



SEPTEMBER 2020

Corrections NEWS



**Arthur Gorrie
Correctional Centre
transitions to QCS
operations**

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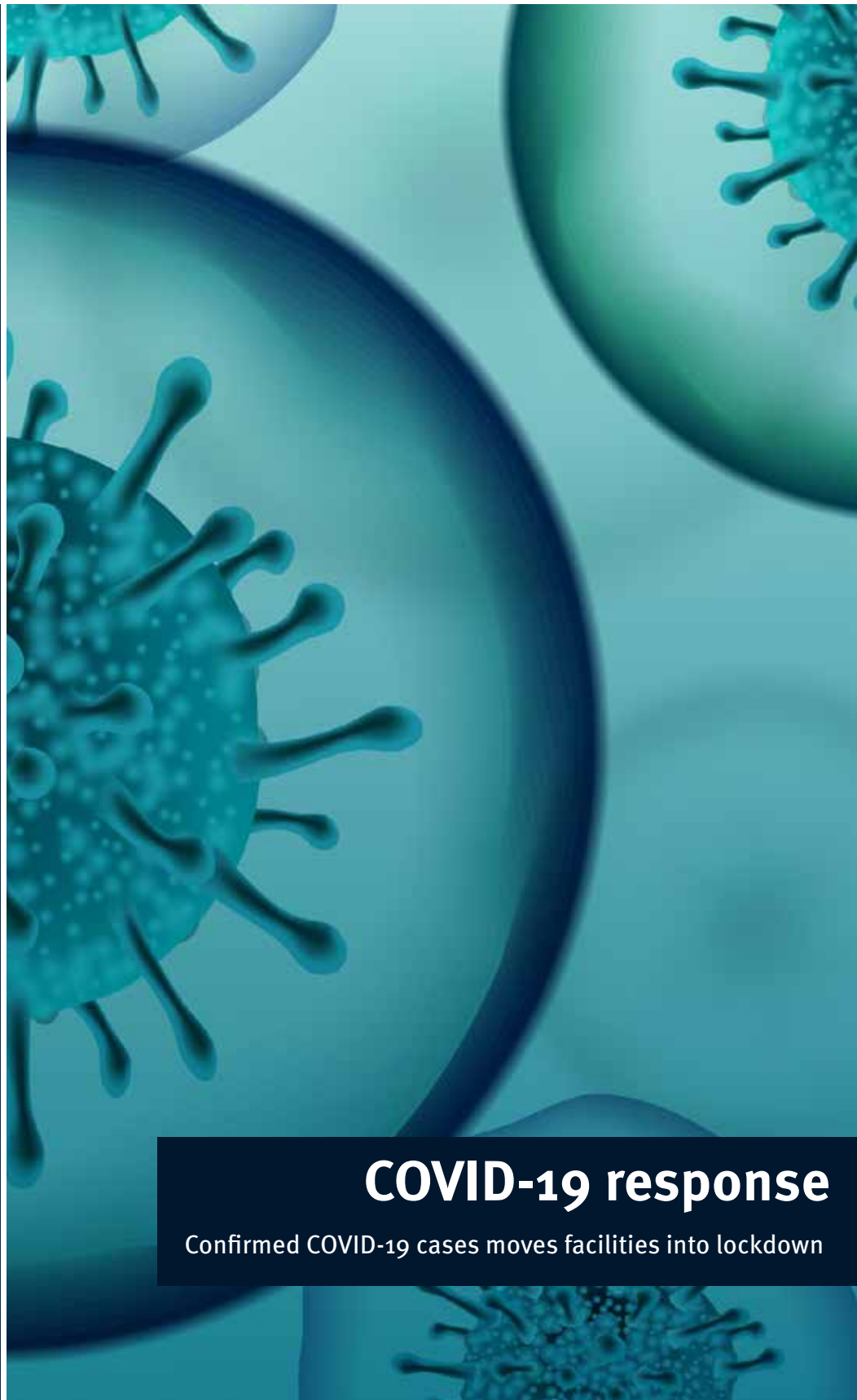


**Community
Corrections office
opens in
Maroochydore**

.....



**Recruitment campaign
launched**



COVID-19 response

Confirmed COVID-19 cases moves facilities into lockdown

Front cover:

A representation of a coronavirus protein.

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**Message from
the Minister**
for Corrective Services

The whole community is living through the most challenging times, but I know no-one faces a greater challenge than those of you working in Queensland Corrective Services.

I want to thank you sincerely for the way you have gone above and beyond the normal scope of your duties to minimise the threat of COVID-19 to our community. I know this has not been easy.

I know that the, at times, strict restrictions on access to Community Corrections offices and correctional facilities has made your work even more challenging. And my thoughts are with those officers who have been infected with the virus, and their families.

These are difficult times. But the fact you have managed the most challenging and complex members of the community through a period unlike any other is a massive achievement. Even in ordinary times, your working life is anything but ordinary.

In my time as Minister, I have visited all of Queensland's correctional facilities and many Community Corrections offices, and I have seen first-hand the work you do. You deal, on a daily basis, with the most difficult individuals imaginable.

I can't thank you enough for your dedicated efforts to keep the community safe. I would also like to thank you all for embracing the historic reforms we have seen Queensland Corrective Services undertake.

The work to reform the parole system is well underway.

The establishment of the first Care Management Unit at Townsville Correctional Centre is a significant milestone.

The transition of the Arthur Gorrie Correctional Centre from private to public operation was a massive project and one that supports enhanced safety for staff and prisoners.

The \$241m expansion of Capricornia Correctional Centre is rapidly nearing completion. The near doubling of capacity at Capricornia will provide greater capacity across the entire Corrections network.

And I think we can all be excited about the soon to be constructed new \$650m, 1,000 bed Correctional facility near Gatton. This project will be a game-changer. It will massively boost the network's capacity and it will create hundreds of full-time, permanent jobs for Corrections officers.

And I know the newly opened and soon to be completed new Community Corrections offices will make a big difference to supporting the work you do.

Infrastructure matters greatly in our Corrections network. But people matter more, as all of you have demonstrated during this most extraordinary and daunting era of the pandemic.

To you all, I want to say a heartfelt thanks, for your dedicated professionalism and commitment to keeping the community safe.



**Message from
the Commissioner**
Queensland
Corrective Services

This year has been a remarkable one as we navigate a one in one hundred year pandemic which has impacted every aspect of our operations.

Of course those impacts were felt closer to home after a number of our officers tested positive to COVID-19. Following identification of the first positive case, we moved swiftly to lock down prisons from Rockhampton south to the New South Wales border with Stage 4 restrictions.

My absolute priority is and will always be the safety of our officers, and those in our care and under our supervision. To ensure this to the best of our ability, these restrictions were necessary and based on advice from Queensland Health.

On their advice and in abundance of caution, the decision was made to test a broader group of people at the Queensland Corrective Services (QCS) Academy and at Arthur Gorrie Correctional Centre (AGCC).

This was a difficult and unique situation, but vital for the safety of our officers and the 7000 prisoners locked down to prevent further transmission.

With more than 400 of the staffing group of 530 in quarantine, AGCC faced significant operational challenges – which were exacerbated by a number of incidents of unrest amongst prisoners.

I would like to thank all of our officers who stepped up to support their colleagues at AGCC. I am incredibly proud of the way our officers worked together, often in unfamiliar infrastructure, to keep the prison operating during this time. Teams from the Escort and Security Branch and Borallon, Wolston, Woodford, Brisbane Women's and Brisbane correctional centres worked alongside their AGCC colleagues to get through a challenging time.

Our officers across the agency have worked hard to ensure we are in the best possible position, with contingency planning commencing in February. We have a thoughtful plan in place, guided by Queensland Health, and as this situation develops, we will respond as necessary to respond.

I want to thank every officer for their resilience and continuing to undertake their challenging work in these particularly difficult circumstances to ensure our prisons and communities are safe.



James Koulouris

Deputy Commissioner
Organisational Capability



Paul Stewart APM

Deputy Commissioner
Community Corrections
and Specialist Operations

As you all would be aware, the Covid-19 pandemic continues to bring great loss and uncertainty, impacting all our lives and posing many challenges. QCS has a special responsibility to all Queenslanders to never falter in its mission of securing public safety. In such times, our purpose and values matter to the community that we protect.

I'm inspired by the way our officers have risen to the challenge of this unprecedented global health emergency with focus, resilience and courage.

QCS in this new world will look different. Throughout 2020, the Organisational Capability Division (OCD) has directly shaped this future, delivering many significant milestones in landmark QCS and government initiatives.

I'm proud of the way officers within OCD working across QCS have spearheaded the:

- design and planning for the construction of the new \$653 million, 1,000 bed prison in Gatton. This flagship infrastructure project will deliver the prison of the future. At its peak, there will be 900 construction and 500 ongoing custodial officer jobs
- delivery of the world's best corrective services operational training, with the QCS Academy (Tactical Skills and Weapons Training Group) training all custodial officers in the use of oleoresin capsicum spray, starting from early September 2020
- delivery of a global first by planning for the transition to public operation of the Southern Queensland Correctional Centre, following the successful completion of Phase 1 of Operation Certitude
- \$241 million expansion of Capricornia, on track for completion by June 2021. In early August, we commissioned two secure units and eight residential blocks (288 cells) are due to be opened in late August. This major project has delivered significant benefits for the Central Queensland economy
- running of the State Corrections Operations Centre to help coordinate the ongoing QCS operational response to COVID-19.

These significant milestones are testament to our dedicated and passionate officers across QCS, and I thank everyone for their enormous contributions.

2020 has shaped as another transformational year for QCS. I would like to acknowledge the resilience and dedication of our officers as we continue to embark on a number of programs and reforms while continuing to maintain business as usual workloads in challenging circumstances due to the COVID-19 pandemic.

The QCS Intelligence Review (the review) is another critical body of work that has continued in 2020. The review was conducted by an experienced Specialist Intelligence Analyst from the Australian Criminal Intelligence Commission (ACIC). The review is currently being considered and provides a number of recommendations relating to capacity, capability, sensitive intelligence and technology to provide a whole of agency response to intelligence.

The implementation of the review will be managed by the ACIC Specialist Intelligence Analyst and will involve further engagement across a wide range of internal and external stakeholders and subject matter experts to identify a preferred QCS intelligence model and framework for service delivery.

The review and resultant implementation will determine current and future strategic and organisational intelligence requirements necessary to develop QCS into a proactive and agile department that is positioned to meet the increased demands of a growing prisoner population, whilst adapting the intelligence capability across custodial and community portfolios to ensure a mature, sustainable and corruption-resistant culture of fearless information sharing.

I would like to acknowledge and thank all QCS officers across Custodial Operations, Organisational Capability and Community Corrections and Specialist Operations for their support of the review to date, in addition to our colleagues across Australia and internationally who assisted in shaping the review. The engagement and enthusiasm has been greatly appreciated.



Gary McCahon

Deputy Commissioner
Custodial Operations

As we implement the strategic roadmap of *Corrections 2030* to position QCS as a top tier, front line public safety agency, it is vital that we focus on the important role that each of us perform every day to protect the community.

I have previously stated that my focus is on improving the safety and professionalism of our officers. It is our responsibility to manage over 8700 of the most complex and challenging people in our society against the backdrop of a global pandemic. To do this safely and effectively, we need to confidently and consistently apply the legislative and procedural framework that governs our day-to-day operations.

These challenging times require us to go back to the fundamentals of corrective services to ensure the safety of our facilities, colleagues, stakeholders, visitors and prisoners in our care. I will be looking for opportunities to empower officers with the training and tools they need to effectively perform their duties.

Upon taking up the Deputy Commissioner position on June 1 this year, I was tasked by the Commissioner with implementing the recommendations of the recently completed *Officer Safety (Use of Force) Review* which will position QCS as the best trained and equipped correctional jurisdiction in Australia. On July 3, I stood up the Officer Safety Committee which will steward and implement the recommendations from the review.

On July 6, I announced the realignment of the two Assistant Commissioner roles to a regional model. The Assistant Commissioner Central and Northern Region Command and the Assistant Commissioner Southern Region Command and I will be spending as much time as possible at our correctional centres so that we may better support officers at the grassroots level and understand the unique issues faced at their location.

On August 10, QCS commenced Operational Performance Review meetings across all correctional facilities. These reviews present an opportunity to hold managers to account for the delivery of services, share innovation and good practice, identify opportunities to improve our performance, actively respond to emerging issues, maintain positive and productive workplaces, and create safer communities through enhanced service delivery.

We will face many challenges in the weeks and months ahead, but I look forward to facing these with you and supporting your efforts in delivering safe and effective corrective services.



Peter Shaddock

Assistant Commissioner
Central and Northern
Region Command

The past few weeks in my new role as Assistant Commissioner Central and Northern Region Command have been incredibly dynamic and I appreciate the support from all QCS officers during this transition.

The undertaking of this role complements the recent realignment of Assistant Commissioners and some of our senior leadership roles within QCS. As we continue to strive for best practice within prisons, we will endeavour to deliver more comprehensive regional support and greater visibility of senior leaders in all correctional centres.

It certainly is an exciting time to oversee correctional centres within this region, which covers Woodford, north to Lotus Glen. Within this portfolio, I look forward to investing in each centre through regular, ongoing site visitations, engaging directly with officers and being part of the overall leadership.

One of the key functions of my role is to engage with all the general managers from the central and northern regions.

I recently hosted the first joined up regional command forum on site at Capricornia Correctional Centre.

These forums offer an opportunity to get together with senior managers and discuss the dynamic aspects and elements of our environment, including officer investment, training, exposure, exchange programs and development opportunities across all the portfolios.

The forums also complement the great work being undertaken by Deputy Commissioner Custodial Operations Gary McCahon at the strategic level, supporting all general managers and leadership teams across the State.

As leaders, we all have a deliberate shared focus and common goal of contributing to the strategic position of QCS, guided by our overarching principles in *Corrections 2030*.

I look forward to the coming weeks and months as we continue to work together to deliver positive outcomes for QCS and forge safer communities for a safer Queensland.

Coming together in crisis

During the past six months, COVID-19 has challenged our operations, health and human spirit, but we are proud of how our officers have responded to the pandemic.

This has never been more true than the way our officers have banded together following a number of our officers at the Queensland Corrective Services (QCS) Academy and Arthur Gorrie Correctional Centre testing positive to COVID-19 in late August. Our officers have shown tremendous resilience and demonstrated how QCS comes together in a crisis.

Safety of our officers and everyone in our care is our absolute priority and will continue to be as we adapt to operations in a COVID-19 world.

From the outset, the State Corrections Operation Centre (SCOC) was established to provide an agency-wide strategic approach to the pandemic.

Representatives of every part of QCS formed the group to ensure emerging issues and risks were managed strategically while preserving officer safety and our core business of maintaining public safety.

Commissioner Peter Martin APM said the impacts of the pandemic were significant and long lasting, affecting every part of the organisation and would do for some time to come.

“The SCOC has held a key function of keeping all officers updated and informed as the pandemic unfolded over the last six months.

“It will also continue to be a regular source of contact regarding major developments and will aid those with any concerns or inquiries.

From the start of the pandemic, all areas of QCS have collaborated and delivered important services and provisions needed to adapt to the changing operational needs of the organisation.

“Our response to the pandemic has been proactive, innovative and strategic, and I congratulate every single officer across QCS for their ongoing work in keeping COVID-19 out of our prisons and helping keep our communities safe during this unprecedented crisis,” Commissioner Martin said.

“Sadly, we have a long way to go in this pandemic and our new Hotspot Response Planning Tool, developed by the SCOC, provides clarity around restrictions in place at any facility at a certain time, including relevant policies and an at-a-glance summary across the State.

“Thank you for continuing to support each other during this remarkable time.”

Our response to COVID-19

JANUARY

- First case of COVID-19 confirmed in Queensland

FEBRUARY

- COVID-19 Taskforce established to lay the groundwork for QCS' response to the pandemic

MARCH

- The State Corrections Operation Centre stood up to provide an agency-wide, strategic approach
- Temperature checking introduced into correctional centres

APRIL

- Financial Services and Strategic Sourcing Command source a secure supply of Personal Protective Equipment for use across the organisation

- New isolation procedures introduced in correctional centres requiring all new prisoners to undertake 14 days of isolation upon reception in all high security prisons

- Community Corrections begin operating under Stage 2 restrictions by limiting direct engagement with offenders, clients and stakeholders and introducing socially distanced practices

MAY

- In line with the Queensland Government recovery program, QCS moves towards the first stages of COVID-19 recovery, revising policies involving managing prisoner receptions and managing vulnerable prisoners
- Brisbane Correctional Centre pioneer the use of Bluetooth technology which enable

prisoners to make and receive phone calls through headsets from within their cells during their 14-day isolation period. Officers always maintain control of the phone and physical contact between all parties is limited

- New Public Health Direction introduced by the Chief Health Officer protecting front line public safety workers against the threat of spitting, coughing and sneezing during the COVID-19 pandemic
- Virtual Personal Visits program rolled out across Queensland to keep prisoners in contact with family and friends
- Prisoner email and electronic fund transfer services introduced as another channel of communication for prisoners to connect with family and friends during suspension of personal visits

- Prisoners remain connected to the courts through video links across the State to facilitate over 600 sentences, with only six prisoners being required to appear in court in person
- QCS worked closely with a range of agencies to plan for the safe return of Aboriginal and Torres Strait Islander people being released from prison to their communities of origin during the pandemic
- Domestic and Family Violence prevention month and National Reconciliation Week honoured across the State with virtual events taking place at several correctional centres and community corrections offices

JUNE

- QCS Recovery Commencement Plan Stage 2 comes into effect on June 12
- QCS announces the recommencement of personal visits to correctional centres from July 10
- Reception prisoners no longer required to complete 14-day isolation unless there are suspected or confirmed cases of COVID-19, or specific at-risk prisoners determined by Queensland Health

- Prisoner Voicemail System is launched for families and friends to keep in touch with loved ones in prison. The system allows prisoners to retrieve messages and reply with a voicemail message

JULY

- Thermal imaging technology introduced into correctional centres
- Recovery Commencement Plan Stage 3 comes into effect on July 10
Personal visits to correctional centres recommence on July 10
- Personal visits to South East Queensland correctional centres temporarily suspended on July 29

AUGUST

- State Operations Correction Centre (SCOC) developed a new Hotspot Resource Planning Tool for Custodial Operations and Community Corrections to address the next stage of planning and recovery during the pandemic
- Personal visits to South East Queensland correctional centres recommence on August 13

- Due to cases of COVID-19 in the community, six prisons commence Stage 2 restrictions on August 20
- Due to cases of COVID-19 in the community, a total of 11 prisons commence Stage 3 restrictions on August 22
- QCS supports the Department of Youth Justice through meals and laundry for the Brisbane Youth Detention Centre following an outbreak of COVID-19 in the centre
- Queensland prisons from the New South Wales border up to and including Rockhampton are locked down with Stage 4 restrictions due to a positive test at the QCS Academy on August 27
- Further officers test positive to COVID-19 and testing expands to a broader group of people at the QCS Academy on August 28
- Following positive COVID-19 tests amongst officers at Arthur Gorrie Correctional Centre (AGCC), all AGCC officers to be tested following Queensland Health advice and restrictions amended based on centre (see Figure 1) on August 30

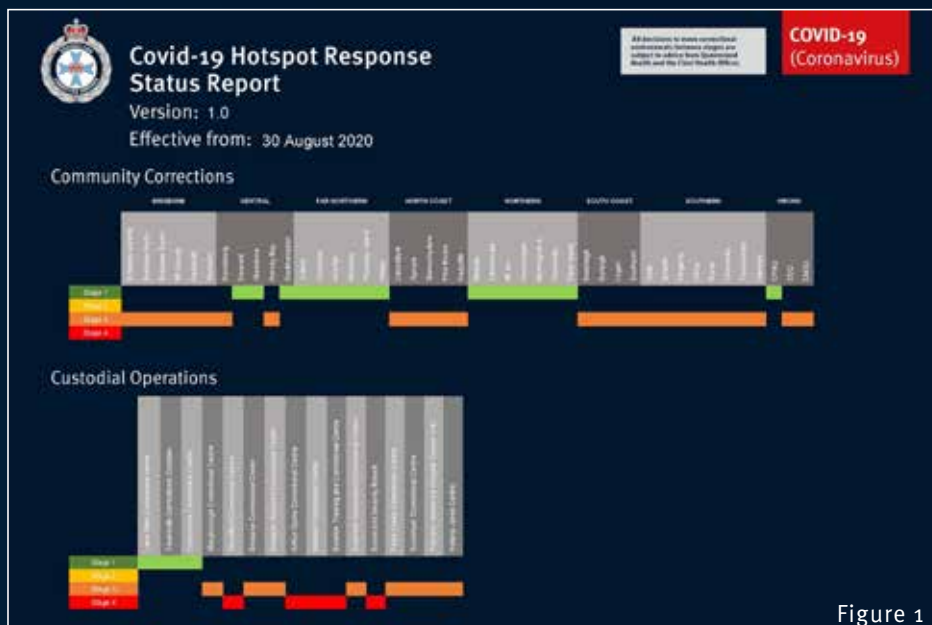


Figure 1



Keeping prisoners and families connected

Embracing new technologies has allowed prisoners and their loved ones to stay connected during the recent pandemic, an important part of their health, wellbeing and rehabilitation.

Several new technological solutions have been introduced in correctional centres since the start of the pandemic, such as virtual personal visits, voicemail, email, Bluetooth technology and electronic fund transfer (EFT).

Deputy Commissioner Organisational Capability James Koulouris said the pandemic was the impetus to fast-track new channels to allow prisoners more opportunities to keep in touch with their families during what had been a difficult time.

“The ability for prisoners to connect with family and friends, and access money for phone calls and buy-up items is important in ensuring prisoners continue their rehabilitation and reintegration

back into the community, while ensuring the safety and security of our centres,” Deputy Commissioner Koulouris said.

Since April, **over 2600 emails** have been received by prisoners across the State, **over 2100 replies** have been sent by prisoners and **over 1600 secure electronic fund transfers** have been made into prisoner trust accounts.

For the month of May, **over 800 virtual personal visits** occurred across the State, **averaging 34**

minutes each, and **55 visit kiosks** have been installed in prisons.

Since they commenced in April, more than **6700 virtual personal visits** have occurred.

Deputy Commissioner Koulouris praised QCS officers for their ability to quickly adapt to short- and long-term solutions to improve outcomes for prisoners and increase the safety of prisons.



Minimising risk: QCS' recovery is underway

The impacts of the pandemic will be significant and long lasting and as recent events have shown, outbreaks in the community will continue for the foreseeable future. To manage the response to localised outbreaks in the community, a new response planning tool has been developed to help us respond quickly and appropriately to subsequent waves of infection.

The Hotspot Response Planning Tool has been developed by the State Corrections Operation Centre (SCOC) and ensures relevant policies are in place at correctional centres and community corrections offices. It also ensures restrictions and anticipated impacts to operations are addressed through the new four-stage approach to manage the risk of COVID-19 in

Queensland Corrective Services (QCS) facilities.

Commissioner Peter Martin APM said QCS was operating in a time of uncertainty and the new plan highlighted necessary action if the risk of infection increased or there was a confirmed COVID-19 case in a QCS facility.

“Our overall recovery approach continues to be flexible and responsive to community developments and local conditions, and is in place to ensure the safety and health of all our officers, prisoners and the wider community,” Commissioner Martin said.

Additional measures such as thermal imaging automated temperature checks and digital biometric entry

processing are already being used in correctional centres as part of a comprehensive health screening process.

This process is mandatory for everyone entering correctional environments, including the QCS Academy and the secure unit at the Princess Alexandra Hospital.

Commissioner Martin said technologies such as thermal imaging provided QCS with a sustainable approach to use well into the future.

“The landscape is constantly changing, but by working closely with Queensland Health and with the support of our dedicated workforce, we are well placed for the challenges ahead.”

Covid-19 Hotspot response planning tool Custodial Operations

COVID-19 (Coronavirus)

Maintain social distancing, where practical | Practice hand and respiratory hygiene | Enhanced cleaning practices | Use PPE in accordance with QCS COVID-19 Guidelines

Adequate PPE and essential supplies available at all times | COVID-19 SAFE Plans in place

Stage 1	Stage 2	Stage 3	Stage 4
<p>Restrictions include:</p> <ul style="list-style-type: none"> COVID-19 health assessment of all prisoners upon reception management of new arrivals under the Queensland Correctional Services 'Managed new admissions, reception prisoners and COVID-19 isolator' policy management of cells to prisoners under the 'Managing Vulnerable Prisoners' policy management of cells to employees under the 'Managing Employee Health Risks to COVID-19' policy screening and temperature check of officers and approved visitors screening and temperature check of prisoners prior to release Office of COVID-19 lead to prisoners who place to return to classified communities excludes from correctional centres of people suffering and returning who have: <ul style="list-style-type: none"> travelled overseas within the past 14 days isolation or quarantined through COVID-19 declared hotspots under the Public Health Act since the last 14 days isolation or like symptoms or temperature greater than 38° <p>Limited activities</p> <ul style="list-style-type: none"> Work camps can continue. Programs and interventions can continue, subject to the availability and COVID-19 management plans of providers. Technology enabled visits are maintained as a delivery channel in addition to in-person professional visits. Staff appearance by video conference is maintained as preferred delivery model where permitted. Use of secure video-conferencing capability to facilitate prisoner contact with friends and family. 	<p>Restrictions include:</p> <ul style="list-style-type: none"> one confirmed case in the correctional centre. Level of community transmission indicates risk of infection is low. <p>Restrictions include:</p> <ul style="list-style-type: none"> accession of all visitor access generally for personal visitors for correction services facilities pursuant to section 10(1)(d) of the CR Act. accession of the 'Managing new admission, reception prisoners and COVID-19 isolator' policy management of the 'Managing Prisoner' policy in-cell isolation of new-receptions separation of non-essential prisoner movements between centres Level of Absence applications to be considered on-by-case and decided on the basis of risk. <p>Limited activities</p> <ul style="list-style-type: none"> Work camps can continue. Programs and interventions can continue, subject to the availability and COVID-19 management plans of providers. Technology enabled visits are maintained as a delivery channel in addition to in-person professional visits. Staff appearance by video conference is maintained as preferred delivery model where permitted. Use of secure video-conferencing capability to facilitate prisoner contact with friends and family. 	<p>Restrictions include:</p> <ul style="list-style-type: none"> two confirmed cases in the correctional centre. Level of community transmission indicates risk of infection is high. <p>Restrictions include:</p> <ul style="list-style-type: none"> all visitor access suspended except for: <ul style="list-style-type: none"> the following persons where access is approved by the Commissioner: accredited visitors, court and other visitors, government visitors, visitors, registered persons and spiritual leaders or religious visitors or professional visitors where attendance is necessary to perform health duties or provide psychological care. law enforcement officers emergency services officers suspension of work camps Level of Absence applications to be considered on-by-case and decided on the basis of risk. suspension of programs and interventions by external providers that cannot be delivered remotely or in accordance with an approved COVID-19 SAFE Plan partial lockdown of centre, or cell or unit level, if advised by Queensland Health <p>Limited activities</p> <ul style="list-style-type: none"> Education, education and out of cell time to continue to the greatest extent possible Technology enabled visits are maintained as a delivery channel in day of in-person professional visits Staff appearance by video conference is maintained as preferred delivery model where permitted Use of secure video-conferencing capability to facilitate prisoner contact with friends and family 	<p>Restrictions include:</p> <ul style="list-style-type: none"> Confirmed case in the correctional centre or as advised by Queensland Health. Level of community transmission indicates risk of infection is very high. <p>Restrictions include:</p> <ul style="list-style-type: none"> full or partial lockdown of centre, with prisoners notified as well as well as determined by Queensland Health advice non-essential staff or visit time and movement throughout centre suspended mandatory use of face masks for all centre staff and prisoners when out of their cells areas COVID-19 testing as per advice of Queensland Health <p>Limited activities where practicable</p> <ul style="list-style-type: none"> Technology enabled visits are maintained as a delivery channel in day of in-person professional visits Staff appearance by video conference is maintained as preferred delivery model where permitted Use of secure video-conferencing capability to facilitate prisoner contact with friends and family
<p>Which Policy Applies?</p> <p>Managed new admissions, reception prisoners and COVID-19 isolator Managing Vulnerable Prisoners Managing Prisoner Health Risks to COVID-19</p>	<p>Which Policy Applies?</p> <p>Managed New Admissions, Reception Prisoners and COVID-19 Isolator Managing Vulnerable Prisoners Managing Prisoner Health Risks to COVID-19</p>	<p>Which Policy Applies?</p> <p>Managed New Admissions, Reception Prisoners and COVID-19 Isolator Managing Vulnerable Prisoners Managing Prisoner Health Risks to COVID-19</p>	<p>Which Policy Applies?</p> <p>Managed New Admissions, Reception Prisoners and COVID-19 Isolator Managing Vulnerable Prisoners Managing Prisoner Health Risks to COVID-19</p>

History made on July 1: transition of correctional centre to public operation



A warm welcome was extended to the newest members of the Queensland Corrective Services (QCS) family as Arthur Gorrie Correctional Centre (AGCC) transitioned to public operation on July 1.

The transition of Queensland's largest remand centre, formerly operated by the privately-run organisation GEO, was one of the largest, most complex and significant projects in the 170-year history of QCS.

Commissioner Peter Martin APM praised the project team and the staff at GEO who worked in partnership for over 12 months to ensure the safe and secure transition.

"I want to thank everyone for their

support in achieving this historical milestone and for their ongoing efforts for a successful transition, including the officers at AGCC, the operational teams and the transitional leadership group," Commissioner Martin said.

"After months of meticulous planning and the added challenge of transitioning during the greatest global health crisis in 100 years, this was a large undertaking with many moving parts.

"I am incredibly proud of this remarkable achievement and congratulate everyone who had a role to play."

The foundational staffing group consists of officers who have worked at AGCC for many years, those

who have transferred from other Queensland prisons and those new to QCS, who joined the organisation through one of the largest ever recruitment campaigns undertaken in QCS history.

The officers joined 5500 of their esteemed colleagues across the State who perform the vital role of keeping communities safe – a public service which forms an integral component of the criminal justice system.

"This is an exciting time to join QCS, and I look forward to working with you all as we continue to strive towards becoming a top-tier public safety agency, committed to protecting the people of Queensland," Commissioner Martin said.



The Commissioner, Deputy Commissioners and Senior Leadership Team of Arthur Gorrie Correctional Centre

THE HISTORY of Arthur Gorrie Correctional Centre

When Arthur Gorrie Correctional Centre (AGCC) opened its doors in 1992, the Wacol-based remand centre started with 380 beds.

The centre was largely commissioned to replace the notorious Brisbane Gaol at Boggo Road, which began operation in 1883.

AGCC was only the second correctional centre to operate under the private sector within the Queensland Corrective Services (QCS) Commission.

At the time, it briefly housed a youth detention centre and an immigration centre in the mid-2000s.

Over the years the centre has gradually expanded to accommodate about 1200 prisoners and is now one of Queensland's largest remand centres.

As for Arthur Gorrie, the man for whom the centre is named, he was a distinguished Toastmaster who introduced Toastmaster public speaking groups to correctional centres across Queensland.

Mr Gorrie believed teaching prisoners communication skills would help in the rehabilitation process and open doors to a world of opportunity.

He set out to establish a Toastmasters group in every correctional centre in Queensland and donated considerable time to making this happen.

The Toastmasters groups had a positive impact on the prisoners, many of whom were illiterate and uneducated, but through the program were taught how to articulate their arguments and feelings and gain social skills and self-confidence.

When it came to choosing a name for the new centre in 1992, there was no question among the decision makers. Mr Gorrie's contribution to prisoner rehabilitation throughout Queensland almost landed him unofficial naming rights and thus AGCC was established.

Sadly, Mr Gorrie passed away shortly before the centre opened, but his legacy lives on.

On July 1, AGCC became a publicly operated correctional facility under QCS.





Maroochydore Community Corrections office opens

The new Maroochydore Community Corrections office was officially opened at a ceremony on the Sunshine Coast on August 5 by Minister for Corrective Services Mark Ryan MP and QCS Commissioner Peter Martin APM.

The new office is a fit-for-purpose facility that will allow the 22 officers to manage more than 700 offenders who are under the supervision and care of QCS in the Sunshine Coast community.

It also allows officers to provide essential facilities, including interview, program and urinalysis testing rooms as well as increased CCTV for the safety of officers and offenders.

Commissioner Martin said the relocation provided a safer and more appropriate workspace for officers to conduct their work.

“It is important that our officers

have access to a facility that enables them to conduct their business effectively and with appropriate safety mechanisms in place,” Commissioner Martin said.



“Community Corrections officers act as agents of change and help offenders correct offending behaviour, administering orders of the court and coordinating community service orders that enable and encourage offenders and to live as productive members of the community.

“They are often the unseen part of our business, but like all our officers, their work is incredibly important in keeping the community safe. I am pleased we are able to provide them this facility to support their work.”

Our Community Corrections officers aid in the rehabilitation of offenders by providing support, access to treatment programs, stable housing and meaningful community work that helps them live crime free lives in their community.

A part of this work includes offenders completing unpaid community service, which benefits a range of community groups, and gives offenders life and vocational skills that assist them to avoid reoffending.

Between 1 July 2019 and 30 June 2020, 8,139 hours of unpaid community service was completed by offenders reporting to the Maroochydore office, valued at \$226,223 to the community.



Capricornia Correctional Centre capacity increases as new units come online

The capacity of Queensland's prisons increased, and officers will be safer as two secure units at Capricornia Correctional Centre were officially opened on August 4.

As part of the \$241 million expansion, the units were officially opened by Minister for Corrective Services Mark Ryan MP and Queensland Corrective Services (QCS) Commissioner Peter Martin APM.

The units will increase the centre's capacity by 100 cells with a further 188 cells will be added as the residential units come online in coming weeks.

Commissioner Martin said that once the expansion was complete in 2021, the centre would have a total of 945 beds and would almost double the capacity of the centre.

"Capacity constraints remain one of the biggest issues facing correctional services worldwide and addressing this is a priority for QCS," Commissioner Martin said.

"By expanding Capricornia Correctional Centre and building a new 1004 bed prison in Gatton as part of Southern Queensland Correctional Precinct Stage Two, it will allow us to manage and move prisoners around the State effectively and gives flexibility to manage fluctuation prisoner numbers.

"The increased capacity will also free up our officers to actively drive behavioural change by engaging with prisoners and focusing on their rehabilitation and reducing the risk of reoffending when they return to the community.

"The safety of our centres is my top priority as Commissioner and QCS as an organisation, and by increasing the capacity of our centres, we are making them a safer environment for our officers, prisoners and visitors.



Inside the new secure unit



Recruitment campaign launched

Our Be On the Look Out (BOLO) recruitment campaign is in full swing after its recent launch and encourages Queenslanders to 'take a look inside' to see if they have what it takes to help keep our communities safe.

The recruitment campaign is offering more than 400 full-time jobs with a range of career opportunities across the State, with a particular focus on filling new positions at Capricornia Correctional Centre.

Advertised jobs are available in key locations including Woodford, Maryborough, Townsville, Mareeba and Rockhampton, which is currently undergoing a major expansion at Capricornia Correctional Centre.

Positions available range from Custodial Correctional Officers and Trade Instructors to qualified Psychologists.

Commissioner Peter Martin APM encouraged officers who had friends impacted by redundancies and lay-offs as a result of COVID-19 to encourage them to apply to join Queensland Corrective Services, a top tier front line public safety agency.

"This is a great opportunity, and I encourage people from all walks of life to take a look inside and see if they are up to the challenge of a career in corrections as we undergo transformational change and growth," Commissioner Martin said.

"Working for QCS is deeply meaningful – we transform lives, and communities, every single day. Working for QCS means working at the front line of public safety or providing direct support to those who do.

"For those looking for work in this crisis, we are offering a chance to become part of a team in a stable environment and join the front line emergency services keeping Queensland safe.

For information on how to apply to join QCS, visit [corrections.qld.gov.au](https://www.corrections.qld.gov.au)

Drug and Alcohol Strategy 2020-2025 launches

One of the five key principles of *Corrections 2030* is safety, which is our absolute priority.

This is evident following the recent launch of our *Drug and Alcohol Strategy 2020-2025*, which provides an overarching framework for preventing and deterring supply, reducing demand and reducing the harms associated with alcohol and other drug use.

Commissioner Peter Martin APM said reducing the harms associated with alcohol and other drug use was an important step in increasing the safety of officers and those under Queensland Corrective Services' (QCS) care.

"The strategy provides an overarching framework for preventing and deterring supply, reducing demand and reducing the harms associated with alcohol and other drug use," Commissioner Martin said.

"It also supports the vision that by

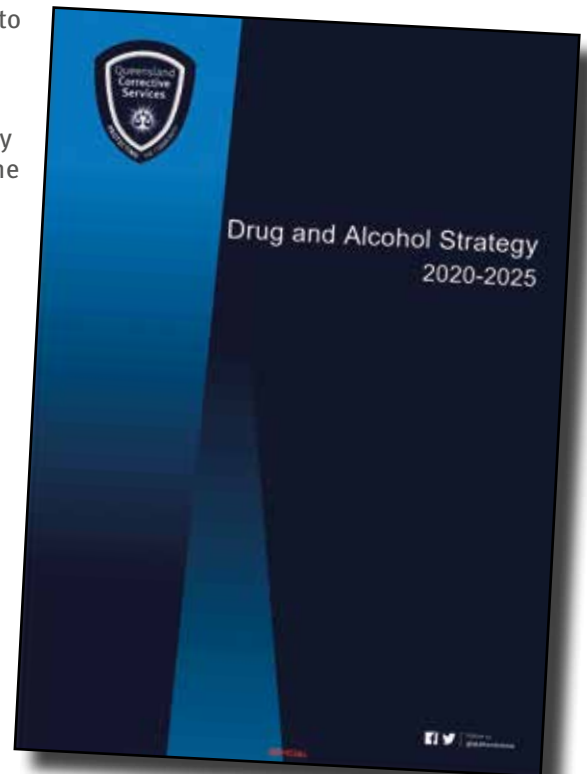
2025, custodial and community corrections officers will be safer, and officers, prisoners and offenders will have access to the support they need, resulting in fewer victims of crime related to alcohol and other drug use.

"Achieving this vision is a critical step for QCS on our way to becoming a top-tier front line public safety agency."

The strategy has been developed in collaboration with QCS officers and key external stakeholders including Together Queensland, Queensland Health, Queensland Police Service, Department of the Premier and Cabinet, and Queensland Network of Alcohol and Other Drugs Agencies.

It is supported by international evidence-based practice and independent research.

The Drug and Alcohol Strategy 2020-2025 is available at corrections.qld.gov.au



New Strategic Plan 2020-24 outlines commitment to enhance safety

Queensland Corrective Services (QCS) recently released its new *Strategic Plan 2020-24* with a vision to enhance the safety of Queenslanders over the next four years.

QCS will strive to achieve this through evidence-based, effective corrective services which maximise opportunities for rehabilitation and reduce reoffending, as well as performance indicators to be used to measure against.

Commissioner Peter Martin APM said QCS remained focused on safer correctional environments, humane management of prisoners and offenders, reducing crime and partnering with the community and stakeholders to keep Queensland safe.

"Our primary focus is to ensure every corrective services officer, visitor and stakeholder, and those within our care or supervision are supported through safer correctional environments," Commissioner Martin said.

"The *Strategic Plan 2020-24* outlines our commitment to overhauling safety in our correctional environments, bolstering accountability and governance, increasing prison

capacity, ensuring rehabilitation is culturally-appropriate, evidence-based and aligned with best-practice, and working with other community safety agencies to keep Queensland safe."

Commissioner Martin encouraged everyone interested in public safety to take the time to read the plan, underpinned by the five principles of *Corrections 2030*, which supports QCS' commitment to becoming a top tier public safety agency in Queensland.

The *Strategic Plan 2020-24* and *Corrections 2030* can be viewed at corrections.qld.gov.au



Officer Safety (Use of Force) Review **begins rollout**

The *Officer Safety (Use of Force) Review* (the Review), endorsed by the Commissioner on September 1, will build safer correctional environments, emergency response leadership capability, technology and security accoutrements, with initial training to begin rolling out in the following weeks.

Project lead, Deputy Commissioner Custodial Operations Gary McCahon said safety and security remained one of Queensland Corrective Services (QCS) top priorities and the Review was an important step in continuing to enhance the safety of QCS officers across all correctional environments.

“This review is a key commitment linked to *Corrections 2030* and the *QCS Strategic Plan 2019-2023*, and is a critical step in QCS becoming a top-tier, forward thinking, front line, public safety agency,” Deputy Commissioner McCahon said.

Deputy Commissioner McCahon established the Officer Safety Committee (OSC) in July to provide the governance and authorising environment to steward and implement recommendations of the Review and ensure continuous improvement in contemporary officer safety practices.



“The OSC will play a critical role in ensuring the safety of our officers and our workplaces through practice

review, recommendations, and the overarching implementation of the Review's recommendations.”

Deputy Commissioner McCahon said one of the most significant emerging outcomes from the Review was the development and rollout of training for officers in the coming months.

“A range of training designed to improve officer safety will be rolled out through the QCS Academy, including training to support the introduction of OC spray to custodial officers in high security men's prisons by the end of this year,” he said.

Training in the use of OC spray will commence from September and will be delivered progressively across the State, with planned completion by the end of the year.



New skills for prisoners recycling bikes into wheelchairs

Our officers are helping prisoners from Palen Creek Correctional Centre (PCCC) learn new skills by transforming unwanted bicycles into wheelchairs to help people with mobility issues in developing countries.

The idea came about when officers at PCCC learnt of the Wheelchair Aid Project run by the Rotary Club of Surfers Sunrise, who started the project 22 years ago.

PCCC Acting Deputy General Manager Superintendent Dave Gordon said officers found out about the program and decided they wanted to get involved in this worthy cause.

“After learning how to recycle the bicycles into wheelchairs, the officers have been training the prisoners as part of a community service program, which has since produced over 2100 wheelchairs,” A/g Supt. Gordon said.

Community service programs, such as bicycle recycling, play a vital role in improving the safety and security of correctional centres by providing

prisoners with meaningful work as part of a structured day.

“Our officers are extraordinary people who go above and beyond to support prisoners in our care, building the skills they need to improve their chances of employment when released from prison, which in turn reduces their chances of reoffending.



International research suggests that when prisoners are released into the community and have stable accommodation, social support and employment opportunities, they have the best chance of not reoffending, which makes the community safer for everyone.

“On this project, prisoners are developing a range of skills including welding, spray-painting, air brushing and bicycle repair.

“The project also gives prisoners a sense of satisfaction as they know they are helping to give the gift of mobility to people in need.”

Rotary Club of Surfers Sunrise Director of Service Projects Larry Murray said the work performed by PCCC was of very high quality and much appreciated.

“The officers do a tremendous job in training and supervising the prisoners and the wheelchairs produced at Palen Creek are of a very high quality,” Mr Murray said.

PCCC sources the unwanted bicycles from refuse transfer centres, with permission from local authorities.

Since the program started, the Rotary Club has supplied almost 9000 of these mobility aids to people in need in East Timor, Vietnam, Papua New Guinea, Fiji, Samoa and Africa.

Partnership delivers world-class training

QCS has partnered with Griffith University to develop an innovative training curriculum, positioning the organisation as an international leader in evidence-based corrections.

The new curriculum will fulfil key recommendations of the Queensland Parole System Review (QPSR) to review and implement training for Community Corrections officers, investing in reforms to Queensland's correctional system.

QPSR program lead, Deputy Commissioner Community Corrections and Specialist Operations Paul Stewart said the partnership would ensure QCS officers were well equipped to

undertake their critical role in crime prevention and ensuring community safety.

“This curriculum is an investment in our exceptional and dedicated workforce, who work with the most difficult and challenging members of society every day to keep our community safe.

“Griffith University is recognised as a world leader in the criminology field and has the largest community of criminologists in Australia, including many of our own officers.

“The university will work alongside the Community Corrections Training team at the QCS Academy, whose role is to encourage superior community corrections practices that enhance public safety and prevent reoffending,” Deputy Commissioner Stewart said.

The project will support the effective case management of offenders through a new evidenced based practice curriculum, including structured on-the-job training, specialised education for specific roles, and professional development.

Although the project is focused on Community Corrections, many of the developed training modules will benefit officers across the agency.

Griffith's Dr Lacey Schaefer said the partnership was an exciting opportunity for Community Corrections officers.

“The training packages being developed adhere to evidence-based best practices in corrections, bringing officers the knowledge and skills they will require to be advanced practitioners,” Dr Schaefer said.

“The professional development opportunities this brings for officers will have important consequences for their wellbeing and performance, with subsequent benefits for corrections clients and their communities.

“Griffith University is excited to be partnering with QCS on this impactful project.”

The new Community Corrections training curriculum is expected to commence roll-out in 2021.

Acknowledging National Reconciliation Week during the pandemic

The pandemic has challenged our operations, but Community Corrections officers from around the State have found innovative, mostly socially distanced ways, to honour significant events, such as National Reconciliation Week (May 31 to June 3).

In the Far Northern Region, Cairns District Office's cultural liaison officers, who play an important role in connecting people with culture, acknowledged the week by sending daily themed emails to colleagues in lieu of traditional face-to-face community events.

Regional Manager Far Northern Region Superintendent Gabrielle Payne said officers in the region did a wonderful job acknowledging National Reconciliation Week remotely.

“Our officers honoured the week by engaging colleagues and stakeholders and reflecting on National Reconciliation Week's rich historical significance and the important role we all play in reconciliation,” said Supt. Payne.

The messages were an opportunity to share symbolic milestones— such as the 1967 Referendum and the High Court Mabo Decision – that led to reconciliation, and links to relevant YouTube videos, articles and television programs about the importance of reconciliation.

Officers from Thursday Island District Office commemorated National Reconciliation Week with an afternoon tea with colleagues and other agencies in the shared Government hub. The office was then closed on May 29 in recognition of Torres Strait Flag Day and June 3 for

Mabo Day.

Other officers across the region participated in various livestreaming events and webinars on YouTube and Facebook.

Officers from Maroochydore Community Corrections learnt more about the diversity, culture and achievements of Aboriginal and Torres Strait Islander people through a presentation put together by Senior Case Manager, Joshua (with endorsement from a local cultural contact).

Regional Manager North Coast Community Corrections Superintendent Ursula Roeder ACM said during these challenging times, it was important to reflect on our country as a whole and understand that reconciliation was a journey that all must take part in.



Smart Pups graduate at Palen Creek

The Smart Pups program is one way our officers are helping prisoners learn valuable skills, self-worth, confidence and what can be achieved by investing in others less fortunate.

Golden Retriever Twiggy and chocolate Labrador Beau, trained by prisoners at Palen Creek Correctional Centre (PCCC), will go to children with disability in the coming months after the prison's first group of Smart Pups graduated the program on August 13.

The prisoners taught the dogs basic obedience skills and tasks such as retrieving items, opening doors and removing socks – their first step of training on their journey to becoming qualified working assistance dogs.

PCCC Acting Deputy General Manager Superintendent David Gordon said the centre was excited to receive the Smart Pups program following its success at Borallon Training and Correctional Centre and Maryborough Correctional Centre.

"This program is another way we are attempting to break the cycle of reoffending," A/g Supt. Gordon said.

Prisoners at the low-security centre received remote training modules during the COVID-19 lockdown to continue training the dogs.

"Despite the pandemic, we've been able to find ways to continue the training so prisoners involved in the program could continue to give back to the community and specifically, children with disability.



"It is a win-win for the prisoners and the children in need. The prisoners involved were proud to give back to the community and see the dogs graduate to go on to help children with disability."

International research confirms that dog handling programs such as this are effective in helping improve prisoner behaviour while in custody, as well as making prisoners less likely to re-offend upon release when compared to those not involved in a dog handling program.

Smart Pups Senior Dog Trainer Dayle Telford said it was wonderful to partner with Queensland Corrective Services again to establish the Smart Pups program in a third centre.

"We are really happy with what has been achieved with Twiggy and Beau at Palen Creek. The quality of pups are amazing, and this makes our job of finalising their training much quicker and easier," Ms Telford said.

"Palen Creek should be very proud of their work with the Smart Pups program."

The Smart Pups program is the first step of training for the assistance dogs. Once all training is complete, the dogs will be placed with a child in Australia or New Zealand based on the dog's individual abilities and the needs of the child.



Corrections dogs trained to keep North Queensland prisons safe

Lotus Glen Correctional Centre recently hosted a joint general purpose dog handler training course with officers from Townsville Correctional Complex.

Our highly-skilled dog squad officers work closely with corrective services officers to provide the highest security and response capability to keep our prisons safe and secure.

Queensland Corrective Services (QCS) Academy General Manager Chief Superintendent Alan Butler said it was a practical decision for Lotus Glen to join forces with Townsville to enable operational agility and minimise unnecessary travel during the COVID-19 pandemic for training usually completed onsite at the Dog Squad Complex in Wacol.

“Due to the importance of our dog squad program and the value QCS dogs add to correctional centre security, this essential training could not be delayed,” said Chief Supt. Butler.

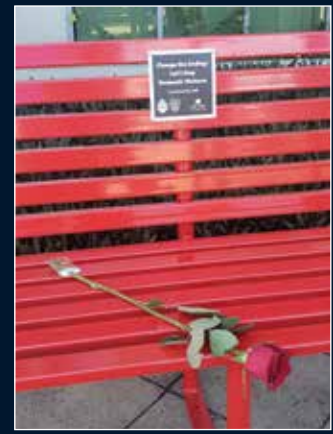
“The pandemic has shifted how we conduct all of our operational training, and I commend our agile training officers for their work to complete these vital regional certifications, while minimising essential travel.”

The 12-week general purpose dog handler training program has a strong focus on safety and security, with graduates playing a vital role in emergency response and de-escalation on deployment to a correctional centre. Core competencies of the course include obedience, agility, searching, bite work and handler scenario training.

Chief Supt. Butler said there was a high level of skills and commitment invested in the training of the handlers and their dogs.

“General purpose dogs and their handlers require specific skills to manage risks and contain situations safely within correctional centres,” he said.

“Our world-class course is designed to ensure these skills are attained to the highest standard to ensure the safety and security of our centres and the broader community.”



Red benches raise awareness of domestic and family violence

We recently joined forces with Red Rose Foundation Australia, Townsville City Council and Queensland Police Service to construct red benches for display outside of the Council building and the Mundingburra Police Station to raise awareness of domestic and family violence.

The benches were constructed by prisoners from Townsville Correctional Complex.

Townsville Correctional Complex Acting General Manager Chief Superintendent Louise Kneeshaw said manufacturing the benches was a great example of QCS' commitment to taking a stand against domestic violence.

“We deal with domestic and family violence at many levels in QCS, with many prisoners being perpetrators of domestic and family violence. We were happy to be involved and have the opportunity to help raise awareness of this important issue,” A/g Chief Supt. Kneeshaw said.

The benches provide a permanent presence in public spaces and act as a symbolic reminder of domestic and family violence in our communities.

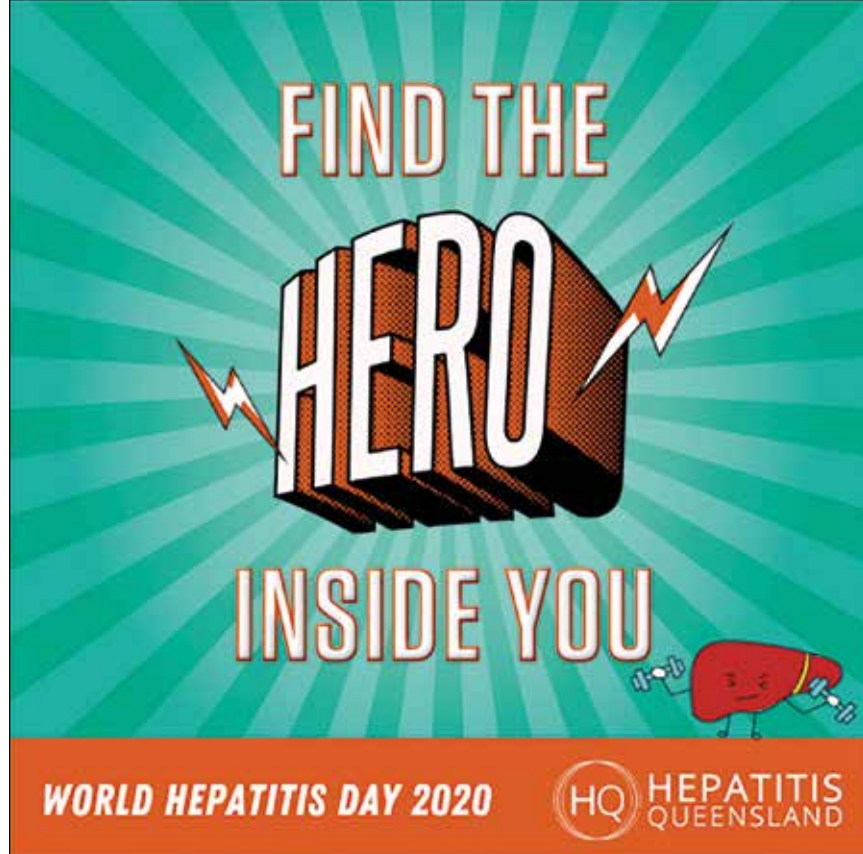
For prisoners, constructing the benches provides them with an opportunity to learn key life and vocational skills, which gives them a better chance of employment once released from custody, while also giving back to the community.

The collaboration of the red benches helps raise public awareness and keep this important issue visible in communities.

The first red bench was installed in Rockhampton and was constructed by prisoners from Capricornia Correctional Centre.

Keep an eye out for one near you and help us take a stand against domestic and family violence.

Working to reduce hepatitis C in prisons



July 28 marked World Hepatitis Day, an international event aimed at increasing awareness and influencing positive change in the testing and treatment of hepatitis C and hepatitis B.

This year's theme was to 'Find the Hero Inside You', which drew attention to the issue of prevention (vaccination for hepatitis B) and early detection (testing and cure for hepatitis C), particularly for those living with viral hepatitis – those most at risk of severe liver disease including liver cancer.

We are committed to raising awareness and reducing the spread of hepatitis C within the correctional environment.

Assistant Commissioner Northern Region Command Peter Shaddock said hepatitis C was more common among prisoners than in the general community.

According to Hepatitis Queensland, hepatitis C is more prevalent in a correctional centre 20-40 times higher on average than the general community, which is about one per cent.

"The safety of officers and prisoners in our care is our absolute priority," Assistant Commissioner Shaddock said.

"Prisons are recognised worldwide as incubators for blood-borne viruses which presents a real risk to officers, prisoners and to the community when a prisoner is released.

"Reducing the prevalence of hepatitis C in our correctional facilities will have a positive effect on rates not just in the facilities, but also in the general community."

In 2018, Queensland Corrective Services, in partnership with Hepatitis Queensland, released three educational videos to all correctional centres across Queensland. The videos are specific to the correctional environment and explain how the disease is contracted, why it is worth getting tested and how easy and effective treatment is.



A message from Hepatitis Queensland:

Treatment for hepatitis C is available to everyone and is as simple as taking tablets daily for 8-12 weeks with little to no side effects and cures around 95 per cent of people. Hepatitis B can be prevented through vaccination.

For anyone concerned about whether they have been exposed to hepatitis B or C, or already diagnosed, visit your doctor today or call Hepatitis Queensland on **1800 437 222**.

QCS officer receives bravery award

Our officers play a vital role in keeping the community safe. Their commitment and dedication to helping people stretches beyond prisons walls, as was the case with Kyle Patrech.

On March 31, Kyle from the Escort and Security Branch was awarded the Bravery Medal by the Governor-General His Excellency General the Honourable David Hurley AC DSC (Retd) for his heroic act in helping a victim of domestic violence.

In 2018, Kyle heard a loud argument outside his residence and went outside to assist a woman who was in distress while calling police.

Kyle, with little regard for his own safety, put himself between a woman

and a highly agitated and aggressive man who was armed with a knife, yelling threats of violence.

He used his training as a Custodial Correctional Officer to disarm and restrain the man until police arrived.

Commissioner Peter Martin APM said it was appropriate that Kyle's brave actions be recognised at a national level.

"As a front line public safety agency, the safety of Queensland is our core business and purpose," Commissioner Martin said.

"Kyle, despite the clear risk to his own safety, likely saved a woman from further serious harm and made his community safer, using his training to de-escalate and restrain the man.

"I congratulate Kyle for his bravery and his service to his community. He is a role model to all our officers, and I am very proud that we have officers of his calibre at Queensland Corrective Services."

Between 1 January and 1 August 2018, 41 women were killed as a result of domestic and family violence. Without Kyle's brave actions, it may have been 42.

Congratulations to Kyle on receiving the Bravery Medal.



Farewell Superintendent Steve Simmons

After 34 years of dedicated service in Queensland Corrective Services (QCS), we say thanks and farewell to Superintendent Steve Simmons.

Supt. Simmons started his career in the Queensland Prisons Department in 1986 as a probationary Prison Office at the Brisbane Prison Complex (Boggo Road).

Throughout his career, Supt. Simmons performed in various roles, including First Class Custodial Correctional Officer, Manager (Special Projects), Deputy General Manager and General Manager across several locations including low and high security correctional facilities.

He has managed and participated in a several projects and reviews, including but not limited to:

- the construction and commissioning of the Maximum Security Unit at Sir David Longland Correctional Centre (now Brisbane Correctional Centre)
- the integration of terrorism-related risks into existing risk management arrangements.

During his time at QCS, Supt. Simmons has seen many improvements, including the modernisation of infrastructure in a custodial and community setting, the introduction and provision of offender rehabilitation and management, and a range of safety and security equipment now available to officers.

Supt. Simmons said he was passionate about protecting the community and providing a safe and caring environment for all.

"While the correctional environment is dynamic and can be challenging, a career in corrections can be rewarding and is an opportunity to make a difference," he said

"You need to be resilient, an effective team member, respectful and as a public servant, serve the public."

Supt. Simmons now plans on finishing a major building project and going camping to fish and drive off-road in the four-wheel-drive.

We thank Supt. Simmons for his service and wish him well for future.

Following in their footsteps: a legacy in corrections



Ross, Mark, Tom and Peter at Mark's graduation

Brothers Ross and Mark Copland who work at Wolston Correctional Centre are custodians of a significant Queensland Corrective Services (QCS) family legacy.

The Copland family legacy has five members working for QCS across three generations.

The Copland family share something special. They all started their careers in a trade and later followed in their father Tom's footsteps, joining QCS at various stages of their lives.

Collectively, the Copland's careers span over 100 years in corrections.

While they have not all worked under the same roof, paths not often crossed and different roles held, they all share a love of protecting the community, which is what drove them to a career in corrective services.

Tom, a builder by trade, started out at the old Brisbane Gaol, today known as Boggo Road Gaol, where he worked as a prison officer and trade instructor for 17 years.

Ross, Tom's youngest son and Manager of Business Services at Wolston Correctional Centre, was only six when his father joined the Prison Service and remembers thinking his father was a police officer for many years because the uniforms were the same colour!

He doesn't recall when that changed, but as he got older, he became more curious about what his father did and what being a prison officer was like.

"Dad was a quiet man who didn't talk much about the job so when I would pick him up from work, his work team

were often still outside working on supervised jobs and I was able to see what a prisoner looked like, what dad looked like in his uniform and what he was doing. I was very proud of my father," said Ross Copland.

Ross joined Boggo Road Gaol as a prison officer in 1985 – two years after his father retired. He has held diverse roles throughout his almost 35 years at QCS. A highlight was being chosen as part of the commissioning team for Sir David Longland Correctional Centre which was the first brand new facility built in Queensland. His trade background led him to the role of trade instructor, where he was responsible for setting up workshops for prisoners to work and learn skills.

Eldest brother Peter, a former marine engineer, retired from Brisbane Women's Correctional Centre early last year after 42 years of service. During his time at QCS, he worked at various centres throughout south

east Queensland, and held an impressive portfolio of roles in the areas of training, assessment and mentoring and provided support and guidance to his fellow officers throughout his career.

Peter met his wife Sarah at the old Moreton B Correctional Centre in 1999. They worked directly together for years and used to carpool into work having lived near each other. The rest is history!

More recently and prior to Peter's retirement, they went in different directions work-wise – Peter spent more time training at the QCS Academy and Sarah took on the role of acting supervisor at Brisbane Women's Correctional Centre. Her career has also gone from strength to strength and she is now a correctional supervisor within the Escort and Security Branch (ESB) where she joined late last year.

Sarah recently discovered that



Peter in the office at Numinbah



Peter in uniform in 1977

her office at ESB was also shared by husband Peter and brother-in-law Ross in previous years as the centre has gone through several transformations.

Last but not least, middle brother Mark was the last Copland (brother) to join QCS back in 2010 after a long career in the automotive industry. He was also looking for a career change and saw first-hand what a successful and rewarding career his father and brothers had, and the diversity of roles offered.

He jokes that it was inevitably only a matter of time before he ended up at QCS, given the family connection and the life his family knew in some shape or form for so many years.

Mark joined as a custodial correctional officer and in a short space of time,

was offered an acting supervisor role. He continues to successfully juggle both roles on and off today and although the role can be challenging, it is rewarding.

“Having my father and brothers in QCS gave me a good indication of what it was like working in corrections, but if you didn’t have that connection, it would be very hard to understand what we do and how we go about doing it,” said Mark Copland.

Mark said they were all very proud of what their father did. He was very positive and secure about being a prison officer and was proud in himself for what he achieved.

It’s important not to forget about mum, who has also been a huge supporter of her husband, three sons and daughter-in-law working in corrections.

Peter said their mother understood what the job could be like, but has always been supportive of her sons following in her husband's footprints. She was proud her family had taken on good, long-term careers that are very highly-regarded.

While the Copland’s do their best to leave work issues at work, knowing what the roles entail, they are there for each other when support is needed and share a camaraderie like no other.

It must be something in the water or the fact that all the Coplands rank QCS as a top employer, but the Copland legacy continues with Ross’ daughter having recently completed the Correctional Officer Entry Program at

the QCS Academy and is now on roster at Brisbane Women’s Correctional Centre.

Ross said that for people joining the organisation now or for those already in the job, it’s an exciting time to be in corrections.

“With the implementation of Corrections 2030, our 10-year strategic roadmap, we are already seeing



Mark and Ross Copland

positive and innovative changes in cultivating safer communities and reducing the number of victims of crime,” said Ross Copland.

“So much more is planned for the future, which is a significant step forward for our organisation.”



Sarah Copland

QCS officer Barrie makes a difference

Townsville Correctional Complex (TCC) Residential Accommodation Manager Barrie is one of many Queensland Corrective Services officers who consistently go above to make a significant contribution to the community.

He has been part of the QCS family for 33 years, joining North Queensland's Her Majesty's Prison, (now Townsville Correctional Complex) as a Clerk in 1987.

Barrie started in Human Resources and later progressed to operational roles such as Industries Adviser, which gave him a greater understanding of prisoner management functions that helped pave the way for future acting opportunities within the Accommodation portfolio.

Barrie now proudly works as a Residential Accommodation Manager managing an accommodation capacity of over 500 prisoners across five areas within mainstream and protection.

He said the role was challenging at times, but he enjoyed engaging with people and making a difference by promoting pro-social behaviour and safe working environments for officers and prisoners to co-exist safely together.

"It's easy to do your job when you have good and dedicated people around you who understand what it takes to work in this industry," says Barrie.

Making a difference is Barrie's passion, which is evident within his workplace and in the community, where he has been an active volunteer since the 1990s.

Barrie said it was important to be a positive influence on young people in the community and encourage them to make good choices, follow their dreams and achieve whatever they put their mind to.

His first volunteering experience was with Camp Quality as a Companion in the mid-1990s. The camp provides kids battling cancer a chance to have fun and be kids.

He was then 'roped' into volunteering as a Netball coach and having basic knowledge of the game, he developed a passion for coaching and umpiring, which he has been doing for the past 17 years. Coaching also won him

the 'Netball Queensland Community Coach of the Year Award' in 2018.



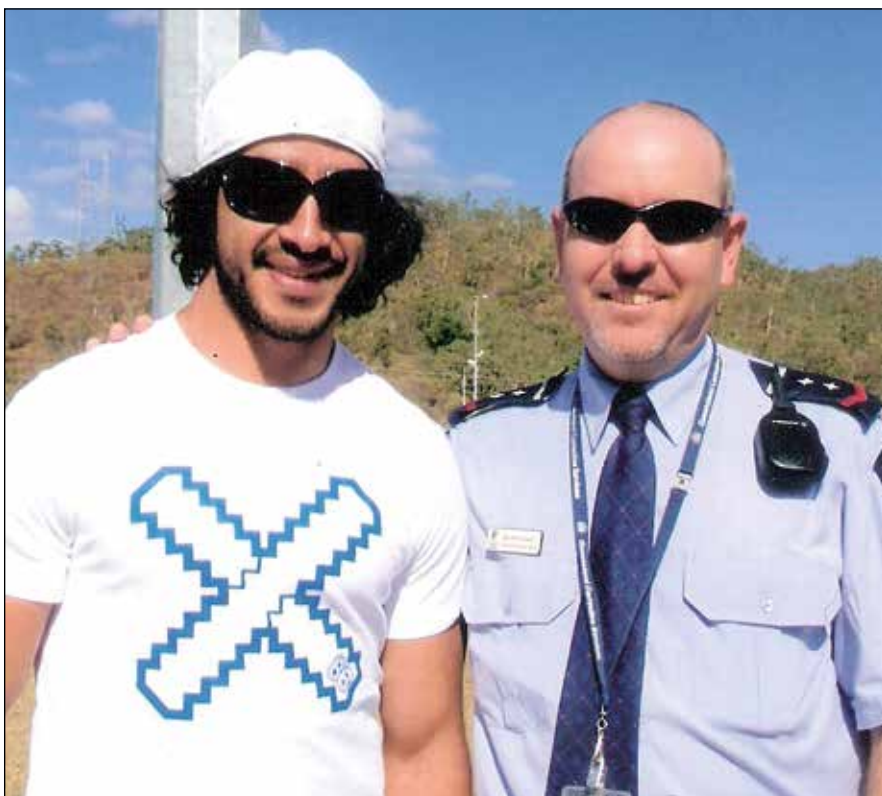
Barrie loves playing cricket and has been President of the local cricket club for 12 years and also started playing rugby league last year when his colleague from TCC, Custodial Correctional Officer Russell, started a team mostly from TCC to participate in the annual Masters Rugby event in Townsville.

The evolution of the team, Townsville Chiefs, has brought fundraising opportunities to the community as all of the profits made are donated to charitable causes, including Black Dog Institute and The Oasis Townsville.

Barrie said working at TCC and volunteering in the community had almost certainly galvanised his desire to make a difference in people's lives.

"I have a strong belief about empowering people in any situation to make their own choices and if I can help them in the smallest way to achieve that than our community will be a better place to live for everyone," he said.

We are proud of all our officers for their dedication to keeping the community safe.



BOLO: Queensland's most wanted



WANTED

PEOPLE TO JOIN THE FRONT LINE OF
PUBLIC SAFETY AND KEEP QUEENSLAND SAFE



IDENTIFYING FEATURES:

- Act as a role model to drive rehabilitation while working to ensure prisoners are managed safely and securely
- Must have empathy and undertake their role ethically and professionally
- Excellent communication skills
- Strong desire to make a difference in crime prevention and community safety

Queensland Corrective Services has issued a 'be on the lookout' (BOLO) alert to recruit people to join the front line of public safety and protect communities as custodial correctional officers.

Queensland's most wanted people from all walks of life should approach the opportunity with caution.

They will be tasked as agents of change to stop the cycle of reoffending.

Be advised, there is an amnesty period over the month of September for these wanted persons to hand themselves into QCS.

For more information visit corrections.qld.gov.au/careers

QCS officer Garry celebrates 36 years in corrections

Congratulations to Garry from Palen Creek Correctional Centre (PCCC) for celebrating 36 years with Queensland Corrective Services (QCS) and for his contribution to keeping the community safe.

Garry has dedicated his career to helping others and applying the skills and knowledge he has gained through the years to supporting the rehabilitation of prisoners in custody.

A former police officer, Garry joined QCS in 1984 at Etna Creek (known today as Capricornia Correctional Centre) as a Prison Officer and supervised prisoners working on the prison farm. Titles may have changed over the years, but the aspiration to give back and protect the community is still the same, which is what drove Garry to join corrections.

Within a few years, Garry took up a role as a Senior Custodial Correctional Officer at Lotus Glenn Correctional Centre (LGCC) where he worked closely with prisoners on supervised projects within the community. He played an instrumental role in driving the Work Camp program forward and worked closely with prisoners to rebuild communities in the Far North after devastating natural disasters, including the Charleville flood in 1990.

His work with Aboriginal youths in the mid-1990s won him and the team at LGCC a Human Rights award – a first for a correctional centre to receive. The award recognised the innovative programs implemented to help young people break the cycle of offending.

Today, Garry is a Field Supervisor at the Mitchell Work Camp (aligned to PCCC) and said the projects the prisoners participate in give them a sense of belonging and he was proud that many of the skills he had taught them have had positive, life changing impacts.

“Everyone deserves a chance and when people are willing to learn, it is our duty to teach them,” said Garry.

“I am proud of what our prisoners can achieve with QCS support and how many of them have found meaningful work in the community upon release.”



Senior officer remembered after dedicating over 60 years to corrections

Queensland Corrective Services (QCS) was saddened to learn of the passing of Former Assistant Comptroller-General, Mr Lothar Wilhelm ‘Bill’ Deichsel (Retd.).

Commissioner Peter Martin APM said Mr Deichsel was well known and respected by many QCS officers for his ongoing and remarkable service to protect the people of Queensland.

“Mr Deichsel dedicated his 60-year career to corrections (then known as the Queensland Prison Service), starting as a prison officer at H.M. Prison Townsville in 1961 and serving Queensland at H.M. Prison Rockhampton, H.M. Prison Wacol, H.M. Prison Woodford, and H.M. Brisbane Prison Complex (Boggo Road Gaol) throughout the years,” Commissioner Martin said.

He also represented the Queensland Prison Service internationally on several occasions, undertaking a secondment to Papua New Guinea in the early 1970s, working in prisons near Rabaul, Lae and Port Moresby.

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

Although Mr Deichsel officially retired in 1988 after working as an Assistant Comptroller-General and Acting Deputy Comptroller-General, he never completely left corrections and was asked to return a few short years later in 1991 as an Inspector reviewing systems at prisons. He also spent some time working in youth detention.

Mr Deichsel was also exceptionally regarded by officers stationed across the State for his work with the QCS Academy. In 2008, Mr Deichsel was recognised with an Australia Day Certificate for his dedication to developing aspiring officers and he continued to lend his knowledge and experiences to training at the QCS Academy until recently.

Commissioner Martin said Mr Deichsel was not only respected by officers across the State, but internationally as well, and was highly regarded as a custodian of our history as an organisation.

“Many of us have had the privilege of visiting the curated historical hallway at the QCS Academy and have observed Mr Deichsel’s service record, photo and set of uniforms hanging on display,” he said.

“Mr Deichsel will be deeply missed in our community and I express my sincere condolences to his family and loved ones.”

In memoriam

It is with sincere regret that we advise of the passing of the following officers. We recognise their dedication to upholding and ensuring community safety and their honourable service for Queensland.

Our deepest condolences go out to families, friends, loved ones and work colleagues. They will be sadly missed.

Mr Lindsay 'ROK' Allen, former Trade Instructor from Maryborough Correctional Centre. Mr Allen played a vital role in the prevention of crime through the rehabilitation and education of prisoners. He was a highly regarded officer amongst his colleagues and will be remembered for his positive attitude to all situations.

Mr Reginald Poelitz, Custodial Correctional Officer, Palen Creek Correctional Centre. Mr Poelitz dedicated his career to the rehabilitation of prisoners and protecting the people of Queensland for over two decades.

Ms Brenda Martin, former District Manager from the Innisfail District Office. Ms Martin loved life and people and will be remembered for serving QCS honourably, receiving awards for her service and dedication.

Mr Arthur McDonald, former volunteer prison chaplain at Palen Creek Correctional Centre. Mr McDonald supported prisoners for 35 years and will be remembered as a 'man who loved God and loved people'.

Mr Phillip Story, Correctional Supervisor who served QCS at the Capricornia Correctional Centre for over three decades, commencing in 1989.

Ms Lee Shumack, former Administration Officer from Brisbane Women's Correctional Centre. Ms Shumack touched many lives during her career at QCS and in 2018 was awarded a National Corrections Day Certificate of Recognition for her dedication and reliability in the delivery of administration functions and positive contribution to the BWCC Welfare Association, of which she was a founding member.

Mr Leslie Ephraims, retired Custodial Correctional Officer. Mr Ephraims worked across Custodial Operations in a range of positions. Throughout his career, he demonstrated professionalism and commitment to community safety and will be remembered for his passion and love for the work he did.

Mrs Sarah Bishop, former Supervisor Southern Region Community Corrections. Mrs Bishop was a much loved and admired member of the Southern Region team for over 10 years. She will be remembered for her infectious energy, exceptional case management skills and willingness to help anyone in her sphere.

Mr Allan Kinsey, former Superintendent. Mr Kinsey started his career at QCS in the mid 1960s and worked across a range of positions, before retiring in 1990 as the Superintendent, Escort and Security Branch.

We would also like to pay tribute to Corrections dogs who have passed away this year.

The QCS dog squad plays a vital role in ensuring the safety and security of our correctional centres and are valued members of QCS. Our deepest condolences go out to the handlers and their families and colleagues who have worked closely with the dogs.

Corrective Services Dog Edge, former general purpose dog from Townsville Correctional Centre. Edge was certified as a fully operational GP dog since 2013. He was always there to support officers at Townsville Correctional Centre and was courageous and loyal. Loved by his handler and family, Dog Handler Tony was undergoing training of his new dog when Edge passed away in April this year.

Corrective Service Dog Rip, former general purpose dog who joined the dog squad in 2009. Rip worked across many of our correctional centres protecting officers and the community. He was an excellent work dog with a lovely nature and tremendous will to succeed and protect. He retired in 2011 due to health reasons and passed away earlier this year.

Corrective Service Dog Cilla, former passive alert drug detection dog who commenced duty at Arthur Gorrie Correctional Centre in 2008 before being re-teamed and joined the Wolston and Brisbane Women's Delta Unit. She was a high achiever in her vocation and kept her colleagues safe up until she retired in June 2015. She passed away in August this year after a short illness.

Grief is a natural reaction when we lose those closest to us, but you need not go through it alone. If you are experiencing distress with the loss of a friend, family member or colleague, or you are experiencing any other personal concerns, confidential counselling and support is available through SMG Health.

This service is available to all Queensland Corrective Services officers and their families, 24 hours a day, seven days per week by calling 1800 273 865 or areuok@smghealth.com.au

Welcome to new officers

The COVID-19 pandemic has presented challenges across the board, including training operations, however the QCS Academy has overseen the biggest cohort of 440 Custodial Officer Entry Program (COEP) graduates to date in 2020.

Safety remains QCS' top priority, and the QCS Academy has driven an innovative approach to the delivery of training to ensure new officers can be deployed for duty state-wide.

Operation Certitude Phase One saw the delivery of critical training

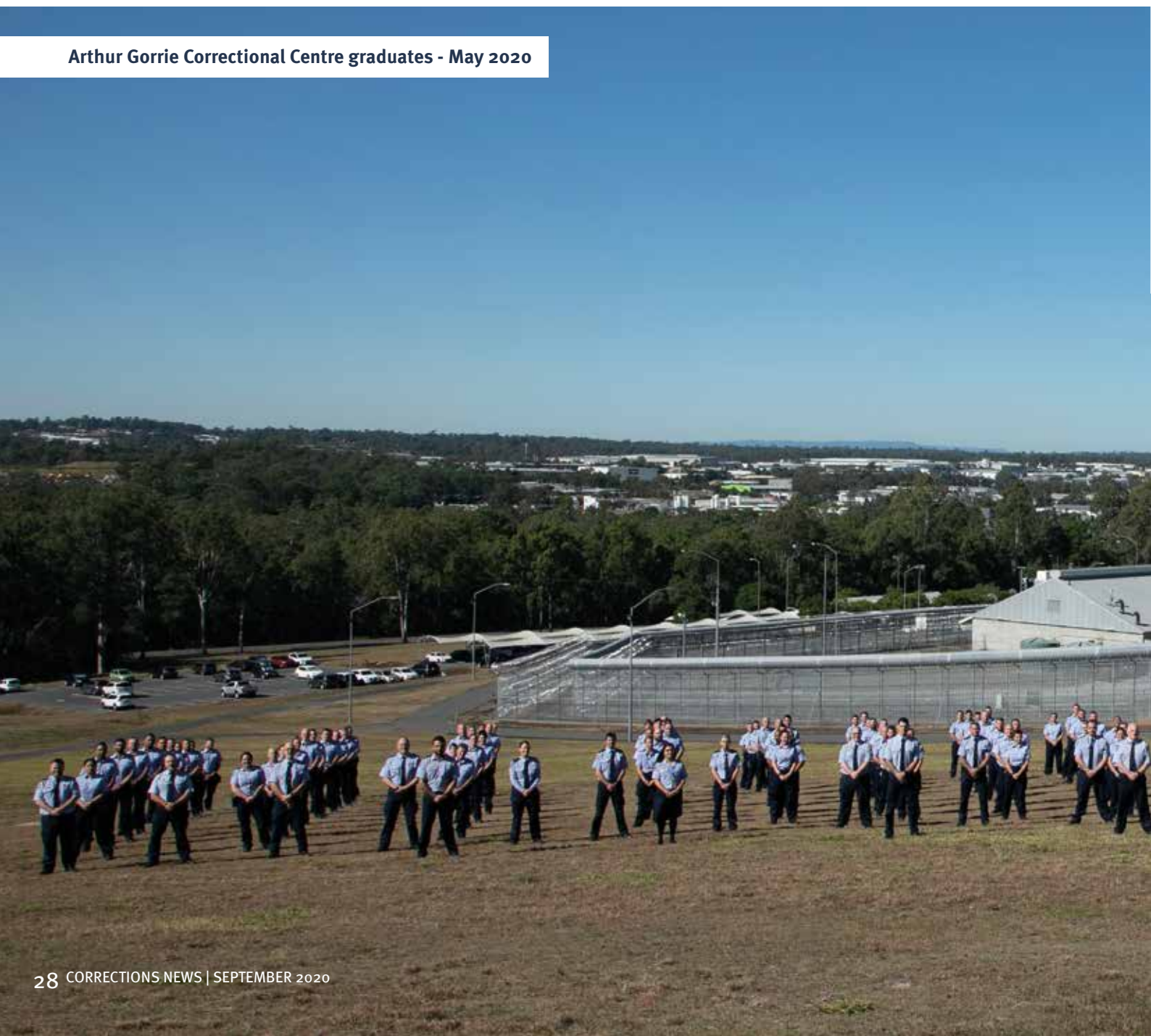
to ensure the safe transition of Arthur Gorrie Correctional Centre to QCS operation and required training teams to transform operations in a volatile and rapidly changing environment. Sessions delivered during the COEP were modified to reduce the risk of COVID-19 transmission and all the operationally critical training was conducted under Queensland Health's guidance for social distancing requirements.

Congratulations to all of the new officers who have completed their

training and joined our teams on the front line of public safety this year! Whilst graduation ceremonies have been suspended over the past few months, our local teams have recognised the achievements of our new officers and welcomed them for duty at small, socially-distanced events.

We look forward to resuming our formal graduation ceremonies to recognise the work of our officers and their commitment to protecting the community in the future.

Arthur Gorrie Correctional Centre graduates - May 2020





Capricornia Correctional Centre graduates - May 2020



Lotus Glen Correctional Centre graduates - July 2020



Capricornia Correctional Centre graduates - March 2020



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