



April 2023

Corrections NEWS



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Message from the Minister

Being Minister for Corrective Services has provided me with an awareness and insight into the critical and lifechanging work you do every day. Over the six years I've been your Minister, I've been able to see first-hand the challenges you face and the professional way you respond each and every day.

While the general community may have a very limited understanding of what you do, I have made it my mission to ensure that every level of government understands the importance of your work.

The Palaszczuk Government will always back Queensland Corrective Services and the important work you do to keep Queenslanders safe.

The government knows you do a great job now with the resources you have, but we also know you could do so much more with better training, tools, equipment, infrastructure and support.

The new funding secured in last year's budget is a testament to the government's confidence in you to deliver.

Exciting things are on the horizon this year, with many initiatives already underway.

More than 4000 of you will soon be provided a new QCS polo shirt, with many of you already adopting the new shirt since the gradual rollout began in January.

Construction on the new, purpose-built Southern Queensland Correctional Precinct remains ongoing and on track, due to be commissioned next year.

To date, the exciting project has delivered more than 820,000 hours of work for more than 1290 workers.

Once completed, the mammoth centre will more than 1500 beds, and have some of you take your skills and expertise to the new facility.

The importance of the work undertaken by Community Corrections officers was also recognised in the last budget.

Work is well on the way to boost recruitment and improve training for Community Corrections officers.

Through the work of the Swinburne University of Technology, in close collaboration with QCS content experts, new training packages are being rolled out to better equip officers in Community Corrections.

This training is state-of-the-art and something I know many within QCS are very passionate about.

The goal is to provide those of you within, or thinking of entering the Community Corrections space, with access to further ongoing support, professional development and practice supervision to enhance the comprehensive skillset your workforce already holds.

More than 200 of you have already been trained and are starting to embed these evidence-based skills into practice, while more training continues to be rolled out.

As well as highlighting some of our future initiatives, I would also like to take this opportunity to reflect on all you do and will continue to do to serve your communities.

As always, I thank all of you for your dedication, your passion and your commitment to your jobs, and keeping the community safe.

The work you do is not always easy, but it is important.

I wish you all the best for the months ahead and I look forward to visiting many of you soon.



Message from Commissioner Paul Stewart APM Queensland Corrective Services

It is hard to believe it is April already.

It has been a whirlwind start to the year, with an increased operational tempo driven by increasing prisoner numbers and a number of significant projects reaching critical points.

National Corrections Day, celebrated each year on the third Friday in January, is a wonderful way to start the year, providing us with the opportunity to showcase the extraordinary work of officers across the state.

This year's awards were spread broadly across regions and commands, with winners and highly commended recipients hailing from the far north to southern and south coast regions. Congratulations to all recipients.

Nominations for the Commissioner's Awards for Excellence are now open, and I encourage you to recognise outstanding work by submitting a nomination.

I was honoured to be able to travel to Rockhampton in February to present the Commissioner's Unit Citations for the officers involved in quelling the code black at Capricornia Correctional Centre in October 2021.

This is only the second time the citation has been awarded and I can think of no more worthy recipients. Of course, the efforts to get the centre stabilised and repaired was a massive whole-of-agency effort and I would like to thank everyone who stepped up to get the centre back to full operation. This includes the officers from south-east Queensland who travelled to Rockhampton to provide relief and support for local officers and the infrastructure team who swung into

action to arrange repairs to the centre. It was quite remarkable that within two months the centre was back to full operation.

The last Commissioner's Operational Performance Review (COPR) for the 2022-2023 cycle was completed in late February. I'd like to acknowledge the Operational Performance, Data Analytics and Reporting Group for their excellent work throughout the year to embed the COPR process.

Having been through several COPR cycles for the operational divisions, the process is already showing huge dividends with continuous improvement evident through the reportable metrics.

We finished February with a visit from the New Zealand Minister for Corrections, the Honourable Kelvin Davis and the Acting National Commissioner of New Zealand Corrections, Leigh Marsh.

It was an honour to spend time with our New Zealand counterparts and they appreciated the opportunity to tour Brisbane Correctional Centre and the QCS Academy during their visit.

Finally, in March, we celebrated International Women's Day (IWD). It was an opportunity to recognise and acknowledge the inspirational women of QCS, which is vitally important and underpinned by the fourth principle of *Corrections 2030* – respect. Thank you to everyone involved in making the IWD event a huge success.

Please join me in congratulating all our award winners.

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Front cover:
Wreck Point Lookout, Cooee Bay lights up blue for National Corrections Day

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Ursula Roeder
Deputy Commissioner
Community Corrections
and Specialist Operations

Celebrating National Corrections Day continues to be a wonderful event to commence the new year. I would like to take this opportunity to congratulate the winners, finalists and nominees, and would also like to acknowledge those officers who submitted nominations for their colleagues.

The theme of this year's National Corrections Day was collaboration and two significant bodies of work have now commenced that will further highlight the importance of collaboration in the work we do within QCS and the broader criminal justice system.

Recommendation one of the Queensland Parole System Review (QPSR) completed by Mr Walter Soffronoff KC in 2016 was that "the Government should commission a review of the parole system in five years". In response to this recommendation, the Queensland Government announced a further independent review of the Queensland Parole System (QPSR2). The government has engaged former District Court Judge, Mr Milton Griffin KC, to undertake this important body of work and will be supported by a QPSR2 team comprised of representatives from QCS and Parole Board Queensland (PBQ).

This review presents an exciting opportunity to highlight our progress in enhancing rehabilitation and community safety outcomes since the original report and conduct a health check of the current system, noting the significant changes in our operating environment since 2016.

I am also pleased to highlight commencement of the Parole Board Queensland Review Implementation Project.

In 2021, the Queensland Government engaged KPMG to complete an independent review to provide current state insights and advice on future efficiencies and modernisation considerations for PBQ, and make recommendations to ensure a sustainable operating model.

Accordingly, the project has been established as a result of the Queensland Government's response to the independent review, which supported and/or supported-in-principle all recommendations made. A multi-disciplinary Transition Team has been established to support the implementation of the review recommendations with the project being overseen by a Steering Committee containing representatives from QCS, PBQ, the Department of Justice and Attorney-General, the Department of Premier and Cabinet, and Queensland Treasury.

I welcome and look forward to the outcomes of these important bodies of work.



Gary McCahon
Deputy Commissioner
Custodial Operations

I am pleased to start the new year off with the business and funding model review submission nearing finalisation and I await the outcomes eagerly, given the substantial opportunities for development and growth that the proposed model will bring to QCS.

It was with regret that we farewelled Assistant Commissioner Peter Shaddock PSM, who retired earlier this year. Mr Shaddock and I started as custodial correctional officers on the same day 39 years ago and I know his leadership, empathy and humanity will be missed by many in the agency. I wish him all the best in his retirement.

I was delighted to announce the appointment of the new Custodial Operations Assistant Commissioners, Ms Eloise Hamlett ACM and Mr Joel Smith. Both Assistant Commissioners bring a wealth of experience and exemplary leadership to the roles and I look forward to working with them closely to continue to grow and mature Custodial Operations.

In February, I had the privilege of attending a presentation ceremony in Rockhampton which awarded 153 Custodial Operations officers the Commissioner's Unit Citation for their outstanding efforts in quelling the riots that occurred at Capricornia Correctional Centre on 21 and 22 October 2021. I was proud to see the officers from Capricornia and Maryborough correctional centres accept their citations with pride in front of their friends and families. I once again take the opportunity to thank these officers for the bravery, commitment and professionalism they displayed throughout the riot.

We continue to work with our colleagues in Digital Services, Information and Technology Branch to supply correctional centres state-wide with an additional 500 body worn cameras. The roll out will increase the state-wide total of body worn cameras to 720, contributing significantly to the *Corrections 2030* principles of safety and accountability.

On 1 February 2023, QCS Headquarters hosted a pizza fundraiser for the International Women's Day (IWD) charity partner *Small Steps 4 Hannah*. As the Executive Sponsor for women, I thank all who contributed to the event, with 135 pizzas sold. I further thank the IWD fundraising sub-committee for their efforts in organising the IWD event and look forward to further events in the future.

Congratulations to our IWD award winners. They are all exemplary role models for QCS and future officers, and deserve to be recognised for their commitment to embrace inclusion and uphold public safety.

2023 has already been a year of significant change for Custodial Operations and I look forward to continuing this journey with you.



James Koulouris
Deputy Commissioner
Organisational Capability

We commence 2023 proud of last year's incredible achievements, but firmly focused on our mission to keep the community safe. Organisational Capability officers continue to demonstrate resilience and flexibility to ensure safety of our critical operations.

Thank you for your hard work and ongoing collaboration as we continue to protect and support our officers, and the prisoners and offenders in our care.

Our Legislation Group has been progressing amendments to the Corrective Services Act 2006 through the Corrective Services (Emerging Technologies and Security) and Other Legislation Amendment Bill 2022, which is currently before Parliament. This ensures we keep pace with change in a complex work environment.

Amendments include new offences to prohibit prisoners accessing facility rooftops and the use of drones above facilities, clear authority to use body scanners, CCTV and body worn cameras within prisons, and amendments to modernise emergency powers, enhance information sharing and update the prisoner classification framework.

We are now proceeding with more than 1000 cell hatches across the state after the successful trial last year. Cell hatches enable our custodial workforce to safely manage prisoners and allow meals, medication and cell extractions to be more effective.

A distribution model has also now been endorsed by the Officer Safety Committee for the roll out of additional body worn cameras.

Over the next few weeks, centres will work with Local Work Consulting Committee and Healthy and Safety representatives to determine allocation of additional cameras, with roll out expected to be complete by 30 June.

Late last year, I announced publication of the Strategic Research Agenda 2022-2027. Evidence based policy and practice is a cornerstone of Corrections 2030, embedding a strong commitment to using evidence, research and evaluation to provide essential knowledge for decision-making that delivers safe, effective and efficient offender management.

The QCS Mental Health Strategy 2022-2027 was also released last year. It provides a strong foundation to assist QCS achieve its strategic vision – a corrective services system that recognises and supports all people in our custody and care living with mental ill health. We continue to invest in psychological safety and wellbeing and strengthening access to internal and external supports to ensure we remain responsive to the needs and wellbeing of our officers.

These and other important policies and initiatives set the tone for 2023, helping to articulate the Corrections 2030 vision and highlighting our commitment to keeping Queenslanders safe.



Eloise Hamlett
Assistant Commissioner,
Custodial Operations,
Central and Northern Region

At the beginning of this year, Mr Joel Smith and I were privileged to be appointed as Assistant Commissioners, Custodial Operations. We are incredibly proud of the extraordinary work that occurs every day in our challenging and complex operating environment.

Further to the continuation of the Business and Funding Model Review and Southern Queensland Correctional Precinct – Stage 2 project, significant work is underway to implement recommendations from the Women's Safety and Justice Taskforce, introduce Griffith University's Transforming Corrections to Transform Lives program in female facilities and commit to new ways of working with First Nations people through our shared commitment to the Path to Treaty. These are transformational activities, and their success relies on us to collaborate together as 'one QCS' to achieve the best possible results.

The Chief Superintendent, General Managers of Custodial Operations are currently leading conversations in their centres about the Working for Queensland survey results to inform action planning and future initiatives. Every one of us plays a role in creating a workplace characterised by the public sector values of professionalism, integrity, accountability and innovation. I encourage you to reach out to your supervisor or manager to contribute to these discussions to continue improving our work culture.

Congratulations to the winners of the Commissioner's Awards for International Women's Day (IWD). IWD provides us with an opportunity to highlight and celebrate women's achievements and continue our focus on inclusive, equitable and diverse workplaces. Assistant Commissioner People Capability Command Erica Gallagher and I were delighted to recognise the hard work and contributions of QCS women joining celebrations at Capricornia Correctional Centre. We were reminded of the opportunity that men have to be strong allies for women by supporting, and publicly and consistently advocating for gender equality as well as the debt of gratitude many of us owe to the women that came before us, lighting the path forward. We can call these our Lighthouse Women.

One of the aspects of my role that I love most is the travel I undertake to the central and northern region correctional centres throughout the year. I value the opportunity to speak with each and every one of you about what is important to you, and invite you to approach me to discuss any issue, large or small, at my next visit to your location.

I look forward to continuing to work with you all and support you in the delivery of front line services, making positive and progressive changes to the lives of those in our care and custody, and protecting the community.

2022 A YEAR IN REVIEW

Looking back on another year, it is important to reflect on the milestones achieved as an organisation, all of which are the result of collective hard work and commitment by our officers across the state.

In 2022, we continued to face some extraordinary circumstances with COVID-19 and the changing landscape of a global pandemic and extreme weather events, but this did not stand in the way of the determination and tireless efforts undertaken by our workforce. The work QCS officers undertake everyday strengthens our commitment to making Queensland safer for everybody by reducing crime through the humane containment, supervision and rehabilitation of those who offend against the community.

January

2022 kicked off with National Corrections Day, celebrating the tireless work of QCS officers on the front line of public safety. Brisbane's Story and Victoria bridges lit up in blue along with 57 landmarks across the state in recognition of the unsung work of our officers who go above and beyond each day to keep Queenslanders safe. QCS stood up the Incident Coordination Centre (ICC) to coordinate a QCS operational response to COVID-19.

Officers Cass Cowie and Bernie Kruhse were awarded the Australian Corrections Medal in the Australia Day Honours List.

February

Half-yearly review of the Project Commencement & Financial Delegations was approved and released for officers to review and familiarise themselves with.

March

Officers led flood recovery operations at the Inala and Ipswich Community Corrections district offices following the extreme weather event.

First graduates of 2022 were welcomed into the QCS family. 40 new Custodial Correctional officers were sworn into the front line of public safety across Brisbane, Maryborough and Townsville to perform a vital role in keeping Queensland communities safe.

April

Arthur Gorrie Correctional Centre's Maximum Security Unit was recommissioned to enhance officer safety and improved processes will see more support for positive prisoner outcomes.

Southern Queensland Correctional Precinct – Stage 2 construction work advanced, with buildings taking shape and the construction of walls.

Capricornia Correctional Centre released a summary report following an independent workplace culture review. The results support the ongoing reform agenda and the new infrastructure at the facility, which will double the size of the prison.

May

The QCS Academy officially opened a new Dog Squad Training Unit. The purpose-built facility is dedicated to QCS' elite corrections dogs and their specialist handlers (construction completed in November 2021).

Rockhampton Community Corrections joined the Safe Phone Project, which recycles, repurposes and distributes mobile phones to victims of domestic and family violence, giving them a direct line to emergency responders and support services.

June

The first ever Commissioner's Unit Citation was awarded to 145 officers for their response to the Arthur Gorrie Correctional Centre protests during the COVID-19 lockdowns in 2020.

The Commissioner's Awards for Excellence, celebrating exceptional performance and service delivery in corrections across Queensland, took place at Brisbane City Hall.

Offender Intervention Unit and Offender Services implemented the new moderate intensity violence treatment program – Living Without Violence (July 2022) and the new pilot sex offender program for First Nations Men – Strong and Solid Spirit (June 2022).

Townsville Correctional Complex commissioned a memorial wall and garden in honour of former corrections officers.

Officers Robert Wood, Nicole Duke, Peter Coyne and Antony Tarlowski were awarded the Australian Corrections Medal for their distinguished service to community safety in the Queen's Birthday 2022 Honours List.

July

Capricornia Correctional Centre expansion officially commissioned by Corrective Services Minister Mark Ryan MP and Commissioner Paul Stewart APM. The \$241m expansion has almost doubled the size of Capricornia Correctional Centre with the addition of 348 cells and 398 beds.

Queensland Parole System Reform program, which commenced in 2017, transitioned to business-as-usual after all 89

recommendations were completed or closed. QCS will continue to implement and drive the system-level reforms for years to come.

August

QCS returned to the EKKA for the first time in two years to showcase its vital role as a top tier, public safety agency. Officers provided an insight into the diverse roles performed by a dedicated workforce across the state as part of the agency's ongoing recruitment strategy.

September

Arthur Gorrie Correctional Centre celebrated 30 years of operation. The remand centre transitioned from private operation to public operation in 2020 and is one of the busiest centres in the state.



October

Officer Monique received the QBANK Everyday Hero Award for Ownership. Monique pioneered a women's group in Roma which empowers females to overcome the barriers of living in rural and remote Queensland.

Six new General-Purpose (GP) dogs and their handlers graduated to the elite Queensland Corrective Services' Delta Unit, following a rigorous course and operational deployment training at the Wacol prison precinct.

November

Achieved White Ribbon accreditation, which reinforces QCS' commitment to ending domestic and family violence.

Northern Region Community Corrections hosted the Men's Health Forum and Luncheon at Queensland Country Bank Stadium.



Maryborough Correctional Centre officers supervised prisoners filling thousands of sandbags in preparation for storm season on the Fraser Coast. The bags were filled to protect buildings in the region's central business district.

Brisbane Correctional Centre began trialling email as an additional option for family and friends booking personal visits. If successful, email will become a permanent option for booking (in addition to contacting the centre via telephone).

December

The roll out of an additional 500 body worn cameras was announced to further enhance the safety of custodial correctional officers. It is anticipated the roll out will be completed by 30 June 2023 and will triple the number of body worn cameras currently in operation.

The QCS Mental Health Strategy 2022-2027 was launched, highlighting QCS' commitment to keeping the people of Queensland safe, as outlined in the Disability and Mental Health Policy Statement.

Occupational Violence and Trauma Support Policy and Handbook launched to provide officers with practical information and support in the event of being exposed to violence or potentially traumatic materials or events.

Holistic review of the Offender Development resource model announced through the establishment of Streamlining the Management and Allocation of Resources and Talent, or SMART Model, developed by QCS.

The QCS Strategic Research Agenda 2022-2027 was published and provides guidance for internal and external researchers on the current priority research areas for the agency.

Southern Queensland Correctional Precinct Stage 2 – project update

Work continues on the multi-million dollar Southern Queensland Correctional Precinct Stage 2 (SQCP-2) at Gatton, which will create more than 600 operational jobs once the prison is fully operational.

Over the coming months, formal expressions of interest for roles will occur, with external advertising to follow. Jobs will be available in facility leadership, custodial, psychology, rehabilitation, offender management, industries, intelligence, administration and tech support.

The project team is working closely with Chief Superintendent Bernie Kruhse, who was recently appointed to the role of General Manager of SQCP-2, on the upcoming recruitment campaign to fill the new positions needed to operate the facility.

Construction of the new facility is also ramping up, with more than 14,000 cubic metres of concrete and 38,000 square metres of steel reinforcement already used on site. Commissioning is still planned for the first half of 2024, weather permitting.

Thank you to everyone who submitted their Internal Notification of Interest (NOI) for the new centre, which was sent out in late 2022.

The project team received more than 300 NOIs and over the next couple of weeks, the team will be in touch with these officers and provide more information about various topics of interest e.g., progression opportunities, the leadership team, facility features, workplace culture and prisoner cohort.

For officers who didn't submit an NOI – don't worry, more information and updates will be provided on a regular basis through our intranet page, which is currently under development.

Below Construction well underway for the new Southern Queensland Correctional Precinct



Congratulations to Australian Corrections Medal recipients

Congratulations to three Queensland Corrective Services officers awarded the Australian Corrections Medal as part of the Australia Day Honours List.

Commissioner Paul Stewart APM congratulated Assistant Commissioner Custodial Operations Central and Northern Region Command, Eloise Hamlett, SMART Project Director, Superintendent Rhiannon Porter and Maryborough Correctional Centre Custodial Supervisor Shane Allwood on the well-deserved recognition for their outstanding service to the people of Queensland.

“On behalf of QCS, my warmest thanks and congratulations go to these esteemed officers for their passion and tireless efforts in making a significant and real difference to community safety,” Commissioner Stewart APM said.

AC Hamlett has provided 23 years of distinguished service across all divisions with QCS after starting her career as a psychologist at Borallon Correctional Centre in 2000.

She is passionate about improving responses to First Nations people, who are overrepresented in the criminal justice system, and women. AC Hamlett has actively contributed to the delivery of strategic projects, such as the implementation of the Human Rights Act 2019, and is committed to increasing the percentage of First Nations staffing in correctional centres, particularly for the northern and far northern regions.

Superintendent Porter has significantly contributed to community safety in Queensland since she joined the front line of community corrections in 2008. Whilst a substantive Regional Manager in Community Corrections, her current success has been developing and implementing leading-edge methodologies to optimise and modernise community correctional services through the ground-breaking Streamlining the Management and Allocations of Resources and Talent, or SMART project, which is also the first of its kind in Australia.

Custodial Supervisor Shane Allwood has served more than 19 years in QCS with a dedication to duty, community safety and offender rehabilitation. He joined as a Custodial Correctional Officer before progressing to his current role of Custodial Supervisor, where he is often called upon for advice from colleagues and peers within Maryborough Correctional Centre (MCC).

Shane's role involves the management of high-risk portfolios, including breaches of discipline, safety orders, the high-risk register and portfolio, including prisoners of concern. He has devoted his career to the safety and security of officers and prisoners within MCC.

Commissioner Stewart said the officers were exemplars of professionalism and very worthy recipients of the Australian Corrections Medal.



Maryborough Correctional Centre Custodial Supervisor Shane Allwood



Assistant Commissioner Custodial Operations Central and Northern Region Command, Eloise Hamlett



SMART Project Director, Superintendent Rhiannon Porter



CELEBRATING

National Corrections Day

20 January 2023



National Corrections Day, held across Australia on the third Friday of January each year, was celebrated on 20 January this year. It is an important day where QCS comes together to recognise the work of corrective services officers and the vital role they play in protecting the people of Queensland.

Commissioner Paul Stewart APM said National Corrections Day raised awareness about the critical role of corrections officers on the front line of public safety.

“Corrections officers work every day to make Queensland safe for everyone and it is always wonderful to see them recognised on National Corrections Day,” Commissioner Stewart said.

“From community corrections to custodial operations, alongside specialist services and front line support – all pillars of the organisation work together to strengthen and grow QCS.”

“This year’s theme, Collaborative Corrections, was an opportunity to acknowledge vital partnerships with other public safety agencies.

“The Collaborative Corrections theme is most fitting for us as we recognise the partnerships we share with our local and regional councils, fellow public safety agencies and other relevant organisations in the community.”

Key speakers, Magistrate Sarra and brother Dr Chris Sarra, Director General of the Department of Seniors,

Disability Services and Aboriginal and Torres Strait Island Partnerships, joined Corrective Services Minister Mark Ryan MP and Commissioner Stewart APM to speak on the importance of collaboration and the overrepresentation of First Nations people in the criminal justice system.

The National Corrections Day event also hosted an awards ceremony which recognised the outstanding contribution of QCS officers upholding the principles of Corrections 2030 – safety, excellence, empowerment, respect and accountability.

Commissioner Stewart said he was incredibly proud of all officers for the difference they make in the community and the dedication, commitment and passion they demonstrate to the organisation and the people of Queensland.

If you were unable to attend the event or watch the livestream, click on the play button above.



From left key speakers Magistrate Sarra and Dr Chris Sarra

Congratulations National Corrections Day Award recipients



The National Corrections Day Award recognises the outstanding contribution of QCS officers for upholding the values of a top tier, public safety agency in alignment with *Corrections 2030*.

Congratulations to this year’s winners.

Promoting a culture of Safety

Winner: Borallon Training and Correctional Centre

Recognised for their outstanding and safe response to an emergent Code Silver in November 2022.

Highly commended:

- Shayne Brigg, Intelligence Analyst, North Coast Region Community Corrections
- Jeremy Boulton, Intelligence Analyst, South Coast Region Community Corrections

Promoting a culture of Excellence

Winner: Program Delivery Team, Lotus Glen Correctional Centre

Recognised for their outstanding contribution and dedication to the delivery of highly complex, innovative, client-centric and culturally-safe offender programs and interventions.

Highly commended:

Victims Register Team, Sentence Management Services, Specialist Operations

Promoting a culture of Empowerment

Winner: Offender Rehabilitation and Management Services (ORMS) – Special Operations

Recognised for their dedication and commitment to providing an integrated response to domestic and family violence intervention.

Highly commended:

- Shae Hudson, Correctional Counsellor, Capricornia Correctional Centre
- Intelligence Unit, Woodford Correctional Centre

Promoting a culture of Respect

Winners: First Nations Reconciliation Champions – Southern Queensland Correctional Centre (SQCC)

Recognised for their unparalleled teamwork to reconnect prisoners through their cultural heritage and expansion of cultural services at Southern Queensland Correctional Centre.

Highly commended:

- Teneale Tankey, Acting Manager Operational Practice, People Capability Command
- North Coast Region Community Corrections
- Toowoomba Community Corrections – Southern Coast Regional Community Corrections

Promoting a culture of Accountability

Winner: Environmental Management Recycling Program, Lotus Glen Correctional Centre

Recognised for their ongoing commitment and dedication to supporting their colleagues and prisoners within Lotus Glen Correctional Centre. The program consistently promotes a culture of accountability while delivering high quality services by promoting the ethical treatment of all waste materials.

Congratulations to the Commissioner's Collaborative Award recipients

As part of the National Corrections Day awards and in recognition of the theme *Collaborative Corrections*, there were two new awards introduced this year to acknowledge collaborative projects for the Commissioner's Collaborative Awards.



South Coast Community Corrections and Queensland Police Service

Awarded for their collaborative work through *Project Kairos*, the region is working closely with Queensland Police Service to support outlaw motorcycle gang members in disengaging from gang involvement and assist ex-members to access key support services.

Queensland Corrective Services and Corrective Services Investigation Unit, Queensland Police Service

Recognised for their efforts in relation to Operation Tango Roadtrain and the investigation into inappropriate and unlawful behaviour at Capricornia Correctional Centre in October 2021.

Safety Code Silver response earns safety award

Borallon Training and Correctional Centre (BTCC) officers were awarded a National Corrections Day award in the safety category for their exceptional response to a Code Silver – prisoner on the roof – in November 2022.

The officers responded to an emergent situation where six prisoners had gained access to the roof through the exercise yard mesh, activating a Code Silver response.

Deputy General Manager of BTCC, Superintendent Colin Poole said a centre-wide lockdown was conducted, with officers deployed and all prisoners involved in the incident identified in a timely manner.

“While managing the Code Silver, several incidents occurred due to the unrest, but our officers responded using a coordinated approach, executing a number of cell extractions and relocating the prisoners who were causing the unrest within the centre,” Supt. Poole said.

“The swift and deliberate action of officers ensured that

these localised incidents were dealt with safely and efficiently, and the intention to rally whole units for mass non-compliance was not achieved.

“Within 12 hours officers had successfully negotiated with three of the prisoners to have them safely removed from the roof and secured, and within 24 hours the incident was resolved safely.”

Officers were commended for their outstanding response in managing and resolving a complex incident and for their bravery, efficiency and professional teamwork during National Corrections Day in January.



Accountability Lotus Glen tackles war on waste

Lotus Glen Correctional Centre (LGCC) is tackling the war on waste one milk bottle at a time by implementing a major centre recycling program which won a National Corrections Day award in the category of accountability.

General Manager of LGCC, Chief Superintendent Gabrielle Payne said the Environmental Management Recycling Program was a fantastic program that yielded many benefits for the centre.

“The recycling program has led to multiple benefits across the site, including enhanced site cleanliness, cost savings and recovery, waste reduction and broader awareness regarding environmental and sustainable practices, in line with the Queensland Government’s Waste Management strategy,” Ch. Supt. Payne said.

Correctional Manager of Industries Larry said the recycling program required years of research before being introduced last year.

“Ramping up our recycling initiatives became a higher priority when we identified that 50 tonnes of rubbish per month, including 200kg of food waste a day and over 4000 milk bottles per week, was going to landfill,” Larry said.

“Since the program started, we have saved thousands of dollars in waste management disposal costs and clothing wastage.”

LGCC partnered with Cairns Regional Council to

piggyback on waste freight which enables the centre to more regularly transport and offload some of the recycling items to a depot in Cairns and Brisbane.

Most items sent to recycling – milk bottles, food waste, clothing, textiles, old electrical equipment, cans, bottles, mattresses – are repurposed into usable and sellable goods.

The centre is now awaiting a food waste machine that will reduce food waste throughout the facility.

Ch. Supt. Payne said the program employed 32 prisoners, providing an opportunity for them to develop skills in waste management with potential for formal qualification pathways which are currently being explored.

“The program is led by a small but very passionate and dedicated team, and I congratulate them for their ongoing contribution and for their recent recognition in the category of accountability at the Commissioner’s Awards for National Corrections Day.”



Empowerment Australian-first program disrupts family violence

The Offender Intervention Unit (OIU) received the National Corrections Day award for empowerment for its outstanding contribution to addressing domestic and family violence through the Disrupting Family Violence Program (DFVP).

OIU Manager Claire said the DFVP aimed to reduce violent and abusive behaviour by holding perpetrators accountable, with a strong focus on victim safety.

“The 75-hour program aims to identify and work towards goals that increase safety, explores core beliefs and emotions that drive abusive thinking/behaviours and demonstrates strategies that promote family wellbeing,” Claire said.

The program is unique and the first of its kind in Australia as it incorporates an integrated service response, which includes a dedicated QCS Intelligence Advisor and a QCS

funded external Women’s Advocate.

The program started as a trial across Wolston, Woodford and Maryborough correctional centres during 2019-2020 and was delivered under the supervision of OIU officers.

The trial was evaluated and feedback incorporated. The program was then rolled out again at the original three centres and Capricornia Correctional Centre was also incorporated with a view to addressing a regional need for domestic and family violence (DFV) perpetrator intervention programs.

Claire said the integrated approach of running an intervention program in custody combined with the external components such as the dedicated Intelligence Analyst and Women’s Advocate, was at the heart of the program.

“Together, we gain a more thorough understanding of DFV behaviours, while ensuring the perpetrators’ partners and former partners are safe and supported,” Claire said.

“We are very proud of this program and the opportunity it presents to enhance community safety, and we hope to be able to roll it out to other centres in the future.”

The Disrupting Family Violence Program project team from left to right Principal Advisor Dan Mitchell, Director ORMS Keiren Bennett and Manager Claire Kelly



Respect SQCC smoking ceremony helps healing and recovery

Southern Queensland Correctional Centre (SQCC) recently won the National Corrections Day award for respect for coordinating a smoking ceremony to connect First Nations women with their culture.

Smoking ceremonies involve traditional dance and burning various native plants to produce smoke, which has cleansing properties and the ability to ward off bad spirits from people and the land – making pathways for a brighter future.

General Manager of SQCC, Chief Superintendent Tamara Bambrick said the tradition of smoking ceremonies were important to Aboriginal customs to promote healing and recovery for First Nations women.

“When First Nations women are removed from their community and enter a correctional environment, it is important to engage them in activities that continue to support their culture,” Ch. Supt. Bambrick said.

“By supporting them culturally, their chances of successful rehabilitation and recovery are greatly increased, while also ensuring their mental health and general wellbeing are protected.”

Senior Services Coordinator James said smoking ceremonies were usually conducted on an individual basis, but the decision to engage the whole centre in September 2022 was an opportunity for everyone to participate in the tradition.

“A sense of community is important to First Nations people, so offering the ceremony centre-wide allowed everyone to share in the experience and foster a strong connection,” James said.

“The enormity of preparation was worth every minute and feedback from the women was very positive, many of whom continued to speak about the experience long after it was over.

“Engaging First Nations women this way also gives them more confidence and the ability to reach out for help when needed.”



Southern Queensland Correctional Centre connecting First Nations women with their culture through a centre-wide smoking ceremony

Excellence Lotus Glen awarded for intervention and assessment program for sexual offenders

Lotus Glen Correctional Centre (LGCC) was awarded the National Corrections Day Commissioner’s Award for excellence for delivering a sophisticated suite of intervention programs and assessments for First Nations sexual offenders.

The new Strong and Solid Spirit (SSS) program was developed by the University of the Sunshine Coast (USC) in partnership with Queensland Corrective Services (QCS) following a review in 2019 by James Cook University.

General Manager of LGCC, Chief Superintendent Gabby Payne said the review of the sexual offending program for Indigenous males (SOPIM) found gaps in the existing intervention program.

“Findings from the previous program indicated a deficiency in cultural sensitivity and purposeful content to fully improve recidivism among the First Nations cohort,” Ch. Supt. Payne said.

“QCS worked with USC to develop a program that embedded culturally appropriate and effective treatment of First Nations sexual offenders and LGCC was chosen as a trial centre.

“The new program was designed to individually tailor sessions to offence and assess perpetrators’ progress to best inform intervention planning, ensure cultural

relevance, appoint First Nations practitioners as facilitators, correct offending behaviour and ensure principles learned will follow the perpetrators as they reintegrate back into the community.”

The SSS program involved extensive research and engagement with multiple cultural groups throughout Queensland, including the Murrighgun Cultural Centre and QCS Aboriginal and Torres Strait Islander Reference Group, with a view to ensuring the voices of First Nations communities were strongly considered in developing and understanding of their needs.

Ch. Supt. Payne said the engagement also included contact with First Nations offenders who contributed to the evaluation and design of the SSS program.

“Trialling the program at LGCC last year required a strong dedication and commitment from officers to ensure we wholeheartedly worked together to support the participants and ensure the best possible chance of success.

“I am very proud of everyone who has been involved, including the participants who provided positive feedback to us, and look forward to running this incredible program again in the near future.”

Image from left: Commissioner Paul Stewart, Nicole Ward, Kirstin Naus and Minister Hon. Mark Ryan



Collaboration Australian-first collaborative project wins Commissioner's award

South Coast Community Corrections was awarded the National Corrections Day Commissioner's Award for collaboration for their work on Project Kairos with the Queensland Police Service (QPS) to provide support services to members of the Outlaw Motorcycle Gangs' (OMCG) who want to disengage from gang involvement.

The Australian-first Gangs Exit program offers a safe pathway for gang members who are seeking to disaffiliate from OMCGs upon release from custody by offering services such as mentoring, education, mental health support, training, employment pathways and services to address criminogenic behaviour.

Assistant Commissioner, Community Corrections Samantha Newman said working with QPS to support ex-motorcycle gang members had been a rewarding initiative.

"Our Community Corrections officers worked closely with QPS to identify suitable individuals who genuinely want to walk away from crime and improve their lives," AC Newman said.

"The program offers a tailored approach based on an individual's needs, which has shown success, with positive feedback received from several ex-gang members."

Acting Director Intelligence and Investigations Branch Rob Wildin said the cost of gang crimes within communities was significant.

"Research has shown that on average, the cost of offending by motorcycle gang members, based on crime and prison costs, is \$1.3 million per member," Mr Wildin said.

"By working together with the QPS, we are giving ex-gang members the chance to turn their lives around, while aiming to dissuade young men from joining and remaining in outlaw motorcycle gangs, with the intention of preventing gang violence and reducing crime across the state."

AC Newman praised officers for the often-unseen work officers undertook to keep communities safe.

"Our officers are truly dedicated and committed individuals who work with offenders each and every day to help them become productive members of society, with our ultimate goal of fostering a safer and better place to live," AC Newman said.



Capricornia riotous behaviour investigation recognised

Queensland Corrective Services (QCS) and Queensland Police Service (QPS) were awarded the National Corrections Day Commissioner's award for Collaboration for Operation Tango Roadtrain, a joint investigation into the riotous behaviour that caused extensive damage to Capricornia Correctional Centre in October 2021.

Investigations teams across QCS Intelligence and Investigations Branch (IIB) and QPS Corrective Services Investigation Unit (CSIU) collaborated to identify individuals responsible for the dangerous behaviour.

The CSIU, along with QCS support, interviewed more than 140 prisoners and obtained more than 100 statements from correctional officers. They also conducted comprehensive review of CCTV, including 2300 still photographs, resulting in 64 prisoners being charged for 'Riot – with circumstances of aggravation causing harm'.

Acting Director Intelligence and Investigations Branch Rob Wildin commended the teams for their diligence and professionalism in identifying the prisoners involved and holding them accountable for their destructive behaviour.

"This was a significant investigation and QCS and QPS officers did an outstanding job in identifying prisoners and preparing evidence through an exhaustive process, which ultimately resulted in multiple arrests," Mr Wildin said.

"QCS values collaborative partnerships and what was demonstrated throughout this process was nothing short of excellence.

"We look forward to continuing this relationship and working closely with CSIU across the agency."

SMART MODEL

STREAMLINING THE MANAGEMENT & ALLOCATION OF RESOURCES & TALENT



SMART project team – (Left back row) Rhiannon Porter, Project Director; Maureen Wicks, Change and Communications Manager; Annette Lennox, Senior Project Officer; Kieran Wong, Principal Project Officer; Philippa Quinlan, Principal Project Officer; Maya Dawson, Principal Project Officer; Kate Berry, Senior Project Officer; Amelia Stone, Project Manager.

SMART Model to enhance community corrections operations

Ensuring QCS has the right people in the right roles in the right places across Community Corrections state-wide, is at the heart of the Streamlining the Management and Allocations of Resources and Talent, or SMART project, the first of its kind in Australia.

SMART Project Director, Superintendent Rhiannon Porter ACM said QCS wanted to ensure Community Corrections officers were in the best position to deliver quality services now and into the future.

"The SMART model will optimise and modernise our services by delivering benefits for our current and future workforce," Supt. Porter said.

"It will also benefit the individuals we supervise and enhance community safety."

Supt. Porter said since the initial resource model for Community Corrections Command was developed in 2007, there had been many changes for the workforce and in the population of individuals QCS supervised.

"The SMART Model project is redesigning and implementing a contemporary, flexible and fit-for-purpose model that considers these changes and future-proofs the Command," Supt. Porter said. "It aims to streamline processes, reduce administrative burden and ensure workload is equitable – so our officers can focus on what they do best."

Phase I of the project commenced in November 2020. It focused on detailed information-gathering, including an extensive Time in Motion study with the workforce to gain a better understanding of the Community

Corrections workload and inform the design of a contemporary model.

Phase II is now in progress and looking at the most effective way to implement recommendations from Phase I.

Supt. Porter said consultation and engagement with Community Corrections officers would be a key feature throughout the project phase and their input, would heavily guide implementation.

"A well-considered and supportive approach to managing changes coming out of this project is also a key element of the project team's work," Supt. Porter said.

Activities under way include:

- planning implementation for a centralised, front-end recruitment strategy for new case management recruits and the development of supporting tools, resources and processes
- a detailed Time in Motion study with Electronic Monitoring and Surveillance Officers in the High Risk Offender Management Unit to better understand their workload
- a review of jurisdictional boundaries to support equitable distribution of workload across the state.

More information will be shared with Community Corrections teams in the coming weeks about upcoming SMART Model project activities and how officers can get involved.

State landmarks light up blue for National Corrections Day



Queensland temporarily suspended its traditional maroon colour and went blue to honour corrective services officers on the front line of public safety on National Corrections Day.

Almost 60 landmarks in communities around the state were lit up in blue to acknowledge and recognise the critical work of the officers and their often unseen, yet vital role in community safety.

Commissioner Paul Stewart APM said QCS was sincerely grateful to city, regional and local councils across the state for their support of corrective services officers.

“From Weipa to the Sunshine Coast, and all areas in between, local government areas recognised the work of our officers during National Corrections Day,” Commissioner Stewart APM said.

“This is a wonderful example of collaboration and we thank you for your continued support.”



Collaborating councils and landmarks

Bundaberg Regional Council

- Fig Tree Lights

Brisbane City Council

- Story Bridge
- Victoria Bridge
- Reddacliff Place
- Tropical Dome

Cairns Regional Council

- Court House Gallery

Gladstone Regional Council

- 101 Goonoon Street building

Moreton Bay Regional Council

- Caboolture Administration Building
- Redcliffe Administration Building
- Humpybong Fountain

Rockhampton Regional Council

- Heritage façade on Quay Street

Townsville City Council

- Townsville Sign
- Victoria Bridge
- Wharton Reef Lighthouse
- George Roberts Bridge
- Old Magistrates Court House
- Flinders Square
- Little Fletcher Bridge
- Central Park Boardwalk

Toowoomba Regional Council

- Victoria Street Bridge
- The Annex

Sunshine Coast Regional Council

- Simpson Street Rest area carpark (Station Tree Up Lights), Beerwah
- Lake Kawana Boulevard Bridges, Bokarina
- Buderim Village Park, Buderim.
- Bulcock Street Catenary Lights, Caloundra
- Kings Beach fountains
- Ocean Street Up Lights, Maroochydore
- Sun Central, Maroochydore
- Mayes Canal Pedestrian Bridge, Maroochydore
- Sippy Downs Entry Statement, Sippy Downs
- City Hall, Maroochydore City Centre

South Burnett Regional Council

- Kingaroy Peanut Silos

Fraser Coast Regional Council

- Maryborough City Hall
- Hervey Bay Esplanade fig trees

Barcaldine Regional Council

- Tree of Knowledge

Western Downs Regional Council

- Charles Drew Bridge
- Corporate Office (Western Downs Regional Council)
- Chinchilla Bridge

Redlands City Council

- Cleveland lighthouse

Livingstone Shire Council,

- Singing Ship at Emu Park
- Yeppoon Beachfront stage area
- Wreck Point Lookout, Cooee Bay
- Keppel Sands foreshore

Hinchinbrook Shire Council

- Rotary Park fountain, Ingham

Flinders Shire Council

- Diggers Entertainment Centre

Burdekin Shire Council

- Queen Street fountain

Southern Downs Regional Council

- Warwick Town Hall

Gympie Regional Council

- Smithfield Street

Quilpie Shire Council

- Quilpie's iconic landmark "Baldy Top"

Gold Coast City Council

- Isle of Capri Bridge,
- Surfers Paradise Sign,
- Broadbeach sign

Ipswich City Council

- Façade of 1 Nicholas Street

Central Highlands Regional Council

- Emerald council office building (65 Egerton Street, Emerald)

North Queensland Stadium (Qld Country Bank Stadium)

- Screen outside the Qld Country Bank Stadium

McKinlay Shire Council

- Water Tower

Blackall-Tambo Regional Council

- Blackall Memorial Park



Farewell Assistant Commissioner Peter Shaddock PSM

Long standing officer, Assistant Commissioner Central and Northern Region Command, Custodial Operations Peter Shaddock PSM has swapped his epaulettes and uniform for hiking boots, fishing poles and family time as he said good-bye to QCS after dedicating almost four decades to serving the people of Queensland.

Commissioner Paul Stewart APM said Mr Shaddock was nothing short of an institution within QCS.

“QCS is a much richer and better organisation thanks to Mr Shaddock’s contributions over the many years,” Commissioner Stewart APM said.

“The community of Queensland has been well served by his dedication, professionalism and commitment to community safety.

“The work Mr Shaddock and QCS achieved together over the years has certainly made Queensland a safer place for all and he will be sorely missed.”

Originally hailing from New South Wales, Mr Shaddock moved to Queensland in 1971. He met his wife in high school and later joined the navy. After leaving the navy, Mr Shaddock was at a ‘loose end’ while living in Rockhampton, which is when he joined QCS (formerly known as the ‘Prison’s Department’).

His ‘stop-gap’ role in corrections turned into a 39-year outstanding career. Mr Shaddock loved what he did, loved the challenges, the remarkable people, the opportunities and most importantly, contributing to positive change.

Commissioner Stewart said Mr Shaddock would be the first to acknowledge that QCS’ best results were achieved through a team approach.

“While we acknowledge his individual contribution, he would always acknowledge the outstanding and important work of our people supporting him over his career,” Commissioner Stewart said.

Two personal highlights that Mr Shaddock referred to often was his opportunity to have some contribution with the introduction of the Smoking Cessation program and Operation Elevate.

His advice to officers or anyone looking to join QCS is to make a difference, albeit how small, make a difference every day in the workplace. Making a difference is what Mr Shaddock did.

We wish him the best of health and happiness in his retirement.



Officers recognised for courageous response to Capricornia disturbance

Congratulations to the 153 officers who received the Commissioner’s Unit Citation for their efforts and bravery in responding to a major disturbance at Capricornia Correctional Centre in October 2021.

The responding officers were presented with the high honour citations — only the second time this prestigious award has been conferred – in Rockhampton at a recent ceremony hosted by Commissioner Paul Stewart APM.

Commissioner Stewart said the officers demonstrated commendable dedication and courage in the face of very real danger.

“Safety is our number one priority at QCS and every officer who responded to this event put their life at risk to protect their colleagues, prisoners and the broader community,” Commissioner Stewart said.

“I could not be more proud or grateful for their actions and can think of no more worthy recipients for the Commissioner’s Unit Citation than those officers who quelled the unrest.”

Officers from the centre settled the violent outbreaks and were supported by their colleagues from Maryborough and south east Queensland to oversee the clean-up of damaged infrastructure.

The disturbance caused damage to various areas of the facility, including accommodation areas, cells and rooftops, and a small number of officers and prisoners were hospitalised for smoke inhalation. Thankfully, there was no loss of life or serious injury.

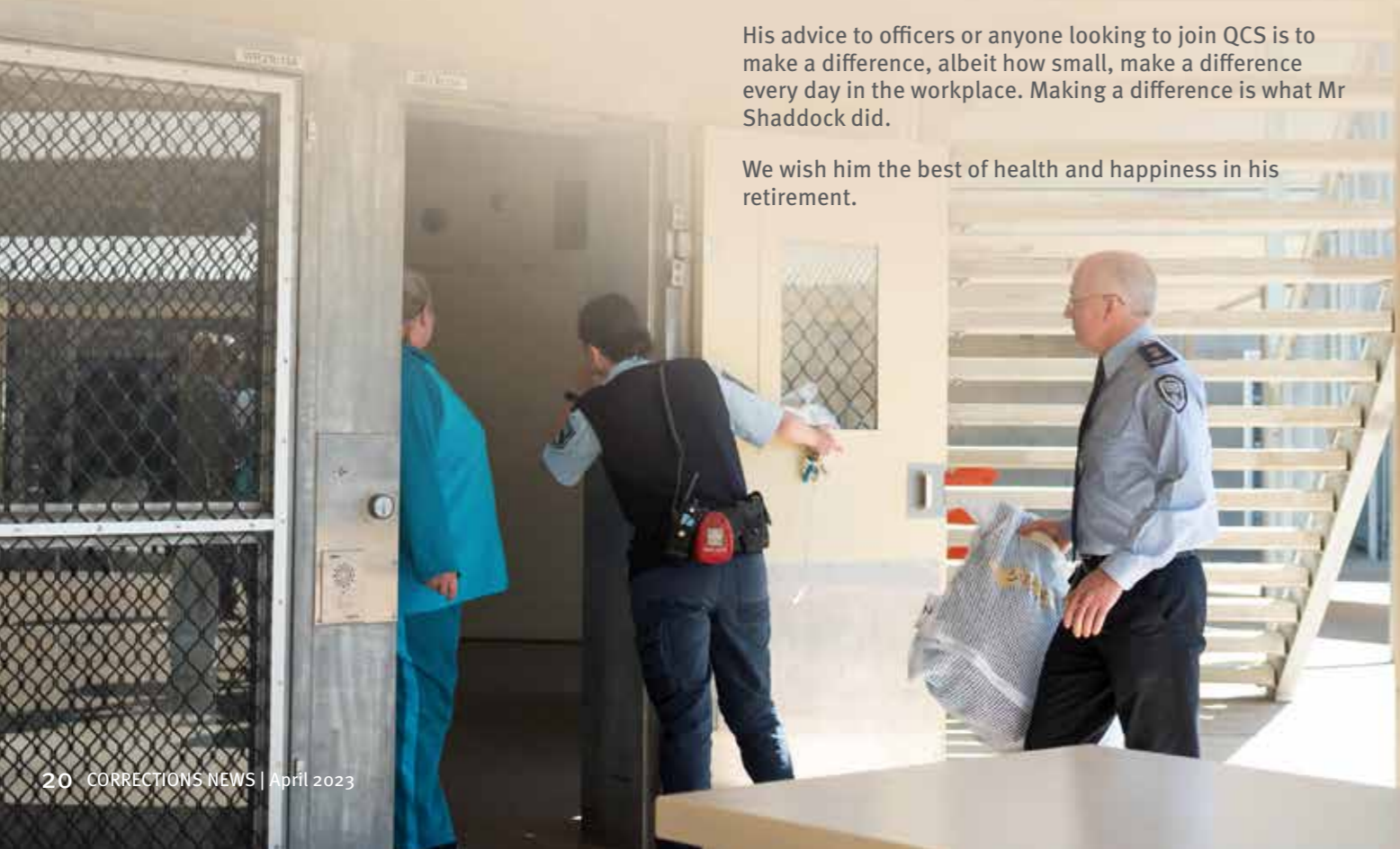
Commissioner Stewart said correctional work and the daily challenges our officers faced and overcame were not always acknowledged or well-understood by the broader community.

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

The Commissioner’s Unit Citation is part of the Honours and Awards Program and is a high-level award presented to a group of officers for outstanding conduct, professionalism or exceptional proficiency in operations, or operations support.

Congratulations to all involved for being officially recognised with the Commissioner’s Unit Citation.

If you were unable to attend the event or watch the livestream, view it here.



Celebrating International Women's Day



QCS proudly hosted the Public Safety and Integrity Agencies International Women's Day event on March 8, recognising the hard work and contributions of women everywhere.

Commissioner Paul Stewart APM and Deputy Commissioner Custodial Operations and QCS Executive Sponsor for Women Gary McCahon attended the event and hosted keynote speaker Karni Liddell, and inspirational panellists Shaan Ross-Smith and QCS Deputy Commissioner Community Corrections and Specialist Operations Ursula Roeder ACM.

The event theme 'Courage, Strength and Resilience' encourages everyone to reflect on the daily challenges women face and celebrate overcoming these challenges.

DC McCahon said that locally and across the globe, inspirational women were emerging from challenges stronger than before.

"At QCS, we are proud to recognise and celebrate all women in our organisation, which is underpinned by the Corrections 2030 guiding principle of respect," DC McCahon said.

"Only through conversation and a commitment to change can we create a world of equality for all. Let's commit to achieving that change together."

Commissioner Paul Stewart APM said women played a vitally important role in QCS' commitment to community safety.

"International Women's Day is a wonderful opportunity to celebrate and recognise women's outstanding achievements and the positive difference made by women in corrections, and I congratulate all of our worthy recipients of the IWD awards," Commissioner Stewart APM said.



Congratulations to the winners of the Commissioner's Awards for International Women's Day:

Outstanding Female Leader – Kristine Winter

Outstanding Emerging Female Leader – Victoria Matthews

Excellence in Performance, Custodial Operations – Sharon Broanda

Excellence in Performance, Community Corrections and Specialist Operations – Madonna Nuttall

Excellence in Performance, Organisational Capability – Fiona Patterson

In the lead up to International Women's Day, officers and staff across the eight public safety and integrity partner agencies participated in a number of fundraising activities to raise money for the charity partner of the IWD event, Small Steps 4 Hannah (SS4H).

Impressive fundraising efforts resulted in over \$9000 being raised for SS4H, which will contribute to providing support for those in the community who are living with domestic and family violence.

In February, QCS hosted a pizza party event in support of SS4H, sponsored by local Brisbane business Firefly. The event was well attended across the partner agencies with 135 pizzas sold on the day and a total of \$551 raised for the charity partner.

Other key activities included a Body Shop party, which drew to a close in January, with fundraising efforts resulting in over \$800 worth of products and was presented to SS4H at the event. In addition, the opportunity to purchase purple ribbons to show support

for IWD, a bake sale and an ongoing Cadbury chocolate fundraiser were also very well received by QCS officers.

DC McCahon said International Women's Day was also an opportunity to acknowledge QCS officers throughout the state.

"We have learned that if we take the right approach to women in prison, it could have substantial benefits for victims, families, society and for women themselves and I thank all those officers for their dedication to this vital work and improving better outcomes for women in custody," DC McCahon said.

Thank you to everyone who has supported QCS International Women's Day events.



Award winners with Minister Mark Ryan and Commissioner Paul Stewart, from Left Kristine Winter, Sharon Broanda, Victoria Matthews, Madonna Nuttall and Fiona Patterson.

Below QCS pizza party event in support of Small Steps 4 Hannah.





500 additional body worn cameras boost safety

QCS is enhancing the safety of officers by rolling out an additional 500 new body worn cameras to correctional centres across Queensland.

Commissioner Paul Stewart APM said safety was a core priority and the additional cameras would significantly improve this.

“As part of QCS’ ongoing commitment to achieving better safety outcomes for officers, the addition of more body worn cameras will triple the number currently in operation,” Commissioner Paul Stewart APM said.

Prior to the addition, QCS had 220 body worn cameras in operation and supports the use of this technology as an incident deterrent, for evidence collection for use in prosecutions and a reduction in the number of frivolous and vexatious complaints.

Commissioner Stewart said as with all body worn cameras, footage would be used and managed strictly in accordance with legislative requirements and operational guidelines.

Digital Services and Information Technology Branch is leading the roll out of the cameras with plans to complete it by 30 June 2023.

In memoriam

Our deepest condolences go out to families, friends, loved ones and work colleagues of the following QCS officers. We recognise their dedication to upholding and ensuring community safety, and their honourable service to Queensland. They are and will be sadly missed.

Kim Lawton, Custodial Correctional Officer, Townsville Correctional Centre (TCC). Ms Lawton commenced with QCS in February 2010 as a trainee before progressing to a Trade Instructor. She remained with TCC until leaving in December 2021. Ms Lawton’s colleagues and friends wish to convey their appreciation of her and to highlight how much she was valued at the centre.

Mark Jennings, retired Custodial Correctional Officer. Mr Jennings was a highly respected officer with over 10 years’ service within QCS. He commenced his career as a correctional officer in March 2009 at Townsville Correctional Centre where he remained until his retirement in March 2020. Mr Jennings was an appreciated and valued officer and will be missed by his colleagues and friends at TCC.

Craig Smith, Custodial Correctional Officer at Maryborough Correctional Centre (MCC). Mr Smith commenced his career at MCC in 2007 and went on to become a Trade Instructor in 2009. He was proud of his service for QCS and would undertake opportunities as the Correctional Industries Manager. He was well respected by his colleagues and known for his work ethic, commitment to never let his colleagues down, happy demeanour and helpful nature.

Juanita Zuna, Correctional Supervisor at Southern Queensland Correctional Centre (SQCC). Ms Zuna commenced her career with QCS at Borallon Correctional Centre in 2004 as a Correctional Officer when it was a privately run facility. She was then transferred to SQCC where she worked as a Correctional Supervisor, Manager Accommodation, and Violence Prevention Coordinator before being appointed Correctional Supervisor in 2021. Ms Zuna was well known and respected by officers who worked with her and will be remembered for her sense of humour and up-front and honest approach.

Brant Lowe, former Custodial Correctional Officer at Brisbane Women’s Correctional Centre (BWCC) from 2016 until 2021. Mr Lowe will be fondly remembered as a much-loved friend and colleague who always managed to make light of any situation. He demonstrated a strong commitment to QCS by always conducting his CCO role with enthusiasm and going above-and-beyond.

Neville (Nev) Hunsley, retired Electronic Monitoring and Surveillance Unit (EMSU) Supervisor (2014). Mr Hunsley started with QCS as a casual surveillance officer with Logan and Beenleigh Probation and Parole. He then became a full-time supervisor with the High-Risk Offender

Management Unit before joining EMSU. Mr Hunsley will be remembered as a kind, compassionate and dedicated officer who made a positive impact on his workmates and community around him.

We also mark the passing of corrective services dogs:

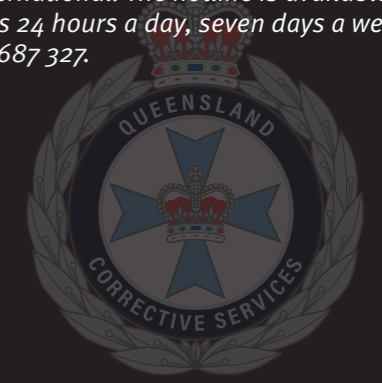
General Purpose Dog, Bandit, Woodford Correctional Centre Dog Squad.

Bandit came to QCS in January 2020 and joined the Delta Unit at Woodford Correctional Centre later that year after gaining certification. During his time with QCS, Bandit served with distinction and played a vital role in keeping the prison and the wider community safe. Bandit passed away recently after suffering a medical episode.

General Purpose Dog Kato, Townsville Correctional Centre (retired)

Kato commenced training at QCS in 2014 and worked alongside his handler at Townsville Correctional Centre’s Delta Unit. Kato was an incredibly courageous dog who protected his handler and officers at the centre and worked hard to keep the prison and the wider community safe. Over the years, Kato represented QCS at numerous public displays, including the Townsville City Council’s Pet Expo. Kato retired in August 2021 and passed away recently after suffering a medical episode.

Grief is a natural reaction when we lose those closest to us, but you need not go through this 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 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.



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