



March 2025

Corrections NEWS



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**Message from
Minister Laura Gerber MP**
Minister for Youth Justice and
Victim Support and
Minister for Corrective Services

A few weeks ago, the Crisafulli Government marked its first 100 days in Government.

On my sixth day as Minister for Corrective Services, I met Toni, who, by coincidence, was also on her sixth day as the Cultural Liaison Officer at Townsville Community Corrections. Back then, we made a promise to check in with each other at the 100-day mark – and we did just that.

I was proud to share that we delivered every commitment in our 100-Day Plan, and I loved hearing about Toni's work in breaking down barriers and addressing cultural challenges in Townsville. Another unexpected connection we discovered that day was that her middle name is Laura – which in Toni's culture means we are nasem or namesakes!

Our people mean so much to me, I know that the success of corrections in keeping our communities safe and rehabilitating offenders is driven by your passion and dedication.

In my first few months as Minister, I have come to understand the immense professionalism of our corrective service officers and the critical role you play in maintaining a strong, stable, and secure system. The Crisafulli Government is committed to providing you with the resources and support you need to continue carrying out your vital jobs.

As our frontline workers, you would be better aware than anyone that one of the biggest challenges we are facing is prison overcrowding. The Lockyer Valley Correctional Centre will provide much-needed relief, and I am committed to ensuring it becomes operational as soon as possible to ease strain on the system, and ensure the safety of you, our officers.

I have visited the Lockyer Valley site to assess its progress, and hurry it along. We are working hard to ensure the final stages are completed swiftly. This facility will provide over 800 jobs, and I'm proud to share that 96 per cent of these positions have already been filled. We are ensuring that, when the centre is finally handed over, operations can begin without delay.

Thank you for your dedication and service. I look forward to continuing this important work together.

Front cover: Officers outside Townsville Correctional Centre

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Paul Stewart APM
Commissioner
Queensland
Corrective Services

This effort is happening against a backdrop of record high prisoner numbers, with all centres facing ongoing capacity challenges. We are doing everything we can to support officer wellbeing while we boost our capacity utilisation in a way that maximises safety and security within our centres.

I would like to reassure our officers that the senior leadership team is absolutely focused on ensuring the safe and secure operation of our correctional centres through a coordinated approach to identifying and addressing barriers to the progression of suitable prisoners to low security, maximising access to bail and parole where safe and appropriate, and boosting officer numbers through increased recruitment. The Lockyer Valley Correctional Centre, due to start operational commissioning later this year, will provide some welcome relief to high prisoner numbers at other centres. We are also focused on supporting our other frontline services including Community Corrections, High Risk Offender Management Unit and the Electronic Monitoring and Surveillance Unit.

January saw us farewell former Deputy Commissioner Gary McCahon PSM, who has now taken up his new post as Commissioner of NSW Corrective Services. Although I will personally miss having Gary as a valued member of our leadership team, I congratulate him and wish him all the best in his new role.

Lastly, we all have a responsibility to contribute positively to our workplace and demonstrate integrity and professionalism as we go about our work. To effectively rehabilitate those in our care and under our supervision, the way we act and treat each other must serve as a positive example.

In December, the QCS Code of Practice, Workplace Policy and Public Interest Disclosure Policy and Procedure was released, which is an important step in our culture change commitment to prevent, detect, respond and review how we manage conduct that is not in line with what is expected of all of us as public servants.

I want to express my sincere thanks to all officers for their ongoing professionalism as we navigate yet another busy year, and I look forward to a productive 2025.

Welcome to the first edition of Corrections News for 2025.

As this edition goes to print, South East Queensland is bracing for the first cyclone to make landfall in more than 50 years.

I'd like to thank everyone involved in the planning and preparation for this event, including the relocation of the entire prisoner group from Numinbah Correctional Centre back to Brisbane Women's Correctional Centre and the work done in our centres, at the High Risk Offender Management Unit and the Electronic Monitoring and Surveillance Unit, Community Corrections and Corporate Support.

Thank you to our officers who continued to provide a public safety response, at a time when many people were experiencing the impacts of Tropical Cyclone Alfred from a personal perspective. Your professionalism and dedication to your role as a public safety professional is greatly appreciated.

Earlier this year, officers from South East Queensland provided contingency support for Townsville Correctional Complex following a significant flooding event. Just a month later, Townsville, along with Lotus Glen, Capricornia and Maryborough are repaying the favour, pre-positioning experienced officers at Southern Queensland and Woodford correctional centres in anticipation they will be cut off by flood waters.

The work done by the Operational Support Team in coordinating the deployment of officers, including identification, travel and accommodation arrangements has been nothing short of remarkable. I also thank everyone involved in the QCS Incident Co-ordination Centre for their work in supporting all areas of the agency as we move through contingency plans and recovery.



Joel Smith
Acting Deputy
Commissioner
Custodial Operations

I was humbled to hear stories of officers who, despite their homes being inundated with water and storm damage, showed up to work to undertake their critical role in service delivery and maintaining the safety and security of our facilities.

I am also grateful for the significant contingent of officers who bunkered down at correctional centres to maintain safety and security during Tropical Cyclone Alfred.

Lastly, I would like to thank all of the officers who volunteered to travel from South-East Queensland to Townsville, and those from Lotus Glen, Townsville and Maryborough who came down to Woodford and Southern Queensland Correctional Centre on short notice to provide much needed relief to keep services operating as best as possible during the weather impacts.

Your willingness to place your own personal life on hold to assist others in this critical time is admirable and was greatly valued by management.

This year is off to a dynamic start, commencing with the departure of Mr Gary McCahon PSM, following the announcement of his success in appointment to the position of Commissioner, Corrective Services New South Wales.

I would like to take the opportunity to congratulate Commissioner McCahon on his appointment and wish him well in his new role, as well as thank him for his outstanding contributions to Custodial Operations and QCS more broadly throughout his career.

His remarkable leadership, stoicism and appetite for reform have made a lasting impression on us all.

I would also like to take the opportunity to reinforce that the goals and reform agenda for Custodial Operations remain the same while the recruitment for the position of Deputy Commissioner, Custodial Operations is underway.

Managing capacity continues to be an item of utmost importance and I would like to thank all those who have been involved in identifying opportunities to find additional capacity within our existing infrastructure and unlock tranche levels in correctional centres statewide.

In addition to the above, 2025 also greeted QCS with several weather events. The North Queensland weather event in February and ex-Tropical Cyclone Alfred this month resulted in significant operational impacts at Townsville Correctional Complex and Lotus Glen Correctional Centre and at centres in South East Queensland.



Ursula Roeder ACM
Deputy Commissioner
Community
Corrections and
Specialist Operations

I want to start by recognising the dedication of officers from Community Corrections and the High Risk Offender Management Unit (HROMU) during the recent weather events. The teams banded together to ensure operations were safely maintained whilst navigating the challenges of the weather conditions.

I am pleased to announce we have achieved significant milestones recently within the Program Delivery Command with the closure of the High Risk High Harm (HRHH) workstream.

Late December saw the completion of the Gangs Exit Project within HRHH, which was handed over to the Intelligence team to deliver as a part of their business-as-usual function in partnership with the Queensland Police Service (QPS). The team undertook a series of Community Corrections roadshows to roll out the program to a further 18 locations, as well as working with our colleagues at the QPS to formalise referral pathways and processes.

Secondly, two projects to support the functions of HROMU have been concluded, namely the Database Project and Precinct Management Project (DPSOA). The DPSOA Database Project consolidated multiple, manually managed data sources from as far back as 2003 and has resulted in significant efficiencies with reporting, improved data quality through standardisation and the ability to draw insights out of the now consolidated data set. The Precinct Management Project saw the onboarding of a new team of Accommodation Services Officers based at the Wacol contingency housing, which provide a 24/7 service that will improve security and safety of the precinct including

CCTV monitoring and patrols. I would like to express my sincere gratitude to the officers involved in these projects, which was a great representation of cross-agency and external staff.

The last quarter of the 2024 calendar year saw the Program Delivery Command successfully close the Education Renewal Project. This was a two phased project focused on re-designing aspects of the Education model through a fit for purpose design.

Phase one included an independent review of the previous model, with phase two delivering on the design, procurement, and implementation of a new model by 1 July 2024. It worked to develop a standard set of Vocational Education and Training units of competency to enhance course standardisation, improve accessibility to education, facilitate streamlined referral processes and improved contractual arrangements for external providers to assist with long term attraction and retention of our officers.

Through a thorough procurement process, three providers were appointed to commence delivery, with a hyper care period to support implementation and transition of these suppliers to delivery locations. This project was a collective effort, with various teams working in partnerships including the Offender Rehabilitation and Management Services Education Services Team and the Procurement and Management Group as well as the Education staff located across correctional centres to achieve these outcomes.

We also recently launched the Victims Register (VR) microsite which provides QCS officers with access to resources and promotional material, information on eligibility and the application process, frequently asked questions, links to proximity enquiries and the ability to request VR information sessions. The VR team play a key role in providing service to victims of crime to contribute to their safety and recovery. I'm incredibly proud of the work our division continues to achieve.



Adam Black
Deputy Commissioner
Organisational
Capability

It has been an eventful start to the year as Organisational Capability continues to drive. Improved organisational performances or through the alignment of corporate planning with the department's operational needs.

Work is currently underway to review the department's strategic planning and operational priorities, and incorporate them into upcoming divisional planning processes.

The Commissioner's Operational Performance Reviews for 2024 are now complete, with Investigations and Intelligence Branch and Offender Rehabilitation Management Services recently undergoing their successful reviews.

The Operational Performance and Reporting Group will now turn their focus to the range of corporate reviews, which will commence from 1 April and continue through to June 2025.

As we transition into the next phase of reviews, I encourage all teams to maintain momentum and continue striving for the highest standards of performance. The collaborative efforts and shared dedication of our officers have been key to our success thus far, and I am confident that we will continue to excel in the upcoming reviews.

QCS continues to gear up for the opening of the Lockyer Valley Correctional Centre (LVCC) later this year.

Officer training and orientation to LVCC is in progress, including valuable team-building days and information sessions. From a recruitment perspective, appointments to custodial roles are almost complete, with current recruitment efforts focused on important non-custodial roles, such as mental health clinicians and program delivery officers.

I would like to take this opportunity to extend my congratulations to LVCC General Manager Bernie Kruhse ACM who has been recognised for 30 years' service to QCS. I was delighted to present Bernie with his commemorative medal earlier this year and thank him for the invaluable contributions he has made to our agency over his career.

In February, the Capacity Management Group presented to the Executive Leadership Team on governance and planning to address the capacity challenges facing our centres.

As we enter Quarter four of 2024-25, I encourage all commands to continue working collaboratively to meet these challenges and to ensure the continuing safety and security of our centres and the community.



Rebecca Denning
Deputy Commissioner
Workforce Culture,
Integrity and
Capability

Last year was an extremely busy year for all at QCS, in particular the QCS Academy. One of the most notable accomplishments for the Academy was the graduation of 1086 Custodial Officer Entry Program (COEP) course participants - the highest number on record.

Additionally, 2024 saw the graduation of over 160 Community Corrections Foundations course graduates.

This remarkable achievement is testament to the dedication and hard work of both the graduates and the Academy officers.

The record number of graduates highlights the Academy's commitment to excellence in training and education, ensuring that our new starters are well-prepared for their future roles, and our correctional centres and community corrections offices have the capable workforce they need to support them.

In 2025, the Academy will continue to support the development and training of Custodial Correctional Officers and Case Managers with a total of 44 COEP courses and six Foundations courses scheduled for the year. It is anticipated that over 900 COEP and more than 160 Foundations course participants will graduate to fill various roles across the state.

This year, we will also undertake a significant review of the COEP curriculum to ensure it continues to keep pace with contemporary education standards and societal expectations.

QCS holds significant amounts of personal and sensitive information, and we have a clear obligation about how we collect, store,

use and disclose that information. On 1 July 2025, there will be changes coming to the *Information Privacy Act 2009*.

The Information Privacy Principles will be replaced by the Queensland Privacy Principles and will require us to rethink how we manage privacy within QCS, including training for all QCS officers and the development of a new privacy policy, forms and notices.

There are new mandatory obligations, including the requirement to notify affected individuals and the Office of the Information Commissioner of eligible data breaches, take proactive steps to contain, assess and mitigate data breaches, and to keep a data breach register.

We have individual responsibility to ensure we are disclosing personal information in a way that aligns with the new Privacy Principles, relevant legislation and QCS Information Privacy policies.

In our fast-paced workplaces, can I urge you to take a moment to mitigate the risk of human error. This might involve checking whether you have typed in the correct email address, re-checking email attachments to check the contents before sending, and making sure you are sending correspondence to the correct person.

These are small steps that can prevent the unlawful release of information for the agency and the stress of a privacy investigation for the individual.

The Policy and Legal Command is expanding their privacy team to respond to these changes and will conduct training and drop-in sessions in June to discuss the changes to the *Right to Information Act 2009* and the *Information Privacy Act 2009*.

These sessions will be broadcast shortly, and I encourage you to participate where possible.

Farewell Deputy Commissioner Gary McCahon PSM



17 January 2025 marked the last day at QCS for Deputy Commissioner Gary McCahon PSM, before he began his new role as Commissioner of Corrective Services NSW.

Deputy Commissioner McCahon began his role leading Custodial Operations at QCS on 1 July 2020, returning to QCS after a 40-year career in corrections spanning New South Wales and Queensland.

His first role in corrections was in 1984 as a Prison Officer at Townsville Prison. He progressed through various roles, including State Coordinator Dog Squad where he introduced competency-based training and assessments, as well as implementing Specialist Narcotic Dogs in the North Queensland.

He held several senior executive positions such as General Manager/Governor of Correctional Centres throughout Queensland and New South Wales, General Manager of NSW State Operations Group, Director Custodial Operations for Northwest and Southwest Regions, and Director of Corrective Services Brush Farm Academy.

Over the course of 40 years of service, he successfully led strategic reform projects within the corrections sector. His achievements include transitioning two privately operated prisons to public management and implementing the Officer Safety (Use of Force) review recommendations. These efforts have positioned the jurisdiction as the best trained and equipped in Australia, matching global standards.

His experience on the frontline shaped his leadership, prioritising officer safety and

professionalism. He received the Public Services Medal in the King's Birthday Honours 2024 for outstanding public safety service.

In addition to his day-to-day responsibilities, Deputy Commissioner McCahon was a strong advocate for women, LGBTIQ+ officers and reservists and veterans in his role of Executive Champion and provided support and guidance to new and emerging leaders.

He was honoured at a morning tea at QCS Headquarters on 16 January 2024, where Commissioner Paul Stewart APM presented him with the Commissioner's Medal for Excellence and thanked him for his friendship and service.

"Seeing how many people are here today is a testament to how much respect people have for you," Commissioner Stewart said.

"I thought about some of your traits - you're authentic, humble, capable, professional, approachable and an outstanding leader - and also one of your significant traits is the way you engage with people.

"You always have time for people, which is a hallmark of good leadership. You always talk to people, not because you have to, but because you want to.

"There are so many excellent initiatives and reforms that the deputy has instigated, which will leave lasting change for our organisation, and I really want to thank the Deputy for that."

"Thank you for everything you have done, thanks for your friendship, thanks for being a part of this family."

North Queensland flood emergency

Lending a helping hand in North Queensland

The 2025 North Queensland flood emergency saw officers from across the state come together to assist their colleagues in Townsville.

Several officers from Townsville Correctional Complex (TCC) worked multiple shifts to cover for those affected by flooding and unable to report for duty, ensuring that essential operations continued and the safety and security of the complex was maintained.

General Manager of Townsville Correctional Complex, Chief Superintendent Louise Kneeshaw said officers went above and beyond to support each other and the complex.

"We are extremely grateful for the outstanding support we received from our officers during the severe weather event, and I would personally like to thank everyone for their commitment during this challenging time," Chief Supt. Kneeshaw said.

"I'm very proud of the staffing group at Townsville Correctional Complex, this is a big machine, there's a lot of work that goes into delivering those services and our staffing group move heaven and earth to make sure we can meet the requirements of the community.

"They come in when they don't know what's going on with their own homes, they leave their family, they leave their homes to come in and make sure that service is delivered, and I couldn't be more proud of the effort that's been made by every officer involved."

A contingent of 20 officers from South-East Queensland (SEQ) travelled to support operations at TCC once the airport reopened as a part of the Deployment Reserve.

Commissioner Paul Stewart APM thanked the officers who went to Townsville to allow officers who had been working long hours to take a much-needed break.

"As we all know QCS is well-prepared for this type of event but sometimes extra help is needed to maintain appropriate staffing levels and adequately support the safety and security of our officers, prisoners and the broader community," Commissioner Stewart said.

Support and assistance from our disaster management units

The Disruptive Emergency Management Unit (DEMU) and the Operational Support Unit worked tirelessly to ensure a successful deployment to the region.

DEMU officers worked behind the scenes, coordinating with each volunteer officer and their home centre's General Manager to secure their release, along with the booking of travel, accommodation, car hire and allowances.

Commissioner Stewart said he was proud of the contribution officers made to support their colleagues.

"I would like to thank everyone for their hard work during the emergency response. To see everyone rallying together to assist their fellow QCS officers, whether that being volunteering to help, working extra hours, or being involved in the huge logistical tasks presented – it was truly inspiring seeing the QCS response in action," Commissioner Stewart said.

Officers who are keen to volunteer their time to assist future critical incidents, emergencies and natural disasters can join the QCS Incident Coordination Centre (QICC) Deployment Reserve. Register your interest on the DEMU microsite Expression of Interest - [Deployment Reserve - QCS Intranet](#)



QCS work camps support their communities in challenging times

When disaster strikes, low security prisoners at QCS work camps across the state step in to support their communities, and the February weather event was no exception.

Low security prisoners at Innisfail Work Camp started preparing for the deluge in advance by helping the local SES with installation of a sandbagging hopper that they have since put to good use.

It's not just when the rain arrives. The prisoners have been working in the community over the last several months in preparation for the monsoon season, clearing drains and gutters and cutting trees to prevent major damage as part of their regular community service activities.

Commissioner Stewart said helping in times of need is a great and productive way for prisoners to make reparation to their communities and support local organisations while keeping Queenslanders safe.

New Disaster and Emergency Frameworks to enhance QCS resilience

In December, Deputy Commissioner Organisational Capability Adam Black announced the QCS Disaster and Emergency Management Framework (QCS-DEMF) and the QCS Disaster and Emergency Management Arrangements (QCS-DEMA).

The QCS-DEMF provides guidance on the overall vision and approach for integrating disaster, emergency, and business continuity management across QCS.

It integrates best practices used by other Queensland Government agencies and was developed in consultation with Education Queensland and Queensland Health to provide a framework for placing activities within the emergency management continuum.

The QCS-DEMA, developed to align with the Queensland Disaster Management Arrangements (QDMA), provides a structure for disaster and emergency management. It recognises the complexity and diversity of the corrective services environment, and

aims to complement and integrate with existing plans, arrangements, processes, guidelines and functions.

The DEMF and DEMA outlines how QCS officers can effectively prevent, prepare for, respond to, and recover from disruptive events such as disasters and emergencies.

Deputy Commissioner Black acknowledged the work undertaken by the Disruptive Events Management Unit (DEMU), who led the development of these frameworks.

“DEMU has done an outstanding job, and I thank them for their work, as well as our officers for their unwavering dedication to improving our disaster and emergency management capabilities,” Deputy Commissioner Black said.

“With disasters increasing in severity, frequency and intensity it is the responsibility of everyone within QCS to ensure appropriate arrangements are in place before, during, and after their impact.

“The QCS-DEMF and QCS-DEMA will enhance QCS operations and strengthen our resilience against various disruptions.

“The framework outlines our approach to maintaining operational standards and ensuring the safety of our corrective services facilities, officers, and stakeholders.

“They offer guidelines and strategies for managing disruptions and coordinating responses effectively.

“Recently we have seen the fruits of this work with an outstanding emergency response to the north Queensland flood emergency, and I thank all of those involved who ensured we provided a strong and collaborative response.”

For more information please visit [Disaster and Emergency Management Arrangements - QCS Intranet](#) and [QCS Disaster And Emergency Management Framework - QCS Intranet](#).



Tropical Cyclone Alfred hadn't fully arrived before this issue was put to bed, so coverage of this weather event will feature in the June issue of Corrections News

High risk offender database update

The new database transforming High Risk Offender Management Unit's data access, security and reporting

The High Risk Offender Management Unit (HROMU) has recently transitioned to a new database platform which is allowing officers to focus more on service delivery.

QCS Assistant Commissioner, Community Corrections Samantha Newman said that previously, officers working in the High Risk Offender Management Unit (HROMU) were required to operate manually across multiple, siloed data sources to record and access information.

“The new single source, secure database allows officer to access, handle, store and use data, and includes automated reporting and data insights that have made the process more efficient,” AC Newman said.

“Whilst IOMS holds a significant volume of information, the new database enhances HROMU's oversight capabilities as a single point of access to data related to offender profiles, Court proceedings, external treatment providers, risk and offending profiles, as well as community reintegration information.

“With the old data sources decommissioned and the database now implemented, the benefits include:

- consolidated quality data and reduced risk of manual error
- automated reports and insights, creating significant operational efficiencies
- more efficient and secure data and record storage and governance.

“The time savings are substantial, with responses to requests for information and data reporting taking considerably less time for the team than previously.”

“The HROMU team now has their own tailored platform that can evolve and grow with the team into the future, while giving them back more time to focus on service delivery.

“Thank you to everyone for your outstanding contribution and involvement in bringing this new and innovative platform to fruition, which has already proven to be hugely beneficial to the HROMU teams,” AC Newman said.

Corrections officers recognised in Australia Day Honours



Three QCS officers have been recognised for distinguished service to the frontline of public safety after being awarded the Australian Corrections Medal (ACM) as part of the Australia Day Honours List for 2025.

Chief Superintendent Susan Burley, General Manager at Borallon Training and Correctional Centre, Acting Director Lauren Thompson, Community Corrections Operations, and recently retired Woodford Correctional Centre Dog Handler John Rowan were named in the honours list, with a combined 76-years of service across both custodial and community corrections.

Established in 2017, the ACM is awarded every year on Australia Day and the King's Birthday for distinguished service by correctional officers across Australia.

Commissioner Paul Stewart APM said he was incredibly proud of the impact QCS officers made in their commitment to the safety of the people of Queensland and their communities.

"Congratulations to this year's recipients of the Australian Corrections Medal, whose unwavering leadership and daily efforts help to reform prisoners and offenders and restore community safety," Commissioner Stewart said.

"This recognition highlights the extraordinary work our officers do in driving positive changes and outcomes for people in both a custodial and community corrections environment.

"On behalf of QCS, I extend my sincere congratulations to the three recipients of the Australian Corrections Medals for 2025 for this well-deserved honour."

About the recipients:



Chief Superintendent Susan Burley, General Manager, Borallon Training and Correctional Centre:

Chief Superintendent Burley commenced with QCS in 2004 as a Custodial Correctional Officer at Brisbane Women's Correctional Centre and has worked extensively across the agency in a variety of roles before commencing as Chief Superintendent, General Manager at Borallon Training and Correctional Centre in 2022.

Chief Superintendent Burley's exceptional leadership skills and ability to lead significant change and reform programs has transformed the centre into a positive and safer environment for officers and prisoners and increased accommodation and employment pathways for prisoners.



A/Director, Lauren Thompson, Community Corrections Operations:

Ms Thompson is a highly regarded and capable leader with over 20 years of distinguished service in predominantly frontline leadership positions since commencing with QCS in 2004 as a Community Corrections Officer at the Ipswich Community Corrections.

Ms Thompson led officers through the 2022 Ipswich flood event which resulted in significant impact on the Ipswich Community Corrections District Office and offender reporting requirements, in addition to the complexities of the COVID-19 pandemic to ensure minimal disruption to service delivery.

Ms Thompson was instrumental in the introduction of the FUSE Program at Ipswich Community Corrections targeting high risk recidivist offenders and introduced the Women's Estate at Ipswich to address the unique challenges faced by women under supervision.



Custodial Correctional Officer Dog Handler, John Rowan, Woodford Correctional Centre - Retired:

John Rowan's 36-year career commenced with QCS in 1988 at the original Woodford Correctional Centre. From 1997 he was a Dog Handler at Woodford and remained with the Dog Squad until he retired in 2024.

Mr Rowan notably excelled in emergency response, drug detection and high security prisoner escorts through consistently demonstrating remarkable skill, professionalism and dedication to ensuring the safety and security of the correctional facilities.

Mr Rowan has previously been recognised for his bravery and courage in the face of danger during a centre riot in 1997 and consistently went above and beyond the call of duty during his service.



CCO Lyle honoured with medal to celebrate 40 years of service



Congratulations to Capricornia Correctional Centre CCO Lyle who was recently awarded the Long Service and Good Conduct Medal for his 40 years of service at QCS.

Lyle started his career at QCS as a Prison Officer at Capricornia in 1984 and has seen significant change within the centre ever since.

“My first day was a cloudy, cold, wet day in the middle of winter. I was given a uniform and keys and was shown the ropes by a senior officer,” CCO Lyle said.

“I was based on the block furthest down the hill and had to walk past all the units to get anywhere. I remember that day well.”

Lyle has gained extensive experience across multiple units within Capricornia Correctional Centre over the years.

“Working in a correctional centre is just like anywhere else in society that has experienced advances in operations

through technology, which has brought about significant change in the past 40 years,” Lyle said.

“The skills of CCOs have also evolved over time, particularly in response to an increase in mental health issues, which are much more common than in the past.”

Chief Superintendent Capricornia Correctional Centre Houchin praised Lyle’s commitment and dedication to community safety throughout his career.

“Lyle’s longevity is a tangible example of resilience, commitment and willingness to accept change, and his career is truly remarkable,” Chief Superintendent Houchin said.

“I congratulate and thank Lyle for his service to the community.”

Congratulations Lyle on a fantastic career and thank you for your dedication and service to your community.

First Nations scholarship recipients leading the way

Acting Superintendent Gary Patten and Principal Cultural Advisor Ebony Georgiou recently graduated from QUT’s Public Sector Management Program (PSMP).

They were awarded a Graduate Certificate in Business (Public Sector Management) at a ceremony on 13 December 2024, attended by their proud families.

Both were awarded a First Nations Scholarship from the Public Sector Commission to complete the program.

Acting Superintendent Patten said the program fostered personal growth and taught him vital skills.

“The PSMP aims to equip public sector managers with strategic and practical skills for leadership, and Ebony and I both agree these skills will drive meaningful change,” Acting Superintendent Patten said.

“The program enhanced our public sector leadership skills, particularly in managing teams, building stakeholder relationships, and navigating complex systems, strategic decision-making skills for handling competing priorities and leading under pressure.

“We have a better understanding of public value, focusing on outcomes that benefit QCS and communities, and learned ways to manage and motivate teams, that we’ve already been able to put into practice.”

As First Nations officers, Gary and Ebony were able to bring their unique perspectives to the program, underscoring the importance of culturally informed decision-making in government.

They shared how the PSMP allowed them to strengthen their leadership approach by combining traditional knowledge and values with contemporary management practices.

This balance equips them to advocate for inclusive policies that address the needs of First Nations communities.

Ebony said one of the most significant outcomes of the program was the ability to step into leadership roles.

“By engaging with real-world scenarios and applying academic theory to practical challenges, we developed a deeper understanding of ourselves as leaders,” Ebony said.

“This process also reinforced our ability to identify and address systemic barriers impacting First Nations Australians.”

Assistant Commissioner of First Nations and Cultural Capability Michael Macfarlane said Gary and Ebony were role models within QCS and their communities.

“They are fostering an environment where others feel empowered to pursue leadership opportunities, and they are committed to using their positions to mentor emerging leaders and ensure First Nations voices are represented at all levels of government decision-making,” AC Macfarlane said.

“Gary and Ebony’s journey through the PSMP highlights the importance of leadership programs that prioritise real-world application and cultural inclusivity.

“Their achievements serve as a reminder that strong, values-driven leadership can create lasting change for communities and future generations.

“Their success reflects not only their hard work but also the transformative power of education in shaping effective and resilient leaders in the public sector.”



Clear way ahead for QCS enterprise strategic planning

The Enterprise Strategy Group (ESG) within the Strategic Futures Command, facilitated strategy consultation workshops with over 80 senior leaders from commands and divisions across QCS late last year.

The valuable feedback and insights gathered from these sessions informed a two-day Executive Leadership Team strategic planning workshop, with Commissioner Paul Stewart APM and all Deputy and Assistant Commissioners, for the development of the *QCS Strategic Plan 2025-29*.

Discussions at this workshop highlighted the QCS Executive's commitment to creating safe and healthy workplaces for our people, ensuring they are equipped and empowered in their roles, and sustainability of service delivery as we manage and plan capacity to meet demand now and in the future. Having clear strategic planning processes is essential for QCS as it provides a clear vision and priorities for the future. This helps align the efforts and focus for all officers towards common strategic objectives.

Deputy Commissioner Organisational Capability Adam Black acknowledged the work undertaken by Strategic Futures Command, who are facilitating the development and implementation of QCS enterprise strategic planning.

"Strategic Futures Command have done an outstanding job leading the way, and I thank them for their clear vision for enterprise strategic planning. I'd also like to thank our leaders' unwavering dedication to improving our strategic planning capabilities," Deputy Commissioner Black said.

For more information, please visit Strategic Futures - QCS Intranet or reach out to the team at enterprise.strategy@corrections.qld.gov.au.

This enterprise strategic planning approach ensures close alignment to the Statement of Government Objectives, and the agency's obligations under the Queensland Government Agency Planning requirements, whilst recognising the complexity and diversity of the corrective services environment.

1. QCS Strategic Plan is a multi-year plan that is reviewed and refreshed annually. The Strategic Plan outlines QCS' vision for the future and demonstrates how QCS' objectives contribute to achieving the whole-of-Government priorities, informing operational planning and resources allocation.

2. QCS Business Plan is an annual whole-of-agency operational plan which outlines activities and initiatives required to support delivery of the Strategic Plan's objectives within the allocated budget.

3. Divisional Plans are developed annually for the purpose of identifying, planning and monitoring specific activities and initiatives to be undertaken by each division to support QCS' strategic objectives.

4. Specific Purpose Plans focus on areas of high strategic importance for QCS. Examples may include Information Technology, Finance.

Panel discussion, including experts and guests from University of Queensland, Southern Cross University and the Chief Executive of South Australia Corrections

Officer Safety Committee seeks submissions

The Officer Safety Committee is encouraging anyone with officer safety initiatives to discuss these with their line manager and consider making a submission to the Committee through their Chief Superintendent.

It comes after a successful 2024 for the committee who considered a number of important initiatives pertaining to officer safety.

Established in 2020 to support governance and decision making for officer safety initiatives, the Committee is responsible for endorsing submissions and reviews of safety and security practices, equipment and accoutrements, and ensuring continuous improvement in officer safety practices.

The key initiatives introduced in 2024 include:

- **Approved an update to the Tactical Skills Manual.** Developed in collaboration with the Tactical Skills and Weapons Training Unit, QCSA and the CDC, the update removes areas of inconsistency and increases clarity throughout.
- **Approved a trial of trauma shears at Brisbane Correctional Centre.** In circumstances where a prisoner is non-compliant but must be changed from regular clothing into safer design garments due to the extreme risk of self-harm or suicide, trauma shears are a tool to enhance officer safety, prisoner safety and prisoner dignity.
- **Endorsed a new external escort training package.** This training was developed by QCSA and CDC and is available to new and existing officers to provide guidance on how to safely conduct external escorts.

- **Approved a new bed restraint for use on hospital escorts.** The bed restraint chain replaces bedcuffs, which are no longer manufactured.
- **Approved the trial of a high-risk escort belt with additional fabric reinforcement at Capricornia Correctional Centre.** The hand section of this belt was reinforced in response to an incident where a prisoner was able to rip the existing mesh.
- **Endorsed the use of wheelie bin fixtures across multiple locations.** Woodford Correctional Centre industries and Infrastructure, Asset Services and Major Capital Works Command (IASMCW) have manufactured fixtures which secure wheelie bins to the wall and prevent prisoner access to the metal axles.

Acting Deputy Commissioner Joel Smith thanked the OSC for their commitment to officer safety during 2024.

"In particular, I would like to acknowledge the contribution of Together Queensland, whose valuable membership on the Committee supports continuous improvement in this important area," AC Smith said.

"I would also like to thank those of you who have made submissions to the Officer Safety Committee in 2024."

The process for making a submission, Committee Terms of Reference, and key updates can be found on the Officer Safety Committee SharePoint site.



Jo Dansey
Assistant
Commissioner
Transformation Office

This year is shaping up to be a busy year on the transformation front. As all business areas embark on operational planning and defining the activities that will deliver QCS' strategic objectives, we are turning our attention to design and implementation planning, working across divisions to deliver successful outcomes.

Experience tells us when we invest up front in scoping and design work, we manage change better and are much more successful in the delivery of outcomes. We are on the lookout for synergies and ways to improve how we support the organisation's strategic objectives, our frontline and corporate colleagues, and those in our custody and supervision.

Thank you to everyone across the business who helps us deliver the reform agenda. I look forward to supporting an even broader program of this truly impactful work.

New Project Portfolio Management tool to streamline project management

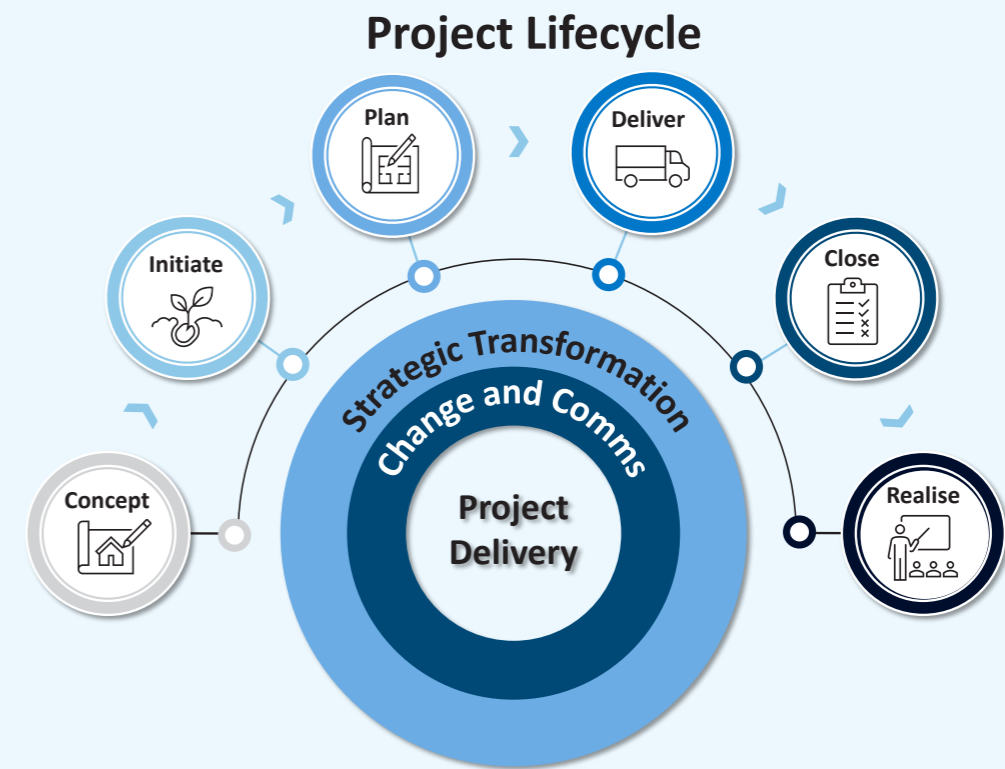
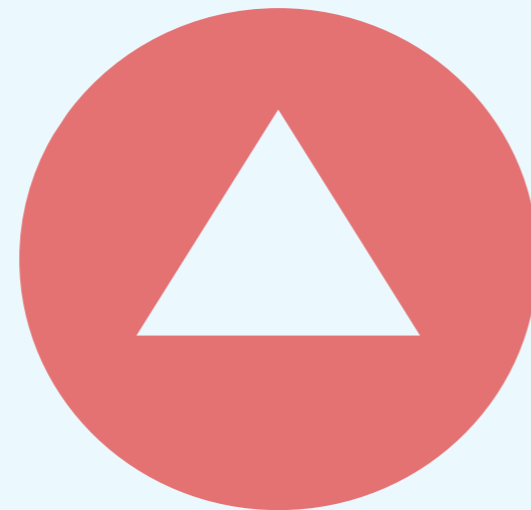
At QCS, critical projects that are delivering reforms to maximise rehabilitation and reduce recidivism are overseen by the Transformation Office, program management offices and project teams.

In February, the Enterprise Portfolio Management Office began rolling out a new QCS Project Portfolio Management (PPM) tool. The phased implementation has so far onboarded 16 projects across Organisational Capability, Custodial Operations, and Community Corrections and Specialist Operations Commands.

By June, all projects on the active portfolio will have transitioned into the system. This will provide a single source of truth, simplify project management processes and enable QCS to perform more sophisticated point in time reporting and opportunities.

New year, new look

The Transformation Office recently launched some new project branding, so that all internal project communications and news have the same identity and are part of one larger transformation story. Look for the transformation button for the latest portfolio news.



Revised QCS Project Lifecycle

The TO has recently revised the QCS Project Lifecycle which follows a structured path that ensures each activity is thoughtfully planned, effectively implemented and fully integrated into the business for lasting impact.

Throughout the lifecycle, the TO will give project and program teams strategic and pragmatic advice, as well as templates, tools, guides and training. We will help you to ensure your work supports QCS' strategic objectives and contributes to organisational excellence.

New project resourcing tool

The Strategic Transformation team has created a project resourcing tool to enable teams to take a proactive approach to resource management. This tool:

- helps to clearly identify and plan project resourcing and deliverables resourcing
- detects potential resourcing risks so they can be mitigated
- assists projects to estimate and organise the right resources for project phases and timelines
- will help inform the establishment of a project talent pool that builds our capabilities
- will improve the way we manage and deliver projects.

The team is now developing a catalogue of standardised role descriptions of project team positions and using the resourcing tool to prepare insights, reports and strategies to support attraction and recruitment efforts across the enterprise portfolio.

Women's System Reform Program

The Women's System Reform Program continues to achieve great outcomes for the women in our system, delivering recommendations from the Women's Safety and Justice Taskforce. From June, all women entering custody in Queensland will receive a *QCS Women's Handbook*, which provides information for women to navigate their journey from admission through to discharge and reintegration read more about the handbook on page 22.

Contact the TO team at transformationoffice@corrections.qld.gov.au if you would like to find out more about any of the activities above.

Accessibility at forefront for women in custody

The Women's System Reform Program continues to achieve positive outcomes for women in custody, delivering recommendations from the Women's Safety and Justice Taskforce.

From June, all women entering custody in Queensland will receive a *QCS Women's Handbook*.

Assistant Commissioner, Central and Northern Region Command Eliose Hamlett said the visual and simple language handbooks would provide critical information for women to navigate their journey from admission through to discharge and reintegration.

"The handbooks include information about the day-to-day running of each centre, and the services and supports available to them," Assistant Commissioner, Central and Northern Region Command Hamlett said.

"The Women's Handbook is written in simple language with large text supported by a lot of imagery, making it a comprehensive resource aimed at making important information accessible.

"Evidence suggests giving women in custody access to more consistent information will improve safety.

"If we can alleviate some anxiety held by the prisoners by providing clear information, we can reduce the likelihood of escalated behaviour which will improve overall safety in our centres.

"Enabling offenders to self-manage access to information should also reduce the reliance on our officers and allow them to

focus on other priorities."

The handbook has been developed especially for women, with a focus on the cultural needs of First Nations women who are overrepresented in the correctional system, including colours, language and designs.

The design also reflects QCS' commitment to working in ways that are more trauma informed.

Videos reflecting the booklet content will run on closed-circuit televisions in each centre to ensure accessibility requirements are met.

Every woman in custody will receive a copy of the handbook for the relevant centre.

Each centre also has reader pens available which allows content to be heard in several languages.

Image caption:

Culture is Constant by David Williams, a proud Wakka Wakka artist at Gilimbaa

"The cultural pattern represents the power of culture and identity at the centre of who we are. Its linear form represents a continuing journey, made stronger by those around us, and guiding us towards the light at the end of the tunnel."

Reflecting on the importance of human rights in corrections

International Human Rights Day was celebrated in December with the theme, Our rights, our Future, Right Now focusing on the importance of human rights as a pathway to solutions.

Deputy Commissioner Workforce Culture, Integrity and Capability Rebecca Denning said human rights played a critical role as a preventative, protective and transformative force for good.

"We all have a responsibility to respect, protect and promote human rights with our actions and decisions, which ultimately empowers individuals and communities to forge a better tomorrow," Deputy Commissioner Denning said.

"QCS consistently incorporates human rights considerations in day-to-day operations, policies, practices and actions to keep the community safe.

"This includes ensuring we are considering the human rights of all people interacting with correctional services, including officers, service delivery partners, victims of crime and offenders, as well as the broader community."

To mark International Human Rights Day, a webinar was hosted by the Department of Justice's Human Rights Unit for public sector employees addressing the history of the *Human Rights Act 2019*, the obligations of public sector employees under the Act, and how to assess whether a work decision, Act or policy is compatible with human rights.

Deputy Commissioner Denning said the webinar was an excellent opportunity to strengthen officers' understanding of how human rights apply in the public sector and in particular the work we do at QCS.

"Thank you to those that attended the webinar to learn more, and to everyone across the agency for your ongoing commitment to championing a culture that respects, protects and promotes human rights in our public sector," Deputy Commissioner Denning said.

To learn more about human rights in the public sector, visit the QCS Human Rights microsite <https://intranet.dcs.qld.gov.au/key-programs-and-initiatives/ongoing-strategic-initiatives/human-rights/human-rights> which contains factsheets, guidelines, templates, training packages and case notes to assist in understanding human rights and complying with QCS' obligations.'

Sweet offer for not-for-profits thanks to TCC mango orchard

Townsville Men's Low Custody Correctional Centre has delivered a sweet seasonal surprise to local not-for-profit organisations courtesy of its thriving mango plantation.

Several varieties of mangoes growing on the farm's orchard including Bowen, R2E2 and Palmer mangoes have been hand-picked, washed and packed by prisoners, ready for delivery to community groups.

More than 40 cartons of the tropical fruit have been distributed since before Christmas, including 12 to Althea Projects, seven to Ronald McDonald House Charities, 20 to Women Veterans Network Australia and four to NQ Wildlife Care to feed injured flying foxes.

In Townsville, mango season typically runs from mid-November through January and February.

Townsville Men's Low Custody Correctional Centre Supervisor Robert said demand for the low custody centre's mangoes was ripe.

"We have donated mangoes in the previous years, however this year we have made a concerted effort to increase our donations," Robert said.

"The mangoes are grown on site in our orchard, and despite donations slowing down over the holiday period, they've continued into the new year while our supplies continue to ripen."

The not-for-profit groups will use the mangoes for a range of purposes including client support, emergency relief, supporting wildlife rehabilitation and assisting disadvantaged Queenslanders.

The initiative contributes to Townsville Men's Low Custody Centre's wide-ranging and ongoing support of the local community.

Ex-racehorse finds a new home at Numinbah Correctional Centre

Numbinbah Correctional Centre has become home to a retired racehorse after he was injured at the peak of his racing career.

Five-year-old Chestnut Thoroughbred Gelding 'Bassac Lane', now known as 'Nick' was off to a promising start in his racing career when he was injured on the Sunshine Coast in October 2023.

He had been a stable favourite due to his kind temperament, prompting his owner and trainer to set about rehabilitating him so he could be rehomed as a pet.

QCS Custodial Correctional Officer Rebecca saw the advertisement online for Nick and knew he would be a great fit for the Numinbah Correctional Centre, a low custody women's work farm.

"I contacted the owner to see if Nick would be a good candidate for our centre, and they said his unflappable temperament would make him a great fit," Rebecca said.

"Our managers made the approvals and paperwork go through immediately, so Nick came to live with us within the week.

"As soon as he got off the truck he was greeted by the female prisoners who work on the farm and straight away nuzzled into their arms.

"We kept him confined to a small yard for a week as he had been on stable rest for some time, and then gradually increased his space and introduced him to his new horse friends Genie and Neville who also live at the centre."

The horses at Numinbah play a critical role with reforming prisoners as they learn how to care for large animals and gain equine skills which may help them find employment upon release.

Horses can also assist with keeping prisoners calm and supporting them with stress and anxiety.

"Horses are great listeners and they don't judge - having a connection with an animal can be such a rewarding and therapeutic experience for people so we embrace the positive influence within our centre," Rebecca said.

Nick now lives his life in a big grassy paddock with his two friends and enjoys being pampered daily, with his favourite activity being to canter around and have a play with the calves, and get a cuddle and a treat from his carers.



New framework paves the way to responsive organisational culture



QCS introduced the *QCS Culture Framework 2024-2028* late last year, aiming to foster a professional, respectful and positive organisational culture.

Commissioner Paul Stewart APM said the framework helped the agency adapt to modern societal expectations and ensured officers felt valued, respected and included.

"The framework defines and describes the culture QCS strives to model in its workplace and outlines the behaviours, conduct and professional performance expected from everyone in our workforce, regardless of role or position," Commissioner Stewart said.

"These expectations are consistent with our core values and will be strongly emphasised throughout an officer's QCS career.

"This initiative will also promote positive behavioural improvement through a dedicated action plan and concrete deliverables."

The framework and action plan will address:

- safe and respectful workplaces
- people-centred leadership
- diverse and inclusive workplaces
- One-QCS united by its people and purpose,
- governing with ethics and integrity.

Commissioner Stewart said the framework also aligned with the views expressed in the Working for Queensland Survey and feedback that was provided in the Positive Workforce Response.

"We have already made significant progress, informed by feedback from recent satisfaction surveys and have enhanced our

workforce wellbeing initiatives, including access to Healthy Minds training.

"Additionally, the agency has established a governance committee to improve responses to harassment, discrimination, and bullying, and implemented a QCS Code of Practice to help translate the Queensland Code of Conduct into more practical scenarios that resonate within our context of expectations," Commissioner Stewart said.

These are only a handful of examples of QCS' commitment to culture improvement, with many more initiatives to implement.

Officers will be kept updated of progress and encouraged to embrace opportunities that will help strengthen workplaces and cultivate environments where everyone feels valued and can operate at their very best.

"We all play a role in positively shaping and influencing our workplace culture and I look forward to continue to build a workplace we can all be proud of as we keep the people of Queensland safe," Commissioner Stewart said.

Solving the puzzle of prisoner transportation



Have you ever wondered how prisoners are transported across the state to attend court, medical appointments and transfer to different centres? With a state as big as Queensland, it's often a complex and time-consuming task.

Based in Specialist Operations, Jane makes plans with Queensland Government Airwing (QGAir) and is QCS' behind the scenes travel coordinator.

"I coordinate transportation including flights for prisoners and escorting officers across the entire state, for various reasons including court appearances, program attendance and urgent transfer orders," Jane said.

"On any given day I'm liaising with watchhouses, Queensland Police Service officers, management in centres including custodial and non-custodial, sentence, management officers, ESB - escort and security officers, QGAir, Qantas and Virgin Australia.

Jane said one of the biggest challenges was when a flight was cancelled at the last minute.

"Recently a flight landed in Townsville in the afternoon, with CCO escorting officers from Lotus Glen Correctional Centre on board. The pilot fell sick and there was no replacement to continue the flight to Cairns, so I had to organise urgent commercial flights to get the escorts home," she said.

"I love my job because it is never boring! Sometimes I feel like I'm completing a brain teaser test, trying to work out how to get people from A to B in a tight timeframe.

"Before my current role, I gained a variety of experiences at QCS in different positions. I worked at the Medical Centre in Borallon and with Sentence Management, as well Training and Correctional Centre as at Brisbane, Wolston, and Brisbane Women's correctional centres, before moving to Specialist Operations in 2019.

"I think what most people don't realise about a career in corrections is the variety of roles available. This is not the job I thought I would be doing when I first started working for QCS, but it is one I really enjoy."



Around the state

North Brisbane

North Brisbane Community Corrections oversees a local community service project in conjunction with the Bulimba Creek Catchment social enterprise and Landcare group.

Over the past 10 months, the team has been working with and supporting individuals completing supervised community service at a section of Cabbage Creek in Boondall Park.

To ensure the area is kept clean and beautiful, they undertake regular maintenance, plant native species and remove pests and weeds which helps the environment flourish.



Ipswich

Southern Queensland Correctional Precinct-Stage two Rehabilitation & Reintegration project team joined forces with the Lifeline Distribution Warehouse at Ipswich to provide clothing for prisoners to wear to court appearances or on the day of their release if they do not have anything appropriate to wear.

For many prisoners, having their own clothing is out of reach and the provision of suitable clothing for these occasions helps them maintain a level of dignity.

The teams have been working together to source clothing and store it in the distribution warehouse until the new correctional centre in Gatton opens. As a token of appreciation for their support, QCS presented the team with a certificate of appreciation.



Gladstone

Gladstone Community Corrections (GCC) 'Adopted a Family' in the community through Roseberry Queensland, who provide short-term accommodation and support to young people who are homeless and in crisis.

Adopting a Family has been a tradition of the team at GCC for many years and our officers very generously donate Christmas food, groceries and gifts to individuals in need. This year they 'adopted' a 20-year-old man and a 17-year-old woman who access the services of Roseberry.



Brisbane

The Victims Register team organised a gift drive for the Queensland Homicide Victims Support Group (QHVSF).

The VR team and officers from across QCS donated \$1000 worth of gifts which ensured each child received a gift from Santa at their annual Christmas Party.

A special mention for the donations and support of this worthwhile cause goes out to officers from the Victims Register, Serious Offenders Group, Community Corrections and Practice Leadership, Strategic Futures, Lawful Detention Unit, Offender Rehabilitation and Management Services, Office of the Commissioner, all Deputy Commissioner office's, and Custodial Delivery Command.

North Queensland

Townsville and Rockhampton hosted three-day Supervisor Transition Development programs to provide professional development for future QCS leaders.

The program delivers skills for those transitioning into leadership positions, with a focus on building strong relationships through trust and effective communications and the importance of aligning these to organisational values, standards, obligations and code of conduct.

A course was also held in Brisbane in late 2024.



Wolston

Wolston Correctional Centre administration team organised a donation drive for a local homeless charity.

The team rustled up essentials including tinned food, sanitary supplies and food containers for Helping Our Homies – Ipswich, a charity that distributes hampers for people doing it tough.



Statewide

Lifeblood Red Cross blood drive is a statewide effort and a huge thank you goes to everyone across QCS who rolled up their sleeves to save lives.

Over 160 officers participated in the Queensland Government blood drive from July to November last year, saving almost 500 lives through blood, plasma and platelet donations.

The next Queensland Government Blood Drive will take place from 28 July to 14 November 2025 but every drop counts and you can book a donation anytime online.



Brisbane Region Community Corrections

Officers from Brisbane Region Community Corrections brought magic and hope to kids affected by domestic and family violence last year.

The team collected toys and other gifts from across the region for the RizeUp Christmas Appeal for children (babies to age 17).

RizeUp assists women and families impacted by domestic and family violence by supplying essential items during emergencies and goods for families transitioning from refuge to new accommodation, empowering them to move towards a life without violence.



Brisbane Region Community Corrections

Cultural Liaison Officer Georgie from Brisbane Region builds supports and connections for local First Nations women on parole. She regularly attends the Musgrave Park Women's Yarning Circle in West End, which allows her to liaise with Murri Court, QCS officers and participants.

Building relationships and trust with the women is helping them to develop positive support networks, fostering positive changes in the community.

Well done Georgie – keep up the good work!



North Coast Region

Officers from Caboolture, Pine Rivers, and Redcliffe Community Corrections participated in the 16 Days of Activism events held across the region late last year.

The events were organised by Mercy Community to raise awareness, provide support and offer advice to members of the public about domestic and family violence (DFV) services.

The events were held at Red Benches in Redcliffe, Caboolture and Pine Rivers. The Red Bench Project is an initiative of the Red Rose Foundation, with the red benches serving as a permanent reminder that DFV occurs within all communities.



Palen Creek

Palen Creek Correctional Centre turned 90 in December!

Thank you to everyone who has worked at or supported Palen Creek over the years.



Clermont Work Camp

The crew at Clermont Work Camp took centre stage recently when they were requested to construct a fence around the concrete stage used at their community's Australia Day celebrations.

The team built the fence in camp using recycled steel and seconds palings, finishing it off by manually cutting the tops into colonial style heads - making it both safe and stylish! They even found an old plaque on the concrete stage acknowledging that the stage was also previously constructed by the work camp.

Well done to all involved!



IN THE MEDIA

Television - Radio - Newspaper - Social Media - Online

Issue: 260624

QUEENSLAND CORRECTIVE SERVICES BEST SOURCE OF NEWS

Est- 1859

'In the media' highlights the efforts of our officers, who work tirelessly each day to keep our communities safe from Queensland's far north to its south-east corner.

Whether it is educating prisoners about recycling, restoring ecosystems, celebrating our new officers, constructing humane traps for koalas, or applying a trauma-informed approach in managing women in custody, our officers are essential to transforming lives and building safer, stronger communities.

We value your contributions in sharing your experiences and being part of media opportunities to help raise awareness about our public safety agency.



Seven Local News at 06:07 p.m.

Seven Toowoomba, 31 Oct 2024 18:07,

Lockyer Valley Graduation including Dog Squad news media coverage



WIN News Far North Queensland at 05:43 p.m.

WIN Cairns, 31 Oct 2024 17:43,

CCO assessment and recruitment at Capricornia news media coverage



WIN News Central Queensland at 05:36 p.m.

WIN Rockhampton, 06 Nov 2024 17:36,

Contraband detection at Maryborough Correctional Centre news media coverage



Seven Local News at 06:01 p.m.

Seven Bundaberg Wide Bay, 09 Dec 2024 18:01,

Maryborough Correctional Centre Graduation news media coverage

Ipswich's leading lights are honoured

by ROB MELLETT

THE Governor-General Sam Mostyn on Monday announced Honours and Awards for 732 Australians, including those for the Order of Australia (General and Military Divisions), meritorious awards and recognition for distinguished and conspicuous service.

"To read recipient stories is to be reminded that contribution to communities across the country underpinned by

shining lights.

The Reverend Gerda Johanna Olafsen was appointed a Member of the Order of Australia (AM) for significant service to the Uniting Church at Goodna and to the community.

The Medal of the Order of Australia (OAM) was awarded for service worthy of recognition to Beverley Ann Smith of Karana Downs, she received an OAM for services to the museum and galleries sector.

recidivist offenders.

Meanwhile, Vaughan Alexander Mason was recognised for his distinguished service as a member with an Australian Service Medal.

Mr Mason began with the Queensland Ambulance Service in June 2006 as a student paramedic at Ipswich Ambulance Station and became an advanced paramedic in 2008.

Mr Mason, who grew up at Peak Crossing, has performed his duties with

the standard".

Also, Warrant Officer Vanessa Christine Schneider (pictured) is now a Member of the Order of Australia (AM) in the Military Division for work with the Royal Australian Air Force at Air Base Amberley.

She has been recognised for "exceptional service as a Warrant Officer in the Royal Australian Air Force".

Flight Sergeant Peter John Greentree, also of RAAF Amberley, has been

Ipswich Tribune, Ipswich, 29 Jan 2025

Ms Lauren Maree Thompson was awarded an Australian Corrections Medal (ACM) for distinguished service as a member of an Australian correctional service. She started work at the Ipswich Community Corrections office in 2004 as a community corrections officer and helped to introduce the FUSE Program at the Ipswich Community Corrections office, a joint initiative with the Queensland Police Service which is targeted at high-risk recidivist offenders.



LARGEST PRISON OFFICER GRADUATION

Seven Local News at 06:14 p.m.

Seven Toowoomba, 13 Dec 2024 18:14,

End of year Graduation News Media Coverage

clean-up rescue

Emily Devon

Prisoners have been provided an opportunity to help the community by cleaning up one of Townsville's most iconic tourist destinations following the wild weather that left debris and damage to grounds.

Staff along with six prisoners from Townsville Men's Low Custody Correctional Centre lent a hand at Billabong Sanctuary by clearing debris, raking paths and clearing fallen branches which allowed the park to reopen its doors quicker.

Townsville Men's Low Custody deputy general manager Independent George Muir volunteers in

viding support to the community in the way of labour," he said. "We've put the call out to various councils and external stakeholders that we're here to assist to really get in and help the community out, which is what we're here to do."

Billabong Sanctuary general manager Cameron Griffiths said teaming up with the prisoners helped retain their connection with the community and life outside the correctional centre.

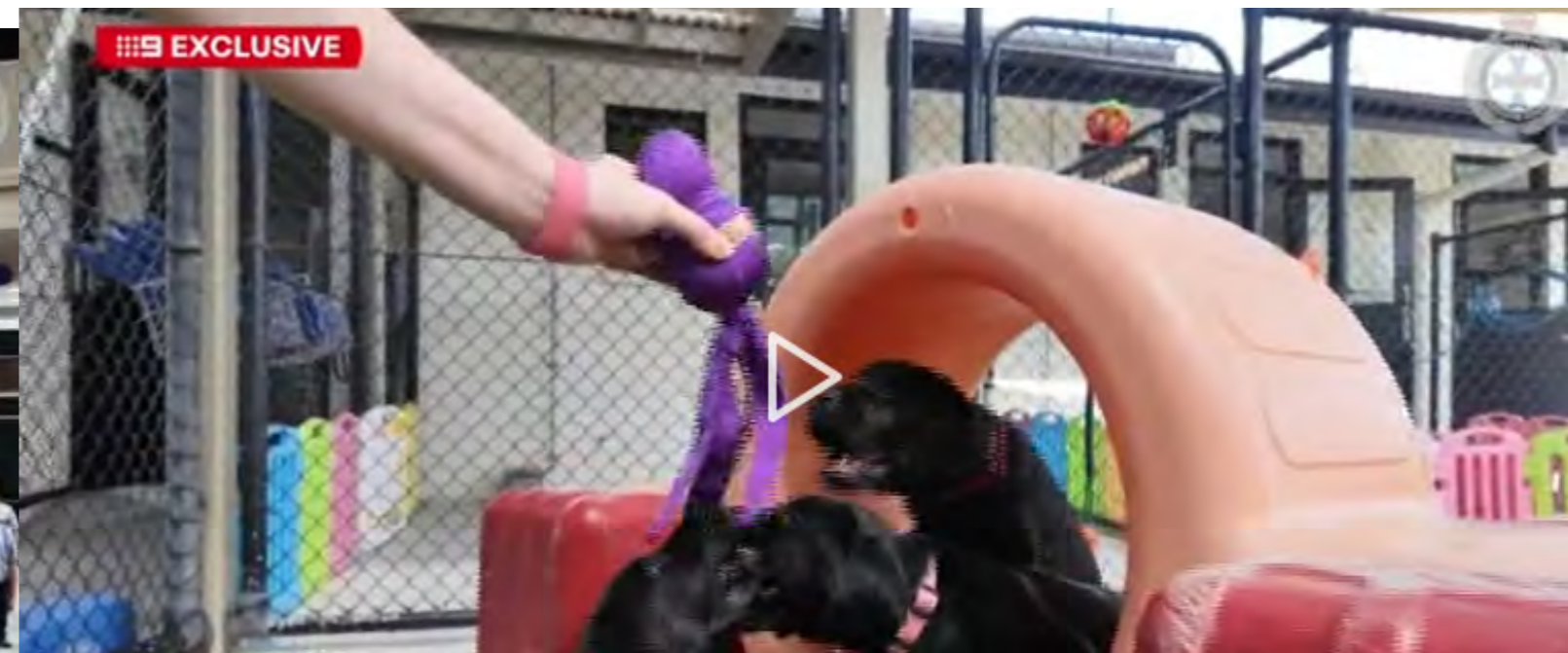
"We're happy to be a part of it and any time we can do any collaboration we're always



QCS Low security prisoners Billabong Sanctuary clean-up

Townsville Bulletin, Townsville 8 Feb 2025

Prisoners have been provided an opportunity to help the community by cleaning up one of Townsville's most iconic tourist destinations following the wild weather that left debris and damage to grounds. Officers along with six prisoners from Townsville Men's Low Custody Correctional Centre lent a hand at Billabong Sanctuary by clearing debris, raking paths and clearing fallen branches which allowed the park to reopen its doors quicker.



National Nine News (Sunday) at 06:49 p.m.

Channel 9, 09 Feb 2025 18:49,

Helena Jones Centre Guide Dogs Program News Media Coverage

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!

Record graduation sees 147 new QCS officers join the frontline

QCS welcomed a record 147 new Custodial Correctional Officers to the frontline of public safety in Brisbane on Wednesday 11 December 2025.

The ceremony was QCS' largest ever graduation, attended by hundreds of friends, family and community members.

QCS' diversity was highlighted at the ceremony with female officers making up a third of the graduates, and a third coming from 22 other countries including New Zealand, India, South Africa, the Solomon Islands and Nepal.

The new Custodial Correctional Officers will be posted to Arthur Gorrie, Brisbane Women's, Wolston, Woodford and Borallon correctional centres, and the Escort and Security Branch. Sixty of the new officers will gain experience in centres in the south-east until Queensland's newest men's high security centre is opened in the Lockyer Valley where they will be part of the 800-strong workforce.



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 services to Queensland. They are and will be sadly missed.

Correctional Supervisor Dave Lewis (retired)

Dave joined QCS in 1989. His career spanned 34 years until his retirement from Wolston Correctional Centre in 2024.

Dave was an experienced and reliable officer who could be counted on in all situations. He will be remembered for his good sense of humour, work ethic and his willingness to help others.

We acknowledge the positive impact Dave made during his time at QCS and extend our gratitude for his service to the wider community.

Legal Official Visitor Vaughan Casey

Vaughan was first appointed as a Legal Official Visitor in 2017, regularly visiting Maryborough and Capricornia Correctional Centres. Vaughan was very dedicated and passionate about his role and was always willing to do extra shifts if required.

Vaughan was always professional in his approach, especially towards the human rights of prisoners. He was diligent with his reviews and always ensured he gave sufficient time to the prisoners when receiving complaints. Vaughan was always reliable and willing to assist with any requests that we had of him.

Vaughan was due to finish his role in December 2024, but agreed to extend his service an extra few months to help onboard and support the new Legal Official Visitor.

We acknowledge Vaughan's passing is deeply felt by his family and colleagues.



Alfred (Alf) Ernest Koplick

Alf's career with Queensland Corrective Services (QCS) spanned 35 years across a number of roles, contributing in numerous ways to the agency.

Alf commenced with QCS in 1959 at Boggo Road as a Custodial Correctional Officer, later becoming a Senior Dairy Officer at Wacol Correctional Centre. In 1976, Alf was appointed Superintendent at Numinbah Correctional Centre, where he continued as General Manager until his retirement in 1993.

Alf's passing is deeply felt by his family and colleagues.

I would like to take this opportunity to acknowledge Alf's contribution to Corrective Services and extend our gratitude for his service to the wider community.

Roster Officer Melissa Clews

Melissa joined Queensland Corrective Services in 2020 as an Administration Officer in Capricornia Correctional Centre. Melissa was very dedicated and passionate about her role, and always willing to assist others. Melissa was well-known and well-respected amongst her friends and work colleagues.

Melissa's passing is deeply felt by her family and colleagues.

I would like to take this opportunity to acknowledge the positive impact Melissa made during her time with Queensland Corrective Services and extend our gratitude for her service to the wider community.

Grief is a natural reaction when we lose those closest to us, but you need not go through it alone. If you are experiencing distress with the loss of a friend, family member or colleague, or if you are experiencing any other personal or work-related concerns, confidential counselling and support services are available to all Queensland Corrective Services officers and their immediate, household family members through Converge International. The hotline is available to book appointments 24 hours a day, seven days a week by calling 1300 687 327.



Corrections NEWS

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