



November 2021

Corrections NEWS



Safety leads COPR discussions

Sharing best practice and identifying excellence across Queensland.

Latest: Queensland Parole System Reform program enters its final year



New Community Corrections offices



Officers attend 2021 Brisbane Pride march



QCS hosts women's network event

Front cover:

The Senior Executive Group and Lotus Glen Correctional Centre's General Manager, Chief Superintendent Gabby Payne in a Commissioner's Operational Performance Review

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Contents

Message from the Minister	3	Enhancing cultural connections	10	Running for a better future.....	16
Message from the Commissioner	3	Officers praised for contraband seizures.....	11	Recycling for a brighter future	17
Messages from the Deputy Commissioners.....	4	Putting the PRIDE in our QCS stride	12	Learning new skills and helping local wildlife	17
Messages from the Deputy Commissioners (cont.) ...	5	Wearing it proud with new QCS crested rainbow pins.....	13	Welcome to the family	18
Message from Assistant Commissioner Ursula Roeder	5	Improving prisoner safety.....	14	Long Service and Good Conduct medals	18
New Community Corrections offices enhance community safety	6	Students take a look inside....	14	PADD dog Sarah hangs up harness.....	20
COPRs set the safety standard ...	7	Cuppa Cart breaks down barriers.....	15	In memoriam.....	21
QPSR enters final year	8	Red nose success at Southern Queensland Correctional Centre	15		
Building confidence and resilience	9	Prisoners box on for possums	16		



Message from the Minister for Corrective Services

First of all, a big thank you to all of you for your extraordinary efforts throughout the pandemic. You have kept the virus out of our correctional centres. That is something of which to be very proud.

We've seen elsewhere what can happen when COVID-19 gets into correctional facilities. But that hasn't happened in Queensland, and that is largely due to your professionalism and dedication.

A big shout out to our Community Corrections officers too. The fact that you successfully manage more than 18,000 offenders in the community is a massive effort.

I know from speaking to many of you that it is complex, challenging and difficult work. You too are at the frontline of community safety. While the broader community may not be acutely aware of the vital nature of your work, there is no doubt about the difference you make.

I would also like to congratulate Paul Stewart, our new Queensland Corrective Services Commissioner. Commissioner Stewart takes over the role at a challenging time and I know he will continue to work closely with you to meet the challenges we already know about and those that may come our way in the future.

We have now completed something never done in our nation before, successfully transitioning two privately operating correctional facilities to public operation. This transition will deliver tangible benefits.

Work is advancing on the new \$654 million SQCC Stage 2 Correctional Centre. This facility will be the first for Queensland, purpose built with therapeutic design elements and an operating model that includes enhanced mental health, drug and alcohol rehabilitation services, with a focus on addressing the ice epidemic and its links to violent and property crime.

This \$654 million investment will create over 400 jobs per annum during construction, rising to almost 900 at peak times, with over 500 permanent jobs with Queensland Corrective Services once operational.

There is plenty more going on. This government has delivered nearly 3,000 additional beds in prisons across Queensland. By the end of 2023, we will have delivered more than 4,500 additional beds across the Queensland prison system.

This financial year we expect to install 500 additional bunk beds in high security correctional centres across Queensland.

But ultimately, the success of our operations depends upon all of you. It's our people who matter most, and to all of you once again, can I express my gratitude for your remarkable efforts on the frontline of community safety.



Message from the Commissioner Queensland Corrective Services

Welcome to Corrections News for November 2021.

This year is yet another busy year for Queensland Corrective Services, both in our day-to-day operations and in our ongoing response to the COVID-19 pandemic, which has reshaped the way we do our work.

We are watching the experiences of New South Wales and Victoria as they grapple with outbreaks in prisons, affecting both prisoners and officers.

We are undertaking extensive forward planning, including catastrophic planning to ensure we are as prepared as possible in Queensland as the border restrictions ease.

Everyone who works and/or enters our prisons has a role to play in staying protected from outbreaks by getting vaccinated at the first available opportunity if they are not already and following the now well-practised social distancing and hygiene protocols.

We work closely with Queensland Health to ensure our policies and procedures are appropriate in the present circumstances and we will continue to consult with our officers and the union as we work our way through the next stage of the pandemic.

Commissioner's Operational Performance Reviews

The second round of the Custodial Operations Commissioner's Operational Performance Reviews (COPRs) wrapped up in October, with all General Managers or Acting General Managers representing themselves and their centres very well.

Participants in the COPRs were all impressed by the level of knowledge all General Managers showed of their centres, their staffing groups and the unique challenges faced by each centre.

This round of COPRs highlighted that while high prisoner numbers and officer safety were consistent themes state-wide, these were manifesting in different ways at different centres, allowing us the ability to provide targeted agency-wide actions to assist the operations at the centres.

I would like to thank each centre's leadership teams for the work and thought that went into their presentations, and the Strategic Futures Operational Performance, Data Analytics and Reporting Group team for the implementation and ongoing improvement of the COPR process.

The COPR process is relatively new in Queensland Corrective Services, but it is already proving its worth in surfacing issues and identifying and coordinating agency-wide support for centres and regions. I look forward to the upcoming Community Corrections COPRs.



James Koulouris

Deputy Commissioner
Organisational Capability

Across Queensland Corrective Services (QCS), our officers work tirelessly to keep Queenslanders safe. The skill and dedication of our officers allows QCS to continue to deliver safe and secure operations for the benefit of all Queenslanders. This is even more remarkable as we have been faced with the daily challenges of dealing with an ongoing global pandemic.

In the Organisational Capability division, there have been significant initiatives delivered with the support of officers from across QCS.

On 1 July, Southern Queensland Correctional Centre transitioned to QCS operations. With this achievement, Queensland became one of the few jurisdictions in the world to completely transition two privately run, fully-operational prisons to public management. This complex undertaking was realised on time and on budget, while ensuring our officers, prisoners and the broader community remained safe. I again pay tribute to every officer involved in *Operation Certitude*.

Site works on Southern Queensland Correctional Precinct Stage 2 are progressing well, with detailed design being finalised and construction activities starting to ramp up. Once complete, this new centre will generate over 500 permanent jobs.

In line with our commitment to keeping communities safe, the Legislation Group has been busy in the development of amendments to strengthen the parole framework for those sentenced to life for multiple murders and those who have murdered a child. Changes have also been made to the *No Body, No Parole* framework to incentivise earlier prisoner cooperation to locate the remains of homicide victims.

Importantly, our infrastructure area has commenced work on the installation of more than 500 new anti-ligature designed bunk beds in Lotus Glen, Townsville, Maryborough and Wolston correctional centres by June 2022. This increased bed capacity will help us safely manage the high prisoner numbers in our centres.

Over the course of this year, the team at the QCS Academy has done an extraordinary job in training more than 483 new recruits across the state. We continue to grow our frontline workforce to meet the demands of rising prisoner numbers, with a further 91 recruits currently in training across the state.

The quality of our work is a consequence of our hardworking and committed people, and I am proud of what QCS has achieved. I look forward to continuing working with you as we unite to keep our communities safe.



Gary McCahon

Deputy Commissioner
Custodial Operations

While the complexities of COVID-19 and the impacts of high prison bed utilisation rates are still being felt, Custodial Operations has been busy forging ahead with our important reform agenda to contribute to the improved safety of our officers and those in our custody.

We have reached significant milestones on our strategic roadmap and I am pleased to advise you of the following accomplishments:

- The Custodial Delivery Command (CDC) has worked closely with the QCS Academy to develop the new *Tactical Options and Skills Training*. This training was born as a result of recommendations from the *Officer Safety (Use of Force) Review* and sees the implementation of a simplified, safer and tactically superior system.
- The CDC has finalised the *Woodford Correctional Centre Better Safer Prisons Review* after successfully implementing the key actions from the report.
- The CDC has implemented the *Tactical Skills Instructor Selection Policy* and assisted in selecting our newest tactical skills instructors at Lotus Glen Correctional Centre.
- Building on the de-escalation techniques provided within the *Tactical Options and Skills Training* package, we have commenced Maybo training for custodial officers. Maybo is a training package designed to enhance de-escalation, situational and environmental awareness skills.
- Superintendent Andrew Ballantyne successfully led the COVID-19 vaccination program (COVAX) which has seen all centres complete their bulk vaccination phase.

Moving forward, my office will continue to progress the implementation of the *Officer Safety (Use of Force) Review* recommendations to support long-term and sustainable improvements to officer safety.

Additionally, I am committed to the principles of professional development and offering our motivated officers opportunities for growth.

Accordingly, I will shortly be calling for expressions of interest for relieving positions that become available in my office or in other senior positions across Custodial Operations.

I also plan to revisit each correctional centre and the Escort and Security Branch in the near future. I look forward to speaking with as many of you as possible and thanking you in person for the incredibly important work you do.



Sarah Hyde

Acting Deputy
Commissioner Community
Corrections and Specialist
Operations

It is an unfortunate reality that violent extremism poses an ongoing threat to the safety and wellbeing of the community both in Australia and overseas. The recent fatal attack in Essex, England in addition to the September attack at an Auckland supermarket is a sad reminder of this. Our thoughts remain with the victims and the first responders impacted by this event.

The effective management of this cohort is growing in complexity and presents many challenges particularly in a correctional environment. Accordingly, Queensland Corrective Services (QCS) has implemented a number of strategies to assist our officers in effectively identifying and managing those individuals identified at risk of holding or developing extremist views.

QCS continues to build expertise in the assessment and management of violent extremist offenders, with officers from the Specialised Clinical Services unit, QCS Intelligence Group (QCSIG) and the High Risk Offender Management Unit trained in violent extremist assessment tools, as well as ongoing participation in a variety of awareness programs including:

- The Radicalisation and Extremism Awareness Package
- Attendance at the Asia Pacific Association of Threat Assessment Professionals Conference
- Training in the Terrorist Radicalisation Assessment Protocol (TRAP-18) and the Violent Extremist Risk Assessment tool (VERA-2R) with representation on the Department of Home Affairs' VERA-2R Community of Practice.

QCSIG also undertakes regular liaison with the other correctional jurisdictions, law enforcement agencies and the Department of Home Affairs, with a focus on the proactive identification and sharing of intelligence. Further, QCSIG conducts proactive security reviews in response to any domestic or international act of terrorism for possible impact on QCS operations.

QCS has developed a Practice Manual, *Prevention of Radicalisation to Violent Extremism and the Facilitation of Disengagement*, through funding from the Countering Violent Extremism Sub-Committee and is developing a framework for the management and reintegration of violent extremist individuals.

I would like to acknowledge the ongoing work and commitment of all our officers in Community Corrections and Specialist Operations, Custodial Operations and Organisational Capability as we continue to strengthen our capability in this complex and challenging area.



Ursula Roeder

Assistant Commissioner
Southern Region
Command

Since coming into my role as Assistant Commissioner Southern Region Command, I have been making it a priority to travel to correctional centres to understand each centre and learn about their challenges and strengths.

Visiting each centre has allowed me to recognise the individual pressures they have and to look at what supports are needed to ease these pressures. It has also given me the opportunity to identify good practices and look at ways of communicating these good practices across the region. As we continue to strive towards best practices within the centres, I am excited to look at how we work collaboratively as a command to achieve this.

One way we are doing this is by having the General Managers come together as a command at a forum to look at what we need to do to enhance our strengths and provide opportunities for officers. The recent *Working for Queensland Survey* informs how we ensure we are providing officers with the support they need and development opportunities.

The recent Commissioner Operational Performance Reviews are another way we are sharing best practices across centres to complement the work already underway across the region, including the opportunities presented by Southern Queensland Correctional Precinct Stage 2.

Southern Queensland Correctional Precinct Stage 2 works are well underway and will help to ease the current pressures on the correctional system with an additional 1,000 beds. The therapeutic operating model, incorporating mental health and rehabilitation service, throughcare and end-to-end case management, will help support safer communities. Our learnings will be incorporated to ensure the best outcomes for those who come into our custody or supervision.

I look forward to continuing working together with the command and across QCS as we continue to be guided by the principles of *Corrections 2030* to create safer communities across the state.



New Community Corrections offices enhance community safety



Community Corrections officers in Beenleigh and Toowoomba have moved into new, fit-for-purpose offices in recent months.

The new offices support officers by improving safety, accommodating existing officer numbers and future officer recruitment, and improving service delivery outcomes.



Commissioner Paul Stewart APM said QCS officers were skilled in aiding offender rehabilitation and it was important for them to have a workplace that supports their efforts.

“Our officers play an important role in public safety and every day, act as agents of change, addressing offending behaviour and engaging in local communities through the delivery of community service projects,” Commissioner Stewart said.

The office space at Beenleigh Community Corrections accommodates 22 full-time officers who supervise more than 650 offenders across 44 suburbs from Kooralbyn in the west, Bethania in the north, south to Pimpama and east to Shoreline.

The office space at Toowoomba Community Corrections accommodates 30 officers who supervise more than 750 offenders from across the region as far north as Crows Nest, west to Goondiwindi, south to Stanthorpe and east to Helidon.

Both offices provide a modern environment with increased electronic and CCTV security, interview rooms, interview pods, and a range of programs and urinalysis rooms.

Commissioner Stewart said the new offices provided greater safety for officers, offenders and community members and addressed the growth in offender numbers in the regions.





COPRs set the safety standard

The first round of this year's Commissioner's Operational Performance Reviews (COPRs) for correctional centres finished recently, with the aim of setting performance benchmarks for managers and leaders to measure success and identify opportunities.

COPRs give senior management an opportunity to meet with Commissioner Paul Stewart APM and senior executives to discuss their centre's performance. This includes recognising and celebrating positive results, identifying opportunities for improvement and identifying operational challenges which would benefit from a whole-of-QCS approach.

Commissioner Stewart said safety was at the heart of QCS' operation and through the COPR process, we were able to focus on our priorities, including ensuring safety remained our utmost priority for both officers and those in our care.

"The COPR involves a joint discussion between correctional centres and senior management, and is a powerful process to share best practice and identify excellence across the state, as well as surfacing issues which can benefit from an agency-wide response," Commissioner Stewart said.

"The reviews are not about comparing centres, but exploring and sharing best practice, driving innovation and identifying opportunities for internal collaboration to improve outcomes.

"We have already identified a number of excellent examples of best practice at centres that we can share across the state, as well as follow up actions for centralised areas to support centres.

"We are confident that by meeting regularly and having these reviews, we will continue to see an environment of high performance in our correctional centres."

Lotus Glen Correctional Centre was the first centre to undergo a review this year, which focused on increasing recruitment and officer retention, enhancing outcomes for Aboriginal and Torres Strait Islander prisoners and reducing over representation, and the progress being made with fatigue management.

For the first time, Regional Managers from Community Corrections have attended a Custodial Operations COPR and in turn, General Managers will attend the Community Corrections COPRs, which will further strengthen awareness and understanding, and foster stronger connections.

COPRs align with QCS' strategic objectives and *Corrections 2030* by contributing to a safer Queensland through innovative and effective corrective services.

The COPRs will continue over the next few months for centres and offices across the state.

QPSR enters final year

As the Queensland Parole System Reform (QPSR) program approaches its end date of 30 June 2022, Queensland Corrective Services (QCS) is steadily working towards achieving the 89 recommendations stemming from the QPSR Final Report delivered by Mr Walter Sofronoff QC.

The QPSR program focuses on delivering effective rehabilitation, reintegration and supervision of individuals, aligning with the strategic and operational priorities of QCS.

QPSR Program Director, Superintendent Tygh Field said significant progress had been made to implement more than half of the QPSR recommendations to date.

The reforms aim to apply a consistent and integrated end-to-end (E2E) service delivery model that supports rehabilitation and dynamic security. The introduction of an E2E Offender Management Framework (E2E OMF) helps offenders achieve incremental behaviour change.

“This contributes to achieving QCS’ purpose – enhancing the safety of Queenslanders through modern, sustainable and evidence-based corrective services to maximise rehabilitation and reduce recidivism,” Supt. Field said.

“The final year of the program will see delivery of a large portion of recommendations linked to the E2E Case Management Project and the Community Corrections Training Project.

“Our focus for the remaining months is delivering critical projects that bring the E2E service delivery model to life across QCS,” Supt. Field said.

The E2E service delivery model is evidence-based and provides for the early identification of an individual’s risk factors that may impact on their release to the community, enabling early intervention.

Supt. Field said the introduction of the Case Management Unit (CMU) at Townsville Correctional Complex to undertake front-end assessment, planning and case management for prisoners was an important milestone.

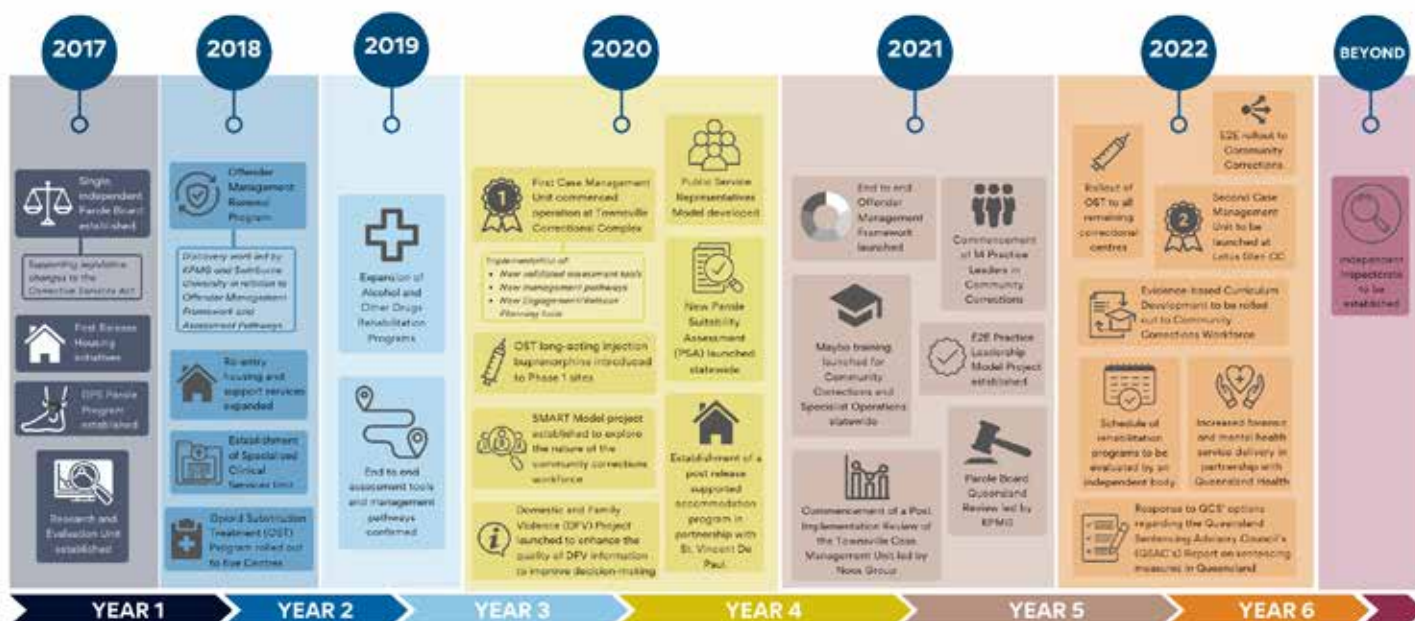
“Introducing the CMU means for the first time in Queensland prisoners will have a dedicated case management officer to develop a release and rehabilitation plan which will continue to be implemented whilst under community supervision.

“A review of the CMU at TCC is underway and will be used to refine our CMU operations before they roll out to other correctional centres,” Supt. Field said.



The QPSR PMO team

QPSR milestones and beyond



Building confidence and resilience

Queensland Corrective Services (QCS) hosted the Public Safety and Integrity Agencies Women's Network event recently in Brisbane.

The professional development event, opened by Commissioner Paul Stewart APM, focused on the importance of presence, confidence and resilience, and how these qualities contribute to success.

The face-to-face event brought together more than 60 officers from public safety agencies across Queensland, with many more attending a livestream event held at several hubs throughout the state.

Deputy Commissioner Community Corrections and Specialist Operations Sarah Hyde said the event focused on encouraging participants to develop the qualities required to be a leader.

"QCS is proud of the contribution our female officers make in keeping Queenslanders safe and the Leading Women event was about improving leadership opportunities available to them," Deputy Commissioner Hyde said.

"It is important to strategically and actively develop these qualities, which are essential to success in the workplace, particularly for officers who aspire to be in leadership roles."

A panel of experts shared their reflection and perspective on leadership, including QCS Assistant Commissioner Ursula Roeder ACM, Queensland Police Service Assistant Commissioner Debbie Platz APM and Queensland Fire and Emergency Services Assistant Commissioner Joanne Greenfield.

Participants also heard from the recently appointed Chief Executive Officer for Multicultural Affairs, Christine Castley who shared her expertise and perspective on the importance of resilience, confidence and presence in achieving success.

DC Hyde said professional development opportunities offered officers the chance to boost skills needed to do their jobs and give them the confidence to step outside of their comfort zones, while taking the initiative to embrace leadership roles available to them throughout their careers.

"We were incredibly fortunate to have QCS represented at this forum by Assistant Commissioner Roeder, who has exemplified the high standard of leadership aspired to by many," DC Hyde said.



Enhancing cultural connections

Queensland Corrective Services (QCS) will recruit more Aboriginal and Torres Strait Islander officers by 2030 under the new *Aboriginal and Torres Strait Islander Recruitment Strategy 2020-2030*.

Deputy Commissioner Organisational Capability James Koulouris said currently 2.8 per cent of the QCS workforce was made up of Aboriginal and Torres Strait Islander officers.

“Queensland Corrective Services appreciates the unique perspectives and insights provided by our Aboriginal and Torres Strait Islander officers, and their commitment to creating a safer community,” DC Koulouris said.

“Fostering a culturally diverse workforce that reflects the community we serve will help improve our ability to engage with Aboriginal and Torres Strait Islanders in our custody by addressing their needs more appropriately.

Both *Corrections 2030* and the *Strategic Plan 2021-2025* commit to increasing Aboriginal and Torres Strait Islander officers in QCS and this focused recruitment strategy will continue to position QCS as an employer of choice.

“As one QCS, we will work together to continue to build a culture that values Aboriginal and Torres Strait Islander peoples, histories, cultures and futures, demonstrating respect for the lived cultural insights and experience of our Aboriginal and Torres Strait Islander colleagues,” DC Koulouris said.

“We will ensure culturally-appropriate processes are in place to effectively attract, recruit and retain the valued cultural perspectives and lived experiences of Aboriginal and Torres Strait Islander peoples.

“In turn, these officers will help us deliver a responsive service to Aboriginal and Torres Strait Islander prisoners and offenders, and contribute to addressing and reducing their over-representation in the criminal justice system.”

DC Koulouris said the actions in the Strategy reflected the values of *Corrections 2030*.

The new strategy has been developed in collaboration with the People Capability Command, Human Resources Group, QCS Aboriginal and Torres Strait Islander Reference Group and the Murrighagun Cultural Centre.

Australian Corrections Medals

Congratulations to Director Operations, Sentence Management Services Evie Georgias ACM, Correctional Manager, Industries Larry Guilfoyle ACM and Regional Manager, Ipswich Community Corrections Lucy Rockett ACM who were presented with the Australian Corrections Medal by His Excellency, the Honourable Paul de Jersey AC CVO, Governor of Queensland at ceremonies in September.



Director Georgias was recognised at Government House for her significant commitment to Queensland Corrective Services (QCS), prisoners, officers and to the wider community throughout more than 25 years of distinguished service. Dir. Georgias has played an integral role in the operational and cultural transition of sentence management service provision from a locally managed service to a regionalised service delivery model with a state-wide focus.

Correctional Manager Guilfoyle received his medal in Cairns and was recognised for his service to QCS and dedication to prisoner rehabilitation. CM Guilfoyle oversees the supervision, training and rehabilitation of hundreds of prisoners within Lotus Glen Correctional Centre, and prisoners' employment and training. He also supervises and mentors a group of trade instructors to ensure the highest level of service delivery.



Superintendent Rockett was recognised for her significant commitment to QCS with more than 18 years of distinguished service. As Acting Regional Manager of Southern Region, Supt. Rockett has oversight of five community corrections offices and is responsible for the operational duties for the direct control and management of 2,800 offenders.



Congratulations to our latest ACM recipients and thank you for your commitment to community safety.

Officers praised for contraband seizures

Officers are being praised for their efforts in uncovering a large number of prohibited items at correctional centres across the state recently.

Over the past few months, contraband has been seized through intelligence-led, patrol-based and random searches at Borallon Training and Correctional Centre, Helana Jones, Capricornia and Woodford correctional centres.

Items included pills and capsules, tobacco-related items, prison-made brew and other dangerous substances.

Deputy Commissioner Custodial Operations Gary McCahon said the safety of our centres was Queensland Corrective Services' (QCS) absolute priority and officers worked hard to prevent contraband from entering.

“The introduction of contraband makes centres less safe for our officers, prisoners and visitors, and a number of recent attempts to introduce prohibited items have certainly shown ingenuity, but officers have identified and prevented these items from entering the centre through various safety controls and measures,” DC McCahon said.

“Our intelligence officers are extremely effective in identifying several different methods of concealment that are being used to try and introduce dangerous and prohibited items into our centres.

“Officers conduct intelligence-led searches as well as routine and random searches of accommodation units, prisoners, property and cells.”

QCS also conducts urine testing as part of its drug strategy to keep correctional centres contraband free.

Passive Alert Drug Detection Dogs are also used to identify a number of different types of dangerous and prescription drugs, as well as searching visitors and monitoring all mail coming into the centre.

DC McCahon said QCS had a zero-tolerance approach to the introduction of prohibited items and dangerous drugs into correctional centres and there were consequences for both prisoners and accomplices, which may result in a prison sentence.

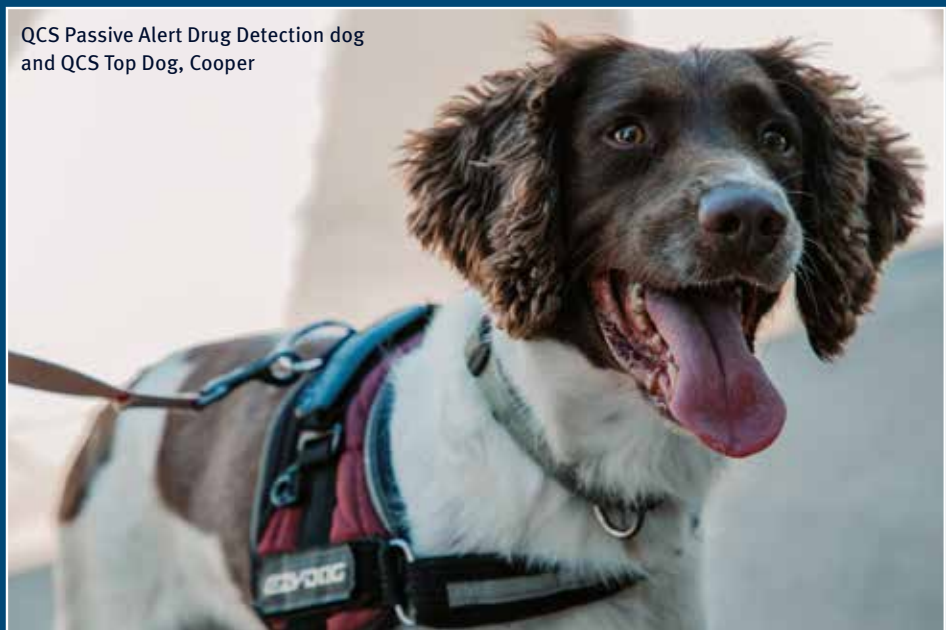
Prisoners involved will be disciplined and may have visits revoked or parole applications impacted.

In addition, introducing dangerous drugs into correctional centres is classified as ‘aggravated supply’ under the *Drugs Misuse Act 1986*, with a penalty of up to 25 years’ imprisonment.

DC McCahon said all officers contributed to a safer workplace by applying the elements of Dynamic Security during every shift.

“This skillset is fundamental in supporting and promoting the elements of security, order and control within our workplaces. The results of contraband seizures are in no small way, a direct and powerful reminder of Dynamic Security in operation,” DC McCahon said.

QCS Passive Alert Drug Detection dog and QCS Top Dog, Cooper





Putting the **PRIDE** in our QCS stride

While 2021 has been a tough year for many of us, it has also been a year of progress for our Queensland Corrective Services (QCS) LGBTIQ+ community.



Pride Rally, March, and Fair Day

QCS officers took part in the Brisbane Pride March on October 30, joined by Commissioner Paul Stewart APM, Deputy Commissioner Gary McCahon and former Commissioner Peter Martin APM.

The parade was a success, despite sweltering conditions, with our cohort joining other safety partners from Queensland Fire and Emergency Services, State Emergency Service, Public Safety Business Agency and the Australian Federal Police.

After the pride rally and march, more than 4,000 participants converged on New Farm Park to celebrate at Pride Fair Day.

For the first time, QCS operated a successful promotional stall during the fair day.

As a modern, professional employer of choice, QCS acknowledges the important contribution of a diverse and representative workforce.

We are stronger for standing together and with diversity comes innovation and excellence.

The fair day was a fantastic opportunity to drive recruitment, raise positive awareness of the agency, all of which corresponds with the 2030 *Diversity Strategy* as well as the principles of *Corrections 2030*.

Thank you to the volunteers that assisted with making the event a proud success for QCS.



LGBTIQ+ Diversity Training

Our Pride month festivities kicked off with the launch of the QCS LGBTIQ+ training package.

Working with the Queensland Corrective Services Academy (QCSA), this progressive program was created by Practice Leader, Taylor from Community Corrections Brisbane Region.

Working with LGBTIQ+ Individuals, training will provide participants information on LGBTIQ+ groups and appropriate language to use when discussing an individual's relationships and identity. The training also includes important information on cultural awareness and domestic violence within LGBTIQ+ relationships.

The training aims to increase understanding of the LGBTIQ+ community and how we supervise, manage and rehabilitate identifying individuals under our supervision.



QCSA now offers in-person training to participants in greater south east Queensland, with participants

outside of this area being offered the training electronically.



Wearing it proud with new QCS crested rainbow pins

Officers welcomed the Pride month festivities with another release of our popular QCS rainbow pins.

The pins feature the LGBTIQ+ rainbow flag and our new QCS crest, and are being worn with pride by officers across the agency.

The pins were officially launched via QCS social media and made available to all officers attending the Pride march and rally.

The demand for the pins has been so great that we are working on making them available to officers state-wide via centre uniform stores.

Improving prisoner safety

Prisoners at risk of self-harm or suicide will be provided with improved safer garments made from materials that resist tearing and tampering, thanks to a new training guide.

Brisbane Women's Correctional Centre (BWCC) officers have created the training guide and plan to produce safer garments for prison environments.

The initiative was spurred by the identification of variations in the performance of existing garments.

Officers worked with a textile technologist to improve the standards and specifications to minimise the risk of variations.

BWCC hosted a training session for trade instructors from Lotus Glen Correctional Centre and Townsville Correctional Complex in July to produce a range of garments and conduct final quality assurance checks. This is the first time training of this kind has occurred.

The training will enable the three centres to produce safer garments and products, including gowns, shorts, sheets, pillowcases, doonas and towels.

Acting General Manager of BWCC, Chief Superintendent Andrew Wilson praised the officers for creating a plan and providing training with other centres to increase the safety of at-risk prisoners.

"Our officers are agents of change and this is another way they are helping to keep those in our care safe," A/g Chief Supt. Wilson said.

"The actions of our officers have created positive change in line with the principles of *Corrections 2030* – safety, excellence, empowerment, accountability and respect."



Students take a look inside

Aspiring case managers are being given an opportunity to gain real-world experience in Community Corrections through professional placements and student internships thanks to partnerships established with universities.

Through these placements, university students are equipped for the future, creating meaningful, professional learning experiences in a top tier, forward thinking public safety agency.

Regional Manager, Brisbane Region Superintendent Nicole Duke said placements were a rewarding opportunity not just for students, but for officers as well.

"Our officers are given the chance to mentor the students, sharing their experiences and knowledge while the students are exposed to what it's like to have a career in public safety

within Community Corrections," Supt. Duke said.

"The feedback we have received from students involved in placements within the Brisbane Region has been fantastic and further establishes Queensland Corrective Services as an employer of choice."

Students from Queensland University of Technology, University of Queensland, Bond University and Griffith University can be placed in any Brisbane Region office, including Central, South, North, Redlands, Queensland Drug and Alcohol Court and the regional office (for new graduates).

They may also be offered surveillance roles while they complete their degree, and casual hours and temporary administration roles during university holidays.

Students in their final year or semester may also be offered a three-month contract upon completion of their degree to experience a Case Manager role.

Alisha, a student who undertook placement at Brisbane North Community Corrections said volunteering for almost three months gave her insight into how the community corrective system worked.

"It has been extremely rewarding and beneficial in understanding how what I am studying is portrayed and practiced in the real world," Alisha said.

For more information about career options within Queensland Corrective Services, visit [corrections.qld.gov.au/careers](https://www.corrections.qld.gov.au/careers)

Cuppa Cart breaks down barriers



A new training project at Brisbane Women’s Correctional Centre is helping improve the correctional environment for officers while helping to rehabilitate prisoners.

The Cuppa Cart initiative, launched in late June, has been welcomed by officers and prisoners alike, with more than 30 women applying to work on the cart to learn skills such as customer service, and food and safety hygiene.



General Manager, Brisbane Women’s Correctional Centre Chief Superintendent Eloise Hamlett said the initiative provided officers the opportunity to enjoy a barista-made beverage while providing crucial employment and training opportunities for the women prisoners.

“Alongside these valuable learning opportunities, the women take with them responsibilities of the workforce, a structured routine and communication skills that provide them with a sense of accomplishment,” Chief Supt. Hamlett said.

“The initiative has created opportunities for the women to learn new transferrable skills for employment upon their release.”

International research suggests that when prisoners are released into the community with employment opportunities, they have a better chance of not reoffending.

Red nose success at Southern Queensland Correctional Centre

A big shoutout to officers at Southern Queensland Correctional Centre (SQCC), who recently raised funds for Sudden Infant Death Syndrome (SIDS) research on Red Nose Day.

SQCC hosted a fundraising event with a BBQ breakfast cooked by managers for officers and handed out promotional products for a gold coin donation.

The centre raised around \$300 which will go directly to the SIDS foundation.

General Manager, Southern Queensland Correctional Centre Chief Superintendent Tamara Bambrick said she was proud of the team for embracing the opportunity to give back and rallying together to support a worthy cause.

“Our officers go above and beyond the call of duty – inside and outside of work – and we are proud of their willingness to support our community and contribute to such an important cause that has touched so many people around the world,” Chief Supt. Bambrick said.

SQCC also contributed to the day by purchasing a red nose for their industries vehicle, which transports materials made by the women in

industries up and down the Warrego Highway and Logan Motorway.

Well done to the team at SQCC.





Prisoners box on for possums

Woodford Correctional Centre trade instructors are providing wildlife a safe haven while giving prisoners the chance to learn skills that will provide them with better employment opportunities.

The officers are helping prisoners give back to the community and learn valuable vocational skills by building homes for possums as part of their rehabilitation.

Acting General Manager, Woodford Correctional Centre Chief Superintendent Stuart McHaffie said the initiative was another way trade instructors were acting as agents of change.

“This initiative helps rehabilitate prisoners in our care, provides an opportunity for them to give back to the community and contributes to a safer correctional environment,” A/g Chief Supt. McHaffie said.

“This means our officers will return to their families safe at the end of each day.

“Prisoners involved in the program learn a range of skills, including design, planning, communication, problem solving and basic carpentry skills.

“We know from international research that when prisoners are released into the community and have employment opportunities, they have the best chance of not reoffending, which makes the community safer for everyone,” A/g Chief Supt. McHaffie said.

“The possum box initiative is a collaboration with local business, resulting in a strong partnership while raising awareness of the important role our officers play in the community.”

Some possum boxes were painted as part of NAIDOC Week celebrations at the centre.

Completed possum boxes were recently presented to Wildlife SEQ by Industries Manager Jeremy, who accepted an appreciation plaque on behalf of the centre.

Running for a better future

A Custodial Correctional Officer (CCO) from Brisbane Women’s Correctional Centre recently took on a 250km ultra-marathon to raise funds for charity.

CCO Jess took part in Tony’s Journey: Trail to Triumph ultra-marathon, a 250km two-and-a-half day race in October, donating all funds raised to people living with lung disease.

The charity was created in memory of Tony Britton who lost his battle with Mesothelioma, an incurable cancer linked to asbestos.

General Manager, Brisbane Women’s Correctional Centre Chief Superintendent Eloise Hamlett said

custodial correctional officers were passionate about helping those who needed it.

“All our officers want to help change lives for the better, and this is another way Custodial Correctional Officer Jess is doing so,” Chief. Supt. Hamlett said.

“We are proud of Jess’ effort to tackle the 250km run, as well as all officers who are involved in helping the community outside of the correctional environment.”

Jess said it was rare to find someone who hadn’t been affected by cancer.

“The pain endured throughout the two-and-a-half days is nothing compared to the pain and suffering felt by those who have been affected by this disease,” Jess said.

Jess completed the 250km run last year, becoming the first female competitor to cross the finish line in the event’s seven-year history.

The run kicked off in Moranbah with Jess joining the Mackay team for the epic journey. While she didn’t complete this year’s distance, Jess managed an impressive 212 kilometres, raising more than \$2,000 for the charity.





Recycling for a brighter future

Officers at Townsville Women's Correctional Centre's low custody and Bowen Work Camp are skilling prisoners to repurpose donated materials to work off their debts and give back to the community.

Under the guidance of officers, prisoners create dog and cat agility training equipment, crochet lap blankets and teddies from pallets and wool that have been donated within the State Penalties Enforcement Registry (SPER) program.

The dog and cat agility training equipment is used by Townsville City Council Animal Shelter for its staff and volunteers to rehabilitate animals and prepare them for rehoming, while the crochet lap blankets are distributed across two nursing homes in the local area. The teddies are given to the Queensland Ambulance Service for their ambulances.

General Manager, Townsville Correctional Complex Chief Superintendent Louise Kneeshaw said officers introduced the initiatives in the SPER program in collaboration with community groups to give prisoners another option to give back to the community.

"The initiatives have improved the rapport our officers have with prisoners as well as giving prisoners a chance to be part of a structured day, which creates a safer environment for everyone," Chief Supt. Kneeshaw said.

The SPER program gives prisoners the chance to work to reduce their debts, with nearly half of the prisoners involved in the program.

Since the program began in May this year, prisoners have completed nearly 400 hours making and assisting with the training equipment and have produced nearly 120 blankets and 50 teddies.

"Prisoners have the benefit of being able to take part in more than one project, learning more useful skills and giving them a sense of pride when seeing the final products and knowing the positive impact they are having on the community," Chief Supt. Kneeshaw said.

"While some skills being learnt include wood working, using power tools, painting and building, prisoners involved are also learning life skills such as how to work in a team, and being responsible and accountable.

"We know international research suggests that when prisoners are released into the community with vocational skills, they have a better chance of not reoffending."

Learning new skills and helping local wildlife

Women at Southern Queensland Correctional Centre (SQCC) have been busy making wooden possum boxes as part of a Furniture Making course.

The handcrafted boxes adorned in beautiful native and Aboriginal art have been donated to Kirsty's Bird Sanctuary and Wildlife Rehabilitation in Southern Queensland to provide wildlife in their care safe shelters.

A graduation ceremony was held for the prisoners, who were presented with a Certificate II in Furniture Making.

Among the guests were two representatives from the sanctuary who attended the ceremony with a rescue possum and joey, offering the women a chance to share the joy and see the value in what they created.

General Manager, Southern Queensland Correctional Centre Chief Superintendent Tamara Bambrick said QCS prided itself on providing the best possible rehabilitation programs for prisoners.

"Equipping women prisoners with life and vocational skills reduces their chances of reoffending when they are released back into the community," Ch. Supt. Bambrick said.

"We are changing the way women are managed in prison by addressing the underlying causes of their offending behaviour and preparing them for successful release.

"We are proud of what the women have achieved in this course and know the new skills learned and the self-worth gained will contribute to their success in escaping the cycle that led to crime.

Welcome to the family

Custodial Correctional Officers

Congratulations to the new officers who were recently sworn into their vital role on the frontline of public safety in Queensland at ceremonies across the state.

From the beginning of the year to the end of September, 483 new officers completed the Custodial Officer Entry Program before being deployed to centres across Queensland.

Commissioner Paul Stewart APM welcomed the new officers to Queensland Corrective Services, a forward thinking, professional and innovative top tier public safety agency.

“The new officers come to us from many different walks of life with many different life experiences, but we all have a shared desire and unwavering commitment to make our communities safer places,” Commissioner Stewart said.

“Our officers are remarkable people, working together to make the community safer, guided by *Corrections 2030*, our 10-year roadmap, and its core principles – safety, excellence, empowerment, accountability and respect.

“I thank our new officers for their dedication to keeping the community safe and welcome you to the QCS family.”

Practitioner Development Program

Congratulations to the 26 Community Corrections officers for successfully completing the Practitioner Development Program, which was recognised at a ceremony at the QCS Academy on 24 September.

Community Corrections officers undertake evidence-based and best-practice training to assist them with rehabilitating those under our supervision to prevent further reoffending.

Commissioner Stewart said Community Corrections officers played a vital role in keeping the Queensland community safe by becoming true agents of change and helping guide and support people to lead lives that are crime free and fulfilling.

“Each Community Corrections officer has a direct impact on the lives of those under their supervision, playing a tangible role in preventing crime in Queensland,” Commissioner Stewart said.

“Completing the Practitioner Development Program is a milestone in each Community Corrections officer’s training and continued development as professionals, expanding and strengthening their skills to help offenders break the cycle of reoffending.”

GP dogs join the front line

In October, we welcomed three new General Purpose (GP) dogs to the front line of public safety after they graduated at a ceremony at the Queensland Corrective Services Academy.

GP Justice and Yager joined their Delta Unit colleagues at Maryborough Correctional Centre, while GP Jimmy is based at Townsville Correctional Complex.

Acting State GP trainer Morgan Chisholm said the new dog handlers were selected from the ranks of custodial correctional officers and have worked hard to build their skills.

“The officers and their dogs completed a three-month training course covering obedience, agility, offender apprehension, tracking, intruder detection, property searches and operational deployment strategies,” CCO Chisholm said.

“These officers, who started their careers as custodial correctional officers, have worked hard to develop not only themselves along this journey but also their recruit dogs.

“The high standard of competency that all three handlers have achieved over the arduous course is a testament to their commitment.”

Long Service and Good Conduct medals

A diverse group of Queensland Corrective Services officers from across the state have recently been celebrated in recognition of their long service and commitment to their roles.

These officers, also recognised at graduation ceremonies, are

remarkable and resilient people, who are dedicated to public safety.

They have positively impacted many prisoners throughout their careers, giving them a brighter future thanks to their ongoing commitment to the rehabilitation of prisoners, and safety and security of their centres.

Congratulations to all recipients.





Capricornia Correctional Centre - 20 August



Brisbane Women's Correctional Centre - 15 September



Arthur Gorrie Correctional Centre - 15 September



Wolston Correctional Centre - 15 September



Southern Queensland Correctional Centre - 15 September



Lotus Glen Correctional Centre - 17 September



Woodford Correctional Centre - 13 October



Arthur Gorrie Correctional Centre - 13 October



Maryborough Correctional Centre - 15 October



Townsville Correctional Complex - 15 October



On 24 September, 26 Community Corrections officers completed the Practitioner Development Program at the QCS Academy



General Purpose dogs Justice, Yager and Jimmy with their handlers

For more information about career options within Queensland Corrective Services, visit corrections.qld.gov.au/careers

PADD dog Sarah hangs up harness

Passive Alert Drug Detection dog Sarah, an 11-year-old Springer Spaniel and one of the oldest and longest-serving corrections dogs in Queensland, retired from duty following a ceremony in Mareeba in September.

For nine years, Sarah played a vital role in detecting contraband at Lotus Glen Correctional Centre, making it safer for officers, prisoners and

visitors, but she is hanging up her harness to settle into a life of luxury with her handler Terry's family.

Sarah gave a demonstration of her abilities to sniff out contraband before the ceremony and was formally recognised for her service.

We thank you for your service, Sarah.



In memoriam

It is with sadness we advise of the passing of the following Queensland Corrective Services (QCS) 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 Joshua Austen, Custodial Correctional Officer from Arthur Gorrie Correctional Centre (AGCC). Mr Austen distinguished himself with his ability to commence in such a challenging role at the age of 19, supported by his father, who is also a valued member of the QCS family. Mr Austen loved his position within the Tactical Response Team and was a foundational member of the team. He displayed natural leadership and mentorship skills and was highly regarded by his colleagues at AGCC. Mr Austen was approaching his seventh year at the centre and will be remembered fondly as a 'lovable larrikin' who was a valued QCS colleague and a friend to many.

Mr Peter Baumanis, Dog Squad Supervisor from Maryborough Correctional Centre. Mr Baumanis' career in corrections spanned more than 30 years. He spent his early career working as a prison officer in New Zealand and East Timor, before commencing at QCS in 2003 where he held various positions, including Correctional Supervisor, Dog Handler and Dog Squad Supervisor. Mr Baumanis was known for his dedication and experience, with colleagues remembering him as someone who held the courage of his convictions.

Mr Paul Pedro, Senior Case Manager from Thursday Island Community Corrections. Mr Pedro started with QCS in 2015 where he worked tirelessly in his role supporting offenders through the difficult times in their lives. His service to his community on various boards, panels and committees, and his involvement in the organisation of events such as NAIDOC and Harmony Day made a genuine and lasting difference to the community. He will be remembered for his unwavering ability to always see the bright side, be there when needed, and for bringing a smile to those who knew him.

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 if you are experiencing any other personal or work-related concerns, confidential counselling and support services are available to all QCS officers and their immediate family members through SMG Health/LifeWorks. The hotline is available to book appointments 24 hours a day, seven days a week by calling **1800 273 865** or via email at areuok@smghealth.com.au

QCS would also like to acknowledge the recent passing of Mr Jim Kennedy, who was known for his Commission of Review into Corrective Services in Queensland in 1988. His report resulted in an overhaul of corrective services in Queensland and the introduction of the 'Official Visitor' scheme, which ensured appropriate checks and balances and regulation of corrective services operations. The scheme was first legitimised in the *Corrective Services Act 1988*, and continues to be embodied in the *Corrective Services Act 2006* and *Corrective Services Regulation 2017*.



Corrections NEWS

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