



February 2022

# Corrections NEWS



## State lights up for correctional officers

Landmarks across Queensland lit up blue for National Corrections Day



National Corrections Day  
Commissioner's Awards



2021 - a year in review



Gift of giving back

**Front cover:**

Landmarks across Queensland lit up for National Corrections Day 2022, including silos in Kingary, the Townsville sign, the Story Bridge in Brisbane and City Hall in Maryborough.

Corrections News is published by the Media and Communications Unit, Queensland Corrective Services.

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## Message from the Minister for Corrective Services

It seems like forever that we have been caught up in the midst of the COVID-19 pandemic. Yet still, new challenges continue to emerge, as the pandemic shifts and new variants emerge.

With the new challenge of having COVID in our correctional facilities and in the community, I wanted to thank you for your extraordinary efforts in managing a complex and logistically difficult situation.

Correctional centres pose unique challenges when dealing with a pandemic, especially when isolating infected people and reducing transmission. Overlaying those complexities is the reality that many of you have also been infected, and the hardships that brings for you and your families.

Despite these challenges, your professionalism and commitment to your work has resulted in managing a confronting set of circumstances remarkably well. That is in large part due to the exemplary efforts of all of you. Thank you all so much.

Equally, I commend all Community Corrections and specialist services officers who continue to monitor and influence offenders to ensure safe community reintegration. Community Corrections officers have expertly adapted to meet the challenges thrown up by movement restrictions and face-to-face interaction. It has been a challenging time, but you have risen to meet every challenge with professionalism and dedication.

I also commend the many officers who have been required to isolate due to COVID infection or close contact but chose to continue working remotely. This behaviour is at the core of the Queensland Corrective Service's ethos of recognising the important role you play in Queensland's safety and choosing to be there for your mates.

I also recognise the important role that head office and frontline support officers have provided. This pandemic required all frontline officers to adapt and change the way services are delivered, but every change required massive behind-the-scenes planning. They secured essential PPE, amended policies and procedures to enable service continuity and ensured officers are supported. I commend you on rising to the challenge to provide the support and tools frontline officers need to keep Queensland safe.

I would also like to congratulate those named in the National Corrections Day awards and the Australia Day awards.

Queensland Corrective Services officers are often unsung heroes on the frontline of community safety. I humbly say to you that I know how important your work is and I understand the vital contribution you make to keeping the community safe. A sincere thank you to all of you for what you do every day, supporting each other and supporting your fellow Queenslanders by playing a critical role in community safety.



## Message from the Commissioner Queensland Corrective Services

Welcome to the first edition of Corrections News for 2022.

There is never a 'quiet' time in corrections, but 2022 has seen an unprecedented effort from across Queensland Corrective Services (QCS) as we respond to the impact of the Omicron variant of COVID-19 as it spreads across Queensland, including in our correctional centres.

The very nature of corrections means that no two days are the same, so it is no surprise that our officers have responded so admirably to the highly dynamic nature of this pandemic.

I am constantly impressed and humbled by the commitment shown by officers at every level in QCS, and our officers have stepped up to the challenges thrown up by the pandemic with little fanfare and great professionalism.

I would like to thank our officers for their ongoing commitment to community safety and agility in responding to the changing environment we are facing as we track towards a 'new normal'.

It was wonderful to be able to formally recognise some of our finest officers at the recent National Corrections Day awards. This year's awards saw a record number of nominations – a testament to the depth and breadth of the excellent work being done in QCS.

I was also very pleased to be able to announce the first Commissioner's Unit Citation to recognise the officers who were directly involved in quelling the riotous behaviour on 31 August 2020 and 1 September 2020 at Arthur Gorrie Correctional Centre.

Finally, I would like to recognise two fine officers who were awarded the Australian Corrections Medal in the Australia Day honours list.

Chief Superintendent Bernie Kruhse and Superintendent Cassandra Cowie are both worthy recipients of this recognition, and their contrasting careers show just how many different career paths can be pursued in QCS.

2022 is off to a flying start and while this pandemic no doubt has more surprises to reveal, I have every confidence that the officers of QCS are more than up to the challenge.



**James Koulouris**  
Deputy Commissioner  
Organisational Capability



**Gary McCahon**  
Deputy Commissioner  
Custodial Operations

We embark on 2022, rightly proud of last year's incredible achievements but firmly focused on our mission to keep the community safe. The courage, dedication and commitment to service displayed by our officers has made all the difference in managing the challenges of the COVID-19 pandemic.

Officers across the Organisational Capability Division continue to demonstrate resilience and flexibility to ensure the safety and continuity of our critical operations in the face of the evolving pandemic.

Thanks for your hard work and ongoing collaboration with our colleagues across Queensland Corrective Services (QCS), as we continue to protect and support our officers, and the prisoners and offenders in our care.

The Strategic Futures Command has capably led the operation of the COVID-19 State Corrections Operations Centre (SCOC), reflecting our strong focus on risk management and operational effectiveness. Recently, they coordinated mask fit testing across QCS.

Despite the global supply shortages, our Financial Services and Strategic Sourcing Command has worked hard to secure personal protective equipment and rapid antigen testing kits, which provide excellent protection against contracting COVID-19 and help slow the spread.

The Digital Services and Information Technology Branch has rapidly developed and deployed the QCS COVID-19 Vaccination Capture system to enable the vaccination status of QCS officers to be collected simply and securely.

The Policy and Legal Command has helped finalise key policies and advice and worked with officers across QCS in helping to implement the Chief Health Officer directives for high-risk environments.

The People Capability Command (PCC) continues to focus on officer safety and wellbeing. The impact of COVID-19 on our operations means it's vital to maintain the necessary level of operational staffing. To this end, PCC will recruit and train between 630 to 660 new Custodial Correctional Officer recruits – more than double the number recruited in 2018-19.

I am very grateful for the efforts of officers across QCS who are working hard to help manage the effects of this pandemic and keep Queenslanders safe.

As we commence 2022, we continue to face the unprecedented challenges of the COVID-19 pandemic and its impact on our centres. I am encouraged by the resilience demonstrated by our officers working in the complex environment of a correctional centre.

As we move forward, we will continue to work towards operational and cultural reform within Custodial Operations. At the end of 2021, we undertook a culture review at Capricornia Correctional Centre. This year, we commence examination of the review findings and development of an implementation plan for the review recommendations.

Another body of work currently underway that will contribute to operational reform is the introduction of Safety and Compliance Advisors at all correctional centres state-wide. The Safety and Compliance Advisors will form a critical part of the centre's leadership team and enhance officer safety.

This year, work will continue on the Southern Queensland Correctional Precinct Stage 2 project. Scheduled for completion in 2024, the project will significantly increase our built cell capacity and see the introduction of a therapeutic service delivery model that will provide for increased prisoner rehabilitation outcomes.

Last year, a major disturbance occurred at Capricornia Correctional Centre. I am immensely proud of the professionalism shown by the Capricornia officers and the officers that deployed from other correctional centres state-wide at short notice to assist their colleagues. This year will also see the formal recognition by the Honours and Awards committee for the officers that responded to the major disturbance at Arthur Gorrie Correctional Centre in August and September 2020.

Lastly, as we continue to navigate the ever-changing environment that COVID-19 presents, I would ask that we approach all our duties with a safety mindset. Again, I thank you all for the continued great work you do to provide a service that protects the community and keeps Queensland safe.



## Samantha Newman

Acting Deputy  
Commissioner Community  
Corrections and Specialist  
Operations

For my first Corrections News of 2022, it is with great pleasure that I highlight our front line Community Corrections officers and the important contribution they make every day.

Community Corrections officers work in a complex and dynamic environment and play a vital role in enhancing community safety for all Queenslanders.

Throughout our seven regions, 36 district offices, and 145 reporting centres, Community Corrections supervise approximately 20,000 individuals in some of the most varied geographical locations in Queensland. From remote islands and isolated communities to densely populated urban areas, our service delivery adapts to the unique risks and needs of these locations, and the supervised individuals who live in them.

Our officers rely on their communication and case management skills to improve public safety through reconnecting individuals with their community and providing the mechanisms and support to facilitate positive change.

To achieve this, officers build and maintain strong stakeholder relationships in the community with examples of this collaboration seen throughout the state, including with the Mossman Community Justice Group in Far Northern Region, the North Queensland Domestic Violence Resource Service in Northern Region, Salvation Army Emerald in Central Region, Sunny Street in North Coast Region, Uniting Care Community in Brisbane Region, Pharmaceutical Rehabilitation Services in South Coast Region and Protea Place in Southern Region.

These mature partnerships and many more like these, contribute to improved outcomes for individuals under supervision and assist Community Corrections in our primary goal of reducing the likelihood of an individual returning to the criminal justice system.

I again would like to acknowledge and pay tribute to all Community Corrections officers, who work tirelessly to maintain the safety of our communities in amongst this challenging environment and times.



## Adam Black

Assistant Commissioner  
Financial Services and  
Strategic Sourcing  
Command

It's been a whirlwind first three months for me and I've really enjoyed meeting people from across the organisation and learning what we do on the ground. Meanwhile, Financial Services and Strategic Sourcing Command has had a busy 2021!

A major achievement has been the implementation of ServiceNow for contracts.

More than 200 Queensland Corrective Services (QCS) contracts have now transitioned into the ServiceNow Portal. This has completed phase 1 of the implementation project. Phase 2 will see all QCS officers having the ability to log a procurement or contract related enquiry or request via the intranet, with the system expected to be fully functional by the end of January 2022.

The implementation of ServiceNow supports the QCS centre-led procurement journey and has already demonstrated a reduction of red tape, assisting QCS in achieving and being compliant with our government reporting obligations and being fully transparent whilst we deliver value for money services in this fiscal environment.

Other improvements and achievements in 2021 include:

- lunchbox sessions on financial and procurement topics – these have been well received by all areas of QCS
- implementation of the budget adjustment tracking model, sign-off and reporting through Power BI
- ongoing heightened service to Custodial Operations for prisoner Trust and Canteen accounts.
- commencement of the implementation of improved budgetary controls including the internal mid-year budget review.

Looking forward to 2022, the Command will continue to enhance and streamline financial services, reduce red tape, and improve value for money. Initiatives being considered include:

- improved prisoner cash management and handling processes for custodial centres, including modernised banking arrangements.
- commencement of the modernisation of budgetary systems and processes within QCS.
- completion of the Capital reporting model using Power BI as a replacement for the legacy spreadsheet model.
- automation of a number of back-office financial processes enabling better focus on frontline support for QCS officers.

I invite any officer who has ideas for service improvement or financial opportunities to reach out to me or my team.



# A YEAR IN REVIEW

## JANUARY

- 2021 kicked off with National Corrections day celebrations, recognising the outstanding work our officers do to keep our communities safe. Brisbane's Story and Victoria bridges and other landmarks around the state were lit blue to acknowledge the role our officers play for Queensland.



- QCS officers, Peter Shaddock, Roberta Emery, Steven Mitchell and Chel Sealey, were recognised in the Australia Day Honours List.

## FEBRUARY

- 23 Community Corrections officers from across Queensland completed the Practitioner Development Program at the QCS Academy, boosting community safety by preventing reoffending and helping offenders lead crime-free lives.



- The electronic monitoring team support the trial of the use of GPS monitors for 16- and 17-year-old individuals as part of announced changes to bail laws.

## MARCH

- Sod was turned on a new prison at Gatton, employing more than 500 people upon completion and increasing capacity across the correctional system, leading to safer prisons for officers and prisoners.



- Ann Nicholls, Stacey Ireland, Andrea Philp, Katrina York and Evie Georgas were recognised in the International Women's Day Commissioner's awards.

## APRIL

- COVID-19 vaccinations for officers and prisoners begin at Palen Creek and Lotus Glen correctional centres.



## MAY

- The COVAX Program (COVID-19 vaccination) rollout continued, with a coordinated schedule of vaccinations at all correctional centres.



## JUNE

- As a result of recommendations from the *Officer Safety (Use of Force) Review*, the Custodial Delivery Command (CDC) and QCS Academy developed a new tactical options and skills training package designed for custodial officers to enhance de-escalation, situational and environmental awareness skills.

- The largest graduation in QCS history was held to welcome 90 new custodial correctional officers to the front line of public safety.



As we look back at 2021, we should reflect on the tremendous resilience our officers have shown not only to maintain the safety of Queensland communities but how our teams and units have seamlessly worked together to adapt to the continuous changes presented by COVID-19. Despite disruption, we have continued to achieve significant milestones throughout the year.

## JULY

- Southern Queensland Correctional Centre transitioned to QCS operations (*Operation Certitude Stage 2*).



- Commissioner Peter Martin APM retired and Paul Stewart APM commenced in the role as QCS Commissioner.
- Beenleigh and Toowoomba Community Corrections offices officially opened.

## AUGUST

- The Commissioner's Operational Performance Reviews began on 31 August, the first for Commissioner Paul Stewart APM, with Lotus Glen Correctional Centre the first to undergo a review.



## SEPTEMBER

- An independent workplace culture review commenced at Capricornia Correctional Centre.
- QCS officers Anu Wanninayake, Joachim (Henk) Van Der Merwe and Steve Berthelsen were recognised for going above the call of duty as QBANK Everyday Heroes finalists.



- As part of the ongoing COVID-19 response, vaccinations were mandated for correctional facility workers in recognition of the vulnerable nature of prisons.

## OCTOBER

- A violent protest at Capricornia Correctional Centre causes extensive property damage. Responding officers are praised by Deputy Commissioner Custodial Operations Gary McCahon for their response.



## NOVEMBER

- Maryborough Correctional Centre filled 5,000 sandbags, preparing Fraser Coast for the storm season.



- On 30 November 2021, the *Police Powers and Responsibilities and Other Legislation Amendment Act 2021* passed Parliament, introducing new provisions applicable to prisoners convicted of murdering a child or multiple people. The laws limit the re-traumatisation the parole process can have on the families of victims and the broader community.

## DECEMBER

- Custodial trainers completed the first train-the-trainer – QCS Psychological First Aid (PFA) training. The PFA coursework involves general mental health awareness and education around trauma and vicarious trauma.









# Queensland goes blue for National Corrections Day 2022

Communities across Queensland honoured the important front line public safety role our officers play every day by lighting landmarks in blue for National Corrections Day.

National Corrections Day is held across Australia on the third Friday of January each year, with this year's celebrations taking place on 21 January. It was an opportunity to acknowledge the professionalism and commitment of correctional officers and to thank them for keeping the community safe.

Due to the COVID-19 pandemic, this year's event was filmed in advance and streamed online with the virtual event concluding with a live-stream of Brisbane's Story Bridge lighting up in blue and silver as the sun went down.

Commissioner Stewart said National Corrections Day was a day to recognise and celebrate the great work and successes of our officers.

"National Corrections Day provides an opportunity to reflect on the work of our officers as agents of change in reducing crime and improving community safety," Commissioner Stewart said.

"Even with the challenges COVID-19 has brought with it, officers from across the state continue to undertake important work in highly dynamic environments – work that has never been more important to ensure the safety of those in our care, under our supervision and in the community.

"I personally thank all our officers for their service, professionalism and unwavering commitment to making Queensland a better and safer place. They do an amazing job."

"I also want to thank communities around the state for showing their support for our officers by lighting up their landmarks in recognition of the role of QCS."

As part of National Corrections Day celebrations, Commissioner Stewart announced the winners of the National Corrections Day Awards for safety, respect, empowerment, excellence and accountability.



Photo: Townsville's George Roberts Bridge





Photo: Cairns' Court House



Photo: Ipswich's Civic Centre



# First Commissioner's Unit Citation awarded

The National Corrections Day event included the announcement of the first Commissioner’s Unit Citation, a high-level award presented to a group of officers for outstanding conduct, professionalism or exceptional proficiency in operations or operations support.

The citation was awarded to a cohort of officers for their dedication and professionalism in response to the 2020 Arthur Gorrie Correctional Centre incident involving riotous behaviour.

Commissioner Paul Stewart APM said the awarded officers undertook work in a highly dynamic and volatile environment, made even more challenging by the COVID-19 situation.

“The work of these officers during the incident ensured the safety of officers, prisoners and the community,” Commissioner Stewart said.

“There is no better day than National Corrections Day to recognise the great work of those involved in the response, and I personally thank everyone for their efforts.”



# Congratulations National Corrections Day Award recipients

The Commissioner's Awards for National Corrections Day recognises the outstanding contribution of Queensland Corrective Services' officers, upholding the values of a top tier public safety agency in alignment with *Corrections 2030*.

Regrettably, recipients were unable to receive their awards in person due to COVID-19 restrictions. An award ceremony will take place when permitted and in line with COVID-19 safety measures.

Congratulations to this year's winners:



## Promoting a culture of Safety

John Heaney  
Custodial Correctional Officer, Brisbane Correctional Centre

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## Promoting a culture of Excellence

Townsville Correctional Centre Male Low Custody  
(Representing the team: George Muir)



## Promoting a culture of Empowerment

Rachael Schloss  
Former Transition Project Principal Advisor,  
Operation Certitude, Southern Queensland Correctional Centre

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## Promoting a culture of Respect

Weipa Community Corrections



## Promoting a culture of Accountability

Arthur Gorrie Correctional Centre Video Court Team

# And the highly commended are...

Congratulations to the following recipients, who were awarded the highly commended award in each category:

## Safety

Ciara McIlmurray  
Violence Prevention Coordinator, Southern Queensland  
Correctional Centre

Natalie Heathwood  
Custodial Correctional Officer, Woodford Correctional Centre  
Wolston Correctional Centre

## Excellence

Peter Massimino  
Manager, Community Corrections Facilities and Prisoner Transport

Lana O'Keefe  
Probation Services Officer, Doomadgee Reporting Centre

Hayley Miles  
Principal Advisor, Judicial Engagement in the Office of the Commissioner  
and A/g Staff Officer, Office of the Deputy Commissioner, Community  
Corrections and Specialist Operations

## Empowerment

Geoffrey Coakley  
Cultural Liaison Officer, Brisbane Women's Correctional Centre

Arthur Gorrie Correctional Centre Offender Development  
Brisbane Women's Correctional Centre Cuppa Cart

## Respect

Superintendent Mark Plath  
Director, Operational Performance, Data Analytics and Reporting Group

Colin Kurtz  
Correctional Supervisor, Maryborough Correctional Centre

Michelle Wyllie  
Senior Case Manager, North Coast Region Community  
Wellbeing and Engagement Team, Culture, Safety and Wellbeing

## Accountability

Legislation Group  
Strategic Policy Group



# A COVID-19 update

Queensland Corrective Services (QCS) commenced 2022 with increasing COVID-19 exposures and confirmed cases amongst officers, offenders and prisoners.

With all correctional facilities moving to stage 3 restrictions, the newly formed QCS Incident Coordination Centre (ICC) stood up in January this year to coordinate a QCS operational response to COVID-19, led by QCS ICC Commander, A/g Chief Superintendent Rob Wood.

The ICC sits alongside the Strategic Operations Coordination Centre (SOCC) role already performed by the State Corrections Operations Command (SCOC) to provide whole-of-agency support for local Forward Commanders, Incident Command Centres and Incident Management Teams as they respond to COVID-19.

SCOC Commander, Assistant Commissioner Phil Barrett said the ICC would provide a coordinated level of incident response, supported by a number of functions including operations, planning, logistics and intelligence.

“It is anticipated that the ICC will be heavily focused on supporting the Custodial Operations response in the initial period, as this is where we have seen the greatest number of COVID-19 positives,” AC Barrett said.

“It is the Commissioner’s intent that the ICC will support all QCS business areas to provide a coordinated and timely response to the current COVID-19 situation, ensuring the safety and wellbeing of our officers, prisoners and offenders.

“A/g Chief Superintendent Wood's mission for the ICC is to *minimise risk by keeping the correctional system safe and secure, supporting critical incident response and ensuring continuity of operations.*

“The coordination functions already performed by the SCOC will continue to provide the strategic and policy support required to enable the ICC to provide operational deployments and support to business areas.

“The Disaster and Emergency Management Unit will continue to support the ICC and SOCC through the provision of disaster and emergency management policy, procedures, tools and administrative support as QCS builds a more mature disaster and emergency management framework.”

A/g Chief Superintendent Wood has taken on the role of Commander, ICC alongside A/g Chief Superintendent Mark Plath, who is the Commander of the SOCC.

## Psychological First Aid Train-the-Trainer

Custodial officers from around the state completed their coursework for the first Queensland Corrective Services (QCS) Psychological First Aid Train-the-Trainer program in December.

The officers spent two days at the QCS Academy taking a deep dive into key components of psychological first aid and practicing individual facilitation skills.

The coursework involved general mental health awareness and education around trauma and vicarious trauma including a focus on self-awareness and self-care strategies.

Trained officers learned to use four steps – safety, social connection, signs, and stabilise – to support each other following traumatic events or when a person is distressed.

Principal Consultant Wellbeing and Engagement Anna Casey said the program presented a great opportunity for officers to connect with colleagues from across the agency to share knowledge, skills and ideas.

“The way in which these officers willingly volunteered their time to be part of this important program should be commended,” Principal Consultant Casey said.

“Our custodial trainers will continue their practical components and facilitation training over the coming months with the support of the Wellbeing and Engagement team.”



# Strengthening parole for worst offenders

Queensland Corrective Services' (QCS) Legislation Group created legislative history in November 2021 for victims of some of the state's most serious offenders after the *Police Powers and Responsibilities and Other Legislation Amendment Act 2021* (Amendment Act) passed through Parliament.

Passing of the Amendment Act allows the President of Parole Board Queensland to make a declaration that a person convicted of murdering a child or multiple people sentenced to life will be blocked from getting parole for up to 10 years before their eligibility date.

Multiple declarations can be made against the same person, limiting the re-traumatisation that the parole process can have on the families of victims and the broader community.

Deputy Commissioner Organisational Capability James Koulouris said the Amendment Act included elements to strengthen

the *no body, no parole* framework to encourage earlier prisoner cooperation to locate a homicide victims' remains, and to provide the Parole Board Queensland with greater flexibility to respond to the risks different prisoners posed to community safety.

"These amendments build on the valuable role our officers play each day in managing and supervising prisoners who have committed some of the most heinous crimes in Queensland's history, to keep all Queenslanders safe," Deputy Commissioner Koulouris said.

"They also support the important work of the QCS Victim's Register in ensuring eligible persons receive appropriate information as prisoners move through the correctional system.

"I would like to commend the work our officers do every day that is paramount to supporting the roll-out of these reforms."

A/g Director, QCS Legislation Group Annika Hutchins said the Amendment Act included a new offence, punishable by a maximum penalty of five years imprisonment for a person who wilfully and unlawfully seriously injures or kills a corrective services dog.

"This amendment ensures alignment with the amended penalty for injuring or killing a QPS animal and recognises the vital and diverse role QCS dogs and their handlers play across the agency," A/g Director Hutchins said.

"Overall, the legislative amendments are an important step in prioritising victims of crimes and creating a more robust parole framework in Queensland.

"It supports QCS' commitment to community safety, transparency and protecting victims' and their families."

## Congratulations to ACM recipients

Congratulations to the two Queensland Corrective Services (QCS) officers awarded the Australian Corrections Medal as part of this year's Australia Day Honour List.

Commissioner Paul Stewart APM congratulated Director of the High-Risk Offender Management Unit, Superintendent Cassandra Cowie and the General Manager of Escort and Security Branch, Chief Superintendent Bernie Kruhse on the well-deserved recognition.

"Superintendent Cowie and Chief Superintendent Kruhse work in different fields within QCS, highlighting the many ways our officers make a real difference to community safety," Commissioner Stewart said.

"On behalf of all QCS officers, my warmest thanks and congratulations go to Superintendent Cowie and Chief Superintendent Kruhse for their ongoing commitment to the safety of the community."

Established in 2017, the Australian Corrections Medal is awarded every year on Australia Day and the Queen's birthday (June) for distinguished services by correctional officers across Australia.



# The gift of giving back

Each year, we count down the days to Christmas with the 12 Days of Giving Back by highlighting some of the ways our officers support local communities.

Our officers again went above and beyond to help give back to their local communities in 2021.

Commissioner Paul Stewart APM said Queensland Corrective Services (QCS) officers were deeply embedded in local communities across the state.

“I want to thank our officers for their dedication to making a difference in our local communities,” Commissioner Stewart said.

“They regularly give back through philanthropic activities, including fundraising and donating non-perishable items.

“Our officers are also agents of change, giving prisoners and offenders a chance to give back through creating meaningful opportunities for reparation.

“Community service is an opportunity for people in our care and under our supervision to give back to the community and learn new skills to minimise the likelihood of reoffending while building their confidence.

“The prisoners learn new skills as part of a structured day, creating a safer environment for everyone, while providing the community with essential items they need.”

Thanks to all our officers for the work you do in the centres and community every day.

Here is a snapshot of some of the ways our officers gave back during 2021:



## Pine Rivers Community Corrections

Officers helped offenders learn new skills by sewing teddy bears from uniforms donated by Queensland Fire and Emergency Services. Children receive the teddy bears to comfort them after experiencing trauma.

## Woodford Correctional Centre

Trade instructors from the centre’s Prison Industry Program worked with prisoners to build possum boxes to keep native wildlife safe.



## Hervey Bay Community Corrections

Officers assisted offenders on community service to make beanies and blankets for newborn babies at Hervey Bay Maternity Ward and vulnerable people on the Fraser Coast.

## Bundaberg Community Corrections

The team gathered donations for Share the Dignity, including new sanitary items, deodorants, toothbrushes, toothpaste, notebooks, pens and handbags. The officers know firsthand the difference issuing these items makes to a vulnerable person in the community.







### Townsville Women's Correctional Centre and Bowen Work Camp

Officers are upskilling prisoners to repurpose donated materials to work off their debts and give back to the community. Under the guidance of officers, prisoners made dog and cat agility equipment, and crocheted lap blankets and teddies from wool, donated within the State Penalties Enforcement Registry program.

### Emerald Community Corrections

The team supported the community during Domestic and Family Violence prevention month by attending a candlelight vigil in remembrance of those who lost their lives because of domestic violence. District Manager Larissa conducted the official opening of the vigil, followed by speakers from Centacare and Emerald Police.



### Palen Creek Correctional Centre

With support from our officers at PCCC, a new retaining wall was built by prisoners. Officers and trainers from Construction Training College worked with prisoners to educate them on the full construction process. The prisoners also completed their Certificate III in Landscape Construction.

### Brisbane Central Community Corrections

The team has given back to the community through many initiatives, including a plant raffle, raising more than \$600 to purchase food for those in need, volunteering at Wesley Mission Brisbane Relief Centre to prepare and serve meals for the homeless, and teaming up with local schools to collect donations of bags, toiletries and food.



### Numinbah Correctional Centre

Officers are working closely with women prisoners to teach them to refurbish old glasses through the Lions Recycle for Sight program. The centre has worked with Lions for more than 20 years, refurbishing between 6,000 and 10,000 pairs of glasses per month, which are distributed around the world.

### Roma and Charleville Reporting Centres

Both teams are helping vulnerable community members with the 'take what you need' basket full of food and essentials. Officers support the initiative with donations and money raised through recycling efforts.



### Rockhampton Community Corrections

Officers supported the First Nations Art project by working with offenders on community service and local artist Anthony to beautify Cameron's Corner, contributing to a mural which speaks to the heart of the community.

### Gladstone Community Corrections

Officers partnered with Queensland Police Service and other local community agencies in the Love Bites program at Toolooa State High School talking about respectful relationships to Year 10 students.



# SQCC turns 10

Southern Queensland Correctional Centre (SQCC) celebrated a milestone recently, turning 10 at the end of 2021.

SQCC General Manager, Chief Superintendent Tamara Bambrick said the centre transferred to public administration as part of Operation Certitude on 1 July 2021 and officers were welcomed into the Queensland Corrective Services (QCS) family.

“The transition was part of a significant change experienced at the centre since it transitioned from a male prison to a women’s prison,” Ch. Supt. Bambrick said.

“After months of planning, Operation Elevate commenced in August 2018 when the male prisoners were transferred to Borallon Training and Correctional Centre following the recommissioning of a number of units there.

“Work immediately started on revamping SQCC, which was originally designed and built as a women’s facility, but never used as such, to make the changes required to make it suitable for women prisoners.”

The conversion resolved overcrowding in the women’s estate – at the time, Brisbane Women’s Correctional Centre was approaching 200 per cent capacity.

Ch. Supt. Bambrick said the transition to a women’s prison improved officer safety and women’s access to health, education and vocational services, which maximised their chance of rehabilitation.

“I would like to commend all officers involved in the transition to a women’s prison and acknowledge the commitment and professionalism of officers who have been managing both women and male prisoners at SQCC for the past 10 years,” Ch. Supt Bambrick said.

# District Manager wins award

Pine Rivers Community Corrections District Manager Karen Bailey received the 2021 Tony Hill Award for Individual Achievement at the recent Probation and Community Corrections Officers’ Association (PACCOA) virtual conference.

The award celebrated District Manager Bailey’s contribution as an association delegate at the national and state level.

DM Bailey said she was honoured to receive the award and proud of the work PACCOA does to raise awareness of the probation and community corrections industry across the country.

“I am proud to be a part of this professional organisation, which provides an additional forum for industry professionals to come together, share and contribute ideas on crime reduction through offender development and enhancement of practices,” DM Bailey said.

A/g Deputy Commissioner Community Corrections and Specialist Operations Samantha Newman congratulated DM Bailey for her dedication and valuable contribution to PACCOA.

“On top of her busy role as a Community Corrections District Manager, Karen is a strong advocate for PACCOA, and the benefits of professional development and networking opportunities to support best practice across the industry,” A/g Deputy Commissioner Newman said.



DM Bailey was heavily involved in the organisation of the virtual conference which attracted more than 200 people, including 35 Queensland Corrective Services (QCS) officers. The program comprised of guest speakers from across the country, including QCS officers, presenting on topics such as high intensity treatment programs, risk assessment tools, parole case management and parole supervision. Research was presented on understanding a lived experience of prisoners on remand including case studies from two offenders who spoke first-hand on their experiences of parole supervision.

Also nominated for awards were Senior Case Manager Paige from Pine Rivers and Senior Case Manager Jake from Innisfail who jointly developed a national mentor program for PACCOA. The Ipswich Community Corrections Women’s Estate Team was also nominated.

DM Bailey has been the Queensland delegate for PACCOA since November 2018 and through this role, has worked tirelessly to promote PACCOA and the benefits of membership. She has also introduced new programs, such as the mentor program, activities and monthly bulletins/Microsoft Teams catch-ups that bring value to PACCOA membership.

Congratulations to everyone involved for their outstanding effort, commitment to community safety and improving the lives for vulnerable Queenslanders.



On 11 November 2021, we stopped to thank our officers, past and present, who served to protect our nation and reflect on the contribution they made to our country and community.

We are fortunate enough to have many ex-servicemen and women within our ranks. We pay tribute to them for their unwavering commitment and dedication to our country, while honouring all of those who continue to serve and those who gave their lives or were injured while serving.

Lest we forget.



## Long-serving Dog Squad Supervisor retires

After serving and protecting the community for 40 years, Queensland Corrective Services Custodial Correctional Supervisor Dog Squad, Dennis from Capricornia Correctional Centre (CCC) was recently farewelled.

Capricornia Correctional Centre Chief Superintendent Richard Butcher had the pleasure of awarding the Long Service and Good Conduct Medal to Dennis for more than 40 years' service before retirement.

"It is always an honour to recognise the significant long service of our frontline officers. Dennis has given much of his working life to Capricornia Correctional Centre and his contribution to the security and safety of officers and prisoners will be missed," Ch. Supt. Butcher said.

Dennis started his career as a Prison Officer at Rockhampton Prison on 31 May 1982, moving from the position of Senior Prison Officer to the Dog Squad on 11 August 1986, partnering with Prison Dog Rasmus.

In May 2005, Dennis was appointed to the position of Supervisor Dog Squad at CCC and remained in this position until his retirement.

Manager, Statewide Dog Squad Development and Standards, QCS Academy Alan Swann said Dennis was a proud handler and during his time saw dog training evolve from basic training methodologies to world-best practice.

"One of Dennis's most significant achievements during his time as a dog handler was successfully training and working with 11 General Purpose dogs, and two Passive Alert Drug Detection dogs," Mr Swann said.

"Dennis completed 35 years' service in the Dog Squad, and is believed to be the longest serving Dog Handler in correctional history."

Dennis said he considered it both a privilege and an honour to have been a part of the Dog Squad for most of his career.

"I will miss the interaction with my peers, but most importantly, the working dogs which I considered true partners, including Ox, the last corrective services dog I worked with before retiring," Dennis said.

Dennis plans to spend his retirement with his family and hopefully enjoying some fishing and travelling.

Thank you for your service and keeping Queensland safe. We wish Dennis all the best in his retirement.



# Safety boosted across the state

## Custodial Correctional Officers

Welcome to all new officers who were recently sworn into their vital role on the front line of public safety in Queensland at ceremonies across the state.

Since the beginning of November 2021, 116 custodial correctional officers completed the Custodial Officer Entry Program (COEP) before being deployed to centres across Queensland.

The COEP is extensive and ensures officers are ready to take on the many challenges of working within a correctional environment each day.

## Practitioner Development Program

Congratulations to the Community Corrections officers from across Queensland after graduating from the Practitioner Development Program (PDP) at the Queensland Corrective Services Academy in November 2021.

Community Corrections officers undertake evidence-based and best-practice training to assist them with rehabilitating those under our supervision to prevent further reoffending. The PDP expands on the fundamental skills required of participating officers across a range of areas, including risk management, pro-social modelling, cultural awareness, effective decision making and working with the victims and perpetrators of domestic and family violence.

## Long Service and Good Conduct medals

A diverse group of Queensland Corrective Services officers from across the state were recently recognised for their long service and commitment to their roles.

These officers, 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.



Practitioner Development Program graduates -  
19 November



Borallon Training and Correctional Centre -  
10 November

Southern Queensland Correctional Centre -  
10 November



Arthur Gorrie Correctional Centre -  
8 December



Woodford Correctional Centre -  
8 December





Townsville Correctional Centre -  
10 December



Lotus Glen Correctional Centre -  
17 December



Capricornia Correctional Centre -  
9 December

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

# 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 Rick Davies**, Custodial Correctional Officer (CCO) from Numinbah Correctional Centre (NCC).

Mr Davies joined QCS as a CCO at Brisbane Correctional Centre in 2014 before transferring to NCC in 2015. He was highly regarded by his colleagues and friends at NCC, described as an engaging, fun-loving larrikin. He is remembered for his cheeky and mischievous personality, and for enjoying a laugh and a good story. Outside of work, Mr Davies was known for his cricketing skills and dedication to the Mudgeeraba, Nerang and Districts Cricket Club, in addition to his keen support of the Manly Sea Eagles.

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 Heath/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](mailto:areuok@smghealth.com.au)

We also mark the passing of a number of corrective services dogs:

**General Purpose Dog Jax**, Maryborough Correctional Centre Dog Squad.

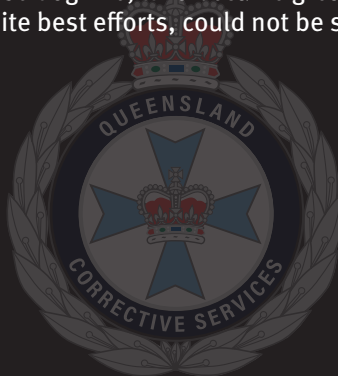
Jax was a highly driven and active dog who loved his job, and loved coming to work with Dog Squad Officer Steve. Since 2017, Jax responded to more than 100 critical incidents inside the centre, keeping officers safe while dealing with complex and challenging situations. He was always keen for deployment with the Tactical Response Team. Although he could be aggressive when required, his softer side shone through at home where he was a foster 'Dad' to QCS development puppies Thora and Wolf. Jax was a valued member of the Dog Squad and will be sadly missed, especially by Steve and his family. Jax was only six years old when he passed away recently at home after a medical episode.

**Passive Alert Drug Detection Dog Tank**, Arthur Gorrie Correctional Centre (AGCC) Dog Squad.

Tank began his career with Queensland Corrective Services at Lotus Glen Correctional Centre (LGCC) in 2014 at the age of three after being rescued from the pound in Cairns. During his time at LGCC he found various illicit substances within and external to the centre. Tank and his partner Dan (who is now the Dog Squad Supervisor at Wolston Correctional Centre and Brisbane Women's Correctional Centre) were transferred to AGCC when it transitioned to public administration. While there, Tank prevented more than \$220,000 in Suboxone entering the centre. His biggest find was 120 strips in one piece of a prisoner's in-coming mail. Tank retired in 2020 and lived out his life with Dan and his family. He was 12 years old.

**Passive Alert Drug Detection Dog Tilly**, Maryborough Correctional Centre (MCC) Dog Squad.

Tilly showed great energy and enthusiasm in every search she conducted with laser focus. A highlight of Tilly's service was assisting the Queensland Police Service with a targeted search of a property in Gympie, where she indicated on several areas in the house where searches revealed drug paraphernalia including THC and methamphetamines. She was a very friendly dog, enjoyed attention and was always up for a good pat. She lived at home with partner Cameron and was introduced to Cameron's current General Purpose dog Axe, who became great friends. Tilly was just three years old when she suffered a medical event recently and despite best efforts, could not be saved.



# Corrections NEWS

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