodial Operations will finalise the Officer Safety (Use of Force) Review to deliver a new model for our approach to deliver a safer working environment for every officer, and the prisoners and offenders under our care and supervision.

### Operation Certitude Phase 1

To give effect to the Government's policy, QCS will complete the first phase of Operation Certitude, to bring the Arthur Gorrie Correctional Centre (AGCC) into public administration by QCS on 1 July 2020. We have commenced a notification of interest process for those GEO officers from AGCC who are interested in transferring to QCS and similarly, we will make information available to QCS officers who wish to take up a role at AGCC. Planning will also continue for the transition of Southern Queensland Correctional Centre which is due for completion in July 2021.

### Southern Queensland Correctional Precinct – Stage 2

Planning for a new 1,000 bed facility at the Southern Queensland Correctional Precinct is well underway, and QCS is working on plans to finalise the design of the facility to deliver an operating model focused on rehabilitation, End-to-end case management and throughcare support to deliver decreases in recidivism and increase the safety of our community. The facility is planned for commissioning by 2023-24.

### Human Rights Act 2019 implementation

From 1 January, the new *Human Rights Act 2019* will be operational and will place the human rights of individuals at the forefront of our service delivery. We will continue to enhance our service delivery to ensure community safety and crime prevention through the humane containment, supervision and rehabilitation of prisoners and offenders.

### QCS Honours, awards and protocol

Delivering on the commitment from *Corrections 2030* to celebrate, honour and reward the exemplary service of QCS officers, the new QCS Honours system was launched in December 2019, with the very first awards through the new system to be delivered with the Corrections Day Awards in January 2020. Commissioner Peter Martin APM and the executive leadership of QCS are committed to hold out the very best of our officers who are exemplars of what it means to support our principles of safety, excellence, empowerment, respect and accountability.

### Commissioning the Capricornia Correctional Centre expansion

Recruitment for the commissioning of the expanded capacity at the Capricornia Correctional Centre is a significant priority, due to open in 2020. We continue to actively recruit new custodial correctional officers, education officers, cultural liaison officers, counsellors, psychologists and program delivery officers who will all be in demand at the centre.

### End-to-End case management – QPSR

The state's first Case Management Unit (CMU) will launch early next year at Townsville Correctional Centre. The aim of the CMU is to maximise the chance of rehabilitation for prisoners by supporting them from the moment they enter the correctional system, planning their entire progression to ensure preparation for success on parole.

### New Operational Performance Reviews

Organisational Capability will be implementing Operational Performance Reviews (OPRs) from Q1/2020. The OPR process aims to drive performance improvement through focused data-driven active inquiry, with follow up actions addressed at subsequent reviews.

### Taskforce Flaxton implementation and Operation Impala

QCS remains committed to the foundational changes to build a mature, corruption resistant top tier public safety agency. We are actively embedding improvements to Professional Standards and Governance Command that will steer our organisation in 2020 to ensure we deliver the 33 recommendations made in the final Taskforce Flaxton report. We will also continue to work with the Crime and Corruption Commission to support Operation Impala to ensure every officer understands the importance, prudence and accountability we must have when dealing with confidential information.

### Workforce culture

QCS will continue to develop a workplace culture of safety, accountability, leadership, ethics, innovation, partnerships and the collective sense of being part of a one QCS. This will also entail building centralised capability to provide the support frontline officers need to do their jobs. This is commencing with a pilot program at the Townsville Correctional Centre, in conjunction with the delivery of the first End-to-End Case Management Unit at the centre.

### New framework for women offenders

The Women's Estate project team will continue making progress on the finalisation of the blueprint framework for reforming the service delivery to women. The framework will focus on a trauma-informed, gender-responsive approach incorporating feedback from extensive consultation, building on knowledge from previous learnings and the expertise of our many important stakeholder groups, including the women themselves, to more appropriately treat the women in our care.

# Planning for Operation Certitude

Operation Certitude, the transition of Arthur Gorrie Correctional Centre (AGCC) and Southern Queensland Correctional Centre (SQCC), is one of the largest, most complex and significant activities in the 169 year history of QCS.

To ensure the most seamless transition possible, the Operation Certitude team is taking a considered and deliberate approach to planning and oversight. The team is in regular consultation across all areas of the organisation, as well as with the current providers, to understand the operating environment.

The Operation Certitude team have reached a significant milestone

towards transitioning AGCC officers to QCS with the release of a Notice of Interest to current AGCC officers.

Executive Lead, Deputy Commissioner Organisational Capability James Koulouris said the team of dedicated officers managing the transition focused on people as the primary consideration in any decision making.

“The priority for the team has been to provide certainty to AGCC officers around the staffing arrangements,” Deputy Commissioner Koulouris said.

“A Notification of Interest has been sent to AGCC officers with enterprise-agreement covered roles, the first

step in their transition to QCS.

“We are taking an incremental approach to offering employment, and I am committed to communicating decisions openly, transparently and as quickly as possible.

“In particular, QCS needs to plan recruiting, training and other aspects of the transition, and understanding how many officers are interested in transitioning will assist with this planning.

“There are a number of very important questions from officers at QCS and the GEO Group about the changes. In the coming months, more information will be made available to QCS and GEO officers that may wish to transfer to AGCC as part of Operation Certitude.”

Officers are encouraged to keep up-to-date with details about Operation Certitude through the intranet site or by emailing enquiries to [OperationCertitude@corrections.qld.gov.au](mailto:OperationCertitude@corrections.qld.gov.au)



## Officers dig deep for charity in time for Christmas

Officers from Caboolture Community Corrections and Woodford Correctional Centre have dug deep to give back to the community after gathering an assortment of Christmas items for donation to a local not-for-profit charity, Caboolture Community Action Group.

Each year, the Caboolture Community Action Group prepares Christmas baskets to assist the most vulnerable people in the community. The baskets are filled with donated non-perishable items which families would normally be unable to purchase, such as Christmas puddings, stockings and bon-bons.

North Coast Region District Manager Jennie Christie said the donation was a fantastic example of one QCS – a collaboration between the work places.

“The coming together of Caboolture Community Corrections and Woodford Correctional Centre means the



most vulnerable people in our community will get to enjoy Christmas just as we will,” Ms Christie said.

Sharin Greeves from the Caboolture Community Action Group said she was delighted by the whole community response, including Caboolture Community Corrections and Woodford Correctional Centre for their donations.

“I want to thank all community organisations for their support – the response from the community has been overwhelming.”



# Human rights ready new Act, new obligations



As QCS officers, we all play a part in upholding human rights – whether through the decisions we make or the actions we take. We do this subconsciously on a daily basis, but with the introduction of the *Human Rights Act 2019* (the Act), our responsibilities and approach to human rights obligations will be reinforced.

The Act comes into effect from 1 January 2020 and will clearly define how public service officers consider how individual human rights may be affected by the decisions and actions made – from the early stages of policy development to day-to-day service delivery.

The Act respects, protects and promotes the inherent dignity and worth of all people, especially the most vulnerable in the community.

To support our officers in understanding their obligations, a Human Rights Implementation Team (HRIT) has been established to help everyone prepare for the change.

The HRIT, headed up by Project Director Teena Ingram, have been working tirelessly in preparation for implementation by providing

regular organisational updates and developing information and resources to assist with understanding the requirements of the Act. This includes providing all staff with a decision-making framework called the RAPID test to assist in making decisions that are compatible with human rights.

A new microsite on the intranet has also been developed and the establishment of a Human Rights Champions Network across the organisation will be instrumental in supporting work groups to navigate their way through the changes. Training will also be rolled out by the QCS Academy to ensure officers are aware of how to incorporate human rights decision making into their work.

Project Sponsor and Assistant Commissioner Strategic Futures Philip Barrett said the Act gave QCS a framework for fairer decision making and improved service delivery.

“It is imperative to our organisation that we develop a shared understanding of human rights and why they are important to our business,” Assistant Commissioner Barrett said.

Human Rights Month recently took place and provided a great opportunity for all teams across the organisation to acknowledge the importance of human rights.

For more information, visit the HRIT microsite on the intranet or contact the team directly at [HumanRightsImplementation@Corrections.qld.gov.au](mailto:HumanRightsImplementation@Corrections.qld.gov.au)



**Human Rights**  
Respect · protect · promote

[forgov.qld.gov.au/humanrights](http://forgov.qld.gov.au/humanrights)



# Women's Estate workshops hailed success



Thank you to all of our officers who attended the Women's Estate workshops recently held in North and South-East Queensland.

Feedback has been overwhelmingly positive and has reaffirmed we are moving in the right direction with the Women's Estate to improve the outcomes for women offenders in our care.

The workshops were launched to provide a forum to gather feedback and discuss the way forward on the draft blueprint framework for reforming service delivery for women offenders. They were attended by stakeholders and front line management, including representatives from correctional centres, community corrections and specialist operations.

Front line workshops included a presentation from Dr Michele Andrews, a clinical psychologist specialising in trauma-informed care and practice who works regularly with our complex Maximum Security Unit cases. She focused on the difference between women and male prisoners, the impacts of trauma on women in a correctional environment and trauma-informed care principles.

Assistant Commissioner Women and Safer Custody Tamara Bambrick said officers responded positively to the workshops, particularly Dr Andrews' talk which presented them with a better understanding of some of the behaviours by the women in our care.

"The workshops were well-received and the key messages we took away from them will help effectively inform and shape the blueprint framework to improve the management of women offenders, foster rehabilitation and break the cycle of reoffending," Assistant Commissioner Bambrick said.

"To change a woman is to change a generation and there is still a lot of work to undertake. We are excited to work more closely with our colleagues and stakeholders to make a positive change for women in custody and ultimately reduce crime and improve community safety."

To learn more about the Women's Estate project and future developments, please visit the Women's Estate microsite on the intranet.

## Queensland Parole System Reform

### Improving access to housing helps prisoners reintegrate

The Queensland Parole System Reform team have been working tirelessly on initiatives to improve suitable housing available to prisoners once they leave custody – a significant obstacle they face readjusting to life outside.

International research shows that stable housing is strongly associated with a reduced rate of reoffending, maximising offenders' chances of staying out of prison by increasing independence and self-reliance and access to social and community support.

Deputy Commissioner, Community Corrections and Specialist Operations, Paul Stewart APM said QCS was working to deliver appropriate rental accommodation for suitable prisoners leaving custody in Cairns, Townsville, Toowoomba and Moreton Bay.

"The Post Release Supported Accommodation Service (PRSA) that was launched recently is part of QCS' commitment to reduce crime by preventing reoffending," Deputy Commissioner Stewart said.

PRSA targets prisoners eligible for parole, who do not have suitable accommodation upon release. Former prisoners often find it difficult to find suitable accommodation as they may not have the resources to fund a bond, for example, or possibly face discrimination.

PRSA provides temporary residential accommodation, sourced from the private rental market, along with support to locate longer-term, stable accommodation.

Having a permanent address makes it easier for released prisoners to apply for jobs, stay in touch with their families, keep regular contact with social services and lead as normal a life as possible.

All of this helps offenders reconnect and reintegrate into their community, which greatly reduces their chances of reoffending and returning to prison.







# Enhancing health and wellbeing in our workplace

If you caught us at the King George Square community breakfast during Safe Work Month in October, you would've seen our passionate officers flying the flag for QCS and our commitment to workplace health and safety.

Safety is at the core of our business which is why we are putting an even greater focus on this area through the establishment of the new Culture, Safety and Wellbeing (CSW) group within the People Capability Command (PCC).

The new group has been formed in response to *Taskforce Flaxton* and as part of subsequent safety and wellbeing improvement initiatives. PCC also incorporates Human Resources, Employee Relations, and Capability and Development (QCS Academy and the Murrhidagun Cultural Centre).

The CSW group will prioritise its safety and risk management focus and expand its scope around psychological support, health and wellbeing programs, and organisational culture.

A significant program of work will be undertaken and recruitment of key positions has started to ensure CSW has the capacity and capability to achieve its deliverables including:

- progressing development of the QCS safety management system framework and associated policies, procedures and products (eg. safety data sheets)
- improving injury management processes to reduce unnecessary red tape and streamline workflows
- preparing for centralising the functions of Occupational Health, Safety and Environment Coordinators (OHSECs)

- reviewing the various peer support volunteer networks designed to assist fellow officers in circumstances, including workplace conflict and domestic and family violence
- enhancing our internal mental health and wellbeing consultancy for optimised workplace and employee assistance outcomes
- supporting a range of health promotion and wellbeing programs with a priority on front line officers.

Over the coming months, more information will be available on the intranet and through Yammer networks, staff email and internal publications.







# Capricornia Correctional Centre expansion, first building completion

Capricornia Correctional Centre expansion hit its first major milestone with the first building completion, X8 block, on October 31.

The completed X8 block is a services building that is part of the ongoing expansion, and is the first of 13 buildings included as part of the works.

Deputy Commissioner Organisational Capability James Koulouris said X8 block would house state-of-the-art air conditioning plant services to support the upgraded and expanded facilities at the centre.

“The building is crucial to the delivery of services for the upcoming secure and residential buildings that are still under construction,” Deputy Koulouris said.

“The expansion almost doubles the capacity at the centre, and the rest of the construction work is due to be completed by 2021.”

The first operational cell blocks are set to come online in 2020, and recruitment is a top priority for the centre, which is looking to fill over 200 new jobs with a range of roles available.

The majority of the new positions will be custodial correctional officers, but education officers, cultural liaison officers, counsellors, psychologists and program delivery officers were also being recruited, and were underway.

Deputy Commissioner Koulouris praised the work of Corrective Services officers and also encouraged applicants to take a look inside to see if they were up to the challenge of a career in corrections.

“Our dedicated officers drive behavioural change in prisoners, protect the community and change lives,” he said.

“We’re looking for passionate people from all walks of life, and that are driven and want to help us to prevent crime and keep the community safe.”

Construction is due to be completed by 2021.

All Queensland Government positions are advertised on [SmartJobs.qld.gov.au](http://SmartJobs.qld.gov.au). For more information, visit [www.corrections.qld.gov.au/careers/](http://www.corrections.qld.gov.au/careers/)





# The power of voice



## new voicemail system brings prisoners and family closer

Hearing the voice of a loved one is crucial in helping prisoners cope with custody and thanks to a new voicemail system, regular family contact for prisoners at Wolston Correctional Centre (WCC) can be made with the touch of a button.

Wolston's Violence Prevention Coordinator Lynne initiated the prison voicemail system, which is currently being trialled by the centre, to help reduce the strain and stress of incarceration on both prisoners and family. If successful, it will be rolled out to all centres throughout Queensland.

"Stress and feelings of loss and hopelessness for prisoners can lead to incidents of self-harm, suicide, poor institutional behaviour and violence," said Lynne.

"By implementing a system where prisoners can keep in better contact with family and loved ones, the

pressures of prison life can be eased by providing a sense of belonging and security, with a reduction in feelings of isolation."

The prison voicemail system has been adopted from the UK and has received outstanding praise overseas for its innovation in keeping families connected while in custody. There is no cost to the centre and the set up for families is easy, with price plans to suit all budgets. Prisoners can check messages as often as they like, with the option to reply and/or speak to the account holder if they opt to pick up the phone.

The centre also benefits by reducing administrative tasks associated with sending post and lowers demand for phones at peak times. Calls can be monitored as per normal procedure and all messages are stored in the prison voicemail system, which can be accessed by the centre if needed.

Wolston Correctional Centre General Manager Scott Collins said Lynne had been instrumental in the implementation of the prison voicemail trial at Wolston which earned her a well-deserved Commissioner's Award for Excellence recently.

"Lynne's commitment to prisoner rehabilitation and her proactive and passionate nature has led the way in developing many innovative practices to support the daily functions of the centre," Chief Superintendent Collins said.

"The new voicemail system has the potential to reduce anxiety for prisoners and their families by enhancing family contact, improving rehabilitation and impacting positively on their ability to reintegrate successfully into society on their release from custody."



# Joining forces to raise domestic violence awareness

QCS and Queensland Police Service (QPS) have joined forces to install a bright red bench in central Rockhampton to encourage the community to take a stand against domestic violence.

The bench in Rockhampton is one of many to be placed around Queensland as part of an initiative by the national, not-for-profit Red Rose Foundation, which works to end domestic violence.

The aim of the benches is to provide a presence in public spaces that is a permanent reminder of domestic and family violence in our communities as well as raising public awareness and keep this important issue visible in communities.

QCS Community Corrections District Manager Warren Williams said the red bench project was a great opportunity for QCS to be involved in as many prisoners were perpetrators of domestic and family violence, and more than 80 per cent of women prisoners identified as survivors of violence.

“When we heard about the Red Rose initiative, we just knew QCS should be involved,” Mr Williams said.

“Rockhampton Community Corrections worked together with Capricornia Correctional Centre (CCC), where

prisoners manufactured the red bench, and QPS, who installed the bench at Cameron’s Corner, a highly visible public area with a memorial to fallen police officers.

“This is a great example of top tier public safety agencies working together on a project which aims to raise awareness of domestic violence as well as prevent the creation of future victims.”

Red Rose Foundation Chief Executive Officer Betty Taylor said the red bench was designed to stop people in their tracks and create a permanent reminder of domestic violence.

“We aim to have 100 benches installed across the country before Christmas and we’re pleased to have this bench placed so publicly in Rockhampton,” Ms Taylor said.

“Each bench bears a plaque supplied by the foundation that reads ‘Domestic violence — let’s change the ending’, which we hope will encourage discussion that makes a difference.”







## Redcliffe Community Corrections marches in support of ending violence

Redcliffe Community Corrections and officers from Woodford Correctional Centre put their best foot forward and joined the Moreton Bay community in the annual 'Moreton Bay says NO to violence' march in November.

Deputy Commissioner Community Corrections Paul Stewart APM joined the teams at the peaceful march to raise awareness of domestic and family violence (DFV) by standing up, speaking out and acting as a community to prevent violence.

Deputy Commissioner Stewart said everyone had the right to a safe and healthy relationship, but sadly DFV was a growing trend in society, one of which we all played a role in ending.

"DFV leaves a trail of devastating consequences, not only for families but the broader community. It is a significant issue of concern for QCS but we are committed to ending this violence through improved targeted interventions, services and supports for perpetrators in our custody," Deputy Commissioner Stewart said.

As loyal supporters and participants of the annual march, Redcliffe Community Corrections participated in fundraising activities throughout the year so they could become official sponsors of the event. A representative from the Redcliffe team is also an active member of the community steering committee and is involved in the planning, organisation and promotion of the march.

## Officers empowered to respond to domestic violence

A group of about 50 QCS officers are being empowered to intervene in domestic and family violence situations after taking part in the Allison's Gift program in September as part of the QCS Professional Practice Masterclass series.

The program, by the Motivating Action Through Empowerment (MATE) Bystander Program and presented by the QCS Academy in partnership with Griffith University and The Allison Baden-Clay Foundation, is aimed at

training the officers to identify and intervene in domestic and family violence occurrences.

Deputy Commissioner Organisational Capability James Koulouris said QCS was committed to providing specialist training and development opportunities that enhance the capability of QCS officers to respond to domestic and family violence situations.

"With many prisoners being perpetrators of domestic and family violence, and more than 80 per cent of women prisoners identifying as survivors of violence, the training is incredibly relevant to the work of QCS," Deputy Commissioner Koulouris said.

"This masterclass is a great example of QCS' commitment to ensuring our officers pursue best practice and continue to play a role in protecting our community, as well as preventing

future victims of crime."

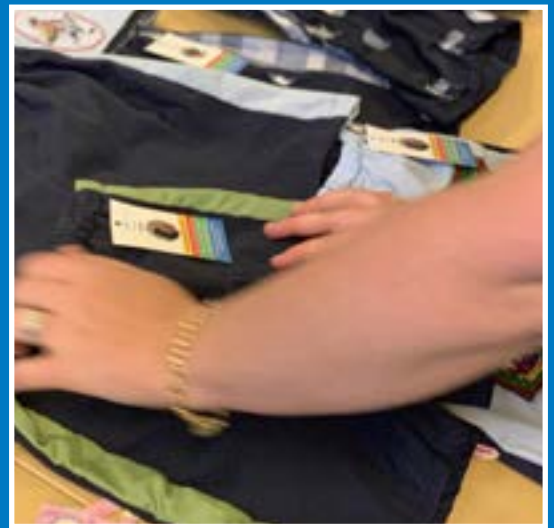
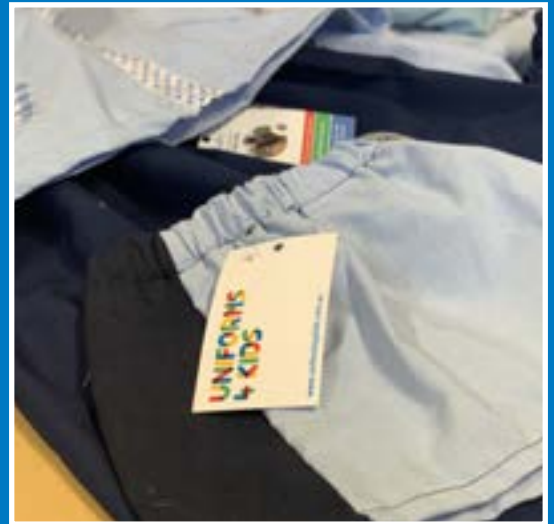
The MATE Bystander Program, developed by Griffith University, educates people on the signs of domestic and family violence, along with tactics to intervene. MATE has been working with the foundation established to honour the legacy of Allison Baden-Clay to create an impactful and empowering program.

The one-day QCS session included guest speakers from the MATE program, The Allison Baden-Clay Foundation and a former Detective Superintendent with Queensland Police Service.

The QCS Professional Practice Masterclass series is an ongoing, one day training program, designed to deliver professional development on topics highly relevant to QCS officers.



# Prisoners give back to community with new program at BWCC



Officers from Brisbane Women's Correctional Centre are living up to their name as agents of change after a program recently introduced to the centre is already providing many benefits to the prisoners, and the safety and security of the centre.

The partnership forged between QCS and Uniforms 4 Kids initiated with the *Sew Many Second Chances* community service project in Brisbane region Community Corrections and has now expanded to provide Brisbane Women's prisoners with an opportunity to repurpose law enforcement and emergency services uniforms into clothes for children in need.

Brisbane Women's Correctional Centre Chief Superintendent Darryll Fleming said the innovative program provided another opportunity to address offending behaviour by teaching prisoners key life and vocational skills, giving them a better chance at employment once released.

"As suggested by international research, these skills increase their chances of not reoffending. It will also assist them with reintegrating back into the community and give them the best chance at not reoffending, making the community safer place," Chief Superintendent Fleming said.

"Seeing the prisoners' behaviour improve, their willingness to come to work and be part of a structured day while involved in the program means we have a safer environment for officers, which is an absolute priority."

Between the program's inception in October and the second week of November, prisoners made more than 100 items of clothing, including 18 dresses, five two piece suits, 25 shorts, 25 skirts and 35 matching scrunchies. These items were handed over to Uniforms 4 Kids Director Anne Macdonald APM on 18 November.

Ms Macdonald said everyone was impressed and proud with what the prisoners had achieved already.

"A big thank you to Brisbane Women's Correctional Centre Industries Trade Instructors for making this happen and brightening the lives of those children in need. We look forward to our continued partnership," Ms Macdonald said.

Industries Advisor Michael said prisoners involved in the program were building confidence each day and felt a sense of pride in their work.

"The prisoners want to work in the workshop every chance they get and learn new skills, and their behaviour in the workshop is exceptional. A safer environment means we get to go home safely each day," Michael said.

Prisoners involved in the program have written letters of appreciation for the opportunity to undertake the work and to give back to the community they have offended against.



# School's Out helping to break the cycle of reoffending



Every interaction our officers have with prisoners is an opportunity to address offending behaviour. As agents of change, everything they do is aimed towards breaking the cycle of reoffending.

Prisoners at Townsville Women's Correctional Centre were recently visited by their children as part of the centre's *School's Out* program.

*School's Out* is a program run at Townsville Women's Correctional Centre and involves children attending a two-hour event to visit their mothers privately, uninterrupted and in a safe setting while also taking part in a range of activities. The program is held on the last Friday of school holidays, and has been running since its inception in October 2018.

Townsville Women's Correctional Centre Deputy General Manager Louise Kneeshaw said women were most likely to have a strong bond to their families and being in prison can disrupt that bond.

"We know that having one parent in prison makes the child nine times more likely to end up in prison," Superintendent Kneeshaw said.

"However, if we can positively change the lives of the women in prison, this could have a greater effect on their families and the communities, such as preventing their children following in their mother's footsteps."

Townsville Women's Correctional Centre Accommodation Manager Gay Reynolds said that while the focus of the *School's Out* program was the children, the program had many benefits for the prisoners too.

"During *School's Out*, children spend time and interact with their mothers, and get to see closer up where their mothers actually live. They have said that they feel less concerned for their mothers after seeing them at this program event," Ms Reynolds said.

"When asked what the best part was about *School's Out*, one child replied with 'talking to my mum'. It is interactions such as this that creates a positive change in prisoners."

Ms Reynolds said to change a woman is to change a generation.

"Officers have noticed the positive change in the prisoners after they spend time with their children during a *School's Out* event," she said.

"The positive change contributes to a safer prison environment, which means our officers are also safer," she said.

"Nothing is more important than the safety of our officers, prisoners and the community."



# Sunshine Coast Community Corrections donate to help injured wildlife

Our officers across the State have been going above and beyond the call of duty to help those in need during the recent devastating bushfires, including our furry friends.

Sunshine Coast Community Corrections officers are not only agents of change to offenders, but also to injured animals after donating medical supplies, blankets, birdseed, baby wipes and paw paw ointment to the Eumundi Wildlife Centre to help their care for the animals. A bag of dog toys made by offenders as part of their community service was also delivered.

The recent fires meant that the number of animals in centre's care had increased. To further assist the centre, officers are working together with offenders in the community service sewing project to make marsupial pouches to donate to the centre.

Regional Manager Ursula Roeder said QCS officers were always committed to making positive changes by working with offenders under supervision and helping the community.

"Our officers are deeply embedded in the community right across Queensland and are very passionate about making a difference," Superintendent Roeder said.

"Offenders under our supervision need to be given the chance to repatriate for the harm they have done and give back to the community. By providing them with a meaningful way to do that, such as this, our community corrections officers act as true agents of change for Queensland.

"We have all seen the devastation the recent bushfires have had on wildlife in Queensland, so we are thrilled to help vulnerable and injured animals through our community service projects and our generous officers."



## CCO Piers Gordon hailed a true hero

We think all of our officers are heroes, but one in particular deserves a special mention for saving the life of a member of the public.

Piers Gordon, Custodial Correctional Officer (CCO) from Brisbane Correctional Centre recently responded to a man who had collapsed and stopped breathing during a paintball activity.

CCO Gordon stepped in and performed CPR several times on the man, saving his life.

The man has hailed CCO Gordon a true hero and is grateful for his training, which saved his life.

Our officers go above and beyond the call of duty and we are proud that the rigorous training they receive to become CCOs often helps save the life of a member of the public, on or off duty.

A huge well done to Piers – you truly are a hero.



# Capricornia Correctional Centre helps to recycle bottle caps into prosthetics



We believe our officers are remarkable people with a passion to improve the lives of those in our care, as well as the community and afar.

Officers from Capricornia Correctional Centre have responded to a national callout to collect bottle caps by amassing almost 14,500 caps in eight weeks so they can be recycled into prosthetic arms and hands to help children in developing countries.

Capricornia Correctional Centre Deputy General Manager Alexis Livingstone said it was intrinsic to the work of custodial correctional officers to help people and officers in the centre coming together to help children in need was an obvious fit.

“We consider our officers agents of change, and this is another way they are helping to change lives for the better,” Superintendent Livingstone said.

“For our prisoners, it is an opportunity to give something back to the community.”

The centre’s response was initiated by Administration Officer Dianne in conjunction with Queensland Health staff at Capricornia.

The bottle caps were recently handed to North Rockhampton Rotary Club, which is collecting the caps in the region on behalf of Victoria-based Envision, who make the prosthetics as part of e-Nable, a global online community of volunteers who has distributed more than 8,000 prosthetics.

Envision Director Sean Teer said the public response to the project had been overwhelming, with more than five million caps collected to date.

“Capricornia Correctional Centre has done a remarkable job and so has the rest of Australia in getting behind this project. We are extraordinarily thankful,” Mr Teer said.



## Erika presented with Aboriginal and Torres Strait Islander badge

Congratulations to Erika, who was recently presented an Aboriginal and Torres Strait Islander badge after being nominated by Commissioner Peter Martin APM.

Erika has taken a proactive role developing the Aboriginal and Torres Strait Islander portfolio, including engaging with the local Elders, and has taken an active role in motivating her clients to regularly attend culturally-appropriate services.

Her passion is evident in her positive attitude and her eagerness to assist her colleagues in developing a greater understanding of the presenting needs of the Aboriginal and Torres Strait Islander population.

Erika was successful in a secondment to Mt Isa and Lower Gulf Community Corrections as a Cultural Liaison Officer which will commence in January 2020. The Beenleigh team wish Erika all the best in her new role.





# Get your motor running riding for cancer awareness

Our officers play a vital role in the community and we are proud of their efforts to support causes outside of the work environment.

This was evident recently when more than 30 Queensland Corrective Services officers motored up the highway through the Sunshine Coast hinterland to raise money for Cancer Council Queensland.

Woodford Correctional Centre Supervisor Perry organised the sixth annual ride, raising more than \$1,300 – nearly half of the \$3,000 goal.

Perry's drive to raise funds for the

fight against cancer came after his father-in-law, Joe Filla, a long-time Queensland Corrective Services officer, passed away shortly after being diagnosed with stomach cancer in 2014.

He wanted to honour him and do something positive for a worthy cause, so Perry put the word out to his colleagues at Woodford and in other centres and received an outpouring of interest from his work family.

"This is not just about the ride, but coming together as a community to raise much needed funds for a disease that has created so much

pain and destroyed so many lives and families," said Perry.

The Ride for Cancer takes place annually in October. If you would like more information or to participate in the 2020 fundraising ride, please contact Perry at [Perry.Jobling@corrections.qld.gov.au](mailto:Perry.Jobling@corrections.qld.gov.au)

Perry encourages anyone who has been impacted by cancer to make a donation to Cancer Council Australia [www.doitforcancer.com.au/fundraiser/perryjobling](http://www.doitforcancer.com.au/fundraiser/perryjobling)







# Congratulations to Australian Corrections Medal recipients

Congratulations to Chief Superintendent Peter Henderson, General Manager of Borallon Training and Correctional Centre, and Daryl Richter, Acting Regional Manager, Sentence Management Services on receiving the Australian Corrections Medal (ACM) at an investiture ceremony at Government House on October 25.

The medal was awarded for the first time in 2018, and Chief Superintendent Henderson and Mr Richter are

the fifth and sixth officers to receive the honour in Queensland.

The ACM is awarded for distinguished service by an operational member of an Australian civilian correctional service and holds substantial significance within the Australian Honours System alongside existing services medals.



## Round two for footy fundraiser

We were proud of our boys in blue and red from Capricornia Correctional Centre who took on the Queensland Police Service (QPS) in the second annual charity rugby league match in Rockhampton recently.

All up, the match raised close to \$15,000 for Give Me 5 For Kids and Yeppoon bush fire victims.

Congratulations to QPS for their 12-4 win. We'll be ready next year for the decider!





# Congratulations to our QBANK *Everyday Hero* nominees

Although we think all of our officers are Everyday Heroes, we are proud of the eight officers who were named as finalists in this year's QBANK Everyday Hero Awards for going above and beyond the call of duty.

The Awards celebrate front line public safety officers who have made an outstanding contribution to the Queensland community.

The following officers were recognised in the categories of Ownership, Working Together and Dedication:

**Brenna Seary and Klara Tomanec, Brisbane North Community Corrections**

Finalists in the category of Ownership for providing urgent assistance to a young woman at risk of domestic violence and ensuring her safety.

**Jake Duffill, Ryan Waye, Georgina Jia and Kayla Palombo, Community Corrections**

Finalists in the category of Working Together for their instrumental role in administering first aid while off-duty to a member of the public who had a medical episode in Townsville.

**Donald Marsh and Loretta Browne, Borallon Training and Correctional Centre**

Finalists in the category of Dedication

for intervening in the assault of two hospital staff by a member of the public as they were returning from a hospital escort at the Princess Alexandra.

Commissioner Peter Martin APM said officers were focused on community safety, which was instilled from the first day they enter QCS.

"Our officers demonstrate the highest standard of community service expected both on and off duty. They are great ambassadors not only for QCS but for all of Queensland as a whole, and I congratulate our finalists and all 29 QCS officers who were nominated in this year's QBANK awards," Commissioner Martin said.



## Service Delivery Reform team receive Highly Commended at Premier's Awards

Congratulations to the Service Delivery Reform team who were Highly Commended at the Premier's Awards for Excellence last month.

Their work has been critical to increasing accessibility to services for prisoners and offenders with disability and mental illness.

This project was undertaken by a multidisciplinary team of officers from across the organisation, whose expertise and experiences have played a vital role in shaping its success.



## Career change for 30-year dog squad officer

After 30 years in the dog squad, Brisbane Correctional Centre Custodial Correctional Officer Graham has hung up his leash.

Graham started his career at Woodford Correctional Centre, then moved to Brisbane where he joined the South East Queensland Mobile Dog Squad. This was later disbanded and two new dog squads were created. Graham was initially placed at Wolston, but later moved to Brisbane Correctional Centre where he has remained for the duration of his career in the dog squad.

Brisbane Correctional Centre Supervisor Dog Squad David said the dog squad industry was very competitive with annual assessments conducted to re-accredit officers as dog handlers.

“Graham is a highly ranked and accredited dog squad officer, which is a testament to his skill and pride he takes in himself and his dog,” said David.

Graham worked with many dogs throughout his career, but shared a unique bond with Tommy. He was very fortunate to work with one dog for the past 10 years and retire with the same dog.

At a recent ceremony in Brisbane, Graham thanked all of his colleagues for the friendships formed over the years and was presented with a framed plaque to wish him well.

His career at QCS is far from over and he will continue protecting the community in his new role with the Escort and Security Branch.

Thank you for your service and best wishes for the future, Graham.



1990



1999



2015

## QCS farewells long-standing custodial officer

“Leave the job at the front gate each day and never take it home with you,” are words from a wise man who dedicated his career to corrections.

Last month QCS farewellled Townsville Correctional Centre’s (TCC) Correctional Supervisor Dave, after almost 30 years of service at the centre.

Dave started his career at Long Bay Prison in New South Wales and joined TCC in April 1990.

He started on the ‘general run’ which included armed tower duty, kitchen security and everything in between. He was then among the first officers selected to engage in the ‘new’ Unit Management experiment being rolled out in the brand new Harold Gregg Units at the centre. Dave was responsible for managing a cohort of secure unit prisoners commencing that work in 1981. This entailed developing a close rapport with a select number of the prisoner group in his area to provide a point of contact and supervision.

In June 1994, Dave joined the Townsville Dog Squad where he remained for the next 12 years. In May 2006, he returned to general run correctional officer duties within the centre.

The next several years were filled with managerial and supervisory acting opportunities at the centre and in 2017 Dave was appointed to the newly created supervisory position at the TCC farm where he worked for the remainder of his career with QCS.

Townsville Correctional Complex General Manager Peter Hall said Dave was always a calm hand in a crisis and never lost his cool.

“Dave set a high standard for the officers he worked with and around. He was patient and courteous with prisoners and was respected by everyone he encountered during his time at TCC, said Chief Superintendent Hall.

Dave says his good memories of TCC far outweigh the bad and that he joined the service with a positive attitude, which he maintained throughout his career.

In retirement, Dave and his wife Glynda plan to travel, with their first port of call being Singapore where they will embark on a cruise through South East Asia. QCS wishes them all the very best in their adventures.





## GP dog Floyd hangs up his collar

General Purpose dog Floyd, a highly-respected dog in the field, recently hung up his leash and retired after serving eight years on the front line with his handler Peter to ensure officer safety within Woodford Correctional Centre.

Our QCS dog squad officers work closely with custodial correctional officers and emergency response teams to provide a high-level of security and response capability to ensure our prisons are safe and secure.

Woodford Correctional Centre General Manager Mike Macfarlane thanked Floyd for his service.

“Floyd was one of the finest, and was prepared for any challenge he and his handler were faced with,” Chief Superintendent Macfarlane said.

“Due to his ability to be reliable and consistently perform to a high standard, he was used for demonstrations to showcase the vital role our dogs play in keeping prisoners and the community safe.”

Woodford Correctional Centre Dog Squad Supervisor Shannon said Floyd loved his work up to his retirement at nine years of age.

“Floyd was truly a part of the QCS family, and now he has retired with an officer from the centre, he will remain part of the family,” Shannon said.

We thank you for your service Floyd, and for keeping our officers and the community safe.

Rest up now, you’ve earned it.

# Welcome to new QCS custodial and community corrections officers

Congratulations to the latest recruits who have joined the front line of public safety after they were sworn into their vital role of keeping communities safe through the humane containment and rehabilitation of prisoners.

All up this year, QCS has welcomed more than 300 new custodial officers who have been deployed to correctional centres around the State.

QCS Commissioner Peter Martin APM said officers act as agents of change and use every interaction with prisoners as an opportunity to address offending behaviour.

“Our highly-skilled officers are truly remarkable people who safely and securely manage prisoners in a challenging and dynamic environment

while helping to prevent reoffending,” Commissioner Martin said.

“I have a lot of respect for all officers providing this essential front line service.”

Commissioner Martin said it was an incredibly exciting time to join QCS.

“We continue to work together to make the community safer through the five principles of the recently-launched Corrections 2030: safety, excellence, empowerment, accountability and respect,” he said.

“I am proud to welcome all the new officers to QCS and I thank them for their commitment and dedication to keeping communities safe.”



On December 3, 21 Community Corrections officers completed the Practitioner Development Program at the QCS Academy



On December 3, 16 custodial officers graduated from the QCS Academy and will be deployed to the Borallon Training and Correctional Centre and the Escort and Security Branch





On December 6, 17 new custodial correctional officers graduated to join the front line of public safety at Townsville Correctional Complex



On October 10, six officers graduated from the QCS Academy and will join the ranks at Borallon Training and Correctional Centre



On October 10, five officers graduated from the QCS Academy and were deployed to the Escort and Security Branch



On October 10, three officers graduated from the QCS Academy and were deployed to Brisbane Women's Correctional Centre.



On October 10, six officers graduated from the QCS Academy and will join the ranks at Capricornia Correctional Centre



On October 10, six officers graduated from the QCS Academy and will join the ranks at Woodford Correctional Centre



# CORRECTIONS News

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