

# Commissioner's message

It is with pleasure that I present the 2019–20 annual report for Queensland Corrective Services (QCS). The report highlights QCS' commitment to community safety in Queensland and showcases our achievements over the past 12 months.

QCS is at the forefront of public safety in Queensland. Our workforce of 5,975 officers work each day to protect the Queensland community through the safe and humane containment, supervision and rehabilitation of more than 8,800 prisoners and 20,000 offenders in the community.

Our people supervise, manage and work tirelessly to rehabilitate many of the most complex and challenging cohort of the community. Indeed, our single most important purpose is to support those who come into contact with the corrective services system to reduce the likelihood of them reoffending.

As a frontline public safety agency, our business operates 24 hours a day, seven days a week and faces continuous challenges. Those within our care and supervision are becoming increasingly complex. Mental health issues and substance addiction coupled with social disadvantage and poor physical health are at the core of much offending behaviour.

In addition to these ongoing complexities, QCS, like corrective services in all other jurisdictions and other public safety agencies, has faced the most challenging set of circumstances in the wake of the COVID-19 pandemic. I am immensely proud of the way QCS has met these challenges through evidence-based practices and rapid advancements in our technological capability to keep our community corrections offices and custodial correctional centres (correctional facilities) safe.

Over the past year, we have achieved an extraordinary amount and achieved several key milestones, whilst continuing to implement fundamental changes brought about by the Queensland Parole System Review (QPSR). Critically, the past 12 months saw the design and development of Queensland's first Case Management Unit that would give effect to end-to-end case management, which is at the core of the QPSR recommendations.

We continued to implement the 33 supported recommendations of the Crime and Corruption Commission's (CCC) Taskforce Flaxton, establishing the necessary systems and governance measures, including a substantial increase to our professional standards capability, in order to build a corruption-resistant organisation.

In November 2019, QCS made a submission to the CCC's Operation Impala, which examined the improper access to and dissemination of confidential information by public sector agencies. Since then, QCS has addressed identified security issues with our information technology capabilities, with a range of works either completed or underway.

In August 2019, I formally announced *Corrections 2030* – a strategic roadmap for QCS' future, which, underpinned by the five principles of Safety, Excellence, Empowerment, Respect and Accountability, will inform everything we do as an agency for the next decade.

In preparation for Queensland's *Human Rights Act 2019* (HR Act), which came in to effect on 1 January 2020, QCS established a Human Rights Implementation Team, which reviewed all operational policies and procedures to ensure compliance with the Act, rolled out comprehensive training to all officers across the state, and established the necessary systems for QCS to manage human rights complaints.

Following a record budget for QCS, significant planning work is underway for the Southern Queensland Correctional Precinct Stage 2, following the successful procurement of an architectural firm. We continue to work with our government partners to build and commission the state-of-the-art, 1000-bed, rehabilitation-focused correctional centre.



Perhaps most notably, the past 12 months saw the successful execution of the first part of Operation Certitude, with the Arthur Gorrie Correctional Centre transitioning from private operations to QCS operations on 1 July 2020. This was the single biggest operation in QCS' 170-year history, and one of the largest transactions of human resources from private to public sector in Australian history. This year, we commence the second phase of Operation Certitude, with work already underway to transition the Southern Queensland Correctional Centre from private operations to QCS operations.

I want to take this opportunity to thank all staff for their continued hard work and dedication in the important work they do to keep Queenslanders safe.

Peter Martin APM  
**Commissioner**

