



October 2022

Corrections NEWS



First ever Unit Citation presented
Officers responding to AGCC disturbance receive prestigious award



**Officer's excellence
awarded**



**Townsville prison
memorial commissioned**



**PADD dog
Thommo retires**

Front cover:

Custodial Correctional Officer Philip with QCS Commissioner, Paul Stewart APM after receiving his Unit Citation.

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

GPO Box 1054
Level 21, Northbank Plaza, 69 Ann Street
Brisbane QLD 4001
(07) 3565 7824
QCSMedia@corrections.qld.gov.au
corrections.qld.gov.au

Contents

Message from the Minister	3	Commissioner's first year anniversary.....	12	Gift bags in support of homeless women	19
Message from the Commissioner	3	\$207M boost for SQCP-S2.....	14	QCS at Brisbane Ekka!	20
Messages from the Deputy Commissioners.....	4	Townsville prison memorial commissioned.....	15	PADD dog Thommo hangs up leash.....	20
Messages from the Deputy Commissioners (cont.) ...	5	Supporting officers through White Ribbon	16	Improving safety across QLD.....	21
Message from Acting Assistant Commissioner Cassandra Cowie.....	5	A review for the future	17	New EAP provider offers targeted support.....	24
First Unit Citation awarded	6	Prison expansion commissioned.....	18	In memoriam.....	25
Officers' excellence awarded.....	8	Standing against violence in darkness to daylight	18		
Milestone reached as QPSR bedded-in as BAU.....	10	Officers recognised in Honours list	19		



Message from the Minister for Corrective Services

The outstanding job that you, Queensland Corrective Services (QCS) personnel, perform each and every day is important for community safety and is worthy of continuous praise.

One way that our government can show its support for corrective services officers and staff is through its annual State Budget.

This year's Budget provided QCS with a record \$1.17 billion operating budget (a 7.7 per cent increase from the previous financial year) and a record \$500 million-plus capital works budget – the biggest ever.

A highlight is the expanded capacity for the new correctional centre currently under construction at the Southern Queensland Correctional Precinct at Gatton.

The new centre will now have more than 1500 beds - an increase of 500 beds on the original plan. Construction of the new correctional centre is on track with major works expected to be completed by the end of 2023 and commissioned in 2024, weather permitting.

The security and safety of correctional centres and custodial correctional officers is also a key focus of the Budget with significant additional funding to further boost safety by installing more safety hatches in older-style cell doors and purchasing additional body-worn cameras.

Another key component of the Budget includes additional resourcing for the Parole Board Queensland (PBQ) by extending and increasing the number of parole board teams. This will help to deliver better services and further improve community safety by ensuring PBQ has access to sufficient resources and critical intelligence and information to make community safety-centred parole decisions.

The outstanding community safety work undertaken by the Community Corrections team is also a highlight of this year's State Budget with ongoing additional funding provided to continue the Queensland Parole System Review reforms and support the efforts of officers and staff.

Finally in this big budget for corrections, funding is also provided to upgrade the Integrated Offender Management System and expand end-to-end case management, increase cultural liaison support, enhance front-end recruiting and training, and deliver additional psychological and disability support services.

Just as you back our state with your outstanding work, this year's Budget shows that your state is backing you. I am proud of your efforts and dedication to community safety. You are a credit to yourselves, your agency and your community, and your state is grateful for your service. Thank-you for what you do.



Message from the Commissioner Queensland Corrective Services

Queensland Corrective Services (QCS) recently joined Minister Mark Ryan MP at this year's Parliamentary Estimates Committee hearing, which provided an opportunity to highlight the excellent work undertaken across the agency every day.

I want to thank the many officers involved in the extensive preparation for this year's Estimates over recent months. Estimates plays a vital role in maintaining and growing public confidence in the work of the agency.

The welcome boost to QCS' operating budget for the 2022-23 financial year will help improve officer safety and further enhance deliveries across all our priorities.

The beginning of July marked my first anniversary as Commissioner of Queensland Corrective Services. Reflecting on the year that was and the milestones achieved during that time, these achievements are a result of the collective hard work and commitment of our officers across the state.

These achievements include implementing the recommendations of the Queensland Parole System Review, rollout of the Domestic and Family Violence solution, end-to-end offender management framework, the first Commissioner's Unit Citation awarded to officers in response to the major Arthur Gorrie Correctional Centre disturbance, expansion of the Capricornia Correctional Centre and the start of construction of the Southern Queensland Correctional Precinct Stage 2 project, to name a few.

Finally, I'd like to congratulate Ursula Roeder ACM on her appointment as Deputy Commissioner, Community Corrections and Specialist Operations. I look forward to working alongside DC Roeder as a part of the Senior Executive team.





James Koulouris

Deputy Commissioner
Organisational Capability

As we enter the second half of the year, I continue to be impressed by our delivery against key organisational initiatives. I greatly appreciate the excellent and hard work undertaken by all within Organisational Capability and across Queensland Corrective Services (QCS). It is a testament to your ongoing professionalism and commitment to community safety.

I would especially like to acknowledge the work of the *Operation Certitude* team, who were awarded the Commissioner's Overall Award for Excellence in recognition of their significant achievement in the delivery of this landmark reform.

Earlier this year, the QCS Academy launched the secure standalone Learning Management System (Academy Online). The program has shown a significant adoption across QCS with the Learning Management System Implementation project team being awarded a Commissioner's Award for Excellence in the Accountability category.

I also acknowledge the efforts of officers within the Strategic Futures Command who recently led the development of a new Memorandum of Understanding (MOU) with the Department of Justice and Attorney-General to facilitate QCS' ongoing access to the Queensland Wide Interlinked Courts (QWIC) System. The new MOU provides the agency with additional licenses to meet operational demands, delivers on a recommendation from the QCS Intelligence Review and supports the Disrupting Family Violence Program in Specialist Operations.

Officers within the Financial Services and Strategic Sourcing Command have established new Standing Offer Arrangements for the provision of fresh bread and bakery products, and the provision of canteen supplies. In addition, on 14 June 2022, the very first *Buy Queensland* Buyers Awards were held. Ms Gillian Danckwerts, Senior Procurement Officer received a Highly Commended Award for Excellence in delivering the objectives of the Queensland Procurement Policy for her efforts in the provision of fresh bread and bakery products.

In addition, Policy and Legal Command's Legislation Group is hard at work to progress a number of amendments to the *Corrective Services Act 2006* that will improve QCS' ability to deliver front line services.

Looking ahead to the end of the year and beyond, the QCS Strategic Plan has recently been reviewed and updated for the 2022-2026 period to reflect our current operating environment and provide up-to-date and relevant strategic direction for all QCS officers.



Gary McCahon

Deputy Commissioner
Custodial Operations

As you are aware, the continuous growth in prisoner and offender numbers since 2015 has resulted in significant capacity management issues across our system and placed pressure on our outdated service delivery and funding models.

We have engaged KPMG to work with us to develop a new funding model for submission in early 2023. It is envisaged that the new funding model will sustain QCS over the next 15 years (see more on page 17).

In August this year I was pleased to be announced as the Executive Sponsor for the Lesbian, Gay, Bisexual, Transgender, Intersex or Queer/Questioning (LGBTIQ+) agenda, leading our commitment to the Queensland Public Sector Inclusion and Diversity Strategy 2021-2025.

I will seek the establishment of an LGBTIQ+ Steering Committee to progress workplace consultation for the development of a QCS LGBTIQ+ Inclusion Plan and formalise a social support network. Our commitment to the agenda supports the Corrections 2030 principles of safety, excellence, empowerment, respect and accountability, and reflects the importance of developing inclusive and diverse workplaces, reflective of the communities we serve.

I would like to congratulate Ms Ursula Roeder ACM who was recently appointed as Deputy Commissioner, Community Corrections and Specialist Operations.

DC Roeder made significant contributions to the reform of Custodial Operations as the Assistant Commissioner, Southern Region Command, and her authentic, visible leadership exemplified the strategic vision of the department.

I would also like to congratulate Acting Assistant Commissioner Joel Smith who has been appointed as the General Manager, Southern Queensland Correctional Precinct – Stage 2 (SQCP-S2). SQCP-S2 will employ a new therapeutic and rehabilitative model using state-of-the-art technologies.

Joel brings a wealth of knowledge and experience from his previous senior leadership roles and his career is an example of capitalising on the opportunities for professional development within QCS, having commenced as a psychologist in 2002, before progressing through the ranks.

Please join me in congratulating Ms Roeder and Mr Smith in their new roles.



Ursula Roeder ACM

Deputy Commissioner
Community Corrections and
Specialist Operations

I am immensely pleased to let you know we have reached a major milestone in the progress of the Queensland Parole System Review (QPSR) and the transformation of our corrections system. As at 30 June 2022, all 89 QPSR recommendations have been completed or closed.

Much activity has occurred over the course of the QPSR Program, with the aim of enhancing continuity of service across the correctional system and delivering responsive, tailored resources to improve rehabilitation and make the community safer. The achievements are reflective of the dedication, resilience and a genuine passion to make a difference that corrective services officers demonstrate every day in the important work we do.

A comprehensive list of achievements are a feature of this edition of Corrections News highlighting the major achievements from the QPSR program in the areas of policy and legislation, parole system enhancements, assessment and management of offender risk, continuity of case management, rehabilitation, re-entry and housing and the management of offenders in the community.

This work has improved our system and created new opportunities for our officers and the individuals we manage. Importantly, it has set a solid foundation for continued implementation of key initiatives within business-as-usual operations. This is important as whilst the extensive five-and-half-year program of work has come to an official close, there remains ongoing activity to continue to embed the reforms and to deliver continued exciting changes to the correctional system.

I would like to congratulate and thank each and every one of our officers and our external partners involved in the QPSR Program for your commitment, insights and hours of effort contributed to this transformative program of work. The work to date has demonstrated an exercise in teamwork, progressive thinking and tenacity, driven by a firm belief in the good work we, as one QCS, do for the community and for the safety of Queenslanders.

We should be extremely proud of what has been achieved under the QPSR reforms to date and I look forward to seeing what more we can do together with further work. Please continue to support the QPSR vision and the difference we are making every day.



Cassandra Cowie

Acting Assistant
Commissioner
Community Corrections

Community Corrections is committed to providing safe, effective supervision to more than 19,500 offenders across the state, from the Torres Strait to the Gold Coast and out to the Northern Territory border. This includes individuals subject to *Dangerous Prisoner (Sexual Offenders) Act 2003* orders and the provision of electronic monitoring services across the state.

Supervision is tailored to meet the individual risks and needs of each person with the aim of rehabilitation, reintegration and an opportunity to lead a life free of crime. To achieve this, we develop partnerships between agencies and communities to provide individualised support to the specific cohorts we supervise.

Recent NAIDOC week celebrations saw us reflect on our commitment to effecting systemic change to improve outcomes for our First Nations People. 27 per cent of persons under our supervision identify as First Nations People. This has led to some key local initiatives that assists us to deliver our service in a culturally-safe way.

For instance, the Far Northern region partners with the Yarrabah Justice Group who have a presence in local offices with the aim of supporting the protection and preservation of cultural heritages for future generations. Initiatives include Elder visits, planning for pre-release transport for clients, referrals into Justice Group Intervention programs, yarning circles, counselling on country and the use of local language by clients. Similar partnerships are fostered across the state.

These initiatives will be further enhanced with the recent government budget announcement to increase cultural support as part of Closing the Gap commitments. This provides a great opportunity for Murrighagun Cultural Centre, Community Corrections and Custodial Operations to work together to implement a whole-of-system approach to the provision of cultural liaison support to our First Nations Peoples within a culturally safe framework, ensuring the cultural rights of First Nations Peoples are protected under the *Human Rights Act 2019*.

Another key focus is our approach to addressing domestic and family violence (DFV) within our supervised population. With the recently announced expansion of specialist DFV courts and additional High Risk Teams, we will continue our commitment to multi-agency collaboration to provide an integrated and culturally-appropriate safety response for victims who are at high risk of serious harm or lethality.

We welcome these opportunities to further develop strategies to enhance service delivery and deliver on our commitment to public safety. I would like to acknowledge the dedication and professionalism of our Community Corrections workforce and thank them for their high standard of performance in a challenging environment.

First Unit Citation awarded

The first prestigious Commissioner's Unit Citation was awarded to 145 officers in June for their critical response in the face of real danger during a major disturbance at Arthur Gorrie Correctional Centre.

The cohort of officers bravely responded to violent protests in the centre during COVID-19 lockdowns on 31 August and 1 September 2020.

In a touching moment during the ceremony, one Custodial Correctional Officer, a foundation member of the Tactical Response Team who was highly regarded by colleagues, was posthumously awarded the Commissioner's Unit Citation for his involvement in the emergency response at Arthur Gorrie Correctional Centre. The officer's family, including his parents, three sisters, wife, daughter and father-in-law, were welcomed at the event to accept the Commissioner's Unit Citation.

Commissioner, Paul Stewart APM commended the cohort of officers for their actions in a highly dynamic and challenging environment.

"The work of QCS officers during the incident ensured the safety of officers, prisoners and the community," Commissioner Stewart said.

"I personally commend each and every one of them for their efforts.

"The importance of formally recognising and awarding those among our workforce who significantly exceed their performance of duty, who demonstrate bravery, sustained commitment, excellence and meritorious service cannot be overstated."

The high honour of the Commissioner's Unit Citation is awarded to a group of officers for outstanding conduct, professionalism or exceptional proficiency in operations or operations support.

The well-deserving officers received the citation bar, as well as a framed certificate in recognition of their exemplary efforts.

Photo: Custodial Correctional Officer James receiving his citation and award.



Photo: Arthur Gorrie Correctional Centre

"I can think of no finer example of professionalism and proficiency. On behalf of QCS, I thank you all for your service."

- Commissioner Paul Stewart APM



The Commissioner's Unit Citation is a high-level award presented to a group of officers for outstanding conduct, professionalism or exceptional proficiency in operations or operations support.



Officers' excellence awarded

Queensland Corrective Services officers were formally recognised for the important role they play in keeping communities safe at this year's Commissioner's Awards for Excellence.

The awards celebrate individuals and teams who significantly contributed to public safety and exceeded expectations in their work every day.

There are five award categories, aligned to the principles of *Corrections 2030*:

- Safety
- Collaboration
- Empowerment
- Respect
- Accountability.

Commissioner, Paul Stewart APM congratulated the recipients of the awards.

"The recipients of the Commissioner's Awards for Excellence represent just a fraction of the excellent work done by our officers across the length and breadth of Queensland," Commissioner Stewart said.

"I thank them and all of our officers for never losing sight of the core work of our agency – make Queensland safer for everybody by reducing crime through the containment, supervision and rehabilitation of those who offend against our community."

This year's Commissioner's Awards for National Corrections Day and International Women's Day were also presented at the ceremony after delays due to COVID-19.



And the winner is...

Safety

Winner: Arthur Gorrie Correctional Centre Operational Response to a high-risk incident

Highly Commended: Gregory Lee

Collaboration

Winner: Wolston Correctional Centre and Queensland African Council Community Partnership

Highly Commended: Jane Green

Empowerment

Winner: Gympie Community Corrections

Highly Commended: Roma Community Corrections

Respect

Winner: Jodie Davies

Highly Commended: Joel Hicks

Accountability

Winner: SMART Project Team

Highly Commended: Learning Management System Project Team

Overall Award for Excellence

Winner: Operation Certitude

Milestone reached as QPSR bedded-in as BAU

The Queensland Parole System Reform (QPSR) program has officially transitioned to business-as-usual from 1 July 2022 after all 89 supported or supported-in-principle recommendations were completed or closed.

Since Mr Walter Sofronoff QC delivered his Queensland Parole System Review final report in 2017, Queensland Corrective Services has been working on delivering the recommendations and associated projects to provide effective and evidence-based rehabilitation, reintegration and supervision of individuals.

This includes the introduction of an end-to-end offender management framework designed to guide Queensland Corrective Services officers in the use of a shared model of offender management.



As a result, a consistent end-to-end service delivery model will be progressively implemented to support rehabilitation opportunities and promote behavioural change that reduces recidivism and increases the safety of the community.

Acting Deputy Commissioner Community Corrections and Specialist Operations, Samantha Newman congratulated all Queensland Corrective Services officers involved in the QPSR program on the significant achievement.

“The outcomes and achievements from the QPSR program could not have come to fruition without the commitment and dedication of our front line officers,” Acting Deputy Commissioner Newman said.

“There is still a substantial amount of critical work remaining to embed the reforms as part of business-as-usual operations.

“The ongoing work will position QCS well to continue to implement and drive the system-level reforms for years to come.”

QPSR Program Director, Superintendent Tygh Field thanked everyone involved, from commencement through to the final stages of the program.

“This important work has improved our system, provided greater opportunities for officers and individuals managed and set solid foundations for the continuation and transition of the QPSR program into our everyday activities,” Superintendent Field said.

“It has been a privilege to have worked in various capacities during the life of the program.”

The review was publicly released in 2017 containing 91 recommendations to improve the Queensland Parole System.

89 recommendations were supported or supported-in-principle by the Queensland Government.



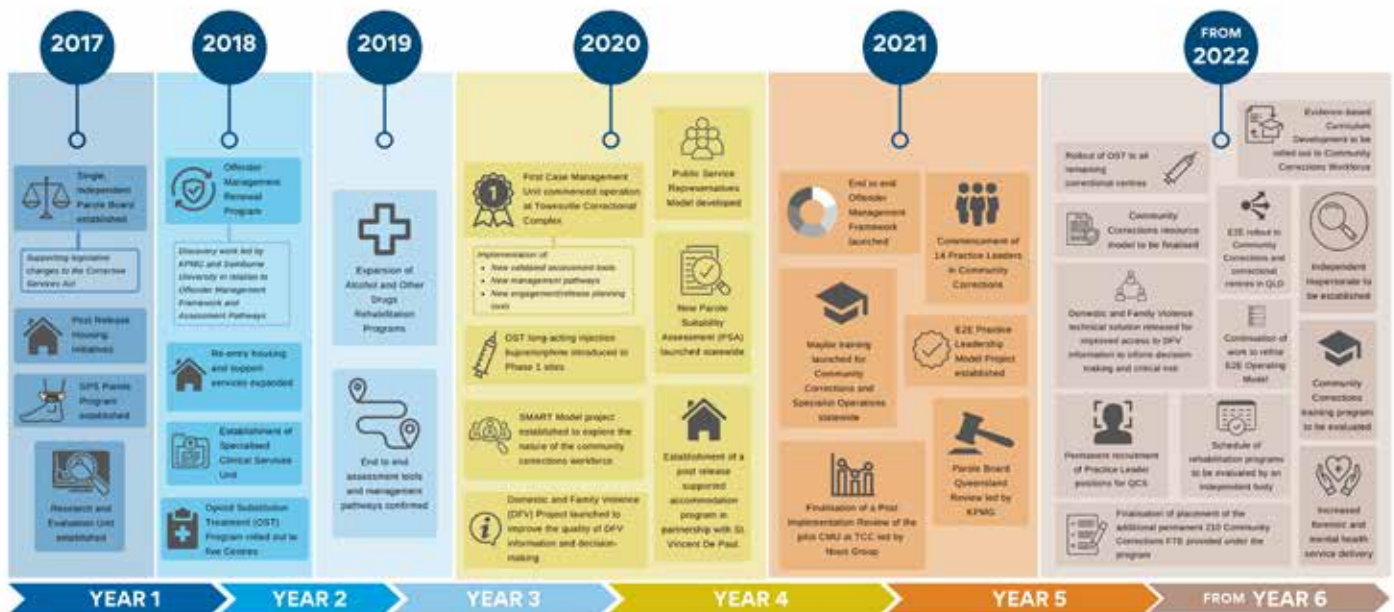
"The ongoing work will position QCS well to continue to implement and drive the system-level reforms for years to come."

- Acting Deputy Commissioner
Samantha Newman

What work will continue?

- The rollout of front-end recruitment for Community Corrections.
- The implementation of a world-class suite of training for Community Corrections officers.
- The implementation of the SMART resource model.
- The continued implementation of end-to-end case management in the community and within several correctional centres.

QPSR PROGRAM KEY ACHIEVEMENTS



Commissioner's first year anniversary

A message from Commissioner Paul Stewart APM:

I thought I would take the opportunity to reflect on the year that was, and the milestones you have achieved during that time.

All of these are the result of the collective hard work and commitment of our officers across the State in extraordinary circumstances.

I thank you for never losing sight of the core work of our agency – making Queensland safer for everybody by reducing crime through the humane containment, supervision and rehabilitation of those who offend against our community.

The day-to-day work of corrections is a complex and challenging task worthy of acknowledgement and appreciation.

I often hear our officers dismiss their achievements as 'just what we do'. That may well be so, but it is no less worthy of recognition and celebration.

When the 10-year strategic plan for QCS, Corrections 2030, was launched in August 2019, the then-Commissioner spoke to the importance of formal recognition of excellence as a vital element in developing a culture of professionalism and constant improvement.

I have recently had the honour of officiating at the Commissioner's Awards for Excellence and also presenting the first Commissioner's Unit Citations, both events designed to formally recognise officers who epitomise the very best of corrections.

Events like these shine a spotlight on the very best of our culture. They build a shared pride and a common understanding of what it means to be a part of QCS. Strategy may speak to the head, but culture speaks to – and reveals – our hearts.

It is important we take a moment occasionally to pause and remind ourselves of why we do what we do and acknowledge both the importance of our work and the commitment and the professionalism of our colleagues as we collectively strive to achieve and succeed.

I cannot overstate how proud every member of the Senior Executive is of the achievements recognised by the Commissioner's Awards for Excellence, International Women's Day Awards and National Corrections' Day awards. Collectively, we were buoyed by the stories of success, and reminded of just how remarkable our officers are.

That our officers maintained the safety and security of our correctional centres across the State, and continued the effective supervision of offenders in the community is testament to not only our extraordinary front line officers, but to the parts of the agency that stepped in to support them.

'One QCS' is more than a slogan. We saw it in action this year, with centralised planning, procurement, supply and logistical support providing those on the frontline with the tools, processes and training to do their jobs.

From the procurement and supply of PPE, mask fitting, information and resources and the redeployment of officers to ensure operational continuity, every part of the agency stepped in behind those on the front line.

Our key achievements highlight just how far QCS has come since it became a stand-alone agency in December 2017. That this incredible progress has occurred during an unprecedented global pandemic is nothing short of remarkable.

I am sure I speak for all of the Senior Executive when I say this progress is a credit to every single one of our officers. You should be rightfully proud of what you do, and how you do it.

Regards,

Paul Stewart APM
Commissioner

Key achievements in the last 12 months:

- Operation Certitude – the two-year effort to transition Arthur Gorrie and Southern Queensland correctional centres to QCS administration – was finalised at the beginning of the year. Certitude was one of the most ambitious operations in QCS history with Southern Queensland Correctional Centre successfully transitioning in July 2021 thanks to the efforts of the transition teams consisting of officers from across QCS.
- Last year we saw several low security centres evacuated due to the risk of bushfires. This past year saw us dealing with flooding which cut off a number of correctional centres and inundated a number of Community Corrections offices in south east Queensland.
- Officers in Southern region went above and beyond to help save files and equipment as it became obvious that major flooding was going to affect the Ipswich and Inala offices. Their resilience in ensuring business continuity was truly noteworthy.
- Teams from Infrastructure, Asset Services and Major Capital Works and Digital Services and Information Technology did a remarkable job to get the offices operational in a matter of weeks, standing up a temporary office in two weeks.
- The Information Management unit worked with Community Corrections for weeks on cleaning, assessing and either digitising and salvaging or disposing of the damaged records.
- The Digital Service Delivery teams worked with officers at Inala, Ipswich and Wacol to provide replacement IT to provide continuity of service. The team was also able to quickly recover and restore data from a flood damaged local server.
- The year past is one in which we made great strides in the implementation of the recommendations of the Queensland Parole System Review, including rolling out the Domestic and Family Violence solution to allow our officers real-time visibility of DV orders, enabling them to better protect the victims of crime from further harm.
- The safety of Community Corrections and Specialist Operations officers was boosted with the ongoing work of the Training Team at the QCS Academy, and the roll out of Maybo Training to equip our officers with de-escalation and negotiations skills, improving their ability to ensure their personal safety.
- Work continued on the implementation of the end-to-end Offender Management Framework, which enables our officers to target the individual needs of offenders, which will increase the chances of effective rehabilitation.
- The QPSR project has been a five-year body of work to totally transform the parole system in Queensland. While the vast majority of the recommendations are now implemented, it will continue to have a positive impact in years to come.
- The newly certified Enterprise Bargaining agreement and the resolution of the 12/12 direction position means Queensland Corrective Services custodial correctional officers are amongst the best paid in Australia, rightfully reflecting their position as the best trained and resourced officers in Australasia.
- The expansion of the Capricornia Correctional Centre was finalised and commissioned, significantly increasing the capacity of the correctional system.
- Construction works at the Southern Queensland Correctional Precinct Stage 2 continue on the 1500-bed men's prison with concrete slabs poured, columns in and walls going up on buildings. The new centre will be a modern, purpose-built facility and will enable a focus on health and rehabilitation to reduce reoffending.
- More training has been rolling out to our officers than at any time in our history, with a strong focus on increasing officer safety, including through the new Learning Management System through the QCS Academy. This online learning platform has enabled us to provide a range of training across the agency, including Domestic Violence awareness training for all officers.
- At the end of May, 2123 officers had been trained in the new Tactical Skills and Options package.



Photo: SQCP-S2 in construction

\$207M boost for SQCP-S2

An additional \$207 million towards Southern Queensland Correctional Precinct Stage 2 (SQCP-S2) was recently announced by the Queensland Government, expanding the prison's capacity to 1500 beds and injecting further investment into the local economy.

The significant expansion to the new men's prison near Gatton is in response to higher prisoner numbers across the correctional system.

Upon completion in 2024, the new \$861 million correctional centre will be the largest facility in Queensland. It will reduce prisoner density across the system by adding more than 1500 much-needed beds to our capacity.

Deputy Commissioner Organisational Capability and SQCP-S2 Program Executive, James Koulouris welcomed the recent budget decision to increase the prison's original bed capacity by 500 beds.

"The additional budget will further assist QCS to build a modern, fit-for-purpose prison that will even more closely meet the current – and future – needs of our community," Deputy Commissioner Koulouris said.

"When complete, it will be the first Queensland prison built to specifically support best practice corrective services and offender rehabilitation, incorporating end to end case management, specialist services and with improved dynamic security."

Bespoke features such as program and interview rooms and dispensaries within each accommodation unit will make managing prisoner movements and interactions easier, enabling more time to focus on prisoner care and development.

The new prison will play a vital role in reducing recidivism and making Queensland safer, and also provide officers with a safe, state-of-the-art work environment.

Additionally, SQCP-S2 will provide more jobs for Lockyer Valley residents during construction and on completion, providing a boost to local employment and investment in the area.

Deputy Commissioner Koulouris said QCS would advertise roles for custodial correctional officers in the coming months.

"With more than 600 jobs available in the new prison, this is an excellent opportunity for anyone looking to pursue a fast-paced, challenging and rewarding career on the front line of public safety. This includes current corrective services officers from across Queensland, he said.

"We encourage people from all walks of life with a passion to transform lives, to consider joining a top tier public safety agency and help keep Queenslanders safe."

For more information on joining Queensland Corrective Services, visit www.corrections.qld.gov.au

Townsville prison memorial commissioned

A remembrance memorial at the Townsville Correctional Complex has been officially commissioned, paying tribute to generations of former officers who served at the complex.

Deputy Commissioner Custodial Operations, Gary McCahon unveiled the memorial wall and garden with the Minister for Corrective Services, Mark Ryan MP.

The wall contains 105 plaques with the names of officers who died during their service or after retirement from the facility.



Deputy Commissioner McCahon, who began his correctional career in Townsville, acknowledged the important public safety work undertaken on the site.

“We as an agency have countless interactions with prisoners every day, some through the regular course of their duties and some through emergent situations,” Deputy Commissioner McCahon said.

“The Townsville officer remembrance memorial honours those who have walked the floors before and recognises the commitment, dedication and bravery of all past, present and future correctional officers.

“The memorial is a testament to the value placed upon officers here in Townville and across the state.

“I want to pay tribute to Townville Correctional Centre General Manager, Chief Superintendent Louise Kneeshaw and the team of officers who collaborated to create this fitting memorial.

“The initiative to create the garden and wall and Chief Superintendent Kneeshaw’s unwavering commitment to this cause, is commendable.”



Townsville Correctional Complex is the oldest continual prison site in Queensland and has an important place in the history of the state.



Supporting officers through WHITE RIBBON

Queensland Corrective Services is committed to ending domestic and family violence and has proudly joined more than 240 other Australian workplaces to again achieve White Ribbon accreditation.

The accreditation was formally recognised at a recent ceremony in Brisbane.



Commissioner, Paul Stewart APM said QCS acknowledged that domestic and family violence was also a workplace issue and that everyone had the right to feel safe and supported at work.

“Whether in the workplace, or broader community, we all have a responsibility to stand up and speak out against behaviours that contribute to violence,” Commissioner Stewart said.

“It is our duty as a top tier, public safety agency to support those affected and hold perpetrators accountable.

“Although White Ribbon accreditation is centred around men’s violence against women, QCS is committed to addressing all forms of violence regardless of gender, age or circumstance.”

Commissioner Stewart represented QCS at the ceremony, which brought together 23 agencies to celebrate accreditation status.

Deputy Commissioner Organisational Capability, James Koulouris said QCS first became a White Ribbon-accredited workplace in 2017 and was proud to continue supporting initiatives to foster a future free of domestic and family violence.

“As a White Ribbon-accredited workplace, we recognise the significant impact domestic and family violence has on the broader Queensland community and are proud of our officers for the role they play in the workplace and community in ending this type of violence,” Deputy Commissioner Koulouris said.

“QCS will continue to equip officers with the knowledge and resources to better understand gendered violence and domestic and family violence, how to identify it, what they can do to prevent it, and how to respond to and appropriately refer on those who have been impacted.

“We are continually striving for a genuinely inclusive and safer working environment for officers at all levels and the White Ribbon accreditation process has strengthened that internal culture.”

White Ribbon Australia’s Workplace Accreditation Program audits policies, procedures and workplace culture in relation to women’s safety and gender equality issues, shining a light on any gaps and providing support to help nurture a culture of respect, safety and equality.



White Ribbon Day

Friday, 18 November 2022

A review for the future

Queensland Corrective Services is reviewing its business and operating models to inform a new funding model and sustain the agency for the next 15 years.

The new model, which is due to be submitted by KPMG early next year, follows continued growth in prisoner and offender numbers, and the pressure they have put on current delivery and funding models.

Deputy Commissioner Custodial Operations, Gary McCahon said Queensland Corrective Services' business model was last reviewed in 2004.

"Since then, QCS has undergone many changes, including the resumption of responsibility for two privately operated prisons, implementation of recommendations from external reviews, the application of a double-up funding model, and the management of growing prisoner numbers and complexity in a system that is continuously over-capacity," Deputy Commissioner McCahon said.

"QCS is managing evolving service demands in response to government priorities, such as electronic monitoring and Domestic and Family Violence.

"This changing profile as well as escalating overtime costs, limited system-wide intervention services and an ageing infrastructure portfolio presents significant organisational challenges in terms of capacity and alignment of functions.

"Partnership and collaboration across the criminal justice sector is now a cornerstone of service design and delivery."

A review is vital to determine:

- if Queensland Corrective Services' strategic vision is providing the appropriate guidance and direction to execute the legislative remit
- whether the business and operating models are strategically aligned and effective
- what level of funding is required to ensure our service delivery meets standards and expectations.

Deputy Commissioner McCahon said the review was organisation-wide, bringing together all related work, including previous reviews and current major projects such as SQCP-2 and the QPSR implementation activities, and planning for long-term infrastructure needs.

"As an organisation, we must seize the opportunity to align our funding and operating models effectively," he said.

"This truly is an exciting piece of work that presents our biggest opportunity in 20 years to shape the future of corrective services in Queensland."

“

As an organisation, we must seize the opportunity to align our funding and operating models effectively.

”

Prison expansion commissioned

Capricornia Correctional Centre's expansion was officially commissioned in July by the Minister for Corrective Services, Mark Ryan MP, and Queensland Corrective Services Commissioner, Paul Stewart APM.

The \$241 million expansion almost doubles the centre's capacity while also improving the safety of officers and prisoners at the facility and contributing to making the community safer.

Commissioner Stewart said creating extra capacity at Capricornia Correctional Centre was an important part of improving the safety and security of our centres.

"The increased capacity will support our officers with actively driving behavioural change with prisoners and focusing on their rehabilitation, reducing the risk of reoffending when they return to the community," Commissioner Stewart said.

"The new modern, purpose-built facility will also improve the ability for correctional officers to assist prisoners with their rehabilitation."

Deputy Commissioner Custodial Operations, Gary McCahon said Queensland Corrective Services was looking for people from all walks of life to join the front line of public safety.

"We are looking for people who want to transform lives and improve the safety of Queensland," Deputy Commissioner McCahon said.

"We have a large variety of roles available across the state. If you think you have what it takes, then I encourage you to apply."

Capacity will further expand with works currently underway on the \$207 million Southern Queensland Correctional Precinct Stage 2, adding more than 1,500 beds in response to rising prisoner numbers. The new men's prison is due for commissioning in 2024.

Have you got what it takes to take a look inside? Find out more about career options within Queensland Corrective Service by visiting www.corrections.qld.gov.au



Photo: Commissioner, Paul Stewart APM with officers from Capricornia Correctional Centre and Infrastructure, Asset Services and Major Capital Works Command.

Standing against violence in darkness to daylight



Photo: Commissioner, Paul Stewart APM with some of the officers who represented QCS at Darkness to Daylight

Queensland Corrective Services officers took part in this year's Darkness to Daylight event to help raise awareness and funds for domestic and family violence prevention.

More than 80 participants chose to run 110km throughout the month of May with some also taking part in a live 10km or 3km event in Brisbane at the end of June.

As an agency, \$7,000 was raised with one officer raising \$1,300 on behalf of the Queensland Corrective Services Darkness to Daylight team.

Commissioner, Paul Stewart APM, who participated in the live event, thanked participating officers for helping to drive community awareness of domestic and family violence and understanding of available interventions and supports.

"As a White-Ribbon accredited agency, we are committed to standing up and speaking out against domestic and family violence," Commissioner Stewart said.

"Whether in the community or in the workplace, we will support those affected and hold perpetrators accountable."

DARKNESS TO
Daylight
EVERY STEP COUNTS

Officers recognised in Honours list

Congratulations to the four Queensland Corrective Services officers awarded the Australian Corrections Medal, who were recognised in this year's Queen's Birthday Honours list for their distinguished service in protecting the community.

The officers include:

- Superintendent Peter Coyne ACM, Deputy General Manager, Escort and Security Branch
- Superintendent Robert Wood ACM, Deputy General Manager, Brisbane Correctional Centre
- Superintendent Nicole Duke ACM, Regional Manager, Brisbane Region Community Corrections
- Anthony Tarlowski ACM, Correctional Supervisor Dog Squad, Townsville Correctional Centre.

Commissioner, Paul Stewart APM congratulated the highly regarded officers for their recognition.

"These four officers are renowned for their dedication to corrections and their outstanding leadership and operational capabilities. They are exemplary role models for QCS," Commissioner Stewart said.

"Congratulations to each officer and my warmest thanks for their dedication to keeping the community safe."

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.



Gift bags in support of homeless women

Officers and offenders at the Helana Jones Centre constructed gift bags for The Lady Musgrave Trust, Queensland's oldest charity and champion for supporting homeless women.



The women created handmade bags from recycled fabric for the Trust to thank key speakers at the recent Pathway to Homelessness for Women in Queensland conference.

Helana Jones Center's Acting Manager, Paula praised the officers and offenders for their sewing skills and enthusiasm to assist other women in need.

"The focus was of course to support The Lady Musgrave Trust, but also to build life skills, self-esteem and confidence in the women at the centre," Acting Manager Paula said.

"The bags are one of the many sewing products being produced at the centre.

"I would like to thank our newest community partners, The Lady Musgrave Trust, and of course the sewing talents of the women serving their sentence here at the Helana Jones Centre."

The Lady Musgrave Trust provides life-saving services to vulnerable women and their children when they are facing critical homeless situations as a result of domestic violence, family breakdown, poor health and other complex issues.

QCS at the Brisbane Ekka!

After a two-year break, Queensland Corrective Services returned to the Brisbane Ekka this year to showcase its vital role as a top tier public safety agency and to encourage people to take a look inside.

More than 52,000 visitors passed through the Queensland Government precinct during the Ekka, an increase on previous years. This provided the opportunity for our attending officers to share information with individuals about the critical work of the agency.

Officers received multiple enquiries about working for Queensland Corrective Services and were able to share their experiences and answer questions received.

Retiring Passive Alert Drug Detection dog Thommo and his handler Scott dropped by for a visit, meeting Queensland Corrective Services Commissioner, Paul Stewart APM, Minister for Corrective Services, Mark Ryan MP, and Queensland Premier, Anastacia Palaszczuk.

The officer trading cards proved to be a hit with lots of scans registered on the QR codes – Custodial Correctional Officer being the most popular career path.

Thanks to all officers involved from across the agency for your hard work and dedication not only in the months of preparation leading up to the Brisbane Ekka, but also for volunteering to represent Queensland Corrective Services.



PADD dog Thommo hangs up leash

Queensland Corrective Services' Passive Alert Drug Detection dog Thommo has officially retired from duty after a stellar career on the front line.

The 10-year-old labrador retired recently with a final visit to one of his all-time favourite places, the Brisbane Ekka.

A feature at the Brisbane Ekka for many years with skill demonstrations, Thommo and handler Scott have helped keep officers and four south east Queensland correctional centres safe since Thommo graduated as a drug detection dog in 2013.

Thommo has helped to train other drug detection dogs and was crowned Queensland Corrective Services' Top Dog in 2020.

PADD dog handler Scott said Thommo's greatest attributes were his work ethic, his ability to search, skills demonstrations and to keep his human best friend happy every day.

"I'll miss Thommo so much when I am at work, but I understand that it is his time to kick back and enjoy retired life," Scott said.

"For Thommo, retirement means long walks in the neighbourhood, lazing in the backyard at home, chasing a ball and his favourite pastime, which is going for a swim."

Watch Thommo's farewell video on the official Queensland Corrective Services Facebook page.

Thanks for your service, Thommo!



Photo (above): Commissioner, Paul Stewart APM and Minister, Mark Ryan MP with Thommo and his handler Scott

Improving safety across QLD

Custodial Correctional Officers welcomed to Queensland Corrective Services

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.

The 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 graduates

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

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.



Practitioner Development Program - 10 June

Escort and Security Branch, Arthur Gorrie Borallon Training and Southern Queensland correctional centres - 22 June



Townsville Correctional Centre - 24 June





Maryborough Correctional Centre - 30 June



Escort and Security Branch, Borallon Training, Brisbane Women's, Southern Queensland, Wolston and Woodford correctional centres - 6 July



Lotus Glen Correctional Centre - 8 July



Capricornia Correctional Centre - 12 August



Woodford Correctional Centre - 24 August



Arthur Gorrie, Brisbane Women's and Woodford correctional centres - 14 September

Townsville Correctional Complex - 16 September



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

New EAP provider offers targeted support

Working in corrections exposes our officers to uniquely challenging and sometimes confronting situations.

From 1 September 2022, QCS transitioned to Converge International (Converge) as its Employee Assistance Program (EAP) provider. This partnership is important to help officers prioritise their wellbeing and access targeted support when needed.

Anna from the Wellbeing and Engagement team said an extensive procurement process was undertaken to ensure services provided through this program would meet the needs of officers across the state.

"Some of the things our officers told us were important to them was targeted trauma support following critical incidents, access to services in regional and remote areas, and clinicians with an understanding of the corrections environment," Anna said.

"Converge has a network of more than 400 counsellors across the state, who will undergo

familiarisation, including onsite visits and training, and awareness sessions to help build an understanding of the environment in which our officers work.

"Converge offers telephone or video appointments within 24 hours, live chat during business hours, and face-to-face appointments within five days for regional and remote locations, and within three days for metropolitan areas."

All QCS officers will have access to up to 10 free and confidential sessions per year. Family members living in the same household are also still eligible for EAP support through Converge.

SMG/Lifeworks will continue to provide critical incident support until October 1 while Converge conducts familiarisation visits during September. Existing clients of SMG/Lifeworks can still also access their services until October 1.

New clients should now contact Converge by:

- booking an appointment on **1300 687 327**

- live chat on their website at convergeinternational.com.au
- using specialist helplines at convergeinternational.com.au/specialist-helplines

QCS also has access to digital support tools through Converge including the Converge International App and EAP Portal. For further information, contact wellbeing@corrections.qld.gov.au with any queries.



In memoriam

It is with sincere regret that we advise of the passing of the following Queensland Corrective Services 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 Garry Gordon, Field Supervisor was most recently based at the Dirranbandi Work Camp within Palen Creek Correctional Centre. As a highly respected officer, Mr Gordon dedicated close to 40 years to Queensland Corrective Services. He started his career in 1984 as a Custodial Correctional Officer at the former Rockhampton Correctional Centre. Throughout his career he worked in various positions across the state, including as a Wilderness Program Officer and Maygic Officer (Management Alternative for Youthful Groups in Custody) before becoming a Field Supervisor. He will be remembered as a much loved and valued colleague who was renowned for his commitment and tireless efforts within the communities he served. His dedication to the work of low custody at Palen Creek has left a long-lasting legacy and he will be remembered with fondness by all who knew and worked with him.

Ms Patricia Golik, Training Officer at the Queensland Corrective Services Academy. Ms Golik was with Queensland Corrective Services for 14 years, commencing her career in 1990 as a Senior Training Officer at the Academy. She also undertook several Human Resources positions before returning to the Academy as a Training Officer until retirement in 2004. She was also at the forefront of development of training programs, and a driving force in establishing the Certificate III and IV, and Diploma. Ms Golik will be remembered as a generous spirit who created confidence in those she worked with, and a very valued and much-loved colleague.

Mr Tom Henderson, Accommodation Supervisor at Woodford Correctional Centre. A career spanning 24 years, Mr Henderson began his career as a Custodial Correctional Officer at Sir David Longlands Correctional Centre in 1996 before transitioning to the then newly commissioned Woodford Correctional Centre a year later. He worked in various roles throughout his career including being a member of the Emergency Response Group and as Maximum Security Unit Supervisor. Mr Henderson was also acknowledged for his dedication, receiving the National Medal – Honours Secretariat Canberra in 2006 and the Long Service Medal from Queensland Corrective Services in 2010. He was well respected and will be remembered for his professionalism.

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 Queensland Corrective Services officers and their immediate, household family members through Converge International. The hotline is available to book appointments 24 hours a day, seven days a week by calling 1300 687 327.



Corrections NEWS

GPO Box 1054
Level 21, Northbank Plaza, 69 Ann Street
Brisbane QLD 4001
(07) 3565 7824
QCSMedia@corrections.qld.gov.au
corrections.qld.gov.au



Follow us
@QLDCorrections