



September 2024

Corrections NEWS



Commissioner's Awards for Excellence 2024
Page 10



An outstanding career for 'Super' Cooper
Page 14



Darkness to Daylight
Page 16

Contents

Message from the Minister	3
Message from the Commissioner	4
Messages from the Deputy Commissioners	5
Lockyer Valley Correctional Centre Ad	9
Commissioner's awards for excellence	10
Body scanner trial starts at BWCC	13
An outstanding career for 'Super' Cooper	14
Spotlight on Domestic and Family Violence Prevention	15
Darkness to Daylight	16
Ending DFV through conversations	17
Leading women event focuses on tackling domestic and family violence	18
New policies enhance QCS Pay and Conditions entitlements	19
New Women's Reintegration Service Model	20
Close the Gap	21
Cat Tails... a cautionary tale	21
Around the state	22
Take Look Inside Ad	24
In the media	25
Officer numbers boosted with new graduates across Queensland	32
In memoriam	34



**Message from
Minister Nikki Boyd MP**
Minister for Fire and Disaster Recovery and
Minister for Corrective Services

It was inspiring to join the Commissioner recently in recognising QCS officers who've raised the bar in their commitment to frontline excellence and the safety of Queenslanders.

Congratulations and thank you to the winners of the Commissioner's sixth annual Awards for Excellence.

The Legislation Group, Cabinet Legislation and Liaison Office team took top honours this year for their diligent work in crafting the Corrective Services (Promoting Safety) and Other Legislation Amendment Bill 2024.

These new laws are designed to enhance the safety of frontline officers and Queensland communities.

Townsville Correctional Complex, Palm Island Community Corrections and the QCS Connect Project each won accolades for excellence, while Woodford Correctional Centre was honoured across two categories of merit.

Not only are safety, collaboration, empowerment, respect and accountability the qualities on which the Commissioner's Awards for Excellence are judged, we know these are also the core values of frontline QCS officers in your work helping to break the cycle of reoffending and keeping Queenslanders safe.

I know your professionalism and commitment to the frontline of community safety are genuinely appreciated across government.

The Miles Government's 2024-25 Budget is investing \$1.882 billion in Queensland Corrective Services to continue the agency's expert management of the State's prisoner population.

Our record QCS funding means more capacity and programs to address recidivism and domestic and family violence, and additional support for victims of crime including Victims' Register enhancements.

The Miles Government's cost-of-living Budget delivers funding to bring the state-of-the-art Lockyer Valley Correctional Centre online and training for another 1,000 frontline Custodial Correctional Officers for deployment around the State.

With more Australians choosing to call Queensland home, national and international recruitment remains a priority for the Commissioner and the Miles Government.

QCS Academy instructors do an amazing job supporting the success of service recruits, clocking up more than 270,000 hours in the last year guiding more than 700 new officers through 10 weeks of intensive corrections training.

I know working on the frontline of community safety isn't easy and on behalf of Queenslanders, I want to thank you for your expertise and outstanding dedication to the important job you do for our State.

I look forward to visiting as many of you as I can in the near future.

Front cover:
Commissioner's Awards for Excellence 2024

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
www.corrections.qld.gov.au



Message from Commissioner Paul Stewart APM
Queensland Corrective Services

Welcome to Corrections News.

It is another bumper edition filled with updates on some of the many activities underway in Queensland Corrective Services. With record prisoner numbers impacting every part of our business, it seems the tempo of activity across QCS has never been higher, and I am incredibly proud of and thankful for the work of our officers across the State.

It was a welcome opportunity to celebrate some of the exemplary work under way with the Commissioner's Awards for Excellence recently.

A record number of applications were received, highlighting the efforts of officers across the State, and the judging panel had a tough job deciding on the winners. You can read the story on page 10. Congratulations to all of the winners and indeed everyone who was nominated by their peers.

Recently, the Queensland Government handed down a \$1.882 billion QCS Budget. Some of the highlights include:

- \$81.3 million over two years for additional beds and infrastructure across our correctional centres.
- The completion of the Lockyer Valley Correctional Centre, a state-of-the-art prison focusing on rehabilitation and reintegration, while also creating jobs and economic benefits for the region.
- \$14.8 million to expand the access to domestic and family violence programs for offenders in custody and in the community
- \$2.3 million to enhance the capacity of the Victims Register, which supports the victims of crime by keeping them informed and giving them a voice in the judicial process.

- \$37.7 million over four years to progress and optimise End-to-End Case Management, a key reform of the Queensland Parole System Review, which better addresses offenders' risks and needs with the goal of reducing reoffending.

This Budget will enable us to manage the growing prisoner population, provide more effective programs to address recidivism and domestic and family violence, and support the victims of crime who deserve our respect and care.



Gary McCahon PSM
Deputy Commissioner
Custodial Operations

Earlier this year, the Commissioner announced an expansion of the Executive Champion portfolios for QCS' Deputy Commissioners. I was privileged to retain the Executive Champion portfolios of Women and LGBTIQ+.

This year, the Executive Champion portfolios have expanded to include Deputy Champions, and it was my pleasure to announce Samantha Newman and Claudia Walker as Deputy Champions for Women and Louise Kneeshaw and Tanya Guild as Deputy Champions for LGBTIQ+.

Each of these Deputy Champions have proven themselves strong advocates for their respective portfolios and I look forward to continuing to work with them to enhancing better outcomes for these groups.

I further welcomed a new portfolio as Executive Champion of Veterans and Reserves; and announced Mark Plath and Colin Martin as Deputy Champions. Both have served with the Australian Defence Force and are passionate about supporting veterans post-service.

We have commenced drafting a Terms of Reference for the portfolio and are prioritising the establishment of a strategy to make QCS an employer of choice for veterans and reserves, as well as establishing a community of pride within existing veterans and reserves employed by QCS.

Prisoner capacity continues to be an area of pressure for the department. Last year, I stood up a temporary project team to address immediate custodial configuration and capacity management pressures. It was determined a permanent team was required to undertake daily operational management across the state, and a permanent Capacity Management Group (CMG) was established. To oversee these operations, I have established an Assistant Commissioner, Operational Support position, and am pleased to announce Darryll Fleming ACM has agreed to undertake this position temporarily while a formal recruitment process occurs.

I encourage all of our officers to prioritise requests from the newly established CMG, noting the critical work they are undertaking in maximising prisoner capacity throughout the state.



Ursula Roeder ACM

Deputy Commissioner
Community Corrections
and Specialist Operations

As the year continues to unfold, QCS is making significant strides in project governance, service enhancement and community engagement.

We started the month of May by acknowledging Domestic and Family Violence (DFV) Prevention Month, which provides a critical platform for raising awareness and promoting action against domestic and family violence.

It's heartening to witness widespread participation in events, campaigns and initiatives throughout the month, demonstrating our collective support for survivors and engagement with stakeholders.

From local vigils to awareness-raising morning teas and the Darkness to Daylight event, we are actively involved in educating, advocating and empowering individuals to end domestic and family violence. QCS is proud to play a crucial role in prevention strategies, fostering conversations, and offering resources and support to those affected by DFV. Together, we are committed to creating safer environments and empowering others to stand against violence in all its forms.

The establishment of the Community Corrections Specialist Operations (CCSO) Project Delivery Command aims to enhance project and program management capabilities, ensuring successful execution of projects aligned with strategic goals. A Program Board has also been established and I am pleased to advise that the first meeting was successfully held in April.

The Program Board provides governance and project oversight for various initiatives within CCSO divisions including but not limited to HROMU precinct management, intelligence services capability, psychological services and workforce planning, disability service design, E2E case management, Men's Re-entry and Education Services. A significant number of government-mandated or organisation-critical projects in CCSO will be implemented over the next 24 months and I look forward to sharing updates as the project develops.

Our commitment to future-proofing the organisation and improving outcomes for individuals in custody is demonstrated through our Psychological Services Redesign Project. With a focus on service delivery and officer welfare, QCS, is looking to expand its clinical workforce and service models. This initiative aims to empower officers to proactively support mental health, disability and other welfare needs of individuals in custody. Engagement is underway, which has included visits to correctional centres, officer information sessions and focus groups.

This is just a glimpse of our recent endeavours and achievements, with many more to come as the year progresses.



Adam Black

Deputy Commissioner
Organisational Capability

In April, I had the opportunity to tour the Lockyer Valley Correctional Centre (LVCC) site in Gatton with the Honourable Nikki Boyd, Minister for Fire and Disaster Recovery and Minister for Corrective Services and Chief Superintendent Bernie Kruhse ACM to see first-hand the construction progress that has been made. I was impressed to see what has occurred since my last visit, with all 40 buildings in place. This accounts for the major construction elements of the 1536-bed-centre, with internal fit out of those buildings currently underway.

Recruitment to a wide variety of roles needed to operate LVCC is in full swing, with 39 new Custodial Correctional Officers (CCOs) graduating in April, and another 80 graduating in June. The new officers will be a part of the 800-strong workforce for the Lockyer Valley Correctional Centre, Queensland's newest high security men's prison. Until the new centre is commissioned, they will be deployed to the frontline of public safety at centres throughout South East Queensland to further develop their skills.

More than 800 people will be needed to run the centre, with roles available in areas such as occupational therapy, social work, psychology, behavioural sciences and education, as well as administration and, of course, custodial operations. I'm delighted to welcome Kris Winter ACM to the role of Assistant Commissioner and Program Director for Southern Queensland Correctional Precinct – Stage 2, who will oversee the delivery of LVCC. I'd also like to extend my congratulations to those who have recently been appointed to the LVCC managerial team.

Part of QCS's vision is to maximise rehabilitation and reduce recidivism. In recognition of the over-representation of First Nations People in our prison population, and the correlation between stable employment and housing and its effect on reducing recidivism,

the Procurement and Contract Management Group introduced 'Procurement for Good'. This approach utilises a limited offer method (flexible procurement technique) which requires only one quote when engaging a First Nations businesses or Social Enterprise for Simple and Practical procurement thresholds (up to \$200,000).

There is also a requirement for one First Nations supplier and one local supplier to be invited to submit an offer for all procurement activities, except where the goods and/or services are not able to be supplied. By spending the money provided by the Queensland Government on businesses that increase the participation of First Nations workers, or those who have a direct impact on the local community, we can ensure that opportunities exist and support the rehabilitation of offenders within and outside our facilities.

As QCS First Nations Champion and Men's Health and Welfare Champion, I am working with the Deputy Champions and the Murrighagun Cultural Centre to continue to support activities for upcoming significant First Nations events and highlighting men's health issues.



Rebecca Denning
Deputy Commissioner
Workforce Culture, Integrity
And Capability

On 15 July 2024, I had the privilege of commencing in the role of Deputy Commissioner for Workforce Culture, Integrity and Capability.

QCS is a well-respected front line public safety agency and I look forward to working closely with all divisions of QCS to achieve our objectives and move forward as One QCS.

In the March 2024 edition of Correction News, A/DC Gallagher mentioned the responsibility we all have in contributing to a positive and respectful workplace and further indicated that the development of the QCS Culture Framework 2024-2028 was underway to help guide, and drive actions needed to move our workplace positively forward as One QCS.

I am pleased to announce that following significant consultation with both internal and external stakeholders, in June 2024 the Board of Management (BoM) approved the QCS Culture Framework. Following this significant achievement, we will now shift our focus from planning to implementing the actions in the 2-year QCS-wide Action Plan (2024-2026). Our Executive Leadership Team will play a key role in driving the delivery of the Action Plan and will work with you to progress this critical work. We achieve great things when we work together.

Progress against Action Plan deliverables will be governed by the QCS Workforce Governance Committee on a quarterly basis with regular updates being communicated to BoM and all staff.

Staff from our Culture and Leadership Unit will soon visit our frontline centres to provide you with an opportunity to understand the Framework, what it means for you, what you can expect to see from its implementation and how you can participate in its organisation-wide actions.

In other priority areas, QCS also recently partnered with the Queensland Police Service (QPS), Australian Federal Police (AFP) and Multicultural Australia (MA) to deliver the inaugural pre-employment *Get Prepared* program for multicultural applicants in Queensland.

The *Get Prepared* program is designed to reduce known barriers for multicultural people wanting to join the front line of public safety, helping them navigate the sometimes complex and overwhelming application process. The 6-week pre-employment program bridges the gap in the application process for QCS, QPS and AFP and assists applicants in becoming 'employment ready'.

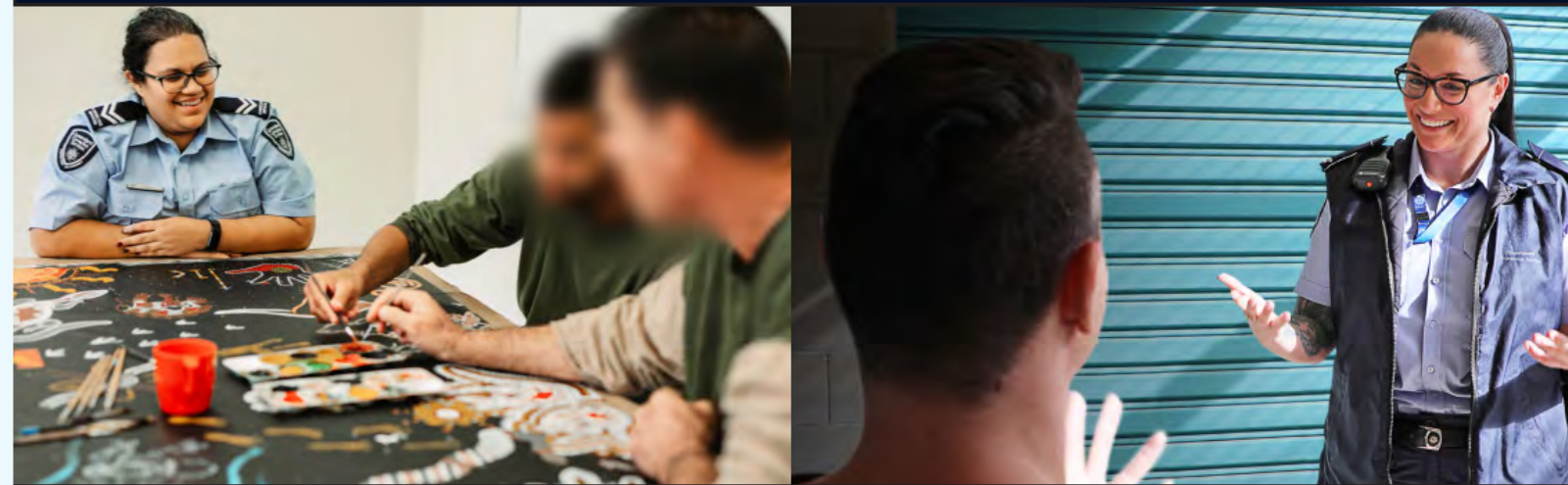
The inaugural graduation took place on 28 May 2024, with QCS receiving five job applications from the *Get Prepared* program participants.

The *Get Prepared* program has proven successful in educating culturally and linguistically diverse applicants about QCS and what we do.

I look forward to working together as One QCS to successfully implement the QCS Culture Framework 2024-2028 and continue to build on our work environment to make it an 'even better' place to work in.

Join a place that **UNLOCKS** potential

Make a difference at the new Lockyer Valley Correctional Centre opening in 2024.



You can make a difference

The new men's correctional centre located near Gatton in the Lockyer Valley is designed to unlock your career and lifestyle potential while rehabilitating prisoners under a Queensland-first correctional service model. With a range of career opportunities including custodial correctional officers, trade instructors, psychologists, administration officers, education officers and more, there's a role that can help you make a difference.

A centre designed for health and rehabilitation

The new men's correctional centre near Gatton in the Lockyer Valley will focus on rehabilitation to reduce offending. The design of the building and a focus on prisoner rehabilitation will create an environment that will not only be safer, but more inspiring.

A career with flexibility

We offer a long list of benefits including flexible working arrangements so you can spend more quality time with your family and feel fulfilled both in your career and outside of work.

corrections.qld.gov.au/lockyervalley

COMMISSIONER'S AWARDS FOR EXCELLENCE 2024



On June 20 QCS celebrated the Commissioner's Awards for Excellence 2024, to recognise and celebrate outstanding contributions to the organisation in the categories of Safety, Collaboration, Empowerment, Respect, and Accountability.

Commissioner Paul Stewart APM said the awards were an opportunity to look back on another year and celebrate some of the successes and exemplary people within the QCS.

"We had record numbers of nominations this year and I thank everyone who took the time to nominate their colleagues and staff for these awards – lifting each other up and celebrating excellence contributes to us being a top tier public safety agency," Commissioner Stewart said.

"The award winners are just the tip of the QCS iceberg, and I appreciate the sheer size and scope of the work being undertaken day in and day out by our officers to make Queensland a safer place for everyone.

"I would like to thank everyone who submitted a nomination - it is always a pleasure to read about the achievements occurring everyday across all areas of our business.

"It seems that every year in corrections is busier than the year before, and this year is no exception, with prisoner numbers continuing to impact every aspect of our operations.

"I thank everyone for your commitment to the important work of the agency at this time."

Fourteen officers were also presented with National Emergency Response Medals for their assistance in the aftermath of Tropical Cyclone Debbie in 2017, and the North Queensland Floods 2019.

A further nine officers received the Commissioner's Ethical and Meritorious Service Medals for their exemplary dedication to their duties.



National Emergency Response Medal recipients

Safety

This award recognises initiatives that promote safety in the workplace or contribute to the safety of our community.



- | | | |
|--|---|--|
| Winner
Woodford Correctional Centre
Special Services Team | First highly commended
Disruptive Events Management
Unit | Second highly commended
Andrew Connellan
Katherine Keiler
Michelle Kelly |
|--|---|--|

Collaboration

This award recognises teams or individuals who have worked collaboratively across different areas or with external partners to achieve positive outcomes.



- | | |
|--|---|
| Winner
Civil Safety Partnership with Townsville
Correctional Centre | Highly commended
Digital Services and Information Technology
team with the Court Technology Services team. |
|--|---|

Empowerment

This award recognises initiatives that empower staff to promote change and build strong community through rehabilitation, re-entry and initiatives to reduce recidivism.



- | | | |
|---|---|--|
| Winner
Palm Island Community
Corrections | First highly commended
Offender Services with
Murrighagun Cultural Centre,
Procurement & Contract
Management Unit and
Capricornia Correctional Centre | Second highly commended
Roma Community Corrections |
|---|---|--|

Respect

This award recognises individuals or teams who have demonstrated a commitment to promoting a culture of respect within our organisation.



Winner

Woodford Correctional Centre, with Health, Safety & Wellbeing and Converge International

First highly commended

Kerry Case, Human Resources

Second highly commended

Capricornia Correctional Centre Cultural Team

Accountability

This award recognises individuals or teams who innovate and focus on building a sustainable correctional system that is agile and flexible.



Winner

QCS Connect Project

Highly commended

Alix Brewin from the Offender Rehabilitation and Management Service (collected by Keiren Bennett)

Commissioner's Awards for Excellence 2024 Overall Award



Winner

Legislation Group and the Cabinet Legislation and Liaison Office

Body scanning trial starts at BWCC

The Queensland Government has approved QCS's plan to implement x-ray body scanners across the women's system, starting with a trial at Brisbane Women's Correctional Centre (BWCC) in mid 2024.

The three-month trial follows recommendations from the Women's Safety and Justice Taskforce final report, Hear Her Voice—Women and Girls' Experiences Across the Criminal Justice System, focusing on the introduction of non-invasive screening technology and ending the practice of removing clothing searches for women in custody.

Deputy Commissioner Community Corrections and Specialist Operations Ursula Roeder ACM said the technology made the process less invasive for prisoners, while also improving accuracy.

"Body searching is a necessity within the prison system to detect contraband, but we are now able to offer a more dignified and accurate way to conduct searches," DC Roeder said.

"The technology will not only detect contraband such as mobile phones and weapons, but it also has the capability to detect organic substances

such as powdered drugs, pills and suboxone strips that may be concealed under clothing or internally.

"About 80 percent of women who come into our custody have a background of child sexual abuse, physical violence, or domestic violence; so, providing a less invasive way to ensure contraband is not introduced during a visit, entry or re-entry is an important step in their rehabilitation.

DC Roeder said the scanners will be highly regulated for safety.

"We have appointed and trained a Radiation Safety Officer to oversee the safe management of the scanners and all officers operating scanners will receive annual mandatory radiation safety training; image interpretation training; and technical operational training," DC Roeder said.

"Radiation produced by one x-ray body scan is comparative with eating 20 bananas or about one hour of air travel, so people can rest assured the technology is safe."

The trial will continue through July to the end of September.

Body scanning **WILL** be performed on:

- Prisoners at admission
- Prisoners after every contact visit

Body scanning **WON'T** be performed on:

- Visitors to women's correctional centres
- Children living with their mothers in QCS
- QCS officers



An outstanding career for 'Super' Cooper

QCS passive alert drug detection (PADD) dog 'Super' Cooper has retired from active service at Townsville Correctional Complex.

A much-loved member of Townsville's dog squad, Springer Spaniel Cooper's retirement follows --eight-and-a half years' service contributing to the safety of officers, prisoners and visitors through barrier detection.

He is also a familiar face to the public, representing QCS at media opportunities, the Townsville Pet Expo and performing for the crowds at the Ekka.

Cooper's Handler Ryan Coleman said Cooper has remained a firm favourite among officers throughout his career.

"Cooper came to the agency just before his first birthday when he was certified, which was young in detection circles, but he's always excelled at it and he's always had a great propensity for it," he said.

"Anyone who's had any dealings with him will see that when Cooper's around he pushes into staff for a pat or a cuddle, jumps on their laps and has even destroyed a few desks inside.

"There's a really special place in my heart for Cooper and everyone who meets him he touches, so I'll miss him.

"We wish him all the best in his retirement and thank him for his outstanding service to Queensland Corrective Services and the Townsville community."

PADD dogs are used in correctional facilities across the state to screen visitors and mail entering centres for contraband.

The dogs are used to detect a number of different types of dangerous and prescription drugs and also search all mail coming into Queensland's correctional centres.

Dog squad units and PADD dogs play a crucial role in ensuring all secure correctional centres remain drug free for the safety of custodial officers, prisoners and their visitors.

Chief Superintendent Louise Kneeshaw, General Manager, Townsville Correctional Complex said Cooper's retirement provides him a chance to enjoy plenty more love and attention.

"There's no denying Cooper has become one of the most loved and valued members of our family here at TCC, and his retirement will no doubt leave big paw prints to fill," she said.

"We thank Cooper for his amazing contribution and service and wish Cooper all the best for retirement."

Spotlight on

Domestic and Family Violence prevention

One in four women and one in 13 men in Australia will experience some form of domestic and family violence (DFV) in their lifetime.

As part of QCS, commitment to preventing domestic and family violence and supporting those that are affected, Domestic and Family Violence Prevention Month (DFVPM) is observed every year in May to raise awareness.

Deputy Commissioner of Community Corrections and Specialist Operations Ursula Roeder ACM champions the prevention of DFV within the QCS.

"It is encouraging to see how many vigils, events, training sessions and talks the QCS hosted and attended during May," she said.

"These events are opportunities for us to open the dialogue about DFV, to discuss what we can do as a community to address it and prevent it from happening.

"The theme for DFVPM this year was It's in our control to end coercive control, which highlights that DFV extends beyond physical abuse.

"It also includes emotional, psychological abuse and isolation, and it is important that we are aware and can recognise these behaviours so that we can support and respond appropriately.

"You never know when you will be called up to support a colleague, friend, family member, neighbour or even a stranger.

"Ensuring that you are up to date with your mandatory training will be helpful if you are called upon to support a person affected by DFV, available via the Academy Online: Dashboard.

"I'd like to thank all officers for their hard work in supporting what we do as an organisation to help improve the lives of DFV victims, survivors, and families.

"By taking steps to raise our own awareness of signs and support services, we can work together to free Queensland of all forms of violence, harassment, and disrespect."

Support is available for anybody impacted by any form of domestic and family violence:

Reach out to our Employee Assistance Provider Converge International; or call their DVF helpline 1300 338 465

If you are personally experiencing domestic or family violence, you can call the 1800RESPECT hotline 1800 737 732 (available 24 hours a day, seven days a week)

Reach out to DV Connect for gendered violence support (Womensline 1800 811 811, Mensline 1800 789 978).



DARKNESS TO Daylight

EVERY STEP COUNTS



Ending DFV through conversations

This year marked the 11th year of Darkness to Daylight, an event raising awareness and much needed funds for Domestic and Family Violence (DFV) charities.

Darkness to Daylight is an annual fundraising event, with each of the 110km representing the average lives lost each year to DFV.

QCS had the biggest team to date with over 115 registrations for the event raising over \$5000 - smashing the \$3000 target.

Additionally, the Community Corrections team in Toowoomba raised \$3000, and the Weipa Community Corrections team completed a relay with family and friends to cover the 110km.

Deputy Commissioner of Community Corrections and Specialist Operations Ursula Roeder ACM said the funds would go to important initiatives.

“The initiatives funded through this event

include education programs targeting boys and men, as well as emergency funding for people fleeing DFV situations,” she said.

“QCS involvement in Darkness to Daylight this year was outstanding, and all participants should be proud of the difference they’re making by highlighting this issue.”

The 2024 event began on the evening of May 29 at Parliament House in Brisbane. Participants could choose to run or walk the 110km in a relay through the night, or complete a 10km or 3km course as the sun rose on May 30.

Participants could also choose to complete the 110km virtually over the month of May.

For more information, go to www.darknesstodaylight.org/about/darkness-to-daylight

Queensland Corrective Services officer Dylan’s dedication to supporting victims impacted by domestic and family violence (DFV) was amplified at an event in Brisbane recently.

As a key speaker, the Domestic and Family Violence High Risk Team officer from Central Queensland provided a frontline perspective for discussions on DFV.

Attended by both men and women, Dylan said the forum raised several important topics including what men could do to prevent domestic and family violence and how they could support people experiencing violence to feel safe, as well as other issues like coercive control.

“Working at the pointy end, it can be hard sometimes when violence is happening, so getting the opportunity to speak about prevention really means a lot to me,” he said.

“It was a great event, and everyone engaged well in the conversations.”

Dylan spoke about the many practical strategies men could take to prevent domestic and family violence like calling out sexist or misogynistic comments.

“It’s important we make it known that we don’t accept those comments that create an environment which allows people to feel justified in the ways they are treating their partners and family - the women in their lives.”

Dylan’s discussions around domestic and family violence continued with ABC Tropical North, during DFV month, where he sat down with the Breakfast presenters to talk further on DFV prevention strategies and the work he does to keep Queensland communities safe.

Dylan’s first exposure to DFV originated about nine years ago, while working as a case manager in Victoria Corrections.

“Early into my role, I was working with a young woman, who was reporting on a weekly basis and on the third time when she came into report, she disclosed her partner had been controlling every aspect of her life.

“The woman didn’t have any access to her finances, and her partner was taking her pay each fortnight; she also wasn’t allowed to leave the house.

“This was the first time I had contact with someone in this space who was experiencing control to that level, and I quickly realised I needed to learn a lot more about domestic and family violence.”

If you or someone who has reached out to you is experiencing DFV, please call 1800 RESPECT for support and information about services that can help you.



Leading women event focuses on tackling domestic and family violence

A number of QCS officers recently attended the Leading Women: Public Safety Agencies Women's Network quarterly event in Brisbane, co-hosted by a collective of the smaller agencies of the Network.

In line with Domestic and Family Violence (DFV) prevention month, the theme for the event was 'Tackling Domestic and Family Violence by raising awareness and building resilience.'

The event featured a captivating and educational keynote presentation delivered by Vanessa Fowler OAM - Co-Chair, Queensland DFV Prevention Council Chair, Allison Baden-Clay Foundation and an inspiring line up of speakers and panellists showcased a diverse range of backgrounds and experience within the DFV sector.

QCS Leading Women ELT Sponsor, Assistant Commissioner Samantha Newman, said the authenticity and lived experience of the speakers made for an engaging and insightful event.

"Sharing stories of survival and resilience helps raise awareness of domestic and family violence, which often extends beyond physical abuse," AC Newman said.

"It is important that we are all aware and can recognise these behaviours, which is especially important as DFV continues to be such a prevalent issue in our communities."

Attendees participated in a practical workshop which encouraged open discussion about initiatives to raise awareness of DFV within their networks and the broader community. They were also provided the opportunity to give consideration to and raise how their respective agency can strengthen its efforts towards better responding to and preventing DFV.

New policies enhance QCS Pay and Conditions entitlements

Two new policies under the People Capability Policy Framework (Pay and Conditions) have been released to address officers' entitlements surrounding excessive recreation leave balances and manual payments of salaries.

Assistant Commissioner Workplace Culture, Integrity and Capability Same Kane said these new policies reflect the continuing work to provide QCS with a contemporary and robust policy framework.

"I am pleased to expand our People Capability Policy Framework with the addition of policies that prescribe a course of action to manage excessive leave balances and approval of manual payments of salaries," AC Kane said.

The Excessive Recreation Leave Balances People Capability Policy establishes the principles and obligations for the regular use of recreation leave and strategies to manage excessive recreation leave balances.

The Manual Payment of an Employee's Salary People Capability Policy establishes the

circumstances when it is acceptable for a delegated authority within QCS to approve an employee's request that Queensland Shared Services Payroll prepare a manual payment of their salary.

"The People Capability Command is responsible for supporting QCS to achieve its strategic objectives by developing and ensuring an effective and high performing workforce."

"Keeping our policies updated and current on matters that affect the wellbeing and livelihood of our officers reinforces a performance culture where the expected attitudes and behaviours align with the Corrections 2030 principles of safety, excellence, empowerment, respect and accountability," AC Kane said.

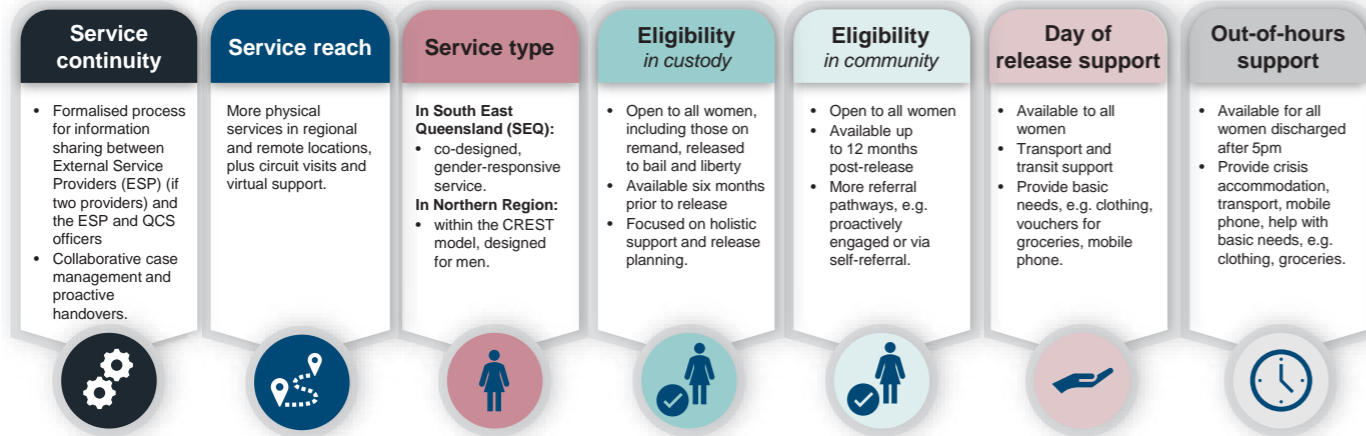
The new policies can be found on the QCS intranet. For queries, please contact your local Human Resources Team or if further clarification is needed, contact the People Capability Command at QCSHRServices@Corrections.qld.gov.au.



New Women's Reintegration Service Model



QCS HONOURS CLOSE THE GAP DAY



QCS has appointed a new service provider to deliver an enhanced, statewide program to help women successfully reintegrate into the community after imprisonment.

The new, five-year contract with SERO4 beginning on 1 July will provide a consistent statewide reintegration service supporting women to return to their children, families and communities.

Deputy Commissioner Ursula Roeder said women's reintegration has evolved over time.

"We've gone from multiple arrangements with four different services to a standardised statewide model to enhance correctional outcomes," she said.

"Providing reintegration and release planning for women before and after release from custody is one of the 34 recommendations QCS is delivering

from the Women's Safety and Justice Taskforce Report 2: Hear Her Voice.

"Services include housing pathways, health and disability support, education, training and employment, and practical assistance including access to banking and phone services, connection to family, community and culture and ongoing rehabilitation support.

"SERO4 has been delivering the South East Queensland Women's Re-entry Service MARA since 2016 providing gender-specific support and reintegration services as women move through custody to the community."

The trauma-informed model was developed with input from an independent evaluation, and consultation with QCS staff and women in custody.

From 1 July 2024.

The new services will include:

- housing pathways
- health and disability support
- education, training and employment
- basic practical and life skills including access to banking and phone services
- connection to family, community and culture
- ongoing rehabilitation support.

Service enhancements include:

- open eligibility for all women to access the service
- longer periods of pre and post release support
- expanded service reach, particularly in regional and remote areas
- After-Hours Release Service for women discharged after 5pm.

Capricornia Correctional Centre recently held a health and wellbeing expo to mark National Close the Gap day.

General Manager of Capricornia Correctional Centre, Chief Superintendent Alan Houchin said Close the Gap Day was an opportunity to raise awareness of health equality as a fundamental right for everyone, in particular First Nations people.

"Around 70 prisoners attended the event to learn about signs and symptoms of health issues

and the importance of making positive, healthy choices," Chief Superintendent Houchin said.

Health agencies from across Central Queensland attended and covered all aspects of health awareness from sexual health, influenza, drug addiction, positive parenting and heart health.

"Thank you to the Cultural, Health and Wellbeing teams and everyone involved for their proactive approach and dedication to helping educate prisoners in our care."



Cat Tails..... a cautionary tale

Casper the cat used up at least one of his nine lives when he recently moved to the Lockyer Valley from Far North Queensland.

Casper, who belongs to Psychologist Catherine Hole was gearing up for a new adventure some 1700km away, as Catherine was relocating to start a new role at the Lockyer Valley Correctional Centre (LVCC).

While the removalists were packing up the house, Catherine was unable to find Casper and assumed he had run away through the many open doors and windows.

"I was beside myself with worry – Casper is a much-loved family member, and I couldn't bear losing him, especially when moving so far away," she said.

"I have two cats that I was relocating and thought I had done enough to safeguard them while the packers were in the house, however I was wrong."

"Casper chose to burrow into a closet packing box without anyone seeing, and there was no indication he was in there.

Luckily Casper was able to get out of the box during his incarceration and was discovered 11 days later when the container arrived.

"Casper had to be hospitalised and placed on a drip for a couple days – the fact that he did not die was a miracle according to his vet," Catherine said.

"With so many people making a similar move this year to join LVCC, I wanted to provide some advice - make sure pets are put into crates or secured on a lead while you pack your home, or even send them ahead of time so they can wait for you to arrive in the safety of a boarding facility."

After a tough start, Casper is on the mend and setting into his new home with Catherine and his sister Molly.

Around the State

WOODFORD

A group of Woodford Correctional Centre officers attended their local ANZAC Day march and laid a wreath, with Trade Instructor Alan Mcleish leading the team with bagpipes.



ROMA

Roma Community Corrections team remembered our ANZACs with this respectful display on the fence line. (Photos)

The poppies were made as a part of a community service program and were used as a visual memorial to pay respect. The display also highlighted the way offenders completing community service give back to their communities.



BRISBANE

Prisoners at the Helana Jones Centre gave back to the community on ANZAC Day by crocheting 240 poppy bookmarks from wool and materials donated by both staff and prisoners. (Photos)

The bookmarks were donated to the RSL Queensland Veteran and Family Wellbeing Centre Brisbane and were displayed at the ANZAC Dawn Service at Nundah Historical Cemetery.

The grounds at the cemetery are maintained on a weekly basis by prisoners at the centre as part of the community service work program.



CLERMONT

A well-known Moranbah sculpture has been restored by prisoners from Queensland Corrective Service's (QCS) Clermont Work Camp.

'The Music Train' sits in Moranbah Town Square and is a favourite with children who enjoy climbing on the seat and playing the xylophone.

The sculpture had become weathered and needed some attention, so Isaac Regional Council requested assistance from the Work Camp to bring it back to life.

This is one of many community service projects that QCS and Isaac Regional Council have collaborated on.

'The Music Train' is now back in place, being enjoyed by the community once more.

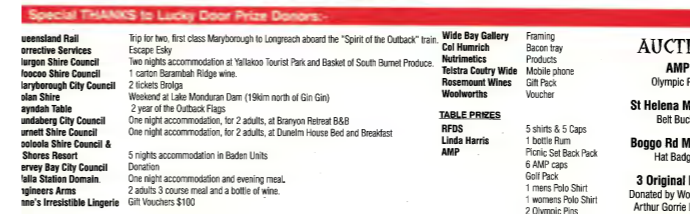
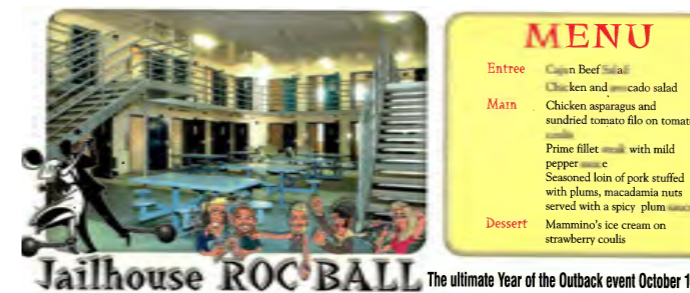


MARYBOROUGH

CCO Don from Maryborough recently discovered a certificate in a second-hand store, from a Black Tie charity ball held 22 years ago at the newly built Maryborough Correctional Centre.

The event raised money to support the Queensland Royal Flying Doctor's Service, and as Don pointed out, would have been a chance to run operational systems checks while simultaneously giving Maryborough locals the chance to look around and be introduced to the new facility.

It looks like it would have been a fun and unique event with lots of prizes, music, sponsors and a sit down meal, at a 'secure' location.



BURPENGARY

Numinbah CCO Rebecca Bates represented QCS in the Queensland Police and Emergency Services Games in May.

She competed in the equestrian events, and took home a haul of 6 gold, 4 silver and 2 bronze medals.

She was sashed Champion Showjumper as well as taking out Reserve Champion Rider, Reserve

Champion Novice Hack and Reserve Champion hack with her horses Gold Pegasus and WHF Colin Frissell.

Rebecca has competed in the last four QPES Games, which occur every four years.



PUPPIES IN TRAINING

In March, the QCS Dog Squad welcomed two 12-week-old American Labrador puppies named Boogie and Locke.

When they grow up, they'll work as passive alert drug detection (PADD) dogs at our correctional centres.

These paws-itively adorable pups will keep our officers and prisoners safe and secure by preventing illicit substances from entering the prison environment and deterring people from attempting to smuggle them in.



TAKE A LOOK INSIDE



IN THE MEDIA

Television - Radio - Newspaper - Social Media - Online

Issue: 260624

QUEENSLAND CORRECTIVE SERVICES BEST SOURCE OF NEWS

Est- 1859

In the Media continues to highlight the exemplary work of officers who work tirelessly each day help improve lives and keep Queensland communities safe.

Over the past few months, the Media and Communications team has travelled across the state to capture stories of our dedicated officers, working in challenging and dynamic situations, while supporting those in their supervision and care.

From creating one billion stars to promote violence free communities, successful contraband intercepts to celebrating recruits graduating and career milestones as well as honouring our officers nationally, media coverage focuses on our frontline officers and the impact of their work to ensure prisoners and offenders are less likely to return to crime.



TAKE A LOOK INSIDE corrections.qld.gov.au/take-a-look-inside

QCS CAREERS corrections.qld.gov.au/careers

Follow us
@QLDCorrections

Tell your story. Contact us at gcsmedia@corrections.qld.gov.au

Woodford Correctional Centre multimillion dollar drug seizures

14 March 2024

Queensland Corrective Services Deputy Commissioner, Custodial Operations has issued a stern warning to anyone considering attempting to smuggle drugs into Queensland correctional centres.

"Anyone who attempts to bring contraband into correctional centres will be caught," Deputy Commissioner Gary McCahon said.

The warning comes after a joint operation with correctional centre intelligence and police thwarted plans by visitors to introduce significant quantities of drugs and other prohibited items into Woodford Correctional Centre on two separate occasions.

Five people have been charged with several offences in the past two months and are due to appear in court in coming weeks.

Deputy Commissioner McCahon said correctional centres were not an avenue for drug smuggling activities.

“We’ve got a zero-tolerance approach to the introduction of drugs into correctional centres, and we can’t be any clearer on that,” he said.

“Anyone who tries to bring contraband into correctional centres will be caught.

“These intercepts are an example of our officers’ commitment and capability to protect the safety of staff working on the frontline, the community, and prisoners.

“Our officers who work in correctional centre intelligence do a tremendous amount of work to ensure the safety and security of our facilities.”

The first of the contraband seizures occurred on January 24 where correctional centre intelligence officers and Queensland Police Service Corrective Services Investigation Unit (CSIU) seized more than 1100 subutex strips (Buprenorphine) valued at over \$1million.

Methylamphetamine and other drugs, a stolen vehicle and cash were also seized during the search.

A man and two women have been charged with a

range of offences including drug, dishonesty and property offences.

A 46-year-old woman is due to appear in court on 14 March and a 32-year-old woman will be sentenced on 27 March.

A 27-year-old-year-old male is due to appear in court on 22 April.

The second contraband capture happened on February 15, when correctional officers and CSIU intercepted a female visitor who was in possession of more than 370 subutex strips.

The woman was charged by Woodford Police with Supplying Dangerous Drugs with Circumstance of Aggravation within a Correctional Facility. She is due to appear in court on 11 April 2024.

A 36-year-old male prisoner was also charged by Woodford Police and is due to appear in court on 18 April 2024 following further investigations.

Deputy Commissioner McCahon thanked everyone involved in preventing these significant quantities of drugs from entering the correctional centre.



50 Years John

10 May 2024

In May, 10 News was given an exclusive opportunity to interview John who celebrated a major milestone with QCS – a remarkable 50 years of service.

John took 10 News inside his workplace and shared stories from Boggo Road. It’s great to see our dedicated officers getting recognition their deserve.



One Billion Stars

14 March 2024

A media package on North Coast Region Community Correction’s One Billion Stars Project was developed by the Media and Communications Unit and provided exclusively to the regional WIN news team.

The Media and Communications Unit travelled to Alexandra Headland to conduct the interviews and film overlay for the media package. The project helps to bring people together and promote violence-free communities one star at a time.



King’s Honours

In June, an analysis of King’s Birthday Honours media coverage found more than 90 mentions. The stories of QCS honourees Deputy Commissioner Gary McCahon, Logan City Community Correction District Manager

Selina Shea and Lotus Glen Correctional Centre Correctional Supervisor John Rosset featured across the Townsville Bulletin, Cairns Post and ABC Brisbane among other media outlets. This coverage reached a cumulative potential audience of close to 500,000 with an ASR of AUD of more than \$1.5million.



Medals recognise service

Annabel Bowles - The Cairns Post

Lotus Glen Correctional Centre custodial correctional supervisor John Rosset has been recognised with an Australian Corrections Medal for almost two decades of service to the Far North jail.

Mr Rosset was awarded the medal as part of the King's Birthday Honours List, released on Monday.

During his career he has provided skills training in his role as trade instructor before being promoted to his current role in 2019.

"I'm absolutely speechless, it's such a privilege to have this award," he said.

"Corrections is a career you can move around so easily in I wouldn't have been able to do it without the support I've received from my mentors."

Mr Rosset was one of three Queensland Corrective Services officers recognised around the state.

State Corrective Services Minister Nikki Boyd thanked the deputy commissioner and the officers.

"Working in challenging environments, these officers have demonstrated initiative and flexibility in leading positive change among those in their care to keep our communities safe," Ms Boyd said.

QCS commissioner Paul Stewart APM congratulated the officers for their service.

"Their dedication to improving lives and keeping our community safe speaks volumes and I am incredibly proud of the impact they've made through their work and in our community."

Life inside women's prison

Programs helping offenders

Jessica Klein - The Courier Mail

Cage-like steel reinforced walls and 10-foot-fencing is often the confronting image that springs to mind when we envisage a prison.

The film and TV industry has run wild with the trope, often inspiring fictional ideas of what life on the inside is like for offenders.

High security women's prison Southern Queensland Correctional Centre, perched in the Lockyer Valley's backyard, is certainly no Orange is the new Black.

With a capacity to house just more than 300 women, the centre is firm on giving the women inside a second chance to build a better future.

Behind the eyes of many of the women is a jarring history of substance, physical and sexual abuse, the catalyst that's set them on the path to offending and eventually incarceration.

Often many of them have lacked any sort of stability or structure in their lives, and while the centre accepts the wrongdoing that's led them here, it's steadfast in its purpose to rehabilitate.

Acting Superintendent Kate Oxlade said the centre gave women the opportunity to learn new skills in a safe and encouraging environment to set them up for success on the outside.

"We focus on building the women's skills and confidence for when they reintegrate into the community," Acting Superintendent Oxlade said.

"(Our staff) take pride in setting a standard for the women to be able to self manage themselves when they're released."

The women are given a structured day filled with educational and other support programs, paid work within the prison, and other engaging activities that instil confidence and self-worth.

A heartbreaking reality for many of the women is a real lack of support on the outside, a theme Acting Superintendent Oxlade has seen all too often in her two decades with Queensland Corrective Services.

Conscious of the trauma experienced by some of the women at the hands of men, the centre has a major focus on its male officers and how they interact with the women.

"There's a big focus on our male officers employing this standard to help show the women how they should be treated, so they can understand how to identify poor behaviour from male partners in the future," Acting Superintendent Oxlade said.

"We want to break the cycle of trauma and teach them what a respectable standard is from men, and how they should be treated."

For many of the women, when they become incarcerated it's often at a critical time in their child's life.

To aid in mitigating this, the centre offers programs and services enabling mothers to stay connected with their children from the inside.

One of the many ways the women incarcerated at Southern Queensland Correctional Centre are giving back to the wider community is through Assistance Dogs Australia's "Pups in Prison" program.

The program is longstanding in prisons across the state and for the past five years has been changing the lives of the women who participate.

Beth (her real name can't be used) has now trained her fifth lab to assist someone in need and has experienced a frontrow seat to the profound effect the program has had not only for herself, but for her fellow participants.

"It's definitely shaped who I am as a person today, it's given me patience and a new outlook on life," she said.

"You learn to regulate your emotions because the dogs pick up quite easily when something is wrong.

"I've seen a lot of growth in other women who have participated in the program."



Diversity is key: McCahon

Corrective services leader honoured for work

Jami Roberts - Townsville Bulletin

Queensland Corrective Services's deputy commissioner began his career as a correctional officer in Townsville.

Now, 40 years on, he's leading the charge for diversity and inclusion.

From his early days as one of the youngest correctional officers at just 21, Mr McCahon has climbed the ranks to become a powerful advocate for women and the LGBTQIA+ community in the workforce.

Receiving the prestigious Public Service Medal for his outstanding service, Mr McCahon (inset) reflects on his journey with humility and pride.

"It was a shock, but I'm very honoured and humbled to be receiving it," he said.

"I always wanted to join the police, but the circumstances led me to apply for corrections, and it ended up being the best decision I ever made.

"When I started, we were not afforded any training; we were just assigned to a first-class correctional officer or a prison officer back then for two weeks, and then we were on our own."

"Now the staff are afforded 10 weeks training, and the training that they are afforded prepares them really well for not only their own career but to manage the job a lot better, (whereas) back when I started, it was still very reliant on your own skills, experience and ability to manage and communicate with people."

Since then, plenty of changes have been made, with Mr McCahon playing a key role in a number of them, including advocating strongly for women and LGBTQIA+ people in the workforce.

"I could never have imagined the interesting and varied career path that it would take me down and the opportunities that it afforded me," Mr McCahon said.

"I'm a great believer in diversity, and women have a really critical role to play within our facility – within all of our facilities – but women offer a lot, and reforming custodial operations is important.

"For me to be there and support women in their role but also to make men accountable

to ensure that we are still supporting the women because of the diversity they bring in the role so we've been able to have a number of women within our facilities now in senior roles."

Throughout his successful career, Mr McCahon has been provided with opportunities to work in the corrections dog squad, as a manager in support services, the director of the Brush Farm Corrective Services Academy and completed a 15-year stint in NSW leading prison reform.

"People are very important to me and the variety of work that you experience in working within corrections and the challenges that come with the varied roles that you take over a career path," Mr McCahon said.

"I think once you start in corrections, it gets in your blood, so I've been very grateful for all of those opportunities."



LVCC IN THE NEWS

Win News

Lockyer Valley Correctional Centre was again in the media spotlight highlighting recruitment and raising awareness about the new correctional centre. In June, 80 officers graduated making it the largest ceremony to date. WIN news covered the graduation and ran the story across all the regions.

River 949

New prison officers will join the frontline staff at the new \$861m Lockyer Valley Correctional Centre once it opens its doors later this year.

Marnie & Campo • 19 Apr 2024, 7:30 AM to 7:31 AM

News

19 new prison officers will join the frontline staff at the new \$861 million Lockyer Valley Correctional Centre, once it opens its doors later this year, comes as custodial correctional officers graduated at Gatton Shire Hall on Wednesday, follows a rigorous ten week paid training programme for the officers. The new jail will house 1536 inmates, will be a modern, fit for purpose facility focusing on rehabilitation to reduce reoffending and the Kalbar Sunflower Festival kicks off from today. The event this year will honour festival founder Russell Jenner, who died from cancer last year. To honour his legacy, there will be an emphasis on disability access and it will also feature a new sensory fairy garden.

Thanks to everyone who participated in media interviews over the past few months. We appreciate the time you've taken to share your story and the work you do to increase public awareness of our public safety agency in keeping our community safe. Thank you!

Officer numbers boosted with new graduates across Queensland

We welcome all our new Custodial Correctional Officers who will be deployed across Queensland, to join the frontline and keep our community safe.

Ceremonies across Queensland have seen more than 700 new officers complete their 10-week Custodial Officer Entry Program (COEP) in the past 12 months, which ensures officers are equipped to take on the challenges they may face while working in the correctional environment.

Congratulations and welcome aboard!



- Queensland Corrective Services Academy**
27 March 2024
24 April 2024
19 June 2024
- Capricornia Correctional Centre**
2 April 2024
6 June 2024
- Townsville Correctional Complex**
5 April 2024
14 June 2024
- Lockyer Valley Correctional Centre**
4 April 2024
17 April 2024
11 June 2024
- Maryborough Correctional Centre**
19 April 2024
- Lotus Glen Correctional Centre**
15 April 2024
24 June 2024



In memoriam

Our deepest condolences go out to families, friends, loved ones and work colleagues of **Robin Wallace**, former Custodial Correctional Officer.

Mr Wallace joined QCS in October 2006 and finished his career working at Brisbane Correctional Centre in February 2023. He was an exemplary officer who will be sadly missed by those that had the privilege of knowing and working with him as a valued and much-loved colleague.

Mr Wallace made a positive impact during his time with QCS and will be remembered as a kind and caring person with a great sense of humour and passion for helping those around him. He was a dedicated family man and constantly expressed to his colleagues his commitment to, and pride in, his family's endeavours and successes.

QCS is grateful for Mr Wallace's service to the agency and to the wider community.

It is with sadness that I inform you of the passing of Custodial Correctional Officer **Adam Neilson-Carr**.

Adam joined Queensland Corrective Services (QCS) in May 2015 as a Custodial Correctional Officer in Townsville Correctional Centre. Adam had transferred to Woodford Correctional Centre just this month.

Adam was an exemplary officer who will be sadly missed by his colleagues. He will be remembered as someone who took care to help his colleagues, had a great listening ear and loved the Cowboys.

We extend our condolences to Adam's family and friends during this difficult time.

We recognise his dedication to upholding and ensuring community safety, and his honourable service to Queensland. He will be sadly missed.

It is with sadness that I inform you of the passing of Custodial Correctional Officer **Douglas James Cronin**.

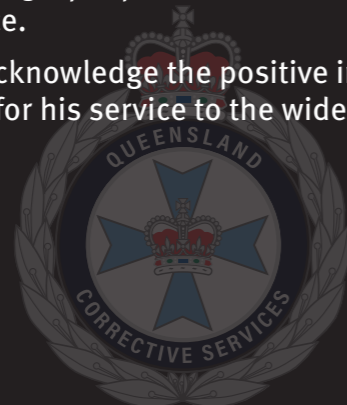
Douglas joined Queensland Corrective Services (QCS) in April 2001 as a Custodial Correctional Officer in Townsville Correctional Centre.

Douglas was a great colleague to all, a larrikin respected by his colleagues. Doug spent the last period of his career as a Farm Officer where he took care of the eucalyptus plantation and hung out with the Koalas from Billabong Sanctuary.

We extend our condolences to Douglas family and friends during this difficult time.

Douglas was farewelled in a private ceremony. In the coming weeks, Townsville Correctional Centre will host a local service to unveil Doug's plaque at the staff memorial. An invitation will be sent to all staff who wish to the local service.

I would like to this opportunity to acknowledge the positive impact Douglas made during his time with QCS and extend our gratitude for his service to the wider community.



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