

OFFICE OF THE CHIEF INSPECTOR

HEALTHY PRISON INSPECTION MANUAL

December 2016



Queensland
Government

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INTRODUCTION

Within any correctional system, issues of security and good order are given a high priority to ensure staff, prisoners and the community are kept safe.

A focus is also placed on humane treatment, and providing opportunities for prisoners to become law abiding people.

Prisons are faced with significant challenges such as increasing prisoner populations and costs, crowding and increasing levels of public expectations and litigation. Within this challenging environment, the balance point is ensuring that security and order is in place, but does not become oppressive or result in inhumane behaviour and treatment of prisoners. Staff safety and fair and reasonable treatment of prisoners are the hallmarks of a secure, safe and humane prison system.

Independent prison inspection processes have been a feature of many correctional jurisdictions internationally for some time to ensure this balance point is achieved and that the system continues to improve outcomes. Inspection processes provide independent scrutiny of conditions and treatment of prisoners.

Who We Are – The Office of the Chief Inspector

The Office of the Chief Inspector for Queensland Corrective Services (QCS) first commenced operation in 2005. Established under the *Corrective Services Act 2006* and reporting directly to the QCS Commissioner, the Office of the Chief Inspector:

- inspects corrective services facilities or probation and parole offices;
- reviews the operations of a corrective services facilities or probation and parole offices;
- reviews the services offered at corrective services facilities or probation and parole offices;
- investigates “incidents”; and
- coordinates the agency’s Official Visitor Scheme.

A key aim of the Office of the Chief Inspector is to undertake the objective, fair and impartial assessment of the performance of correctional facilities; and to identify opportunities for improving policies, procedures, systems and processes.

The Office of the Chief Inspector aims to ensure that inspection processes are proportionate to risk, achieve the purpose of improvement, focus on offender outcomes and use open and transparent processes.

Through the Chief Inspector, the Chief Executive has the authority to appoint inspectors under the QCS Act 2006 to, inter alia, conduct inspections.

Our Approach

The approach used in Queensland is based heavily on that used by Her Majesty’s Inspectorate of Prisons (HMIP) in the United Kingdom.

HMIP has adopted a series of tests to ensure that a safe and predictable environment is maintained where staff are safe; where prisoners are treated fairly and with respect as individuals; where prisoners are purposefully occupied and are expected to improve themselves; and where prisoners are able to strengthen links with their families and other community networks that prepare them for release.

HMIP has developed robust inspection standards based on four key principles or “tests” that have been influential in shaping independent inspection approaches internationally.

Office of the Chief Inspector (OCI) Inspections in Queensland

INSPECTION TESTS

Safety – Prisoners even the most vulnerable, are held safely.

Respect – Prisoners are treated with respect for their human dignity.

Purposeful Activity – Prisoners are able and expected to engage in activity that is likely to benefit them.

Re-entry – Prisoners are prepared for release into the community, and helped to reduce the likelihood of reoffending.

Correctional centres are assessed using similar HMIP concepts, with published inspection standards adapted for Queensland.

The Chief Inspector's inspection standards are independently developed by the Office of the Chief Inspector (OCI). This means that centres are assessed not on what they can do operationally, but on what they should do to contribute to community safety and to ensure the outcome of a secure, safe and humane prison for staff and prisoners.

Considerable effort has gone into identifying best practices inspection methodology, processes and areas of focus used internationally, though it should be noted that the quality of the work undertaken by HMIP remains relevant and has heavily informed the approach taken in Queensland.

The OCI inspection standards also draw upon numerous international domestic treaties, covenants, instruments, standards and research. These include, but are not limited to, the United Nations Standard Minimum Rules for the Treatment of Prisoners 1955, the Universal Declaration of Human Rights 1948, the International Convention on the Elimination of all Forms of Racial Discrimination, the American Correctional Association Standards for Adult Correctional Institutions 2003, the Founding Statements of the International Corrections and Prisons Association, the Mandela Rules and the World Health Organisation.

A number of national standards, reports and legislation have also informed the OCI inspection standards. These include the Australian Medical Association Medical Ethics in Custodial Settings 2013, the Revised Standard Guidelines for Corrections in Australia 2012, the Royal Commission into Aboriginal Deaths in Custody 1991 and the *Corrective Services Act 2006*, QLD. The development of the standards has also been complemented by observed policy and practice in QLD.

The OCI inspection standards are considerably holistic and broad.

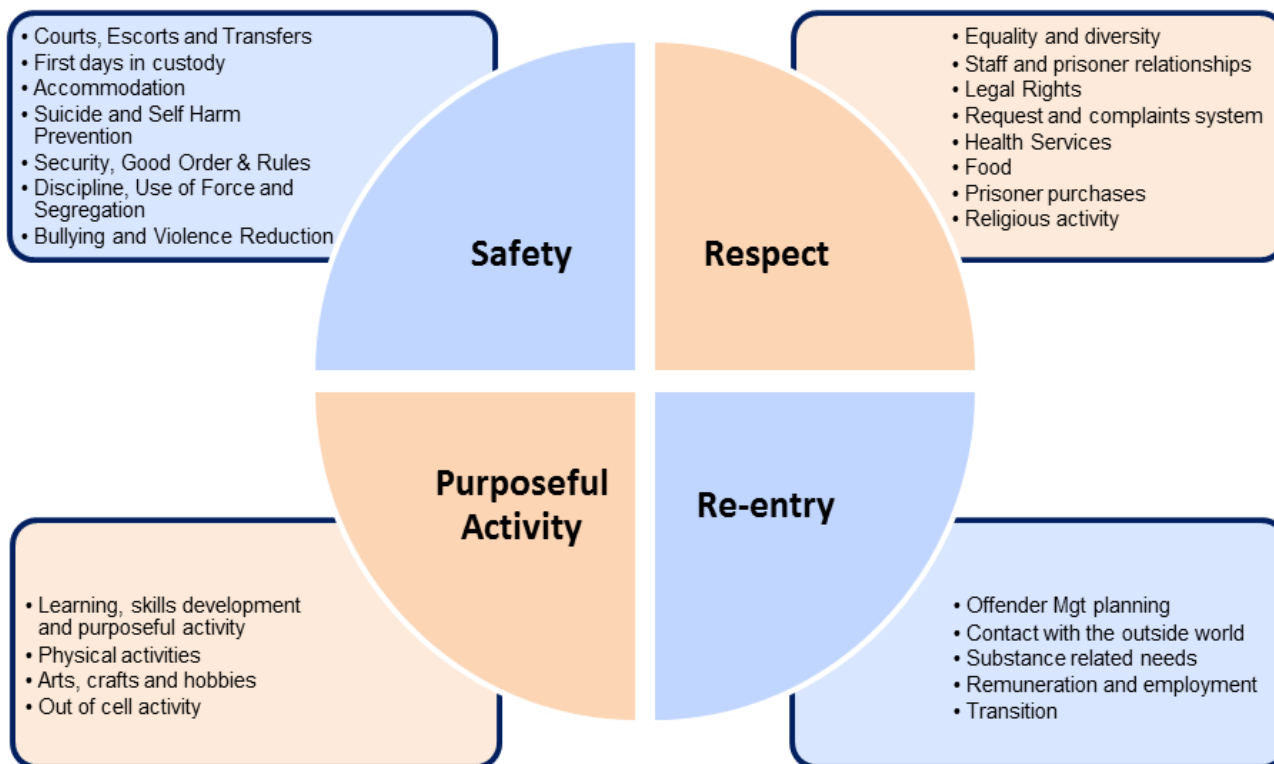
It is important to acknowledge the strong influence of the Inspection Standards for Adult Custodial Services in New South Wales and the Western Australia Code of Inspection Standards for Adult Custodial Services, from which the inspection standards in this manual have been based.

It is expected that the format and focus of the QCS Chief Inspector Inspection Standards will be under continual review and refinement with a level of fluidity that allows for improvements to meet contemporary practice changes and up-to-date research.

CHIEF INSPECTOR'S INSPECTION FRAMEWORK

Format of the Inspection Standards

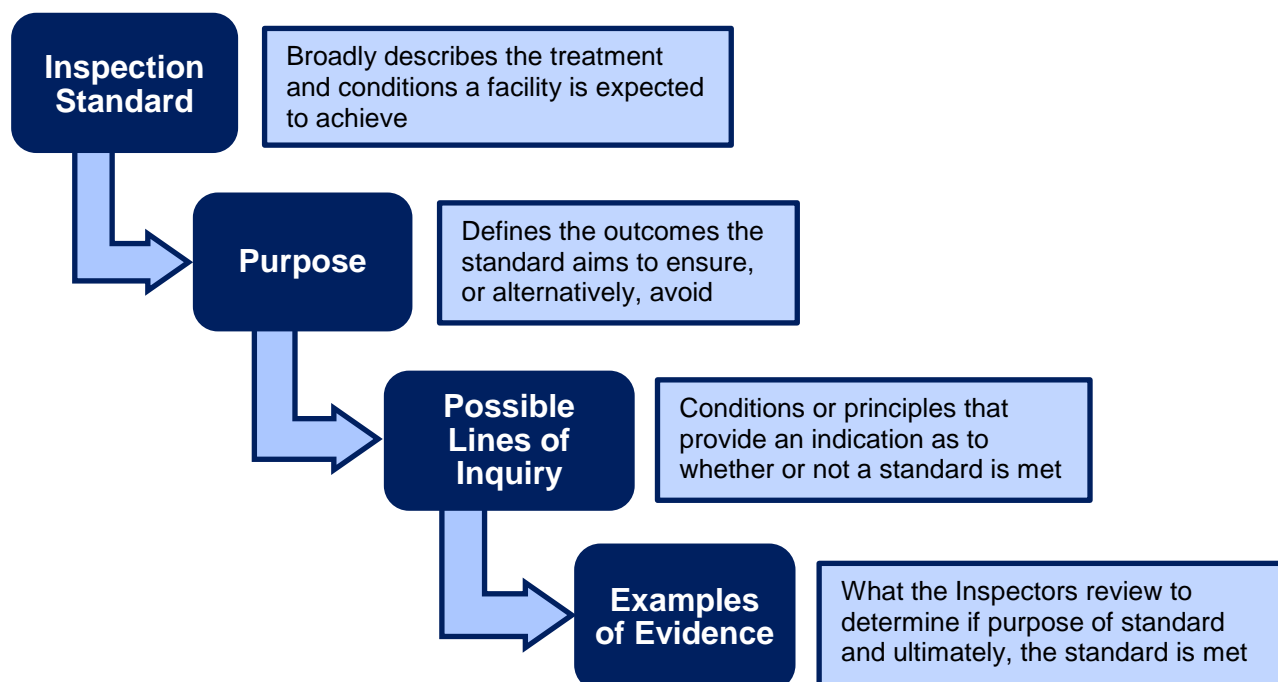
The Chief Inspector inspection standards are structured into four sets of standards based on the Safety, Respect, Purposeful Activity and Re-entry test areas.



A total of 41 inspection standards define the expected performance for each test area, with a further four annexures covering areas of operational practice that may be specific to particular centres based on their role and function, such as Maximum Security Units and Mothers and Babies units. Inspection standards may relate to more than one area, but have been placed into a single test area that is most relevant to streamline processes.

Each inspection standard very broadly describes the treatment and conditions a facility is expected to achieve. Inspection standards and the overall purpose of the standards are underpinned by more targeted standards which will be used as possible lines of inquiry, and lists of examples of evidence, describing what will normally demonstrate to inspectors whether the standard has been achieved or not. The possible lines of inquiry list, and examples of evidence list, are not meant to be too prescriptive or exhaustive, allowing a facility to demonstrate the expected achievement of the purpose of the relevant standard and purpose have been met in many ways. They will also be dynamic and will be changed over time as processes and practices evolve. Inspection standards, possible lines of inquiry and the examples of evidence list are outlined in-depth later in this manual.

CCC EXHIBIT



The OCI has taken a purposive inspection methodology to guide the assessment of inspection standards. This approach allows for the ‘purpose’ of the standard to be clearly outlined and the associated harms described. That is, the outcomes that the purpose of the standard is attempting to mitigate. A specific, clearly defined standard and ‘purpose’ permits inspectors to focus on the relevant standard and its purpose as opposed to a rigid and inefficient checklist of items. This means that a prison, for example, is able to score 1 on a standard despite not meeting all relevant targeted standards that were set as possible areas of inquiry as the overall standard and ‘purpose’ have been clearly achieved.

The Purposive Approach

The purposive inspection methodology is considered a more focussed and targeted approach as it does not rely on a rigid and inefficient format. Rather, the aim is to promote a positive objective and allows and encourages the rigorous self-assessment by staff. The Healthy Prison Inspection Manual informs staff of the intention (or purpose) of each standard and what contributes to reaching these. The ultimate aim is to promote continuous improvement (where necessary) and innovation to meet the ‘healthy prison’ standards. It is important to note that not all targeted standards listed as possible areas of inquiry are required to be met to score 1 on the standards provided that there are no significant risks arise from the unmet targeted standards. It is still possible to score 1 if the purpose of the standard has been met by demonstrating the targeted standards of predominant importance for a specific facility and the examples of evidence support these findings. Of note also, is that some targeted standards listed as possible areas of inquiry will not be applicable, or cannot be implemented, in specific facilities. For example, women and children in custody and maximum security units.

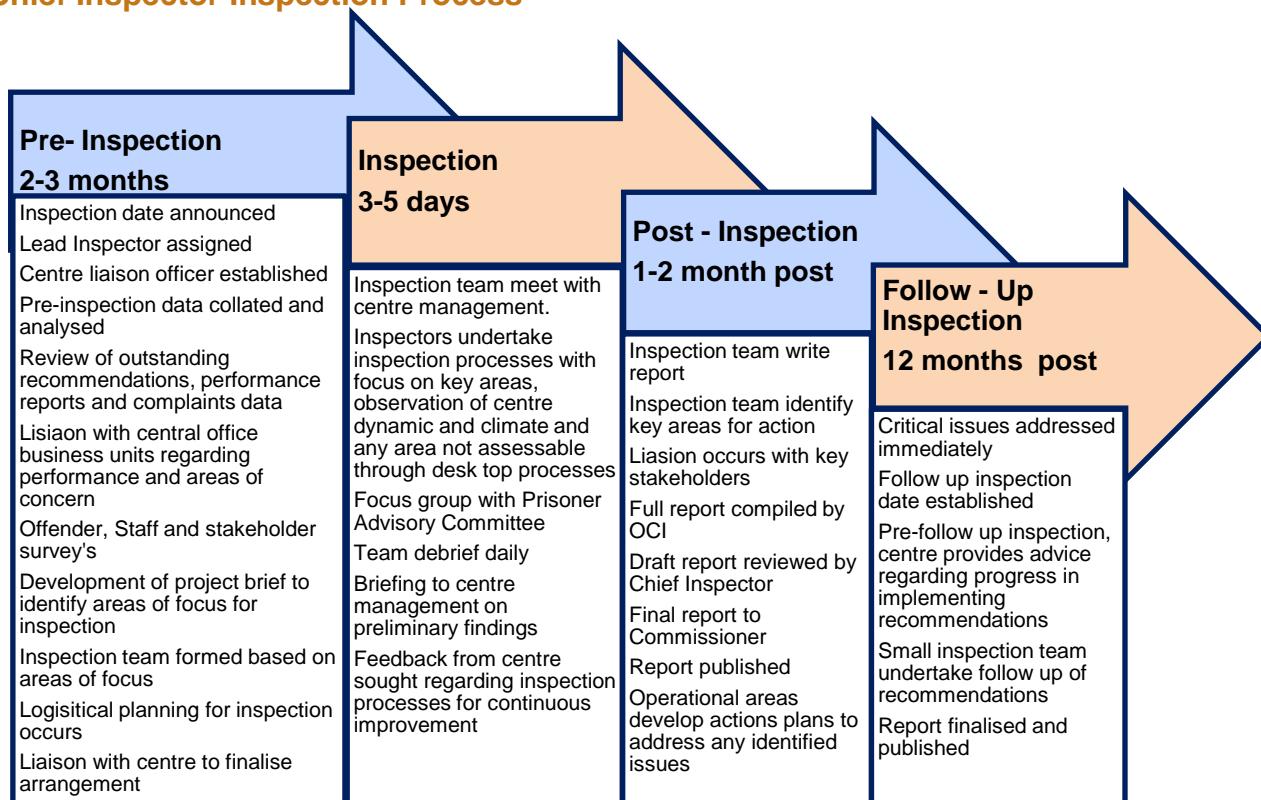
Ultimately, the key to a ‘healthy prison’ is the inspirational leadership and the professional execution of duties by facility staff.

The Inspection Process

QCS has 12 correctional facilities. The current cycle of inspections aims to undertake a full announced inspection at a correctional centre every two years, with the intervening year subject to a shorter follow up inspection. More frequent inspection can take place on an as needed basis.

While it is standard practice in the UK and other jurisdictions to undertake unannounced inspections, most inspections here in Queensland are announced inspections based on the sequence outlined below.

Chief Inspector Inspection Process



Pre-Inspection Processes

Pre-inspection processes will usually commence two to three months prior to a full inspection. The inspection will be announced to the Deputy Commissioner, State-wide Operations Directorate and Correctional Centre management in writing.

Inspection Teams

An inspection team and lead inspector are appointed. On most occasions an internal inspector from the OCI will be appointed as the lead inspector. The lead inspector is responsible for co-ordinating the inspection.

At least one external inspector will also be appointed to strengthen the independent assessment of the facility. Other team members may be seconded from correctional facilities, internal business units, or external agencies. External inspectors can include legal or medical practitioners, industry experts or representatives from other government departments or jurisdictions.

Each team member will be allocated an inspection area or focus.

Pre-Inspection

Information will be collated and analysed prior to the inspection visit. This process assists in developing the themes and focus for the site inspection, reduces the operational impact on a facility and enables the site inspection to focus on the dynamic areas which cannot be assessed through administrative data or documents.

Information sources considered before the inspection may include:

- Reporting services reports, including facility profiles, trend report and status report data;
- previous inspection reports and action plans;
- Official Visitor reports;
- Integrated Offender Management System (IOMS) data such as incidents, breaches, case notes, intensive management plans;
- complaints data;
- Queensland Corrective Services academy training information and staff training records;
- Internal and external stakeholder submissions; and
- agency performance reports.

Documents may be requested from the centre for review prior to the inspection. These may include local procedures and practices, prisoner handbooks, induction materials, structured day routines, and activities schedules.

Where-ever possible inspection findings will be based on the cross referencing and triangulation of multiple information sources. This is undertaken to ensure a balance of quantitative and qualitative information in order to build a comprehensive and objective picture of a centres performance.

An inspection plan outlining the inspection standards and areas of focus will be communicated to the facility and relevant business unit prior to the inspection. Where a centre demonstrates a level of achievement against inspections standards through pre-inspection activities, a streamlined site inspection process may occur.

Surveys

Many jurisdictions utilise staff and prisoner surveys, as a tool to access information regarding the treatment of prisoners, directly from the a range of sources, including the prisoners themselves.

The inspection team will consult with centre management to determine the most appropriate method for completion and collection of surveys. Confidentiality and anonymity of surveys is maintained.

Surveys form only one component of a balanced set of information sources, so as to ensure valid and reliable inspection findings.

Inspection Plan

An inspection plan will be developed based on areas of focus as determined by the inspection team.

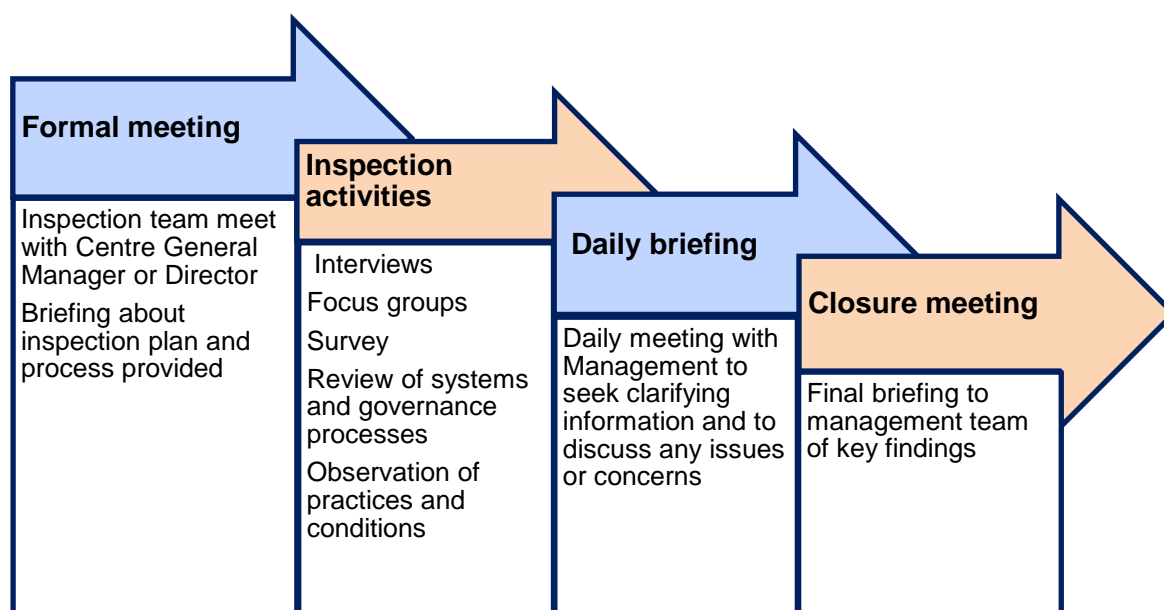
Prior to the inspection, consultation will occur with relevant stakeholders and the inspection plan is provided to the correctional centre with sufficient time to allow for planning. The lead inspector remains the primary contact and will be available to respond to any queries from the centre.

Inspection Liaison Officer

It is during the pre-inspection phase that the centre or other relevant business units will be requested to appoint an Inspection liaison officer. This person may be required to:

- arrange for collation of requested documents,
- arrange meeting with staff and prisoners,
- allocate meeting rooms,
- liaise with centre management in relation to any issues arising out of the on-site inspection activities, and
- Facilitate the day to day activities and requirements of inspection team members.

On-Site Inspection Process



The on-site inspection component will vary in duration depending on the inspection standards, and areas of focus. In general though, the visit will take approximately five days.

The inspection will normally begin with a formal meeting or briefing with the Centre General Manager. This meeting will inform the centre about the inspection process. Arrangements will also be made in these forums to engage with relevant stakeholders such as Official Visitors, Chaplains or external service providers.

To build on pre-inspection data analysis, on-site inspections will draw on:

- interviews and meetings with management and staff;
- focus groups and meetings with prisoners,;
- observation of practices and conditions; and
- review of documents.

The inspection plan developed in consultation with the Inspection Liaison Officer will provide the structure and schedule for prison inspection activities.

Interviews with management and identified staff will include discussion of the inspection process, Chief Inspector inspection standards and information sources to be included in the review of the centre's performance. Interviews with staff will be undertaken both formally and informally.

Inspectors will meet with a series of prisoner groups. Groups meetings will involve a structured but open discussion about prisoner views on their treatment and conditions. The views of the groups are collated by the inspection team and will form part of the evidence base to be triangulated during the inspection.

Observation of centre processes and practices will occur throughout the inspection period.

A review of the centre's systems and governance is undertaken to ensure each standard and purpose are met on an ongoing basis.

Wherever possible any documentation required as part of the inspection will be identified prior to the site visit. While all efforts are made to pre-plan the inspection, it is possible that Inspectors may wish to pursue lines of enquiry which only become evident once the inspection has commenced.

To ensure transparency process, managers will be kept up to date with emerging findings throughout the inspection and evidence based rebuttals will be encouraged. By the end of the process, inspectors will ensure the manager understands what has been found, has no further evidence in rebuttal of identified findings and is clear on the areas of performance improvement identified.

What is required of the Inspection during Inspections?

The Inspection team will:

- liaise with the centre or relevant business unit as early as possible to ensure clear and transparent planning for the inspection occurs;
- be available for any questions or queries prior to the inspection;
- work with the centre or business unit to minimise operational impacts where possible;
- remain impartial and independent at all times;
- apply an evidence based approach to the inspection;
- treat all correctional centre staff and management with respect;
- comply with security requirements;
- seek prior approval for use of any digital recorders or other devices within the centre;
- advise centre staff promptly of any concerns regarding prisoner or staff welfare or conduct; and
- Regularly communicate with correctional centre management regarding findings and any issues.

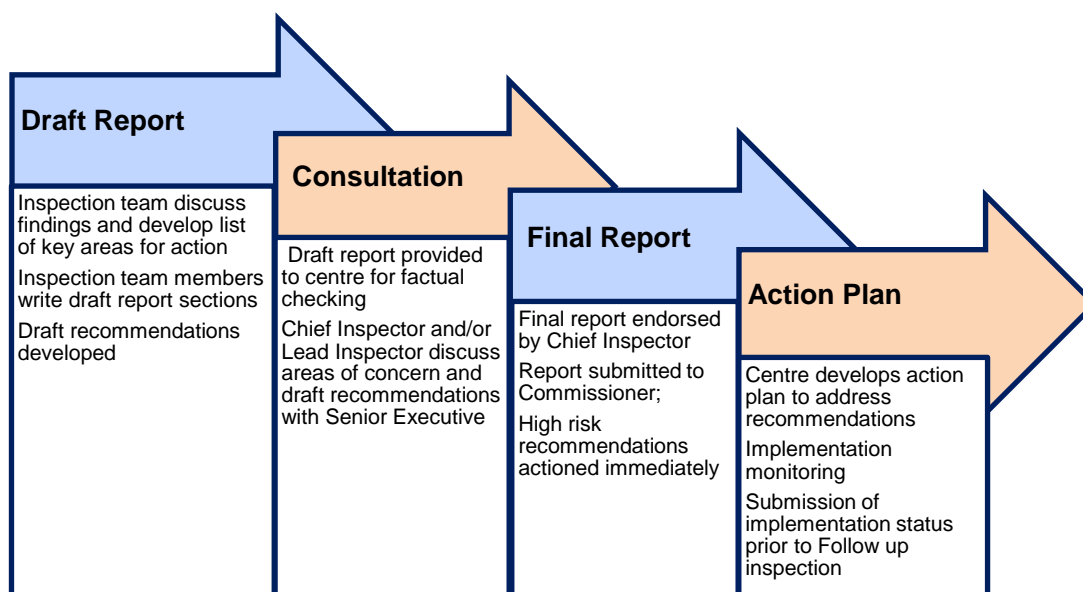
What is required of Centre Staff during Inspections?

Managers and staff involved in an inspection can assist by:

- providing full access to documentation, the facility (or office), staff and prisoners (or offenders);
- being open and honest;
- providing balanced, objective briefings to our staff on the operations of a facility or office, or a particular issue, when requested;
- providing on-site support to our staff when requested;
- recognising and supporting the role of the OCI;
- being courteous and respectful to staff; and
- providing assistance to inspectors to ensure a smooth and timely inspection, review or investigation.

The OCI welcomes comments and suggestions as a vital ingredient in helping us to monitor and improve the relevance and quality of our work. We will consider all suggestions fully and promptly in planning our service improvement and, wherever possible, we will respond immediately.

Post Inspection Process



Following the inspection, the team will take approximately one month to draft a report, providing sufficient time for relevant stakeholders to undertake factual accuracy checking.

Key areas of concern will be presented to the Senior Executive of the Agency who provides advice regarding alignment with QCS strategic direction, and work with operational sites to develop action plans that address any issues identified by the Inspection team.

Once approved by the Chief Inspector, the final report is provided to the Commissioner.

Once a report has been accepted by the Commissioner, any high priority recommendations must be implemented immediately. An Inspector will attend the centre within two months to monitor this process.

Measuring Performance

A ratings system is used to provide an objective measure of how safe, secure and humane a correctional centre is assessed to be, against the healthy prison standards.

The healthy prison standards provide standards that have a positive relationship with prisoner outcomes. The rating provides an overview of how well the services that are delivered within a correctional facility measure up against those standards.

When the OCI first implemented the inspection approach, all services in a location tended to be under the direct responsibility of a facility's senior management, giving the centre's senior managers a clear measure of performance.

Some services within correctional facilities are now delivered by other Queensland Corrective Services business units, such as Sentence Management Services, whilst others are delivered by different government departments such as Offender Health Services.

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The overall rating for the inspection is inclusive of all business units delivering within a facility. A separate rating will be provided for the general manager's portfolio. Ratings and any remedial examples identified in the inspection report will be allocated within the report, to the relevant business units.

Similarly, some issues identified at the centre level may reflect a state-wide issue that has been established centrally. The report will identify where this is the case and allocate any remedial examples to the appropriate business unit.

Whole of centre performance ratings	
Rating	Description
1	The centre is performing strongly against the Chief Inspector Inspection standards. There is strong performance across all inspection standards and the purpose of those standards. Weaknesses, if any, are considered minor.
2	The centre is performing well against the Chief Inspector Inspection standards. There is good performance across most inspection standards and the purposes of those standards. There are some weaknesses but either they are not considered significant, or, if they are significant, they exist only in a small number of areas.
3	The centre is not performing sufficiently well against the Chief Inspector inspection standards. There is below standard performance across several inspection standards and the purposes of those standards and significant weaknesses exist across several key areas. If left unattended, they are likely to become areas of serious concern.
4	The centre is performing poorly against the Chief Inspector inspection standards. There is poor performance across most inspection standards and the purpose of those standards. There are many significant weaknesses. There is inadequate treatment of and / or conditions for prisoners. Immediate remedial action is required.

Measurement against individual standards will use a similar rating system, allowing specific areas of good performance or concern to be highlighted.

Performance against standards	
Rating	Description
1	Performing well against the inspection standard. There is no evidence that outcomes for prisoners are being adversely affected in any significant area.
2	Performing reasonably well against the inspection standard. There is some evidence of adverse outcomes for prisoners in only a small number of areas however there are no significant concerns.
3	Not performing sufficiently well against the inspection standard. There is evidence that outcomes for prisoners are being adversely affected in many areas and particularly in those areas of greatest importance to the well-being of prisoners. Problems / concerns, if left unattended, are likely to become areas of serious concern.
4	Performing poorly against the inspection standard. There is evidence that outcomes for prisoners are seriously affected by current practice. There is a failure to ensure even adequate treatment of and / or conditions for prisoners. Immediate remedial action is required.

Inspection Findings

Where areas of concern are identified, the OCI will focus on identifying the main issues and their root causes. Key findings will be documented in the Inspection report.

Efforts will be made to ensure that ownership of any areas of concern is appropriately assigned. For example, in some cases, recommendations may reflect state-wide practices or policies, rather than a practice determined locally. Different business units may also be responsible for service delivery at a location.

To assist in prioritising findings and root causes, each finding will be assigned a level of priority dependent upon the level of risk that the particular issue poses for the facility and / or the Agency, and how significantly it might adversely impact upon outcomes for prisoners.

Low priority findings are considered “housekeeping” issues, and require local attention from the General Manager and the centre. High priority issues are considered significant, and require immediate action.

Inspection findings priority ratings		
Priority	Description	Responsibility
High	Represents a major risk that if not resolved will have a significant adverse impact on outcomes for prisoners. Where practicable, requires immediate remedial action.	Agency, Centre or relevant business unit. The OCI will monitor implementation in the 12 month follow up process.
Medium	Represents a moderate risk that if not resolved has the potential to have a significant adverse impact on outcomes for prisoners. Where practicable, required remedial action in the <u>short to medium term</u> (i.e. 3 – 6 months).	Agency, Centre or relevant business unit. The OCI will monitor implementation in the 12 month follow up process.
Low	Represents a minor risk that if left unresolved may have an adverse outcome for prisoners. Requires remedial action prior to the follow up inspection.	Senior manager of relevant business unit.

Follow Up Inspection

A follow-up inspection will occur approximately 12 months after the full announced inspection. This process is to review the implementation of actions to address key findings from the full announced inspection.

Inspection processes will focus on findings assessed as High and Medium. Follow-up inspections will usually be undertaken by one Inspector only.

ABBREVIATIONS

AMA 2013	Australian Medical Association Medical Ethics in Custodial Settings 2013
ACA	American Correctional Association Standards for Adult Correctional Institutions 2003
BR	United Nations Rules for the Treatment of Women Prisoners and Non-Custodial Measures for Women Offenders (the Bangkok Rules) 2010
CEDAW	Convention on the Elimination of Discrimination Against Women 1979
CRC	Convention on the Rights of the Child
CSQLD	Corrective Services Queensland
EPR	European Prison Rules 2006
HRC	Human Rights Committee Concluding Observations of the Human Rights Committee on the Second and Third U.S. Reports to the Committee 2006
ICCPR	International Covenant on Civil and Political Rights 1976
ICERD	International Convention on the Elimination of all Forms of Racial Discrimination
ICESCR	International Covenant on Economic, Social and Cultural Rights 1976
ICPA	International Corrections and Prisons Association Founding Statements
MR	United Nations Standard Minimum Rules for the Treatment of Prisoners – Annex (the Mandela Rules)
OCI	Office of the Chief Inspector, Queensland
R-SGCA	Revised Standard Guidelines for Corrections in Australia 2012
RCIADIC	Royal Commission into Aboriginal Deaths in Custody 1991
SMR	United Nations Standard Minimum Rules for the Treatment of Prisoners 1995
UDHR	Universal Declaration of Human Rights 1948
WA OICS	Western Australia Office of the Inspector of Custodial Services
WHO	World Health Organisation A WHO Guide to the Essentials in Prison Health 2007
WHO	World Health Organisation The Ottawa Charter for Health Promotion 1986

CHIEF INSPECTOR'S INSPECTION STANDARDS – POSSIBLE LINES OF INQUIRY AND EXAMPLES OF EVIDENCE

SAFETY – Prisoners, even the most vulnerable, are held safely

Courts, Escorts & Transfers

1. Prisoners travel in safe, decent conditions and are treated with respect during escort.

Purpose

To ensure the transport and escort of prisoners where absolutely necessary is undertaken in safety compliant vehicles, which are appropriate for the individual risk's and needs of prisoners. To ensure the basic human rights, conditions and minimum standards for the treatment of prisoners (as outlined in the healthy prisons handbook) are maintained throughout escort. To ensure safety and security of staff, prisoners and the public are maintained.

Possible lines of inquiry to decide if purposes of standard are met:

Safe, Decent Conditions and Treated with Respect	
<input type="checkbox"/>	1.1 Transportation of prisoners only occurs if absolutely necessary.
<input type="checkbox"/>	1.2 Treatment during escort is appropriate to risks and needs.
<input type="checkbox"/>	1.3 Prisoner meal times are not disrupted due to transportation. Prisoners are served an appropriate meal at the point of departure and point of arrival.
<input type="checkbox"/>	1.4 Food and water is available to prisoners on long journeys.
<input type="checkbox"/>	1.5 Any special needs identified are met to minimise the impact of travel.
<input type="checkbox"/>	1.6 All prisoners have access to ablution facilities prior to travel and at any destination point.
<input type="checkbox"/>	1.7 Transport vehicles allow sight and sound separation of categories of prisoner where necessary.
<input type="checkbox"/>	1.8 Prisoners and staff do not smoke in any transport vehicle.
<input type="checkbox"/>	1.9 Prisoner transport is not afflictive nor are prisoners subject to unreasonable hardship or unnecessary exposure to public view. Prisoners are protected from insult, curiosity and publicity in any form.
<input type="checkbox"/>	1.10 Private property accompanies prisoners unless it is known that these will not be required.
<input type="checkbox"/>	1.11 In short-haul vehicles: <ul style="list-style-type: none"> <input type="checkbox"/> Seat belts are fitted for all passengers. <input type="checkbox"/> Passenger seats are preferably forward, or rear facing, never sideways. <input type="checkbox"/> All seats are moulded, and/or cushioned. <input type="checkbox"/> Cells have one way windows fitted to afford natural light and external views with privacy from outside. <input type="checkbox"/> Seats and cells have sufficient width and leg room to accommodate larger prisoners. <input type="checkbox"/> All cells are safe-cell compliant. <input type="checkbox"/> Cells have hatches to enable food or other materials to be passed between staff and prisoners in the cell and to enable handcuffs to be securely applied. <input type="checkbox"/> Robust climate control for staff and prisoners, adjustable in each zone of the vehicle. <input type="checkbox"/> Good natural ventilation readily available when climate control system not

	<p>functioning.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Cool store for staff and prisoner meals and drinks. <input type="checkbox"/> Adequate storage for staff and passenger valuables, paperwork and other property. <input type="checkbox"/> Prisoner information and property is passed on. <input type="checkbox"/> Comfort break for prisoners at least every 2-2.5 hours for prisoner transport journeys in 'short-haul' transport vehicles. Journeys likely to take longer are undertaken in 'long-haul' vehicles. <input type="checkbox"/> Prisoners on long trips have access to clean ablutions, including hand-washing facilities. Where there are no ablutions on the vehicle, a toilet break is factored into the journey plan. <input type="checkbox"/> Without compromising security, prisoners and in particular women prisoners, are afforded a reasonable amount of privacy to perform ablutions. <input type="checkbox"/> Women prisoners have ready access to sanitary products in the transport vehicle, and at any facility they are held at in transit for any length of time. <input type="checkbox"/> Prisoners have adequate access to a hygienic source of drinking water during travel. <input type="checkbox"/> When necessary, food and water is provided on the journey. Food is stored in a hygienic temperature controlled area. <input type="checkbox"/> Prisoners are confined to a transport vehicle for the minimum amount of time possible.
<input type="checkbox"/>	1.12 A variety of vehicles are available for different purposes and different passengers, including prisoners with physical or sensory impairment that may require special transport arrangements.
<input type="checkbox"/>	1.13 Appropriate accommodations are made for any special needs for the transportation of prisoners who are infirm, disabled, pregnant or injured. <ul style="list-style-type: none"> <input type="checkbox"/> Medical advice is sought regarding prisoners who are infirm, disabled, pregnant or injured to ensure any special needs are identified and conveyed to those making transport arrangements. <input type="checkbox"/> Consideration is given to whether a non-standard prisoner transport vehicle should be used. Consideration given to sedans, maxi-taxis, ambulance and air transport. <input type="checkbox"/> For prisoners in wheel chairs, consideration is given to using chair-lift equipped vehicles and for extra leg room. <input type="checkbox"/> Pregnant women and nursing mothers are likely to require additional fluid each day to the normal requirement for a temperate climate and may need more in warmer climatic conditions.
<input type="checkbox"/>	1.14 High Security Escorts, while ensuring security and safety have regard to the welfare and dignity of prisoners.
<input type="checkbox"/>	1.15 Proper seat restraints such as seat belts are used to reduce injury in the event of an accident for prisoners under high-security escort who are handcuffed and/or ankle-cuffed.

Vehicle Maintenance, Emergency Management, Policy and Procedure	
<input type="checkbox"/>	1.16 Correctional centre transport vehicles are equipped with adequate communication equipment to contact the correctional centre and/or destination point or operational base in an emergency.
<input type="checkbox"/>	1.17 All correctional centre transport drivers are trained in vehicle emergency procedures.
<input type="checkbox"/>	1.18 All correctional centre transport vehicles meet safety standards, maintain comfortable temperatures and have adequate ventilation.
<input type="checkbox"/>	1.19 All transport vehicles and equipment is checked for serviceability before the transport task commences. These checks are recorded. Minimal time is spent in transport vehicles and reception.
<input type="checkbox"/>	1.20 All cells have a rescue exit in case of emergency in short haul vehicles.
<input type="checkbox"/>	1.21 Systems are in place to regularly audit the uniform application of legislation, policy

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	and procedures for prisoner transport.
<input type="checkbox"/>	1.22 There is a policy and procedure for the use of force in this setting.
<input type="checkbox"/>	1.23 Journeys are digitally recorded to provide evidence for compliance with proper procedures.

Additional Considerations - Long-Haul and Overnight Journeys

<input type="checkbox"/>	1.24 Long haul vehicles (for journeys over three hours) have forward (or rear) facing seats, sufficient leg room to enable stretching or basic leg exercises, and allow sufficient outlook (i.e. windows at head height). <ul style="list-style-type: none"> <input type="checkbox"/> Vehicles have sufficient height to allow passengers to stand when the vehicle is stopped or to access the toilet <input type="checkbox"/> Toilets are accessible to all prisoners that provide decency and privacy, and there is a power system for air-conditioning when vehicle is stationary. <input type="checkbox"/> Adequate supplies of water and food carried for staff and prisoners. <input type="checkbox"/> Robust contingency plans for when vehicles in which prisoners are being transported break down. Such plans provide for the welfare and safety of prisoners, staff and the public, and include reserve supplies of water and food. <input type="checkbox"/> Hand washing facilities or refresher wipes are available to all prisoners using on-board toilets and hygiene packs are made discreetly available to women prisoners.
<input type="checkbox"/>	1.25 Facilities that may be used for overnight stays for prisoners on long journeys provide an adequate level of accommodation and services.
<input type="checkbox"/>	1.26 All overnight facilities are clean and hygienic.
<input type="checkbox"/>	1.27 Such facilities are able to provide for the necessary separation of male and female prisoners as well as any other separations necessary for the safety of prisoners.
<input type="checkbox"/>	1.28 At overnight facilities, prisoners are provided with fresh nutritious food, clean water, bedding adequate to the climate, and clean linen and towels.
<input type="checkbox"/>	1.29 At overnight facilities, prisoners are provided with the opportunity for at least 1 hour's exercise in the fresh air.

Examples of Evidence

- ✓ Observation of prisoner reception, escort and transfer process
- ✓ Observation of transport vehicles
- ✓ Inspection of reception documents
- ✓ Discussion with responsible manager, reception store and transport staff
- ✓ Interviews with prisoners
- ✓ Review of systems used by centre to ensure requirements are met on an ongoing basis

Supporting Documentation

BR 5
 EPR 32.1, 32.2, 33.3
 MR 73(1)
 R-SGCA 1.86-101
 SMR 45, 45(1), 45(2)
 WA Coroner 9/09, NSW Coroner 2490/2009
 WA OICS. (2007). Thematic Review of Custodial Transport

2. Prisoners understand where they are going during transfers, what to expect when they arrive and are permitted to wear non-prison clothing for court appearances.

Purpose

To maintain the safety and security of staff, prisoners and community by ensuring open two way communication of information prior to, during and on completion of the transfer. Ensuring functional monitoring and communication devices are available during travel internal of the vehicle and to the sending and receiving destinations. To maintain dignity and reduce anxiety of the prisoner through the prior notification of court / transfer details and the provision of appropriate clothing for court transfers.

Possible lines of inquiry to decide if purposes of standard are met:

<input type="checkbox"/>	2.1	Prisoners are briefed on the journey including destination and travel time.
<input type="checkbox"/>	2.2	At each destination point, prisoners undergo a travel debrief.
<input type="checkbox"/>	2.3	Prisoners undergo a basic orientation process at any facility they stop at for any length of time.
<input type="checkbox"/>	2.4	Prisoners are monitored at all times during transit.
<input type="checkbox"/>	2.5	Prisoners are able to communicate with staff during transit.
<input type="checkbox"/>	2.6	In short-haul vehicles: <ul style="list-style-type: none"> <input type="checkbox"/> Effective optical and audio monitoring and communication systems between the driving cabin and cells are installed and fully functional. <input type="checkbox"/> There is capacity to broadcast music, radio or essential information to passengers. <input type="checkbox"/> Vehicle can be tracked via satellite in real time and an activity trace securely recorded.
<input type="checkbox"/>	2.7	Prisoners arrive at court on time and are held in cells for minimum time.
<input type="checkbox"/>	2.8	Prisoners are given information and notices about court/transfer where possible.
<input type="checkbox"/>	2.9	Prisoners have court clothing <ul style="list-style-type: none"> <input type="checkbox"/> Where a prisoner has appropriate clothes stored at the correctional centre, arrangements are made in sufficient time so that these clothes may laundered as necessary, prior to their being worn. <input type="checkbox"/> Where a prisoner does not have suitable clothes stored at the correctional centre, allowances are made for such clothes to be brought to the correctional centre on the prisoner's behalf. <input type="checkbox"/> If a prisoner has no suitable clothes and is without means to obtain such clothes, the correctional centre makes arrangements for appropriate clothes to be obtained on the prisoner's behalf.

Examples of Evidence

- ✓ Observation of prisoner escort and transfer process
- ✓ Inspection of reception documents
- ✓ Interviews with prisoners
- ✓ Discussion with responsible manager, reception store, court cells and transport staff

Supporting Documentation

EPR 20.4

R-SGCA 1.86-.99, 2.8

SMR 17(3), 18

First Days in Custody

3. Prisoners are held at a correctional centre as close as possible to their family and their community of interest. Prisoner placement should be culturally appropriate and reflect their level of risk.

Purpose

To ensure the appropriate placement of prisoners within a facility to maintain the individual's cultural, family and community connectedness and to provide infrastructure, facilities and services that are responsive to the individual risks and needs of prisoners within the facility.

Possible lines of inquiry to decide if purposes of standard are met:

Correctional Infrastructure; Level of Risk		
<input type="checkbox"/>	3.1	Sufficient correctional centre infrastructure to accommodate the prisoners of the region, providing for different levels of security in proportion to the risk profile of the regional prisoner population.
<input type="checkbox"/>	3.2	Infrastructure meets state-wide requirements for specialist custodial purposes, such as for specialist forensic mental health services. If prisoners are placed at correctional centres outside their home region it is for the minimum time necessary.

Gender and Culturally Appropriate Prisoner Placement		
<input type="checkbox"/>	3.3	Particular consideration is given to the placement of Aboriginal and/or Torres Strait Island prisoners who retain a strong attachment to their own country. Where such out of country placement is unavoidable, there are compensatory measures such as video telephone calls to family.
<input type="checkbox"/>	3.4	Foreign national prisoners are placed at correctional centres that best provide any non-standard services necessary for their humane treatment, for example translators, or access to consular services.
<input type="checkbox"/>	3.5	The management and placement of female prisoners reflects their generally lower security needs, but their higher needs for health and welfare services, and for contact with their children.

Examples of Evidence	
✓	Review of a sample of classification and placement decisions (pre-inspection)
✓	Review of a sample of Aboriginal and/or Torres Strait Island prisoner placements (pre-inspection)
✓	Review of a sample of female prisoner placements (pre-inspection)
✓	Interviews with prisoners
✓	Interviews with sentence management services staff
✓	Review processes to provide information to prisoners who may have English as a second language or other communication difficulties

Supporting Documentation

BR 4

EPR 17.1

RCIADIC 168

R-SGCA 1.43

4. Prisoners are treated with respect on arrival at the prison

Purpose

To ensure all prisoners received into a facility are detained lawfully. To provide for the immediate needs of prisoners being received into a correctional facility in a manner which alleviates anxiety, identifies risks and maintains the safety, dignity and respect of the individual. To ensure accurate, detailed and up to date information is available and maintained on each prisoners file in a manner which maintains the individual's privacy and confidentiality.

Possible lines of inquiry to decide if purposes of standard are met:

Respect throughout the Admission/Reception Process		
<input type="checkbox"/>	4.1	The reception and admission process are not degrading to prisoners who should be treated with decency and respect.
<input type="checkbox"/>	4.2	Each prisoner's experience of being received into a correctional centre is (to the best extent) positive and such that it reduces the anxiety of admission.
<input type="checkbox"/>	4.3	Reception and admission are trained to deal with newly received prisoners who may be anxious, distressed or uncooperative. There is entry-level training for reception and admission processes and shift handover arrangements in reception facilities.
<input type="checkbox"/>	4.4	Reception store conditions are safe and clean.
<input type="checkbox"/>	4.5	Prisoners have adequate provisions for first days in custody.
<input type="checkbox"/>	4.6	Priority processing provided to prisoners with special needs.

Respect for the Personal Information of Prisoners		
<input type="checkbox"/>	4.7	Each prisoner's privacy is safeguarded during the admission and reception process, particularly with regard to any information likely to be of a confidential nature.
<input type="checkbox"/>	4.8	<p>All prisoners received in a correctional centre have a valid commitment order. The following information is entered into IOMS upon admission of every prisoner:</p> <ul style="list-style-type: none"> <input type="checkbox"/> precise information enabling determination of his or her own unique identity, respecting his or her self-perceived gender; <input type="checkbox"/> the reasons for his or her imprisonment and the responsible authority; <input type="checkbox"/> the day and hour of his or her admission and release as well as of any transfer(s); <input type="checkbox"/> any visible injuries and complaints about prior ill-treatment; <input type="checkbox"/> an inventory of his or her personal property; and <input type="checkbox"/> emergency contact details and information on the prisoner's next of kin.
<input type="checkbox"/>	4.9	A standardised prisoner file management system in every place where persons are imprisoned. Procedures are in place to ensure a secure audit trail and to prevent unauthorised access to or modification of any information contained in the system.

Examples of Evidence	
✓	Observation of prisoner reception process
✓	Observation of reception store area
✓	Inspection of reception documents
✓	Interviews with prisoners

Supporting Documentation

EPR 15.2

MR 6, 7(a-e, g)

R-SGCA 1.4, 1.5

5. Prisoners' individual needs are identified both during and after reception

Purpose

To ensure the timely and appropriate identification and management of risks to the health and wellbeing of prisoners who are received into, and accommodated within, a correctional facility. To provide access to immediate and ongoing physical and mental health care treatment tailored to the individuals needs and responsive to the special needs of vulnerable prisoners. To ensure a systematic process for the management of vulnerable prisoners within a correctional facility, which includes the communication of risk needs and review of ongoing needs. To minimise risk of harm to prisoners who are managed on remand within the correctional environment.

Possible lines of inquiry to decide if purposes of standard are met:

Initial Health, Safety and Risk Assessments		
<input type="checkbox"/>	5.1	Each correctional centre that receives and admits a prisoner has access to all relevant risk, assessment and management information on that person, to ensure that centre staff can make informed and appropriate arrangements for the management of the prisoner.
<input type="checkbox"/>	5.2	Each correctional centre treats all information relating to an individual prisoner with strict regard to confidentiality.
<input type="checkbox"/>	5.3	A process is initiated for checking to see if there are any outstanding fines or warrants
<input type="checkbox"/>	5.4	Immediate risks and needs are adequately identified, detailed and actioned promptly.
<input type="checkbox"/>	5.5	Prisoners facing indeterminate sentences are identified on reception and given support.
<input type="checkbox"/>	5.6	<p>Health assessment is undertaken. All prisoners undergo an initial health assessment in order to identify treatment needs and provide appropriate intervention for any pressing medical (including drug, alcohol or mental health) concerns. Of particular concern is the detection of any self-harm or suicidal ideation.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Health screening is undertaken by an appropriately qualified health professional. <input type="checkbox"/> All prisoners with any indications of possible identified mental illness are referred to Prison Mental Health Service (PMHS) for assessment, referral and recommendations for suitable placement. These prisoners remain in the reception area until seen by required health services and are not placed elsewhere. <input type="checkbox"/> Aboriginal and/or Torres Strait Island prisoners with any indications of possible identified mental illness are reviewed by Mental Health Aboriginal and/or Torres Strait Island workers as soon as practicable. <input type="checkbox"/> Where the health professional conducting the assessment forms an opinion that the prisoner's life or well-being are at risk, that opinion is communicated to the appropriate correctional staff as soon as possible. Prisoners identified as at risk of self-harm or suicide on reception are housed in a safe environment and reviewed daily. Prisoners are treated with respect and their privacy safeguarded during the health assessment process. Prisoners have a responsibility to disclose known health issues. <input type="checkbox"/> For prisoners who do not speak English sufficiently, or are deaf, an interpreter is used to ensure a full understanding and exchange of information by both the prisoner and the health professional. <input type="checkbox"/> Prisoners are made aware of any illness or medical condition that is detected during the screening process and/or any pre-existing medical condition. <input type="checkbox"/> If a health screening is not possible immediately, then appropriate management action is taken to ensure the safety of the prisoner until the

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	prisoner's health status/vulnerability is known.
<input type="checkbox"/>	The prisoner is given information on how to make an appointment / self-referral process and the availability of Mental Health telephone services.
<input type="checkbox"/>	5.7 Safety needs are assessed and addressed. The vulnerability of prisoners is ascertained and appropriately safeguarded. This is particularly important for the first days in a correctional centre, but also involves an assessment of longer-term safety and wellbeing through subsequent classification review.
<input type="checkbox"/>	5.8 Prisoners are searched.
<input type="checkbox"/>	5.9 Late reception processes ensure prisoners are safely managed until the full process is finalised the next day.
<input type="checkbox"/>	5.10 Particular attention is given to identifying and documenting the needs of women, foreign nationals and prisoners with disabilities.

Additional Considerations – Remand Prisoners

<input type="checkbox"/>	5.11 Remand prisoners are presumed to be innocent, and are not required to work or undertake programs addressing their offending. However, work, education and programs are made available.
<input type="checkbox"/>	Remand prisoners undertake reasonable activity to maintain external interests such as accommodation or employment.
<input type="checkbox"/>	Remand prisoners' conditions of imprisonment are not less than is provided for sentenced prisoners. This includes entitlements to access general health and welfare services, work, education, recreational activities, religious observance and other relevant activities and services.
<input type="checkbox"/>	Remand prisoners have security assessments completed wherever practicable, in order to facilitate their management and accommodation at the lowest level of security consistent with the protection of staff and the community, and the requirements of justice.
<input type="checkbox"/>	Remand prisoners are offered opportunities for addressing drug and alcohol issues and where appropriate, cognitive skills development programs.
<input type="checkbox"/>	Remand prisoners are case managed and the conditions of their continued custody are subjected to regular review.

Examples of Evidence

- ✓ Review of IOMS file for a sample of new receptions (pre-inspection)
- ✓ Observation of Immediate Risk Needs Assessment
- ✓ Interview with reception staff
- ✓ Interview with medical staff
- ✓ Inspection of reception documents
- ✓ Review of systems used by centre to ensure requirements are met on an ongoing basis

Supporting Documentation

BR 2, 6
 EPR 15.1, 15.2, 16(a, c, d), 30.1
 ICCPR 10 (2) (a)
 R-SGCA 1.1, 1.3-5, 1.9, 1.13
 SMR 7, 35, 66, 84, 85, 89

6. Prisoners know what will happen after the admission and reception process and are made aware of the sources of information and help available to them in a timely manner

Purpose

To provide prisoners with support and assistance on reception to a facility in order to establish contact with family/friends to advise them of their location and make necessary arrangements in relation to their responsibilities in the community such as children, housing, property. To provide all prisoners with immediate and ongoing information in a format that they can comprehend, which will enable them to understand and abide by the rules and routines within a correctional facility. To advise prisoners of their legal rights and responsibilities, to ensure that prisoners are aware of the complaints process and how to access to support or assistance through a range of sources, including official visitor and ombudsman should they need to.

Possible lines of inquiry to decide if purposes of standard are met:

Admission/Reception	
<input type="checkbox"/>	6.1 The formal reception process provides timely key information to a prisoner that enables them to understand their immediate rights and obligations under legislation and correctional centre rules.
<input type="checkbox"/>	6.2 If a prisoner is illiterate, information is conveyed orally. If a prisoner does not speak English, an interpreter is used.
<input type="checkbox"/>	6.3 All prisoners are offered the opportunity to inform their families of their imprisonment as soon as practicable after their admission to a correctional centre. <ul style="list-style-type: none"> <input type="checkbox"/> For Aboriginal and/or Torres Strait Island prisoners from regional communities special regard is given to any difficulty with contacting family. <input type="checkbox"/> For prisoners who do not normally reside in Australia, a third party, such as a consular authority may be used to inform their family. Prisoners who are foreign nationals are allowed reasonable facilities to communicate with the diplomatic and consular representatives, or the national or international authority whose task it is to represent their interests. <input type="checkbox"/> Prisoners are provided with opportunities to make arrangements for the welfare of their children, next of kin or other dependents as soon as practicable after admission.
<input type="checkbox"/>	6.4 Newly admitted prisoners, especially young prisoners, (other than prisoners transferred into minimum-security from another correctional centre) are accommodated separately from the general population during the admission and induction process.

Induction/Sources of Information and Help Available	
<input type="checkbox"/>	6.5 Prisoners receive an induction and information about the centre, entitlements and how to get help. Induction includes details of the physical layout of the correctional centre and the structure of any incentive schemes. It provides information regarding the activities, employment, training, education, programs, and arrangements for family visits and the use of telephones. It also provides information regarding supports for prisoners' families. Induction processes outline the process of referral and requests for services and information in the Centre. This occurs within a day of being admitted to the centre.
<input type="checkbox"/>	6.6 Induction processes include information sessions on the right of prisoners to communicate confidentially with Official Visitors, the Ombudsman, the Independent Commission against Corruption, and Health Care Complaints Commission and outline the CSQLD complaints process.

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<input type="checkbox"/>	6.7	Notices and schedules of events and activities are prominently displayed in prisoner areas such as accommodation units, to provide updated orientation information.
<input type="checkbox"/>	6.8	Prisoners are provided assistance to resolve urgent problems such as legal matters, care of dependents, social security, tenancy and property

Examples of Evidence

- ✓ Review of IOMS file for a sample of new receptions (pre-inspection)
- ✓ Review of induction booklet (pre-inspection)
- ✓ Observation of induction
- ✓ Review of processes to provide information to prisoners that may be illiterate, have English as a second language, or other communication difficulties
- ✓ Interview with prisoners
- ✓ Interview with offender development and induction unit staff

Supporting Documentation

EPR 15.2, 15.3, 16(c, d), 30.1

R-SGCA 1.2, 1.4-6

SMR 35

7. Prisoners are fully supported on arrival and during their early days in prison and remand prisoners are provided with assistance to meet their bail conditions to ensure they are released from custody as soon as practicable.

Purpose

To reduce the risk of prisoner self-harm / suicide attempts during an identified high risk custodial period. To minimise the anxiety and stress experienced during the first day in custody by informing prisoners of the unit rules, routines and behavioural expectations and supporting prisoners to address matters which are causing them concern. To ensure that appropriate levels of support is provided to prisoners on the first few days within the correctional facility in particular for those who are entering custody for the first time.

Possible lines of inquiry to decide if purposes of standard are met:

<input type="checkbox"/>	7.1	First time prisoners are identified and supported.
	<input type="checkbox"/>	Prisoners are immediately asked if this is their first time in custody and offered information about the induction program and how they can obtain further information about their case.
	<input type="checkbox"/>	Prisoners are given opportunities to resolve any urgent outstanding matters arising from their transition to a correctional centre such as advising family, making arrangements for dependents, pets or urgent property matters.
<input type="checkbox"/>	7.2	Prisoner's needs are attended to on the first day of incarceration
	<input type="checkbox"/>	Special first night and first (few) day's regimes are in place to ensure the safety and wellbeing of remand prisoners and prisoners in their first custodial episode.
<input type="checkbox"/>	7.3	IOMS information is updated on day of reception.
<input type="checkbox"/>	7.4	Unit induction is provided about expected behaviours, rules and routines.
<input type="checkbox"/>	7.5	The individual needs or anxieties of prisoners are addressed before they are locked away for the night.

Examples of Evidence

- ✓ Review of IOMS file for a sample of new receptions (pre-inspection)
- ✓ Observation of unit induction
- ✓ Review of induction materials (pre-inspection)
- ✓ Interview with staff in induction units
- ✓ Interviews with prisoners

Supporting Documentation

EPR 99

R-SGCA 1.16

SMR 92

Accommodation

- 8. Prisoners live in a safe, clean and decent environment that is only as restrictive as necessary for the security and good order of the prison. Prisoners are encouraged to take personal responsibility for themselves and their possessions with reasonable safeguards in place to protect prisoner property**

Purpose

To ensure safe and appropriate standards of living and hygiene are provided to and maintained by prisoners during their custodial period. This includes providing facilities and routines which are designed to maintain the safety, dignity and responsibility of prisoners. To ensure prisoners have access to accommodation, personal property, and hygiene products which are representative of their individual needs. To ensure sound and accountable processes are established and maintained for the receipt, storage and release of prisoner property in the state that it was received.

Possible lines of inquiry to decide if purposes of standard are met:

Surveillance and Security		
<input type="checkbox"/>	8.1	Monitoring processes are in place for accommodation usage, safety and conditions.
<input type="checkbox"/>	8.2	Within the limitations of cost effectiveness, accommodation arrangements provide for small group housing units in preference to large multi-story cell blocks. Such smaller arrangements provide a more human scale to buildings and reduce the anonymity and social isolation that comes from housing large groups of prisoners together.
<input type="checkbox"/>	8.3	Semi-autonomous units of up to 100 prisoners, comprising small group living areas of around ten prisoners or less, as small communities are better able to promote cooperation and responsible choice by prisoners.
<input type="checkbox"/>	8.4	Living and accommodation units should be master planned to facilitate incentive management schemes appropriate to the prisoner profile, and include self-care living, where practicable.
<input type="checkbox"/>	8.5	There are no clear international standards on cell size. 9sqm has been considered a satisfactory size for an individual cell and is now a de facto international norm.
<input type="checkbox"/>	8.6	Whether or not space is adequate depends upon if it is being shared, how many hours a day prisoners are locked inside, whether they have in-cell access to shower and toilet and ambient temperatures.
<input type="checkbox"/>	8.7	Cell design is consistent with recognised fire and safety standards. Cells (except those in minimum security buildings) are free of ligature points and their design provides for prisoner privacy, adequate fresh airflow, natural light, thermal comfort and serviceable emergency communications.
<input type="checkbox"/>	8.8	Multiple occupancy cells provide adequate unencumbered space and privacy when toilets or ablutions are used.
<input type="checkbox"/>	8.9	Common rooms provide sufficient seating and writing surfaces. They should include adequate facilities, for example telephones, to ensure these do not become objects of competition for access or control.
<input type="checkbox"/>	8.10	Cells and communal areas are in good repair and safe.
<input type="checkbox"/>	8.11	Shared spaces provide for levels of privacy, subject to safety.
<input type="checkbox"/>	8.12	Cell placement is appropriate to prisoner needs.
<input type="checkbox"/>	8.13	Multiple occupancy accommodation provided for prisoners with appropriate risk and need profiles and who have agreed to such placements.

Clothing, Bedding and Hygiene	
<input type="checkbox"/>	8.14 Adequate bathing and shower installations are provided so that every prisoner can, and may be required to, have a bath or shower, at a temperature suitable to the climate, as frequently as necessary for general hygiene according to season and geographical region.
<input type="checkbox"/>	8.15 Prisoners are required to keep their persons clean, and should be provided with water and such toiletries as are necessary for health and cleanliness.
<input type="checkbox"/>	8.16 Prisoners are provided with suitable facilities and opportunities to maintain their own hygiene. The dignity of prisoners is respected in accessing such products.
<input type="checkbox"/>	8.17 In order that prisoners maintain a good appearance compatible with their self-respect, facilities provide for the proper care of the hair and beard, and men are able to shave regularly.
<input type="checkbox"/>	8.18 Prisoners receive appropriate clothing, and bedding. <ul style="list-style-type: none"> <input type="checkbox"/> Provided with various sets of clothing suitable for general use, work and recreation. <input type="checkbox"/> All issued clothing (including footwear) is clean, well maintained and durable. <input type="checkbox"/> At reception all prisoners are issued with sufficient supply of new underwear so that clean underwear can be worn every day. <input type="checkbox"/> Laundry arrangements are sufficient to ensure prisoners have access to a daily change of clean clothes. <input type="checkbox"/> Protected custody prisoners preferably have access to laundry facilities to enable them to wash and iron their own personal clothing. Where such facilities are not practicable, the correctional centre ensures that such laundry is not susceptible to malicious tampering. <input type="checkbox"/> Provided with a single mattress and bed. <input type="checkbox"/> Mattresses and bedding are clean, in good order and washed regularly. <input type="checkbox"/> Mattresses and bedding are durable and meet health and safety requirements. <input type="checkbox"/> Mattresses and bedding are fire retardant.
<input type="checkbox"/>	8.19 Notices clearly displayed in ways appropriate for the prison population.

Prisoner Property and Personal Responsibility	
<input type="checkbox"/>	8.20 Prisoner's property is secured and can be accessed.
<input type="checkbox"/>	8.21 Prisoners are expected and able to keep cells and communal areas clean.
<input type="checkbox"/>	8.22 Prisoners are able to keep a small number of approved items as private property.
<input type="checkbox"/>	8.23 An effective and equitable process for identifying and regulating private property in cells.
<input type="checkbox"/>	8.24 Prisoners are not arbitrarily deprived of property without being informed of the cause, and having some right of appeal to a higher authority.
<input type="checkbox"/>	8.25 Prisoner property which is to be retained at the correctional centre, either in a prisoner's personal possession or in storage, is recorded, stored, transferred and controlled in an effective manner and in a way that respects the entitlement of the prisoner to such property. Property that is not to be retained at the correctional centre is disposed of by the prisoner, where appropriate.
<input type="checkbox"/>	8.26 Safekeeping and accurate recording of property that is assessed as having a significant monetary value and personal items such as photographs. Prisoners' in-cell property is able to be secured.
<input type="checkbox"/>	8.27 Prisoners are able to arrange access to property not held in their possession.
<input type="checkbox"/>	8.28 On the release of a prisoner, all property and any accumulated unspent money is returned to the prisoner.
<input type="checkbox"/>	8.29 Processes in place to expeditiously and fairly resolve prisoner claims of damaged or lost property.

Examples of Evidence

- ✓ Review of systems used by centre to ensure requirements are met on an ongoing basis
- ✓ Observation of multiple accommodation units
- ✓ Review of sample of prisoners and bed history (pre-inspection)
- ✓ Interview with prisoners and unit staff
- ✓ Review centre cell inspection process

Supporting Documentation

EPR 18.6, 20.1, 20.2, 20.3, 21, 31.1, 31.2, 31.3, 31.4, 31.7, 33.4, 52.3

MR 16, 18(1, 2)

RCIADIC 165, 173

R-SGCA 1.7-.8, 1.27, 1.49, 2.12, 2.3-.4, 2.7-.11

SMR 17(1, 2), 19, 43(1)

9. The number of prisoners should not exceed a correctional centre's design capacity. Where this is temporarily unavoidable, compensatory processes should be implemented to mitigate disadvantage and risk to both staff and prisoners

Purpose

To maintain the safety and security of the correctional facility and to ensure the facility is proactive and responsive to managing the potential increased risk resultant of increased prisoner numbers. To ensure that where prisoner numbers exceed built capacity activities, services and facilities are enhanced to meet the requirements of the prisoner population and to minimise the risk of incidents occurring as a result of overcrowding.

Possible lines of inquiry to decide if purposes of standard are met:

<input type="checkbox"/>	9.1	Where the number of prisoners sharing a cell or accommodation unit exceeds the design capacity, consideration is given to reducing the number of hours locked in cells, enhancing the availability of activities or implementation of other compensatory measures.
<input type="checkbox"/>	9.2	Overcrowding does not disrupt prisoners' access to the correctional centre's regime or services.
<input type="checkbox"/>	9.3	Where the number of prisoners exceeds the design capacity of the correctional centre, the General Manager should receive regular reports on the "climate" of the centre environment and performance, and other necessary information regarding access to services, programs and recreational activities.
<input type="checkbox"/>	9.4	The number of prisoners is not so large that individual treatment is impaired.
<input type="checkbox"/>	9.5	Sufficient time and resources for laundering bedding and clothing.
<input type="checkbox"/>	9.6	Adequate seating, crockery and eating utensils.
<input type="checkbox"/>	9.7	Adequate number of telephones (1:20) to cater for increased demand or alternatively sufficient time provided to account for longer waiting times to use telephones.
<input type="checkbox"/>	9.8	Extra bedding for prisoners in shared cell accommodation.

Examples of Evidence

- ✓ Review Reporting Services (pre-inspection)
- ✓ Interviews with prisoners
- ✓ Interview with management regarding accommodation regime
- ✓ Observation of multiple accommodation units
- ✓ Review of systems to ensure compliance requirements are met on an ongoing basis

Supporting Documentation

EPR 18.4

R-SGCA 3.22

Suicide and Self-Harm Prevention

10. The prison provides a safe and secure environment which reduces the risk of self-harm and suicide and effectively manages the specific needs of different prisoner groups and levels of risk

Purpose

To minimise risk to of harm to staff, visitors and prisoners by ensuring that correctional facilities maintain appropriate training, professional staffing and facilities to safely identify, respond to and manage high risk self-harm / suicide periods for prisoners accommodated within the facility. To ensure prisoners experiencing self-harm / suicidal ideation are treated with respect and dignity and are provided access to services and interventions required in a safe and timely manner.

Possible lines of inquiry to decide if purposes of standard are met:

Identification and Management	
<input type="checkbox"/>	10.1 Effective process in place for identifying and managing at risk prisoners at any point of incarceration, including Elevated Base Line Risk prisoners.
<input type="checkbox"/>	10.2 Prisoners who are distressed and at risk of self-harm or suicide are not placed in a punishment-type cell or specialised maximum security unit that deprives the prisoner of reasonable amenities and interaction with others. Should this occur as a result of no other alternative being available it is only for the shortest possible time.
<input type="checkbox"/>	10.3 Procedure in place for use of padded cells.
<input type="checkbox"/>	10.4 Any prisoner held in a special cell is visited daily and as frequently as is necessary by a health professional to monitor physical and mental health.

Centre Processes and Staff Training	
<input type="checkbox"/>	10.5 Monitor compliance with process.
<input type="checkbox"/>	10.6 Regular review of incidents, infrastructure and processes to identify improvements and promote good practice.
<input type="checkbox"/>	10.7 All internal unsupervised prisoner areas are free of obvious ligature points
<input type="checkbox"/>	10.8 Induction and unit notices include information about how to get help and encourage people to let staff know of anyone at risk
<input type="checkbox"/>	10.9 Risk Assessment Team (RAT) is in place and operates effectively
<input type="checkbox"/>	10.10 Staff regularly undertake suicide prevention training and participate in Code Blue contingency exercises
<input type="checkbox"/>	10.11 All staff that have contact with prisoners are trained in identifying self-harming ideation and suicide prevention.
<input type="checkbox"/>	10.12 Trauma and grief counselling offered where appropriate, and multi-disciplinary mental health crisis teams available at all closed security correctional centres.
<input type="checkbox"/>	10.13 In the event of a self-harming incident, each correctional centre provides appropriate and readily accessible equipment for the severing of ligatures and apparatus for resuscitation.
<input type="checkbox"/>	10.14 In the event of a self-harming (or any other psychologically damaging) incident, appropriately skilled and trained counsellors are available to all affected prisoners and staff, and conduct an impact assessment with a view to ensuring that adequate supports are made available for as long as necessary.

Examples of Evidence

- ✓ Interview with management regarding monitoring processes
- ✓ Review of process for monitoring compliance with at risk processes on an ongoing basis
- ✓ Review of RAT team minutes and observation of meeting if required (pre-inspection)
- ✓ Review of induction materials (pre-inspection)
- ✓ Observation of induction
- ✓ Review of sample of IOMs bed history, case notes and at risk documents for prisoners with SHEH flags (pre-inspection)
- ✓ Review of centre training records for Suicide Awareness (pre-inspection)
- ✓ Review of Code Blue contingency planning and activities (pre-inspection)

Supporting Documentation

BR 6, 16

EPR 43.2, 47.2

NSW Coroner S.A. Simpson 2006

R-SGCA 1.27, 1.81, 1.85, 2.22

SMR 25(1), 32(3)

11. Prisoners at risk of self-harm or suicide receive personal and consistent care (which is not afflictive in nature) and support to address their individual needs and have unhindered access to help

Purpose

To ensure communication and practices within a correctional facility are conducive to prisoners seeking assistance during periods of increased risk. To ensure correctional facilities have well established and accountable practices which identify, respond to and manage the immediate and ongoing individual risk needs of prisoners in a manner which maintains the safety, dignity and respect of the prisoner and in which the prisoner is involved.

Possible lines of inquiry to decide if purposes of standard are met:

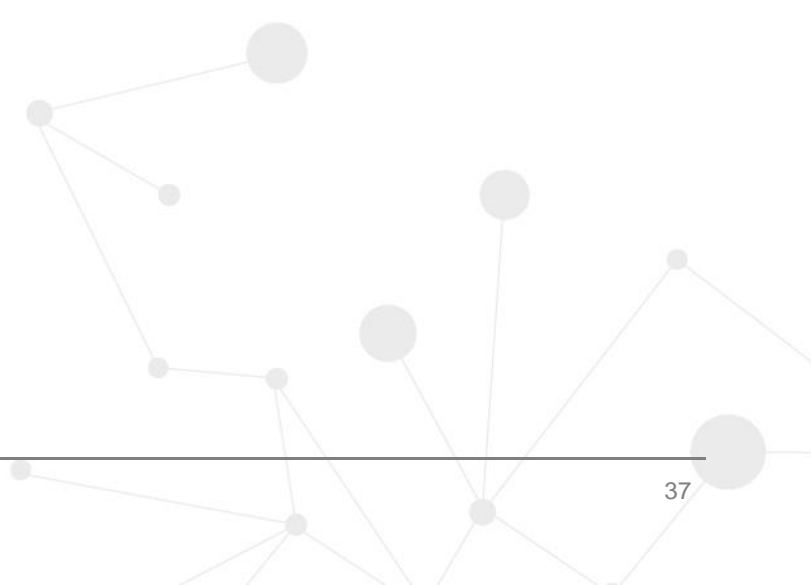
<input type="checkbox"/>	11.1 Prisoner management processes are: <ul style="list-style-type: none"> <input type="checkbox"/> the least intrusive measures possible without compromising the prisoner's wellbeing so as to make it more likely that they will self-report feeling of self-harm and suicide; <input type="checkbox"/> attempt to reduce prisoner anxiety levels; and <input type="checkbox"/> address any perception by the relevant prisoner that the measures taken are punitive rather than therapeutic.
<input type="checkbox"/>	11.2 Staff involved in the care and support of prisoners at risk of self-harm or suicide: <ul style="list-style-type: none"> <input type="checkbox"/> are thoroughly familiar with the process of identification and management of at-risk prisoners; <input type="checkbox"/> are alert to behaviours that may indicate that a prisoner is at-risk; <input type="checkbox"/> are aware that particular events in a prisoner's life may elicit self-harm, suicide and attempted suicide and address any perceived anxiety a prisoner may have in relation to the at-risk management process; and <input type="checkbox"/> be aware of individuals and groups who are more vulnerable to at-risk behaviour.
<input type="checkbox"/>	11.3 At Risk Management Plans are in place, effective, and well communicated.
<input type="checkbox"/>	11.4 Prisoners in crisis, particularly those at risk of self-harm, are fully consulted and informed concerning any change to their management regime, including the criteria for a return to normal regime management. Consideration given to imposing the least restrictive regime commensurate to risk, including the use of 'buddy' arrangements with other prisoners.
<input type="checkbox"/>	11.5 Appropriate authorisation used for safety unit placement.
<input type="checkbox"/>	11.6 Internal systems in place for safe and reasonable management of prisoners in safety units.
<input type="checkbox"/>	11.7 Prisoner management regimes in safety units are individualised to risk and needs.
<input type="checkbox"/>	11.8 Counselling and support services are available in safety unit.
<input type="checkbox"/>	11.9 Aboriginal and/or Torres Strait Island prisoners have access to traditional healers, or elders, where appropriate and practicable.
<input type="checkbox"/>	11.10 Prisoners are able to make or receive phone calls from family members (if appropriate).
<input type="checkbox"/>	11.11 Communication and handover practices ensure the safe management of at risk prisoners.
<input type="checkbox"/>	11.12 At Risk Management Plans are reviewed at intervals commensurate with the prisoners' identified level risk.
<input type="checkbox"/>	11.13 Process is in place for following up when At Risk Management Plan closed, and for communicating risk upon release.

Examples of Evidence

- ✓ Interview with management regarding accommodation regime, handover practices, follow up processes
- ✓ Review of sample of At Risk Management plans (pre-inspection)
- ✓ Observation of induction
- ✓ Review of Risk Assessment Team Meeting minutes (pre-inspection)
- ✓ Observation of Risk Assessment Team Meeting
- ✓ Review of safety unit placement, safety orders and At Risk Management Plans (pre-inspection)
- ✓ Review of systems used by centre to ensure requirements are met on an on-going basis
- ✓ Interview with Manager responsible for safety unit
- ✓ Observation of safety unit

Supporting Documentation

R-SGCA 1.81, 1.85, 2.22



Security and Good Order and Rules

12. Security and good order are maintained through positive staff-prisoner relationship based on mutual respect and consistency and fairness when dealing with prisoners

Purpose

To maintain the safety and security of the facility correctional officers, staff and prisoners communicate openly and appropriately. Behaviour and interactions are maintained to a standard that is acceptable and representative of community norms. Correctional officers and other staff within a facility are proactive in modelling pro-social behaviours and responding to inappropriate behaviours.

Possible lines of inquiry to decide if purposes of standard are met:

<input type="checkbox"/>	12.1	Prisoner-staff interaction is positive.
<input type="checkbox"/>	12.2	Staff are consistently fair and firm in their dealings with prisoners and model respectful relations at all times.
<input type="checkbox"/>	12.3	Prisoners receive prompt attention to legitimate concerns.
<input type="checkbox"/>	12.4	Staff are visible and approachable.
<input type="checkbox"/>	12.5	The use of technology does not replace pro-social interaction between staff and prisoners.
<input type="checkbox"/>	12.6	Staff who interact directly with prisoners develop their knowledge of prisoner activities and behaviours and apply this knowledge professionally for the safety and security of the correctional centre.
<input type="checkbox"/>	12.7	Prisoners receive individual attention from staff.
<input type="checkbox"/>	12.8	Staff act in ways consistent with a respect for diversity.
<input type="checkbox"/>	12.9	Inappropriate prisoner behaviour is challenged by staff in appropriate ways
<input type="checkbox"/>	12.10	Constructive activity is in place to occupy prisoners.

Examples of Evidence

- ✓ Observation of multiple units with focus on staff prisoner interaction, attention to individual offenders, challenging of poor behaviour, and level of constructive activity
- ✓ Review of structured day regime (pre-inspection)
- ✓ Review of IOMS case notes and complaints data
- ✓ Review of complaints data
- ✓ Interview prisoners

Supporting Documentation

CEDAW
EPR 1, 72.1
ICPA The Use of Technology in Offender Management
RCIADIC 179
R-SGCA 1.30, 1.42, 1.49-.50
SMR 6(1), 57

13. Rules, routines, centre regimes and behavioural expectations are well-publicised in an easily understood format, are proportionate, fair and encourage responsible behaviour

Purpose

To ensure correctional facilities provide structure and routines which are clear and responsive to the prisoner population profile and needs. The prisoners are made aware of and understand their requirements whilst accommodated within the correctional facility and as such have the opportunity to meet these requirements. The facility provides living standards and conditions which are not excessively punitive or lacking in modelling community norms.

Possible lines of inquiry to decide if purposes of standard are met:

<input type="checkbox"/>	13.1	A structured regime that is specifically targeted to the needs and risks of the particular prisoner profile and prisoner groups held at the correctional centre is in place.
<input type="checkbox"/>	13.2	Based upon each correctional centre's prisoner profile, a structured regime makes equitable provision for the significant groups of prisoners held at the correctional centre. These may include male or female prisoners (including some female prisoners with babies), Aboriginal and/or Torres Strait Island and non-Aboriginal and/or Torres Strait Island prisoners, remand and sentenced prisoners, disabled and mentally impaired prisoners, foreign national prisoners, older and younger prisoners, as well as protection prisoners.
<input type="checkbox"/>	13.3	Each correctional centre's regime is regularly reviewed to ensure it meets the risks and needs of the centre's prisoner population, and is responsive to trends that emerge in the prisoner profile.
<input type="checkbox"/>	13.4	The correctional centre regime does not aggravate the suffering inherent in imprisonment.
<input type="checkbox"/>	13.5	Correctional centre regimes approximate as closely as possible the positive aspects of life in the community.
<input type="checkbox"/>	13.6	As far as possible, individual correctional centres or separate sections of a correctional centre are used to facilitate the management of different regimes for specific categories of prisoners.
<input type="checkbox"/>	13.7	Consistent and published routine or daily structure
<input type="checkbox"/>	13.8	Centre has clear, achievable and published behavioural expectations.
<input type="checkbox"/>	13.9	The behaviour required of all staff, volunteers, prisoners, personal visitors and others who enter the correctional centre is made clear in written codes of conduct. For staff these are acknowledged in writing and recorded. Codes of conduct for prisoners are explained and made clear during orientation and induction.
<input type="checkbox"/>	13.10	All rules are prominently displayed in appropriate areas of the correctional centre.
<input type="checkbox"/>	13.11	Rules and routines are applied fairly and consistently, and include appeal mechanisms where possible.
<input type="checkbox"/>	13.12	Information is conveyed to prisoners in ways they will understand.

Examples of Evidence

- ✓ Review and observation of publicised routines and behavioural expectations
- ✓ Interviews with unit officers
- ✓ Observation of unit

Supporting Documentation

EPR 30.1
R-SGCA 1.50
SMR 60(1), 68, 72(1)

Infrastructure and Procedural Security

14. Prison infrastructure provides for community safety and the security and good order of the prison and is complemented by effective procedural security processes

Purpose

To ensure buildings comply with minimum safety and building standards. To ensure systems and processes are in place to provide safe, secure containment of prisoners appropriate to the assessed risk. Systems that are in place are proactive in identifying and preventing breaches of security and review and respond appropriately to breaches that do occur.

Possible lines of inquiry to decide if purposes of standard are met:

Infrastructure	
<input type="checkbox"/>	14.1 Secure prisons have perimeter barriers capable of deterring and withstanding a determined breach from inside and outside. However, neither maximum nor medium security perimeter barriers are designed to overpower the senses or cause fear.
<input type="checkbox"/>	14.2 A range of effective security systems and procedures are established to complement the perimeter barrier system. In combination, there is also a capacity to deter, detect, delay, respond and detain, so that within the prison perimeter, safety and freedom of movement may be optimised.
<input type="checkbox"/>	14.3 Perimeter security arrangements deter, detect and secure contraband that may be left or thrown where prisoners may be able to retrieve it.
<input type="checkbox"/>	14.4 Minimum security-prisons, work camps and pre-release centres that do not have perimeter barriers or where these are open for part of the day have in place clear zoning and signs that indicate the limits of prisoner and outsider access.
<input type="checkbox"/>	14.5 Security arrangements are in place to detect and secure any contraband that may be left or thrown where prisoners may be able to retrieve it.
<input type="checkbox"/>	14.6 Where low or minimum-security fences and gates are constructed around minimum-security prisons, these are supplemented by robust procedural and dynamic security measures.
<input type="checkbox"/>	14.7 Internal buildings and static security measures have regard for prisoner, staff and visitor safety while 'normalising' the prison environment, as far as practicable.
<input type="checkbox"/>	14.8 Reliance upon physical internal barriers is minimised in favour of zoning by landscaping, building exteriors and prescribing particular areas for certain groups of prisoners.
<input type="checkbox"/>	14.9 In secure prisons with large internal open spaces that are assessed as potentially insecure at times of prisoner disturbances, temporary barrier systems are preferred to fixed fencing or walls, wherever applicable.
<input type="checkbox"/>	14.10 Good lines of sight are incorporated into correctional centre design while retaining human scale to all areas. Surveillance cameras in high and medium-security correctional centres are used to supplement staff supervision; they complement, but do not replace, awareness.
<input type="checkbox"/>	14.11 Cell doors are fitted with an access hatch that allows communication, and even the control of a prisoner, in certain defined circumstances, without opening the cell door.
<input type="checkbox"/>	14.12 Prison infrastructure is built and maintained to recognised building standards.
<input type="checkbox"/>	14.13 All prison infrastructure conforms to the Building Code of Australia requirements regarding how a building should be built; how it should be designed, and how it should be maintained.
<input type="checkbox"/>	14.14 A planned maintenance system, that includes building inspections, is in place and updated regularly.
<input type="checkbox"/>	14.15 The use of surveillance technologies are not at the expense of staff awareness.

Procedural Security	
<input type="checkbox"/>	14.16 Effective systems are implemented to control access to the prison, including the identification of persons entering the prison.
<input type="checkbox"/>	14.17 Officer posts have mutually supporting sight lines and coverage of prisoner movement routes.
<input type="checkbox"/>	14.18 There are processes and procedures to control entry, manage movements and exits to ensure that contraband is not able to be brought into or taken out of the prison.
<input type="checkbox"/>	14.19 There is a need for rigour in preventing contraband entering or leaving the prison, but this does not result in the disrespectful treatment of people entering the prison.
<input type="checkbox"/>	14.20 Effective system for counting prisoners, ensuring accountability for all prisoners including those working or engaged in education outside of the correctional centre.
<input type="checkbox"/>	14.21 The number and style of such counts is not oppressive, consistent with security.
<input type="checkbox"/>	14.22 Systems are established to detect and confiscate weapons, tools, drugs and other contraband that has been introduced, manufactured, carried or secreted by prisoners, visitors, staff or others.
<input type="checkbox"/>	14.23 A security-testing program is in place for closed-security prisons. Dates and results of tests undertaken are recorded.
<input type="checkbox"/>	14.24 Prisons have effective mechanisms in place to prevent and detect the supply of illicit drugs and contraband.
<input type="checkbox"/>	14.25 Surveillance and detection activities around family visits to prisoners focus upon prisoners rather than visitors.
<input type="checkbox"/>	14.26 Where dogs or technological devices are used to detect the presence of illicit drugs on visitors and a positive indication is made, that visitor or visitors are privately interviewed, requested to make a written statement and advised of any consequential action.
<input type="checkbox"/>	14.27 Strategies for the gathering and dissemination of intelligence regarding the presence of illicit drugs or the misuse of prescription drugs are implemented and subject to on-going review.
<input type="checkbox"/>	14.28 Prisons implement random and targeted drug-testing for prisoners in order to detect and deter illicit drug use. The testing of prisoners is subject to proper oversight to ensure fair targeting.
<input type="checkbox"/>	14.29 Systems that are used to test prisoners for the presence of drugs and other illicit substances comply with regulations to ensure the integrity of the testing procedure and results. Any testing is carried out respectfully, subject to oversight and record keeping.
<input type="checkbox"/>	14.30 There are clearly defined penalties for drug use or for refusing to undertake a test.

Examples of Evidence

- ✓ Review of drug testing regime (pre-inspection)
- ✓ Review of search matrix (pre-inspection)
- ✓ Interviews with relevant staff and managers regarding the above
- ✓ Interview with intelligence staff and observation of materials or processes
- ✓ Observe visits arrangements, including use of intelligence and PADDs
- ✓ Review of search register

Supporting Documentation

EPR 51.1, 52.3

R-SGCA 1.26, 1.27, 1.48, 1.50, 2.25, 3.24

Intelligence Function and Searches

15. Security and good order are maintained through attention to physical and procedural matters including an effective intelligence function, searches, staff training and incident management procedures

Purpose

To maintain security and good order of correctional facilities through the routine inspection and maintenance of facilities and security systems, the systematic and planned approach to detection and prevention strategies and maintenance of well-established intelligence practices which are collaborative and proactive in approach. To ensure adequate training for, recording of and review of incidents to maintain timely and efficient responses and inform future practice and security measures.

Possible lines of inquiry to decide if purposes of standard are met:

Centre Management	
<input type="checkbox"/>	15.1 The identification, minimisation and management of all forms of actual, potential and cumulative risk through: <ul style="list-style-type: none"> <input type="checkbox"/> the vigilance of staff coordinated through a security manager; <input type="checkbox"/> the operation of a Workplace Health and Safety (WHS) committee that includes adequate rostered time for assessments and other WHS activities; and <input type="checkbox"/> periodic reviews of security and safety.
<input type="checkbox"/>	15.2 Daily meetings are used to share information about centre issues.
<input type="checkbox"/>	15.3 Effective contingency planning framework in place.
<input type="checkbox"/>	15.4 Threat risk assessments are carried out for relevant escorts.
<input type="checkbox"/>	15.5 Prisoner mail is checked for unauthorised enclosures.
<input type="checkbox"/>	15.6 No obvious weaknesses or anomalies in the physical, procedural or dynamic security arrangements.
<input type="checkbox"/>	15.7 All necessary measures taken (including the removal of ligature points) to reduce and prevent accidents, self-harm or unnatural deaths.
<input type="checkbox"/>	15.8 Prisons with a predominantly Aboriginal and/or Torres Strait Island prisoner population ensure they have a ready source of advice to enable them to effectively manage feuding or payback where it affects the operation of a prison.
<input type="checkbox"/>	15.9 There are opportunities for prisoners from the same family or skin group (including prisoners of different security and gender) to interact with each other, subject to the security and good order of the prison.

Intelligence Function	
<input type="checkbox"/>	15.10 An effective intelligence function is in place.
<input type="checkbox"/>	15.11 Reports regarding telephone monitoring, any information that has been provided in-confidence and analysis gained from dynamic interactions is passed onto an identified intelligence coordinator.
<input type="checkbox"/>	15.12 All closed security correctional centres have in place professional intelligence staff to collect and collate relevant intelligence in a timely manner.
<input type="checkbox"/>	15.13 CSQLD's intelligence organisation regularly review the volume and quality of staff intelligence reports and ensure appropriate quality and ethical controls are in place, especially in relation to the use of information from prisoners.
<input type="checkbox"/>	15.14 The Agency's intelligence organisation implements adequate procedures to protect the community from unwanted communication or harassment from prisoners.

Searches	
<input type="checkbox"/>	15.15 Searches are not used to harass, intimidate or unnecessarily intrude upon a prisoner's privacy. For the purpose of accountability, appropriate records of searches, in particular strip and body cavity searches and searches of cells, as well as the reasons for the searches, the identities of those who conducted them and any results of the searches are recorded.
<input type="checkbox"/>	15.16 Searching or screening of staff entering a prison is based upon clear guidelines that are made known to staff in advance.
<input type="checkbox"/>	15.17 Body cavity searches are not performed on prisoners unless there is prima facie evidence that the person is likely to be concealing contraband in a body cavity. In such circumstances the police should always be present when a search is conducted.
<input type="checkbox"/>	15.18 Searches occur in accordance with legislative and procedural requirements and in a way that preserves human dignity.
<input type="checkbox"/>	15.19 A systematic approach is implemented to the searching of cells or prisoners. These are conducted by staff members of the same gender, wherever practicable. Strip searches should only ever be carried out by staff members of the same gender.
<input type="checkbox"/>	15.20 Prisoners have access to, or are allowed to keep in their possession without access by the prison administration, documents relating to their legal proceedings.
<input type="checkbox"/>	15.21 Health staff must never be used for security/custodial body searches as this compromises the therapeutic relationship between prisoners and health staff.
<input type="checkbox"/>	15.22 Searches are conducted with due respect for the individuals rights, dignity and comfort.
<input type="checkbox"/>	15.23 The searching of children must be undertaken with particular sensitivity and should only occur where there is reasonable suspicion that contraband may be present.
<input type="checkbox"/>	15.24 The searching of visitors and their property on entry to a prison is conducted with due regard to gender, religious and cultural sensitivities.
<input type="checkbox"/>	15.25 Individuals are clearly informed about search procedures.
<input type="checkbox"/>	15.26 Effective search procedures are in place to check the entry and exit of vehicles and materials.
<input type="checkbox"/>	15.27 Queensland Health advise on an appropriate management regime of those prisoners suspected of internally secreting contraband.
<input type="checkbox"/>	15.28 Security procedures and searches are implemented systematically, and regularly reviewed.
<input type="checkbox"/>	15.29 Active monitoring of the application of these search procedures.

Incident Response	
<input type="checkbox"/>	15.30 Security-testing program in place, accurate records kept of security tests and the results available to relevant staff.
<input type="checkbox"/>	15.31 Staff competencies in security processes are maintained.
<input type="checkbox"/>	15.32 Correctional centres have an effective incident response plan and capabilities that address immediate safety and longer-term assistance and support for staff and prisoners.
<input type="checkbox"/>	15.33 The frequency and type of incidents are continuously analysed and identified risks mitigated.
<input type="checkbox"/>	15.34 Staff trained in incident response procedures and on the use of related equipment.
<input type="checkbox"/>	15.35 The actual deployment of all grades of staff reflects the approved levels.
<input type="checkbox"/>	15.36 Independent audit, review and investigation systems are established.
<input type="checkbox"/>	15.37 Particular attention is paid to preventing, preparing, responding and recovery from the potential for in-cell fires.
<input type="checkbox"/>	15.38 Each correctional centre has approved fire prevention systems and alarms.
<input type="checkbox"/>	15.39 Systems are in place to ensure accountability for the regular auditing and certification of the security and serviceability of all response management equipment.

- | | |
|--------------------------|--|
| <input type="checkbox"/> | 15.40 Where a death, or other major incident occurs, the immediate vicinity should be secured as a crime scene, and a competent authority should be notified. |
|--------------------------|--|

Examples of Evidence

- ✓ Interview with intelligence staff and observation of materials or processes
- ✓ Observation of daily management or other meetings
- ✓ Review of search matrix (pre-inspection)
- ✓ Review of contingency planning framework (pre-inspection)
- ✓ Review of systems used by centre to ensure requirements are met on an ongoing basis
- ✓ Observation of mail search process
- ✓ Interview with relevant managers regarding the above
- ✓ Review of search register
- ✓ Review of training currency (pre-inspection)
- ✓ Interviews with prisoners

Supporting Documentation

AMA 2013

ACA 1C 02, 1C 07, 1C 15

BR 19-21

EPR 54.1, 54.3, 54.4, 54.5, 54.9

MR 51, 53

RCIADIC 152

R-SGCA 1.25, 1.29, 1.31, 1.51, 1.52, 1.55, 1.57-59, 2.48-51

Substance Abuse

16. All prisoners are safe from exposure to, and the effects of, substance use while in prison by utilising effective prevention and detection measures incorporated with the appropriate balance of therapeutic needs versus punishment –based responses

Purpose

To minimise risk of harm and disruption resultant from illicit drug use within the correctional facility. To ensure there is a multidisciplinary, proactive approach to detecting and responding to the introduction and use of illicit substances within the correctional facility.

Possible lines of inquiry to decide if purposes of standard are met:

<input type="checkbox"/>	16.1	Effective intelligence and security measures are in place to detect and prevent trafficking of drugs. Strategies for the gathering and dissemination of intelligence regarding the presence of illicit drugs or the misuse of prescription drugs are implemented and subject to ongoing review*
<input type="checkbox"/>	16.2	Where dogs or technological devices are used to detect the presence of illicit drugs on visitors and a positive indication is made, that visitor or visitors are privately interviewed, requested to make a written statement and advised of any consequential action*
<input type="checkbox"/>	16.3	An effective multi-disciplinary drug strategy is in place.
<input type="checkbox"/>	16.4	Drug testing regime is in place. Systems that are used to treat prisoners for the presence of drugs and other illicit substances comply with regulations to ensure the integrity of the testing procedure and results. Any testing is carried out respectfully, subject to oversight and record keeping*
<input type="checkbox"/>	16.5	Effective mechanisms to reduce the demand for drugs.
<input type="checkbox"/>	16.6	Staff are knowledgeable about materials, food, etc. that could potentially be misused for the brewing of alcohol.
<input type="checkbox"/>	16.7	Utilising this knowledge, staff monitor the use of these materials.
<input type="checkbox"/>	16.8	Testing for alcohol where illicit alcohol is suspected.

Response		
<input type="checkbox"/>	16.9	Both consequences and intervention/support is provided when a prisoner tests positive to drugs.
<input type="checkbox"/>	16.10	A range of evidence-based and externally evaluated drug and alcohol programs are available for prisoners, to match demand identified through the application of validated assessment instruments.
<input type="checkbox"/>	16.11	Clear penalties exist for the brewing of alcohol in a correctional centre.

Examples of Evidence

Review of multi-disciplinary drug strategy that links the intelligence and security measures, with demand, supply and intervention strategies (pre-inspection)
 Review of drug testing regime (pre-inspection)
 Interview with management regarding the above, as well as responses to positive drug tests
 Interview with intelligence staff
 Observe visits arrangements, including use of intelligence and PADDs

Supporting Documentation

*Refer Standard 14, possible lines of inquiry 14.26 & 14.27
 R-SGCA 1.50, 2.29, 3.10

Discipline, Use of Force and Segregation

17. Prisoners are subject to reasonable disciplinary procedures, which are clearly explained applied fairly and for good reason with consideration given to any pre-existing mental health concerns or disabilities that may have been a contributing factor

Purpose

To ensure prisoners are not subjected to excessive or unreasonable punishment whilst accommodated within a correctional facility and that punishment is reasonable, proportionate and considers the special and medical needs of a prisoner. To ensure prisoners understand the disciplinary process, have opportunity to provide defence for a breach, and right to appeal a decision.

Possible lines of inquiry to decide if purposes of standard are met:

Reasonable Disciplinary Procedures	
<input type="checkbox"/>	17.1 Discipline and order is maintained with no more restriction than is necessary to ensure safe custody, the secure operation of the prison and a well-ordered community life.
<input type="checkbox"/>	17.2 Proportionality exists between a disciplinary sanction and the offence for which it is established, and records are kept of all disciplinary sanctions imposed.
<input type="checkbox"/>	17.3 Before imposing disciplinary sanctions, consideration is given to whether or how a prisoner's mental illness or developmental disability (where applicable) may have contributed to his or her own conduct and commitment of the offence or act underlying the disciplinary charge. There are no sanctions for any conduct of a prisoner that is considered to be the direct result of his or her mental illness or intellectual disability.
<input type="checkbox"/>	17.4 No prisoner may be employed in any disciplinary capacity.
<input type="checkbox"/>	17.5 Prolonged segregation or separation, corporal punishment, punishment by placement in a dark cell, reduction of diet, sensory deprivation and all cruel, inhumane or degrading punishments must not be used.
<input type="checkbox"/>	17.6 Segregation or separation is used only in exceptional cases as a last resort, for as short a time as possible and subject to independent review, and only pursuant to the authorisation by a competent authority. It cannot be imposed by virtue of a prisoner's sentence.
<input type="checkbox"/>	17.7 The imposition of segregation or separation should be prohibited in the case of prisoners with mental or physical disabilities when their conditions would be exacerbated by such measures.
<input type="checkbox"/>	17.8 Every prisoner who is placed in segregated custody as a punishment is visited daily by a medical officer or nurse. The medical officer advises if they consider the termination or alteration of the segregation is necessary on grounds of physical or mental health or disability.
<input type="checkbox"/>	17.9 Every prisoner who is placed in segregated custody must be able to exercise in the open air for at least one hour every day. In this regard, the space made available should be large enough to enable the prisoner to have meaningful exercise.
<input type="checkbox"/>	17.10 Disciplinary sanctions or restrictive measures should not include the prohibition of family contact. The means of family contact should only be restricted for a limited time period and as strictly required for the maintenance of security and good order.
<input type="checkbox"/>	17.11 No collective punishments are used.

Applied Fairly with Clear Explanation and Information Provided	
<input type="checkbox"/>	17.12 Prisoners are provided information about breach and appeal processes.
<input type="checkbox"/>	17.13 Reports or charges relating to an alleged breach of any correctional centre offence are presented promptly in writing to the designated authority and the prisoner.
<input type="checkbox"/>	17.14 No prisoner is tried unless informed of the alleged offence and given a proper opportunity of presenting a defence.
<input type="checkbox"/>	17.15 Where necessary a prisoner is allowed to use an interpreter when making a defence.
<input type="checkbox"/>	17.16 Aboriginal and/or Torres Strait Island prisoners are able to obtain advice and assistance to present a defence which will have a cultural dimension.
<input type="checkbox"/>	17.17 Prisoners with intellectual disability must have a support person available for all disciplinary procedures in custody.
<input type="checkbox"/>	17.18 Adjudication processes are fair and incorporate the elements of 'natural justice'.
<input type="checkbox"/>	17.19 Punishments are commensurate with the seriousness of the offence.
<input type="checkbox"/>	17.20 The seriousness of an offence is determined by taking into account: <ul style="list-style-type: none"> <input type="checkbox"/> the statutory penalty for the offence; <input type="checkbox"/> the circumstances of the commission of the offence, including the vulnerability of any victim of the offence; and <input type="checkbox"/> all aggravating and mitigating factors.
<input type="checkbox"/>	17.21 A detained or imprisoned person has the right to be heard before disciplinary action is taken and has the right to bring such action to a higher authority for review.
<input type="checkbox"/>	17.22 Prisoners are able to present their case and results are explained both verbally and in writing.
<input type="checkbox"/>	17.23 A prisoner should not be punished except in accordance with laws, regulations or rules relating to prisoners' behaviour.
<input type="checkbox"/>	17.24 A prisoner who is under punishment is provided with information concerning the duration and nature of the punishment.
<input type="checkbox"/>	17.25 In the event that a breach of discipline is prosecuted as a crime, prisoners are entitled to all due process guarantees applicable to criminal proceedings, including unimpeded access to a legal adviser.

Examples of Evidence

- ✓ Observation of induction process
- ✓ Review of induction handbook (pre-inspection)
- ✓ Observation of breach proceeding
- ✓ Interview with management regarding processes used to ensure breach processes are clear, fair, recorded and finalised in a timely manner.
- ✓ Review of systems used by centre to ensure requirements are met on an ongoing basis
- ✓ Review of sample of IOMS breach documentation
- ✓ Interviews with prisoners

Supporting Documentation

BR 22-23
EPR 43.2, 57.2, 58, 59, 60.1, 60.2, 60.3, 61, 62
MR 36, 39(2, 3), 41(5), 43(3), 45(1, 2)
R-SGCA 1.70-. 81
SMR 28, 29, 30(1, 2, 3), 31, 32

18. Prisoners will only be subject to use of force that is legitimate, used as a last resort, based on approved techniques for which staff receive regular training, and subject to rigorous governance

Purpose

To ensure correctional facilities maintain accountability of practices and that all instances of use of force are lawful, reasonable and justified by law. To ensure facilities provide adequate training in the use of force to make sure all use of force is in accordance with legislation, policy and procedures. To ensure all prisoners subject to a use of force receive immediate medical attention.

Possible lines of inquiry to decide if purposes of standard are met:

Use of Force is Legitimate and used as a Last Resort	
<input type="checkbox"/>	18.1 Before force is used, steps are taken, where practicable in the circumstances to do so, to issue the orders necessary to restore or ensure good order and security within the correctional centre and to give warning of the consequences of failure to comply with these orders.
<input type="checkbox"/>	18.2 Where force is used it is the least amount of force necessary to restrain a prisoner or make the situation safe.
<input type="checkbox"/>	18.3 Any weapons or instruments of restraint are used in a timely, appropriate and legal manner for the minimum time necessary. Instruments of restraint are: <ul style="list-style-type: none"> <input type="checkbox"/> used only where the restraint of a prisoner is strictly necessary to maintain the security of the prisoner or prevent injury to any person; <input type="checkbox"/> of the least restrictive type appropriate; <input type="checkbox"/> applied for the minimum time necessary to control the prisoner; and <input type="checkbox"/> removed during medical tests and procedures, provided this meets security and management requirements.
<input type="checkbox"/>	18.4 Whenever the lawful use of force and weapons is unavoidable, officers: <ul style="list-style-type: none"> <input type="checkbox"/> exercise restraint in such use and act in proportion to the seriousness of the offence and the legitimate objective to be achieved; <input type="checkbox"/> minimise damage and injury, and respect and preserve human life; <input type="checkbox"/> ensure that assistance and medical aid are rendered to any injured or affected persons at the earliest possible moment; and <input type="checkbox"/> ensure registered next of kin are notified where an injury has been sustained and health attention provided.
<input type="checkbox"/>	18.5 In all matters relating to weapons, including chemical agents, and firearms, there is full compliance with relevant legislation, policy and procedures.
<input type="checkbox"/>	18.6 Where chemical agents or electric shock devices are used, a medical examination should immediately occur and consideration should be given to ensuring access to resuscitation and defibrillation equipment.
<input type="checkbox"/>	18.7 Chemical agents should only be used where it is strictly necessary to maintain the security of the correctional centre or to prevent injury to any person.

Approved Techniques and Staff Training	
<input type="checkbox"/>	18.8 Staff receive regular training and close supervision to ensure use of force practice is consistent with legislation, policy and procedures. This includes training on the maintenance and use of recording equipment.
<input type="checkbox"/>	18.9 Correctional centre staff are trained to take constructive action to defuse aggressive and abusive behaviour, and to only use physical force as a last resort to prevent physical harm.
<input type="checkbox"/>	18.10 Staff responsible for the carriage and discharge of firearms must have undergone approved training in the use of that firearm. Training records should be documented.

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<input type="checkbox"/>	18.11 All weapons and instruments of restraint should be approved by CSQLD. Correctional centre officers should only be issued with weapons that they have been trained to use.
<input type="checkbox"/>	18.12 Wherever practicable, before using chemical agents or electric shock devices, checks should be made of the medical record of the intended subject and where a prior indication of medical susceptibility exists, such weapons should not be used.
<input type="checkbox"/>	18.13 Instruments of restraint such as handcuffs, chains and irons, strait jackets and chemicals should never be used as punishment.
<input type="checkbox"/>	18.14 Once a prisoner has been restrained, weapons such as chemical agents or firearms, should not be used.
<input type="checkbox"/>	18.15 The use of instruments of restraint which are inherently degrading or painful are prohibited.
<input type="checkbox"/>	18.16 Except in special circumstances, firearms should never be carried by staff coming into direct contact with prisoners.

Rigorous Governance	
<input type="checkbox"/>	18.17 Comprehensive policy and procedures must be in place to define when force may be used and also to ensure that the use of force is monitored, reported, investigated and evaluated in a timely manner. These documents must assign clear responsibilities for all aspects of the use of force and subsequent action. Staff must be held accountable for the use of force.
<input type="checkbox"/>	18.18 Where such force is used, the correctional centre officer should report the fact to the manager of the correctional centre and provide the prisoner with the option of a physical examination.
<input type="checkbox"/>	18.19 Prisoners subject to use of force are seen as soon as possible by medical staff .
<input type="checkbox"/>	18.20 Any premeditated use of force should be digitally recorded by trained staff to ensure an evidentiary record. Centre audio-visual equipment must be capable of providing high quality continuous footage to meet the standard of evidence in criminal proceedings.
<input type="checkbox"/>	18.21 All staff involved in use of force incidents should be debriefed by a senior officer and by counselling professionals, if required.
<input type="checkbox"/>	18.22 Use of force reporting, reviewing and evaluation is linked to centre risk management and WHS systems. This will require data collection and analysis.
<input type="checkbox"/>	18.23 A central record of all use of force incidents should be maintained.
<input type="checkbox"/>	18.24 Use of force is appropriately authorised.
<input type="checkbox"/>	18.25 Inventories for equipment are in use, record use and allow monitoring of good working order.
<input type="checkbox"/>	18.26 There must be a comprehensive policy and procedures governing the use of firearms, in accordance with legislation.
<input type="checkbox"/>	18.27 Systems must be in place to ensure the security, storage, maintenance, and serviceability of weapons, ammunition, chemical agents and instruments of restraint and clearly documented accountabilities for this.
<input type="checkbox"/>	18.28 All weapons, including firearms and instruments of restraint should be carried, handled and used in a safe and lawful manner with clearly documented accountabilities.
<input type="checkbox"/>	18.29 Policy and procedures should be in place to ensure that the currency of qualifications of staff in positions in emergency-type units is maintained and recorded.
<input type="checkbox"/>	18.30 Centre has a process for monitoring use of force and any emerging patterns are acted upon.

Examples of Evidence

- ✓ Review staff training records
- ✓ Review sample of use of force incidents for appropriately authorised actions and medical screening post incident (pre-inspection)
- ✓ Review inventory for control and restraint equipment
- ✓ Interview with management regarding use of force processes
- ✓ Interviews with prisoners

Supporting Documentation

BR 24

EPR 60.6, 64.1, 64.2, 65, 66, 68.2, 68.3, 69.3

MR 47(1)

R-SGCA 1.60-.69

SMR 33, 34, 54

19. Prisoners are only held in a segregation unit in accordance with relevant policies and procedures and are not denied equitable access to entitlements available to other prisoner. Their individual needs are recognised, given proper attention and monitored to ensure their safety

Purpose

To minimise risk of harm to the physical, mental and emotional wellbeing of prisoners held in segregation, through provision of facilities, services and care which is appropriate to the identified needs and risks of the prisoner and representative of the reason for placement in segregation.

Possible lines of inquiry to decide if purposes of standard are met:

Kept Safe and Individual Needs are Recognised and Attended to	
<input type="checkbox"/>	19.1 Prisoners are not subjected to intimidation, abuse, or acts of malice by other prisoners.
<input type="checkbox"/>	19.2 Segregated and protective custody prisoners have equitable access to the range of activities, education, employment, incentive schemes, and visiting entitlements that are available to other prisoners.
<input type="checkbox"/>	19.3 Segregated and protective custody prisoners have daily access to the open air and are able to exercise in order to prevent sensory deprivation. Where possible, together with other prisoners.
<input type="checkbox"/>	19.4 A suitably qualified medical professional evaluates if a prisoner is fit (physically and mentally) to be placed in segregation within the first 72 hours of admission.
<input type="checkbox"/>	19.5 A prisoner who requires segregation for medical reasons is transferred as soon as possible to a hospital or to a prison designed for dealing with these cases.
<input type="checkbox"/>	19.6 A prisoner in segregation has access to the same health care services as all other prisoners in the prison and where there are any concerns expressed by a suitably qualified medical professional, the prisoner is seen on a weekly basis by such a professional.
<input type="checkbox"/>	19.7 Segregated and protective custody prisoners are reviewed daily to ensure health care needs are met in a timely manner.
<input type="checkbox"/>	19.8 There is meaningful contact with the prisoner by staff members on a daily basis to ensure there is no physical or mental deterioration and that the physical conditions of confinement remain adequate.
<input type="checkbox"/>	19.9 Segregated prisoners have access to an appropriate form of regular activity.
<input type="checkbox"/>	19.10 Unless valid security concerns exist, a segregated prisoner is able to contact his or her legal counsel and have appropriate means to stay in contact with family (visits, telephone calls).

Unit is used appropriately	
<input type="checkbox"/>	19.11 Segregation unit is suitable for purpose and well maintained.
<input type="checkbox"/>	19.12 Placement in segregation is authorised and there are regular, documented reviews of the necessity for maintaining a prisoner in segregation.
<input type="checkbox"/>	19.13 If segregation is necessary for matters relating to the particular prison only, the prisoner could be transferred to a prison, where possible and appropriate, where these issues do not exist and segregation is not necessary.
<input type="checkbox"/>	19.14 Segregated and protective custody directions are in writing. As soon as practicable after the directions are given, the prisoner is advised of their rights to a review of the direction.
<input type="checkbox"/>	19.15 Segregation and protected custody is used only as an interim measure and should never be used for an extended period or as a punishment.
<input type="checkbox"/>	19.16 The responsible judicial authority is informed periodically about the medical condition of the prisoner where segregation is ordered by that authority. The confinement is

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	carried out according to the provision in the court order. If a prisoner's medical condition does not allow the continued execution of the court order, the judicial authority is informed immediately.
<input type="checkbox"/>	19.17 Reasons for segregation are clear, and have been explained to the prisoner.
<input type="checkbox"/>	19.18 Visitors of protective custody prisoners are not subjected to abuse during visits or while waiting for a visit.
<input type="checkbox"/>	19.19 Prisoner and managing staff have access to copy of safety order.

Examples of Evidence

- ✓ Inspection of segregation unit to examine conditions, staff awareness of safety order conditions and log books as required
- ✓ Review of segregation unit placement documentation including case history, breaches, incident reports, case notes and safety orders (pre-inspection)
- ✓ Review of daily regime for segregation units
- ✓ Interviews with staff
- ✓ Interviews with prisoners

Supporting Documentation

AMA 2013, 7.2
ICPA Segregation
RCIADIC 181
R-SGCA 1.28, 1.82-.85

Bullying and Violence Reduction

20. Active and fair systems to identify, prevent and respond to violence and intimidation are known to staff, prisoners and visitors, and inform all aspects of the regime

Purpose

To protect the safety and welfare of prisoners accommodated within a correctional facility through the implementing of strategies to prevent, identify and respond to violence, abuse and intimidation.

Possible lines of inquiry to decide if purposes of standard are met:

<input type="checkbox"/>	20.1	Effective anti-bullying and violence reduction strategy and consultation with prisoners about ways to make the centre safer
<input type="checkbox"/>	20.2	Anti-bullying and violence reduction messages are outlined at induction and are visible in centre.
<input type="checkbox"/>	20.3	Regular review of statistics, and development and review of strategies to manage patterns of violence.
<input type="checkbox"/>	20.4	Staff actively protect prisoners from bullying, violence and abuse and are trained to do so.
<input type="checkbox"/>	20.5	Regimes encourage prisoners and staff to report bullying or intimidation by responding immediately when bullying is suspected.
<input type="checkbox"/>	20.6	Perpetrators of bullying are targeted and their power to bully negated through appropriate management or disciplinary action – it is never appropriate for staff to bully bullies.
<input type="checkbox"/>	20.7	Bullying by staff of prisoners or bullying amongst staff must particularly be prevented and prison managements should implement measures to prevent and effectively respond to any reports of such bullying.
<input type="checkbox"/>	20.8	Staff are able to recognise behaviour or language that is discriminatory or oppressive or that may lead to aggressive or abusive behaviour. Staff are alert to how jokes and 'banter' may be used to test for weaknesses and effectively deal with such behaviour.
<input type="checkbox"/>	20.9	Teaching, education, culture and information is utilised to combat prejudices which lead to racial discrimination, and promote understanding and tolerance.

Examples of Evidence

- ✓ Review of anti-bullying and violence reduction strategy (pre-inspection)
- ✓ Interview with relevant manager/s regarding monitoring processes and management strategies to reduce bullying and violence
- ✓ Inspection of notice boards
- ✓ Review of prisoner induction materials (pre-inspection)
- ✓ Review of minutes for safety committee (staying safe)
- ✓ Staff training records to reflect appropriate training and professional development about violence reduction and anti-bullying

Supporting Documentation

ICERD 7
R-SGCA 1.28

SAFETY – Prisoners, even the most vulnerable, are held safely

Equity and Diversity

21. The centre provides an environment and culture, which embraces cultural diversity, and promotes equality for all staff, prisoners and visitors within by supporting cultural development and implementing appropriate management strategies for vulnerable prisoners, including those with a disability

Purpose

To ensure the correctional facility is responsive to the risks and the needs of the centre prisoner population, to reduce risks to the prisoner's mental, physical and emotional wellbeing.

Possible lines of inquiry to decide if purposes of standard are met:

Staffing	
<input type="checkbox"/>	21.1 The composition of the workforce provides a gender mix that reflects the correctional centre population, where practicable.
<input type="checkbox"/>	21.2 The composition of the workforce provides an ethnicity mix that reflects the correctional centre population, where practicable.
<input type="checkbox"/>	21.3 Staff are aware of, and adequately and appropriately carry out, their duty to treat prisoners with fairness, natural justice and to preserve their human rights.
<input type="checkbox"/>	21.4 Victimisation, harassment and exclusion are challenged and managed appropriately.
<input type="checkbox"/>	21.5 A range of strategies are in place to support vulnerable prisoners and those with disabilities.

Culturally Appropriate	
<input type="checkbox"/>	21.6 Cultural development of prisoners within the centre is supported.
<input type="checkbox"/>	21.7 Culturally important totems, artefacts and items can be accessed by prisoners.
<input type="checkbox"/>	21.8 Recognition of the diversity of Aboriginal and/or Torres Strait Islander cultures, beliefs and languages and the resulting need for a range of places and facilities appropriate to the needs of different Aboriginal and/or Torres Strait Island groups for association or separation.
<input type="checkbox"/>	21.9 The design and construction of Aboriginal and/or Torres Strait Islander 'sorry places' and cultural meeting places is undertaken in full consultation with various relevant Aboriginal and/or Torres Strait Island groups and prisoners. Consultation is ongoing with prisoners regarding the use of such places.
<input type="checkbox"/>	21.10 There is a significant impact that being held 'out of country' may have upon Aboriginal and/or Torres Strait Island prisoners. Consideration is given to areas being planted with a range of regional plants and vegetation, and the use of regionally specific murals.
<input type="checkbox"/>	21.11 Stakeholder representatives of the facility's population are involved in the centre.
<input type="checkbox"/>	21.12 A calendar of events is maintained that reflects the cultural diversity of the centre.
<input type="checkbox"/>	21.13 Prisoners have access to translation and interpreting services.
<input type="checkbox"/>	21.14 Staff are trained in cultural awareness and the appropriate management of prisoners with a disability
<input type="checkbox"/>	21.15 In those situations where all the Aboriginal and/or Torres Strait Island prisoners who wish to attend a funeral are not granted leave to do so, provisions are made for appropriate internal meetings or ceremonies to take place.
<input type="checkbox"/>	21.15 'Sorry time' ceremonies to continue for as long as culturally appropriate and

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	<input type="checkbox"/> provision made for resulting disruption to the routine of the prison. <input type="checkbox"/> 'Sorry time' ceremonies are facilitated by the prison at an appropriate place in the prison precinct and may need to incorporate a fire pit and shade. Advice is sought from the Aboriginal and/or Torres Strait Islander community regarding the appropriate sitting and configuration of such places.
<input type="checkbox"/>	21.16 Prisons where the population is predominantly Aboriginal and/or Torres Strait Islander have an active peer support group of prisoners which broadly reflects the various gender and skin groups that comprise the prison population

Examples of Evidence

- ✓ Observation of reception processes and assessments
- ✓ Observations in units
- ✓ Interview with centre management
- ✓ Review of available interpreter services
- ✓ Inspections of special needs or disability units
- ✓ Review of the centre's calendar of events (pre-inspection)
- ✓ Review of staff training records (pre-inspection)
- ✓ Interviews with staff
- ✓ Interviews with prisoners

Supporting Documentation

EPR 25(2)
RCIADIC 178
R-SGCA 5.4

Staff and Prisoner Relationships

22. Prisoners are treated respectfully by all staff, and are encouraged to take responsibility for their own actions and decisions

Purpose

To ensure a facility upholds through appropriate modelling and responses the standards of behaviour, interaction and communication which are conducive to maintaining the safety and rights of all staff, visitors and prisoners.

Possible lines of inquiry to decide if purposes of standard are met:

<input type="checkbox"/>	22.1	Staff are fair and respectful in their day to day dealings with prisoners and there is effective leadership where the values of respect and equity are role modelled.
<input type="checkbox"/>	22.2	Staff treat all Aboriginal and/or Torres Strait Island prisoners with decency and a respect for their culture, avoiding any prejudice or racism.
<input type="checkbox"/>	22.3	Inappropriate conduct on behalf of prisoners is challenged.
<input type="checkbox"/>	22.4	Staff positively interact with prisoners on a daily basis, and are encouraged to do so by the management team.
<input type="checkbox"/>	22.5	Prisoners are encouraged to take responsibility for their actions and decisions.
<input type="checkbox"/>	22.6	Unit officers assist prisoners to access the services they require and respond to matters as they arise.
<input type="checkbox"/>	22.7	Prisoners are encouraged to engage in activities and routines.
<input type="checkbox"/>	22.8	Staff convey rules, routines and behavioural expectations to prisoners clearly and consistently, in a way in which the prisoners understand.
<input type="checkbox"/>	22.9	Staff conduct themselves and perform their duties so as to influence the prisoners for good by their example.
<input type="checkbox"/>	22.10	Many Aboriginal and/or Torres Strait Island people have a desire to comply with authority and this may result in a ready acquiescence and to giving answers that are felt to be what the questioner wants to hear. This aspect of behaviour is not exploited or abused. Careful explanation is given to ensure that the prisoner understands where he or she may exercise choice, and the full implications accruing to all choices.
<input type="checkbox"/>	22.11	Assumptions about the importance of direct eye contact in conveying honesty should not be applied to Aboriginal and/or Torres Strait Islander people who often believe such eye contact to be disrespectful.

Examples of Evidence

- ✓ Observation of units
- ✓ Interviews with prisoners
- ✓ Interviews with staff
- ✓ Review of prisoner handbook and induction materials (pre-inspection)
- ✓ Observation of induction

Supporting Documentation

MR 27

Legal Rights

23. Prisoners are supported and provided with assistance and appropriate information to freely exercise their legal rights

Purpose

To ensure access to legal services and information is not restricted for prisoners due to their incarceration.

Possible lines of inquiry to decide if purposes of standard are met:

<input type="checkbox"/>	23.1	Referrals are made to assist prisoners with legal matters.
<input type="checkbox"/>	23.2	Prisoners have access to community legal advice free of charge.
<input type="checkbox"/>	23.3	Prisoners, including remand prisoners, can freely and confidentially communicate with their legal representative by phone, fax, letter or through private legal visits.
<input type="checkbox"/>	23.4	Legal consultations may be within sight, but not within hearing, of prison staff.
<input type="checkbox"/>	23.5	Prisoners with legal matters pending should have access to a library of law resources at all times during the normal prison day, as is required under law. Such resources should be regularly updated.
<input type="checkbox"/>	23.6	A legal library is available that meets the reasonable needs of prisoners, and prisoners should be given access to this.
<input type="checkbox"/>	23.7	Prisoners are able to vote if eligible and given assistance to enrol if required
<input type="checkbox"/>	23.8	Remand prisoners are held in readiness for their next court appearance and assisted to prepare for that appearance. <ul style="list-style-type: none"> <input type="checkbox"/> Remand prisoners are able to wear their own clothing when appearing in court, and provided with the means to launder such clothing. <input type="checkbox"/> Arrangements are in place to ensure that prisoners attending court are provided with prescribed medication and meals at normal times, or if this is not possible, a meal before they attend court. <input type="checkbox"/> Facilitation of video court appearances where practicable and where to do so does not prejudice justice.

Examples of Evidence

- ✓ Observation of induction processes
- ✓ Inspection of free call numbers on prisoner telephone system (PTS)
- ✓ Inspection of legal mail processes
- ✓ Interview with staff
- ✓ Inspection of legal library
- ✓ Interview with prisoners
- ✓ Review of prisoner and official visitor complaints data

Supporting Documentation

EPR 97.1, 97.2, 98.1, 98.2

MR 61(1)

R-SGCA 1.12, 1.17

SMR 88, 93

Requests and Complaints System

- 24. Effective request and complaint procedures are in place, with prisoners provided with easily understood information that is easy to access and easy to use. The process is fair, confidential and equitable and timely responses are provided**

Purpose

To ensure all prisoners within a correctional facility are fully aware of and understand the avenues for grievance or appeal and have the ability to utilise these processes and services without fear of reprisal.

Possible lines of inquiry to decide if purposes of standard are met:

Provided with Information about the Process in a Manner that is Easily Understood	
<input type="checkbox"/>	24.1 Information about the complaints process, including Ombudsman and Official Visitors is provided to prisoners in ways that can be easily understood.
<input type="checkbox"/>	24.2 Information about the grievance process is available in the most commonly used languages in accordance with the needs of the prison population. If a prisoner does not understand any of those languages, interpretation assistance is provided.
<input type="checkbox"/>	24.3 If a prisoner is illiterate, the information is conveyed to him or her orally. Prisoners with sensory disabilities are provided with information in a manner appropriate to their needs.
<input type="checkbox"/>	24.4 Summaries of the information are prominently displayed in common areas of the prison.
<input type="checkbox"/>	24.5 Official Visitors regularly visit correctional centres (at least monthly) and notice of their attendance at the correctional centre is posted in advance
<input type="checkbox"/>	24.6 Independent Official Visitors should be selected on the basis that they are representatives of the wider community, rather than because of any correctional expertise.

Easy to Access and Use in an Appropriate Forum	
<input type="checkbox"/>	24.7 Grievance processes are in place that are user-friendly to prisoners with low-levels of literacy, or for prisoners with a disability that impacts their ability to make a complaint.
<input type="checkbox"/>	24.8 Recognition that some Aboriginal and/or Torres Strait Island prisoners may be more accustomed to using group discussion to resolve disputes and issues of concern.
<input type="checkbox"/>	24.9 Prisoners can draw attention to issues of concern before they become the source of complaints at staff-prisoner forums.
<input type="checkbox"/>	24.10 Official Visitors should have access to prisoners and staff to listen in confidence to issues and complaints that are raised.

Fair, Confidential and Equitable Process	
<input type="checkbox"/>	24.11 A complaints process with multiple avenues is in place and can be accessed confidentially by prisoners.
<input type="checkbox"/>	24.12 Prisoners express confidence that complaints will be fairly investigated and resolved.
<input type="checkbox"/>	24.13 As many complaints will concern staff, it is essential that prisoners be assured that they will not be victimised or disadvantaged in making complaints locally or by seeking remedy through an independent competent authority.
<input type="checkbox"/>	24.14 There is a simple but confidential process (such as by free mail or free telephone) whereby prisoners may make a complaint or representation to an external competent authority that has a mandate to respond to such complaints or representations. These authorities should include ICAC, the Ombudsman and the

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	Healthcare Complaints Commission.
<input type="checkbox"/>	24.15 Prisoners are not discouraged from making complaints.
<input type="checkbox"/>	24.16 Every prisoner should be allowed to make a request or complaint regarding his or her treatment, without censorship as to substance, to the central prison administration and to the judicial or other competent authorities, including those vested with reviewing or remedial power.
<input type="checkbox"/>	24.17 The right to make a request or complaint extends to the legal adviser of the prisoner. In those cases where neither the prisoner nor his or her legal adviser has the possibility to exercise such rights, a member of the prisoner's family or any other person who has knowledge of the case may do so.
<input type="checkbox"/>	24.18 Prisoners can make requests or complaints safely and, if so requested by the complainant, in a confidential manner. A prisoner or other person assisting the prisoner in exercising this right must not be exposed to any risk of retaliation, intimidation or other negative consequences as a result of having submitted a request or complaint.

Timeliness and Action

<input type="checkbox"/>	24.19 Every request or complaint is promptly dealt with and replied to without delay. If the request or complaint is rejected, or in the event of undue delay, the complainant is entitled to bring it before a judicial or other authority.
<input type="checkbox"/>	24.20 Allegations of cruel, inhuman or degrading treatment or punishment of prisoners are dealt with immediately and result in a prompt and impartial investigation conducted by an independent authority.
<input type="checkbox"/>	24.21 Centre management analyse complaints data regularly and take any actions required.
<input type="checkbox"/>	24.22 Official Visitors report their findings back to General Managers or appropriate higher authorities (subject to observing any confidences) including the Inspector, for action where necessary.

Examples of Evidence

- ✓ Review of prisoner handbook and induction materials (pre-inspection)
- ✓ Observation of induction
- ✓ Interviews with prisoners
- ✓ Interviews with staff
- ✓ Review of local complaints monitoring process
- ✓ Inspection of centre's process and system for prisoner requests

Supporting Documentation

EPR 70.1, 70.3, 70.4
 MR 55(1, 2, 3), 56(3, 4), 57(1, 2, 3)
 RCIADIC 176, 183
 R-SGCA 1.22-.24, 5.24
 SMR 36

Health Services – Queensland Health or Private Provider

- 25. Prisoners are provided with information about available services and are entitled to make their own decisions about their health care options. The health services provider ensures that they deliver health care assessments and services tailored to the needs of the prison population and individual needs and the services promote continuity of health and social care, commensurate with community standards**

Purpose

To ensure prisoners are aware of and understand how to access medical treatment and that they receive treatment to a quality and timeliness which would be available to them in the community. Appropriate communication and consultation with the prisoner is maintained in relation to their results and ongoing health care options. Medical treatment is provided in a manner which maintains the dignity, confidentiality and self-determination of the prisoner with adequate through-care on discharge from custody from custody.

Possible lines of inquiry to decide if purposes of standard are met:

Prisoners are Provided with Information about Available Health Care Services and have the Ability to Make Decisions and Provide Consent	
<input type="checkbox"/>	25.1 Prisoners are informed about available health care services at induction.
<input type="checkbox"/>	25.2 Prisoners have a right to accurate and sufficiently detailed information about their individual health in a language and terms they can understand.
<input type="checkbox"/>	25.3 Prisoners have autonomy about health decisions and consent to medical treatment must be voluntary and may be implied, oral or written. Verbal consent should be documented in patient files.
<input type="checkbox"/>	25.4 Where there is any doubt about a prisoner's ability to make a decision (for example if the prisoner is under the influence of a drug) obtaining consent should wait. If a prisoner has a guardian or a cognitive impairment, capacity to consent should be determined.
<input type="checkbox"/>	25.5 To enable informed decisions about their health care, prisoners should be advised of all available health services, treatment options, and possible side-effects in language and terms that are understandable to them.
<input type="checkbox"/>	25.6 Refusal of treatment is documented and the implications of not receiving health care are fully explained to the prisoner in a language and in terms that they understand.
<input type="checkbox"/>	25.7 Prisoners have the right to change their mind and withdraw consent at any point.
<input type="checkbox"/>	25.8 Health information and education materials promoting good hygiene practices are made available to prisoners.
<input type="checkbox"/>	25.9 Health promotion and education is delivered in the language of choice of the recipient and in a culturally appropriate manner to the individual and the setting.
<input type="checkbox"/>	25.10 Health promotion and health education must be evidence-based.

Tailored to the Needs of the Individual and Prison Population	
<input type="checkbox"/>	25.11 Prisoners should be provided the same standards of health care that are available in the community, and should have access to necessary health-care services free of charge without discrimination on the grounds of their legal status.
<input type="checkbox"/>	25.12 The relationship between the physician or other health-care professionals and the prisoners should be governed by the same ethical and professional standards as those applicable to patients in the community.
<input type="checkbox"/>	25.13 Health services are provided to cater to the assessed needs of the population.
<input type="checkbox"/>	25.14 The correctional centre population, in particular its female, Indigenous and aged populous, has an abnormally high need for health services, therefore screening and

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	<p>treatment should reflect these needs. In particular, prisoners have been found to have a disproportionately high prevalence of:</p> <ul style="list-style-type: none"> <input type="checkbox"/> chronic diseases such as diabetes, cardiac, respiratory and renal; <input type="checkbox"/> mental health disorders; <input type="checkbox"/> blood borne diseases, such as hepatitis C; <input type="checkbox"/> alcohol, illicit drug and smoking disorders'; and <input type="checkbox"/> dental disorders.
<input type="checkbox"/>	25.15 Individual healthcare plans are prepared, implemented, monitored and reviewed for each prisoner requiring physical or mental healthcare of a significant or on-going nature.
<input type="checkbox"/>	25.16 Relevant aspects of a prisoner's health care needs, such as any need for specialist care or treatment, is accommodated in the individual Case Plan, where appropriate and subject to proper privacy considerations. Healthcare plans are regularly reviewed.
<input type="checkbox"/>	25.17 Each prisoner's treatment plan is reviewed and regularly modified as necessary to meet changing health needs. This includes adequate information sharing between appropriate health and correctional staff, within the bounds of confidentiality, where aspects of the treatment plan are significant to the daily management of the prisoner.
<input type="checkbox"/>	25.18 In addition to curative healthcare, preventive health and educational information are available.
<input type="checkbox"/>	25.19 Accommodation arrangements are made for prisoners with disabilities.

Health Care is Accessible and Prisoners are Treated with Respect and Dignity	
<input type="checkbox"/>	25.20 Prisoners with serious medical or mental health problems receive necessary care and treatment in an appropriate setting.
<input type="checkbox"/>	25.21 Prisoners are cared for in conditions that are accessible to all and maintain decency, privacy and dignity.
<input type="checkbox"/>	25.22 Each sick prisoner has the right to be seen by a qualified professional, even if in disciplinary or administrative segregation.
<input type="checkbox"/>	25.23 Patients are treated with respect in a caring and professional manner.
<input type="checkbox"/>	25.24 Health professionals maintain confidentiality of the prisoner's health information unless a risk is posed to that prisoner and/or others.
<input type="checkbox"/>	25.25 The physician or, where applicable, other qualified health-care professionals have daily access to all sick prisoners, all prisoners who complain of physical or mental health issues or injury and any prisoner to whom their attention is specially directed.
<input type="checkbox"/>	25.26 Out of hours and emergency medical services are well organised, responsive and effective.
<input type="checkbox"/>	25.27 Health care is provided with respect for the privacy and dignity of persons receiving health care.
<input type="checkbox"/>	25.28 All prisoners have access to a 24-hour, on-call, or stand-by primary health service that is a registered doctor or nurse.
<input type="checkbox"/>	25.29 A prisoner's dental care is incorporated in his/her overall health care plan.
<input type="checkbox"/>	25.30 Prisoners receive counselling by a health professional or another person suitably qualified to give that counselling, both before and after testing for HIV/AIDS and is informed of the test results.
<input type="checkbox"/>	25.31 Where necessary, prisoners are provided with support and counselling to assist them to manage their health issues.
<input type="checkbox"/>	25.32 Acute dental first aid requirements are met as is reasonably possible.
<input type="checkbox"/>	25.33 A special diet should be prescribed or modified by the Medical Officer or registered nurse and a registered dietician consulted where required.
<input type="checkbox"/>	25.34 Prisoners in the last stages of their life are considered for placement in a noncustodial setting prior to death and be managed having regard to their sentence, the community, victims, the intention of the sentencing court, the prisoner's family and the prisoner. Terminally ill prisoners are provided with the care and treatment

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	necessary to maintain their dignity and necessary comfort.
<input type="checkbox"/>	25.35 There are arrangements for palliative and end of life care while in custody and on release.

Culturally Appropriate

<input type="checkbox"/>	25.36 Aboriginal health workers are available, particularly in correctional centres with high numbers of Aboriginal prisoners. In this context “Aboriginal” refers to both Aboriginal and/or Torres Strait Island people.
<input type="checkbox"/>	25.37 For Aboriginal prisoners (particularly Aboriginal prisoners who have been living traditional lifestyles) an interpreter is used to ensure a full understanding and exchange of information by both the prisoner and the health professional.
<input type="checkbox"/>	25.38 All health care workers, managers and professionals have undergone Aboriginal cultural awareness training.
<input type="checkbox"/>	25.39 Health checks and procedures with Aboriginal prisoners are conducted in ways that are respectful and sensitive to culture and modesty.
<input type="checkbox"/>	25.40 A holistic definition of health is adopted when working with Aboriginal prisoners. This means health status includes attention to physical, spiritual, cultural, emotional and social well-being.
<input type="checkbox"/>	25.41 Partnerships are established with a local Aboriginal Health Service to improve the cultural appropriateness of health services.
<input type="checkbox"/>	25.42 Referrals to Aboriginal Mental Health workers are arranged for all Aboriginal patients. An adequate and effective psychological counselling service is available to prisoners.

Mental Health Care

<input type="checkbox"/>	25.43 An assessment of mental health is made as part of the initial health screening required for all prisoners upon entry into custody, or if a more in-depth assessment is to be made, this occurs within the first 30 days of custody.
<input type="checkbox"/>	25.44 Prisoners who are suffering from a severe psychiatric illness are assessed and transferred without delay so they may be managed by an appropriate tertiary or specialist health care facility, rather than a correctional centre. Prison diversion strategies to facilitate prisoners’ care from correctional settings to the community services, as appropriate, are in place.
<input type="checkbox"/>	25.45 Appropriate and adequate provisions to meet the mental health care needs of prisoners.
<input type="checkbox"/>	25.46 Prisoners who exhibit particular behaviour but who are not suffering from any diagnosable mental illness requiring treatment in a secure hospital are managed within special mental health facilities within the centre.
<input type="checkbox"/>	25.47 Prisoners who are otherwise suffering from mental illness or an intellectual disability are provided with appropriate management and support services.
<input type="checkbox"/>	25.48 Mentally ill prisoners are not punished for behaviour which is consequence of their illness.

Timeliness and Referrals

<input type="checkbox"/>	25.49 All newly received prisoners undergo a health examination within the first 24 hours. This is followed up with detailed clinical pathways assessment.
<input type="checkbox"/>	25.50 Urgent health needs identified at reception are attended to immediately.
<input type="checkbox"/>	25.51 Prisoners with serious and enduring mental illness are referred to mental health professional before and after release
<input type="checkbox"/>	25.52 All prisoners who have a medical complaint are seen by a health professional as promptly as circumstances permit and at intervals appropriate to the diagnosis and prognosis in each case, according to good medical practice.
<input type="checkbox"/>	25.53 Every prisoner has access to the services of specialist medical practitioners as well as psychiatric, dental, optical and radiological diagnostic services, on medical referral.

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<input type="checkbox"/>	25.54 Prisoners are referred to an external health provider where required treatment or services are not available within a correctional centre or are more appropriately provided by others. Referral to such services is based upon medical opinion and community health standards and not be excessively influenced by security issues.
<input type="checkbox"/>	25.55 Prisoners are able to receive treatment from private health professionals, provided there are reasonable clinical grounds for granting the application, and they can meet the costs, and that the request falls within the relevant statutory requirements.
<input type="checkbox"/>	25.56 Prisoners on dental (or other health) waiting lists are informed of expected waiting times and any delays.

Infection Control and Isolation

<input type="checkbox"/>	25.57 All newly received prisoners are screened for contagious diseases in the shortest time possible, and segregated, if needed, for the time needed to avoid dissemination of infectious agents to other prisoners, staff or visitors.
<input type="checkbox"/>	25.58 The correctional centre workforces are familiar with the Australian Guidelines for the Prevention and Control of Infection in Healthcare, and have access to infectious diseases emergency materials.
<input type="checkbox"/>	25.59 Standard precautions for infection control are applied.
<input type="checkbox"/>	25.60 Additional precautions may be needed for patients known or suspected to be infected or colonised with disease agents that cause infections in health care settings and that may not be contained by standard precautions alone.
<input type="checkbox"/>	25.61 Prisoners who are isolated for health reasons are afforded all rights and privileges that are accorded to other prisoners, wherever practicable, and so long as such rights and privileges do not jeopardise the health of others.
<input type="checkbox"/>	25.62 If a prisoner is found to have an infectious disease, the prisoner is managed by health services so as to minimise the possibility of contamination of the correctional centre.
<input type="checkbox"/>	25.63 The necessary infection control procedures are implemented and the correctional centre General Manager advised of any special requirements.

Prostheses and Medical Aides

<input type="checkbox"/>	25.64 Prostheses and aides required by a prisoner are made available on the recommendation of a health professional. Prisoners are advised of the correctional centre's liabilities in respect of prostheses maintenance and replacement and of his/her own personal responsibilities for their care.
<input type="checkbox"/>	25.65 Prostheses are provided, replaced or repaired by the correctional centre where the need arises as a result of an accident or health condition and where an appropriately qualified health professional recommends the prisoner's general health would otherwise be seriously impaired.

Readmissions, Transfers and the Recording and Sharing of Information

<input type="checkbox"/>	25.66 Following transfer from another correctional centre each prisoner's treatment plan is reviewed by a health professional.
<input type="checkbox"/>	25.67 Waitlists and appointments are transferred to the receiving Centre.
<input type="checkbox"/>	25.68 Health files from previous custodial sentences are obtained.
<input type="checkbox"/>	25.69 Information sharing protocols are in place to ensure efficient sharing of current and relevant health care information
<input type="checkbox"/>	25.70 A health record file is established for each prisoner at the first health assessment and all subsequent health contacts are recorded in the file.
<input type="checkbox"/>	25.71 Health records are stored in a secure place within the health centre.
<input type="checkbox"/>	25.72 The confidentiality of medical information is maintained to preserve each prisoner's individual right to privacy. However, medical information may be provided in certain circumstances on a 'need to know' basis: with the consent of the prisoner, or in the

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	interest of the prisoner's welfare or where to maintain confidentiality may jeopardise the safety of others or the good order and security of the correctional centre.
<input type="checkbox"/>	25.73 Upon notification of transfer of the prisoner to another correctional centre, the relevant health file is updated and forwarded with the prisoner.

Availability and Distribution of Medication

<input type="checkbox"/>	25.74 There is a safe procedure for the distribution of medications to prisoners.
<input type="checkbox"/>	25.75 Over-the-counter medications to manage unexpected discomfort (such as headaches, influenza symptoms, toothache) are readily available from reasonably accessible areas. Over-the-counter medications are issued to prisoners in a manner that complies with general legal requirements and does not place any responsibility for clinical decisions on non-medical staff.
<input type="checkbox"/>	25.76 Where a prisoner is taking prescription medications upon being received into correctional centre, and if recommended by the medical officer or registered nurse, the prisoner continues to be prescribed this medication.
<input type="checkbox"/>	25.77 Prescribed medication is only ceased on the recommendation of an appropriately qualified health professional.
<input type="checkbox"/>	25.78 Drugs which have a potential for abuse or dependency are only prescribed when there is no alternative, and according to appropriate controls.
<input type="checkbox"/>	25.79 Prisoners with chronic and other medical conditions that require self-injection are allowed to self-inject. Prisoners with disabilities who require equipment for activities of daily living or chronic conditions are allowed to keep the equipment in their cells after security considerations have been considered.

Continuity of Health and Social Care upon Release

<input type="checkbox"/>	25.80 Where necessary on release from correctional centre, each prisoner is given a summary of his/her health status, referral to the community health care provider of the prisoner's choice, and a medical certificate supporting a sickness benefit application.
<input type="checkbox"/>	25.81 Discharge planning systems are in place to ensure that prisoners with a serious mental illness preparing for release have a care plan developed and documented to facilitate pathways or through care to community health services.
<input type="checkbox"/>	25.82 Where a prisoner who enters or is released from a correctional centre is under medical or psychiatric treatment, the correctional centre health service makes arrangements with an appropriate agency for the continuation of such treatment after release, where appropriate.
<input type="checkbox"/>	25.83 To facilitate continuity of necessary care upon release from prison, health professionals coordinate services outside of prison and provide prescriptions or a few days of medication upon release if needed.

Policy, Procedure, Practice and Governance

<input type="checkbox"/>	25.84 Clinical decisions are only taken by the responsible health-care professionals and not overruled or ignored by non-medical staff.
<input type="checkbox"/>	25.85 If, in the course of examining a prisoner upon admission or providing medical care to the prisoner thereafter, health-care professionals become aware of any signs of cruel, inhuman or degrading treatment or punishment, they document and report such cases to the competent medical, administrative or judicial authority. Proper procedural safeguards are followed in order not to expose the prisoner or associated persons to foreseeable risk of harm.
<input type="checkbox"/>	25.86 Medical staff are appropriately qualified and maintain their professional qualifications.
<input type="checkbox"/>	25.87 A governance model is in place for professional service delivery and compliance with health care standards.
<input type="checkbox"/>	25.88 Correctional centres implement practices to ensure that sufficient day to day

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	cleaning is conducted to maintain proper standards of hygiene.
<input type="checkbox"/>	25.89 Where a triage policy is used to assess to the health needs of prisoners, this is only undertaken by an appropriately qualified health professional.
<input type="checkbox"/>	25.90 Triage policies do not operate to the disadvantage of prisoners who are illiterate or who do not speak English.
<input type="checkbox"/>	25.91 A health professional advises the officer in charge of the correctional centre whenever it is considered that an prisoner's physical or mental health has been, or will be, injuriously affected by continued imprisonment or by any condition of imprisonment, including where a prisoner is being held in separate confinement. The General Manager of the correctional centre immediately makes a written report of such advice available to the appropriate senior officer with a view to effecting an immediate decision upon the advice that has been given.
<input type="checkbox"/>	25.92 Where a prisoner's health needs will impact on the day to day management of a prisoner, appropriate information is forwarded to the relevant unit officer. Detoxification policies are available at all correctional centres.
<input type="checkbox"/>	25.93 Effective processes are in place for receiving and addressing complaints about Health Services.
<input type="checkbox"/>	25.94 Prisoners are not to be the subject of unreasonable medical or scientific research that may be injurious to their health. Reasonable research is defined as where informed consent is given by the prisoner and where approval has been given by a properly constituted health research ethics committee, such as according to National Health and Medical Research Council Standards.
Health Centre Staff Training and Consultation	
<input type="checkbox"/>	25.95 Health centre staff receive adequate regular training and development opportunities.
<input type="checkbox"/>	25.96 Health centre staff receive training in specific health issues relevant to the prisoner cohort.
<input type="checkbox"/>	25.97 Health centre staff are consulted on all areas of the correctional centre regime relevant to prisoner health.
<input type="checkbox"/>	25.98 Health centre staff are consulted with regard to fitness and recreation opportunities for prisoners.
<input type="checkbox"/>	25.99 Health centre staff are consulted regarding the appropriateness of provisions within the kitchen and canteen (shop).
<input type="checkbox"/>	25.100 Health centre staff and the services they provide are integrated into the wider correctional centre rehabilitation effort.

Examples of Evidence

- ✓ Interview with medical service provider (NUM)
- ✓ Interview with prisoners
- ✓ Interview with centre management
- ✓ Observation of emergency equipment
- ✓ Review of information sharing protocol (pre-inspection)
- ✓ Review of governance model (pre-inspection)
- ✓ Review of health complaints processes and outcomes
- ✓ Review of official visitor and prisoner complaints data (pre-inspection)

Supporting Documentation

2002 National Statement of Principles for Forensic Mental Health
 AMA 2013
 BR 2, 5-12
 EPR 12.1, 12.2, 19.3, 19.4, 39, 40.4, 41.5, 42.1, 46.1, 47.1
 ICPA Correctional Health Care
 MR 24(1), 27(2), 31, 32(1), 34
 QLD Health 2011

CCC EXHIBIT

Ottawa Charter for Health Promotion 1986

RCIADIC 152

R-SGCA 1.27, 2.1, 2.23-.24, 2.29, 2.31-.38, 2.40, 2.43-.44, 2.47, 2.56-.57

SMR 13, 15, 16, 22(1, 2, 3), 24, 25(1), 52, 82, 83

WHO 2007

26. Prisoners with substance-related needs, including alcohol, are identified at reception through screening and assessment and are provided the opportunity to receive effective treatment and support throughout their stay in custody and post-release

Purpose

To ensure education, services, interventions and treatments are available to prisoners who present with substance abuse issues or offending linked to substance abuse. To reduce risk of harm due to detox when received into a correctional facility. To encourage, support and provide opportunity for prisoner rehabilitation during the period of incarceration and to ensure ongoing treatment care needs on discharge from custody to the community.

Possible lines of inquiry to decide if purposes of standard are met:

Information and Education	
<input type="checkbox"/>	26.1 Prisoners have the opportunity to undertake a basic substance use education program that includes information about the side effects of drug use and the support services that are available.
<input type="checkbox"/>	26.2 Prisoners are informed about blood borne viruses and other problems that may arise from substance abuse.
<input type="checkbox"/>	26.3 Prisoners are offered alcohol education programs to raise awareness of the potential harms and to encourage safe and responsible drinking based on informed choices.
<input type="checkbox"/>	26.4 Families of prisoners are provided with information about alcohol dependence, withdrawal and support.

Screening, Assessment and Identification	
<input type="checkbox"/>	26.5 Health staff undertake assessments to determine suitable stabilisation, maintenance or detox program.
<input type="checkbox"/>	26.6 Substance dependent prisoners are provided first night symptomatic relief after screening and testing.
<input type="checkbox"/>	26.7 Specialist diagnostic services are provided to prisoners with both substance dependence and mental health problems.
<input type="checkbox"/>	26.8 Initial health assessments identify those who are physically dependant on alcohol and require detoxification, as well as those who, although not physically dependant, are at serious risk of harm. Intervention recommended is commensurate with the prisoners assessed level of need.
<input type="checkbox"/>	26.9 Assessment for offending behaviour programs identifies whether alcohol misuse is a significant factor in previous or current offending and intervention supplied accordingly.

Treatment and Support	
<input type="checkbox"/>	26.10 Differential sanctions, based on the varying harm caused by the drugs used by prisoners, are applied and integrated with treatment.
<input type="checkbox"/>	26.11 Prisoners needing to recover from chronic or acute drug addiction receive effective treatment, often with medication, followed by management of the problem over time.
<input type="checkbox"/>	26.12 Where appropriate, replacement pharmacotherapy is available, according to strict eligibility criteria and in conjunction with a management plan that ensures an appropriate transition to a community treatment program on release.
<input type="checkbox"/>	26.13 Prisoners with substance related needs are given access to a range of appropriate activities and regimes (including drug free incentives) that support change and challenge offending behaviour.
<input type="checkbox"/>	26.14 Appropriate treatment for pregnant women with substance dependency is available.

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<input type="checkbox"/>	26.15 Prisoners with alcohol misuse problems have access to appropriate treatment and support.
<input type="checkbox"/>	26.16 Intervention for those at risk of withdrawal begins as soon as possible. The detoxification process is clinically supervised and appropriate support is offered to the prisoner.
<input type="checkbox"/>	26.17 Accredited alcohol treatment programs and interventions are provided to prisoners at risk from alcohol misuse. These seek to address the underlying causes of a prisoner's drinking behaviour.
<input type="checkbox"/>	26.18 Alcohol-specific support groups and individual support are available to prisoners.
<input type="checkbox"/>	26.19 Where alcohol misuse forms part of poly-drug misuse prisoners are offered both structured substance misuse treatment interventions and specific alcohol interventions to offer a holistic approach.
<input type="checkbox"/>	26.20 Education, treatment, and intervention programs are tailored to suit the cultural and linguistic needs of the target group.

Centre Processes and Pre- and Post-Release Support

<input type="checkbox"/>	26.21 Post withdrawal interventions and post release pathways are in place. Poly-substance user pathways are also assisted with pathways support.
<input type="checkbox"/>	26.22 Pre and post release support facilitates access to a range of drug and alcohol, health and welfare services.
<input type="checkbox"/>	26.23 Processes are in place to ensure regular review of treatment occurs for all opioid substitution therapy prisoners.
<input type="checkbox"/>	26.24 Partnerships are developed with local drug rehabilitation, counselling and education organisations.
<input type="checkbox"/>	26.25 Where possible, links are made with community organisations to provide evidence-based alcohol intervention. With a prisoner's consent the correctional centre liaises with these agencies to ensure appropriate information sharing and joint planning to ensure continuity of care upon release.
<input type="checkbox"/>	26.26 Prisoners who have engaged in alcohol treatment undergo pre-release intervention and are supported in developing appropriate community links for continuity of treatment and support.
<input type="checkbox"/>	26.27 Training and support structures are offered to staff to encourage them to reflect on their own attitudes, knowledge and behaviours concerning alcohol and enable them to work effectively with alcohol misusing prisoners.

Examples of Evidence

- ✓ Interview with medical services provider
- ✓ Interview with prisoners
- ✓ Review of prisoner handbook and induction materials (pre-inspection)
- ✓ Observation of reception intake process and medical centre

Supporting Documentation

R-SGCA 2.29, 3.10, 3.13, 3.14
WHO 2007

Food

27. Prisoners are offered varied and nutritious meals to meet their individual approved dietary requirements and cultural beliefs. Prisoners are educated about healthy eating, menus are developed in consultation with a qualified dietician and complaints about food are investigated in a timely manner.

Purpose

To ensure prisoners are provided with high quality, healthy and nutritious meals, which are appropriate to the individual cultural or medical requirements of prisoners and which provide for the basic human rights of prisoners to access food and clean drinking water.

Possible lines of inquiry to decide if purposes of standard are met:

Varied and Nutritional Food	
<input type="checkbox"/>	27.1 Food is sufficient and adequate for health including segregation units.
<input type="checkbox"/>	27.2 A varied menu is developed in advance and published in units.
<input type="checkbox"/>	27.3 Menus are planned to ensure that high quality, nutritional and varied meals are provided.
<input type="checkbox"/>	27.4 Menus consider the availability of fresh produce, climate, prisoner work requirements, and the need for special meals.
<input type="checkbox"/>	27.5 Prisoners are able to choose between food options.
<input type="checkbox"/>	27.6 All prisoners have continuous access to clean drinking water.
<input type="checkbox"/>	27.7 Healthy snacks are available as an alternative to confectionary.

Served at Appropriate Times and Locations	
<input type="checkbox"/>	27.8 Prisoners are provided with three meals per day at reasonable intervals.
<input type="checkbox"/>	27.9 Food is served at appropriate times during the day and is monitored by Unit staff to ensure prisoners receive equitable access to meals.
<input type="checkbox"/>	27.10 Prisoners are issued with evening meals at a time which reflects community practice.
<input type="checkbox"/>	27.11 Accommodation units have adequate cutlery, crockery, chairs and tables for comfortable and clean eating.
<input type="checkbox"/>	27.12 Arrangements for food to be available at non-meal times for late arrivals, court returns etc.
<input type="checkbox"/>	27.13 Particular care and consideration given to ensure that prisoners who are required to work outside the correctional centre or prisoners in transit have access to adequate supplies of drinking water.

Special Dietary Requirements	
<input type="checkbox"/>	27.14 Special dietary food is provided where it is established such food is necessary for medical reasons, on account of a prisoner's religious beliefs, because the prisoner is a vegetarian, or where the prisoner has other reasonable, special needs.
<input type="checkbox"/>	27.15 Halal and other religious requirements for food procurement, storage, preparation, distribution and serving are fully observed. This may involve the separate preparation and cooking of certain foods.
<input type="checkbox"/>	27.16 Prisoners requiring particular diets such as vegetarian, religious, cultural and special diets are able to select from a menu which includes sufficient choice.

Education, Consultation and Complaints	
<input type="checkbox"/>	27.17 Menus are developed in consultation with a qualified dietician.
<input type="checkbox"/>	27.18 Prisoners receive education about healthy eating and its benefits.
<input type="checkbox"/>	27.19 Prisoners are consulted and can make comment about the quality, quantity and variety of food and have their views taken into account.
<input type="checkbox"/>	27.20 Prisoner complaints about food are investigated promptly.

Examples of Evidence

- ✓ Observation of meal times
- ✓ Review of centre menus (pre-inspection)
- ✓ Inspection of kitchen and special diet process
- ✓ Interviews with staff
- ✓ Interviews with prisoners

Supporting Documentation

Ali v State of Queensland [2013] QCAT 319
 BR 48
 EPR 22.1, 22.3, 22.4, 22.5
 R-SGCA 2.14-.15
 SMR 20

28. Food is prepared by prisoners and staff who have received information and training to comply with health and safety standards and hygiene regulations

Purpose

To ensure that food preparation complies with health and safety standards and hygiene regulations to avoid the contamination of food and/or related illnesses.

Possible lines of inquiry to decide if purposes of standard are met:

<input type="checkbox"/>	28.1	Staff undergo workplace health and safety training.
<input type="checkbox"/>	28.2	All food preparation, serving and storage areas are clean, properly equipped and well supervised.
<input type="checkbox"/>	28.3	Food is procured, stored, prepared, produced and served in accordance with generally accepted professional health and safety standards and in compliance with legislation.
<input type="checkbox"/>	28.4	Prisoners and staff who work with food have medical clearance, are inducted and trained and wear proper clothing.
<input type="checkbox"/>	28.5	All persons engaged in food preparation and or handling are trained in food hygiene matters commensurate with their work activities.
<input type="checkbox"/>	28.6	All persons involved in preparing and serving food wear appropriate protective clothing.
<input type="checkbox"/>	28.7	Service equipment for refrigeration, cooking and laundry are properly maintained and regularly cleaned.
<input type="checkbox"/>	28.8	Correctional centres ensure good drinking water quality and food safety, and protect prisoners and staff from any environmental hazards which may pose a risk to health.
<input type="checkbox"/>	28.9	Prisoners are not permitted to store food items other than sealed, personal buy up items.
<input type="checkbox"/>	28.10	Communal food areas are regularly inspected.
<input type="checkbox"/>	28.11	Custodial staff supervise the serving of food to prevent tampering and other forms of bullying. Particular care is taken to ensure that food for protective custody prisoners is not subject to tampering.
<input type="checkbox"/>	28.12	Regular quality management audits and reviews of kitchens.
<input type="checkbox"/>	28.13	Prisoner self-catering arrangements require the correctional centre to ensure that proper standards are observed for the storage of food, the hygiene of the kitchen, and that prisoners are receiving a balanced diet.
<input type="checkbox"/>	28.14	Food that has been purchased from the canteen for later consumption is stored safely and hygienically and not in excess of the recommended shelf life.

Examples of Evidence

- ✓ Inspection of food preparation, serving and storage areas
- ✓ Interviews with staff
- ✓ Review of medical clearances, induction and training records of kitchen workers

Supporting Documentation

BR 48

EPR 22.1, 22.3, 22.4, 22.5

R-SGCA 2.1, 2.13-15

SMR 12, 20

Prisoner Purchases

29. Prisoners can purchase a suitable range of goods at reasonable prices to meet their diverse needs; consulted on the goods available and can receive appropriate external financial support.

Purpose

To provide prisoners with access to a range of purchasable goods at reasonable prices to meet their individual needs. To ensure systems are implemented to monitor and respond to prisoners standing over others for purchased items and maintain streamline processes for family members to deposit funds into the prisoners trust account.

Possible lines of inquiry to decide if purposes of standard are met:

Suitable and Diverse Range at Reasonable Prices	
<input type="checkbox"/>	29.1 Prisoners are able to make purchases from their own money or from the accumulation of gratuities.
<input type="checkbox"/>	29.2 A wide range of products is available for purchase at costs comparable to community prices, including a range of healthy alternatives.
<input type="checkbox"/>	29.3 The list of available goods is publicised prominently, preferably in every residential wing or accommodation area. Any price changes are consistent with community price changes.
<input type="checkbox"/>	29.4 Price lists are kept up-to date.
<input type="checkbox"/>	29.5 The needs of prisoners are regularly assessed and provided for in the correctional centre shop and ordering system.
<input type="checkbox"/>	29.6 A wide range of suitable hobby materials are available through the correctional centre shop or by order.
<input type="checkbox"/>	29.7 Prisoners can purchase magazines, hobby materials and other items externally.
<input type="checkbox"/>	29.8 All prisoners are able to easily access accurate and up-to date records of their finances.

Process is Equitable and Fair	
<input type="checkbox"/>	29.9 The correctional centre provides a means for prisoners to purchase approved items from a correctional centre shop or canteen.
<input type="checkbox"/>	29.10 Prisoners can buy or order from the canteen at least fortnightly.
<input type="checkbox"/>	29.11 Prisoners are able to purchase and receive goods if absent from the centre or transferring.
<input type="checkbox"/>	29.12 There is consistency in the list of approved items across correctional centres.
<input type="checkbox"/>	29.13 The process of issuing prisoners' purchases is strictly monitored to ensure they are not subject to intimidation or have their purchases stolen by other prisoners.
<input type="checkbox"/>	29.14 Access to canteen purchases includes prisoners at court, segregated and protected custody prisoners, new arrivals to the correctional centre and those sick in cell or otherwise confined.
<input type="checkbox"/>	29.15 Prisoners are regularly consulted on the range of goods that are available for purchase.
<input type="checkbox"/>	29.16 The correctional centre may also provide that a part of the prisoners' earnings may be retained by the administration so as to constitute a saving fund to be handed over to the prisoner on his/her release. Prisoners are encouraged to save money and this is accompanied with budgeting education.
<input type="checkbox"/>	29.17 A simple procedure is in place to allow visitors to deposit money into prisoners' telephone or private cash accounts. However, the correctional centre should seek to ensure the propriety of such deposits. Prisoners who arrive without private money are offered a loan/pay advance to use in the correctional centre shop or canteen.

Examples of Evidence

- ✓ Review of canteen product and pricing list (pre-inspection)
- ✓ Review of prisoner handbook and induction materials (pre-inspection)
- ✓ Interview with centre management
- ✓ Interview with stores staff
- ✓ Interviews with prisoners

Supporting Documentation

EPR 26.10, 26.11, 26.12, 31.5, 105.4

R-SGCA 1.51, 2.26, 2.27, 3.8, 4.3

SMR 43, 76(2, 3)

Religious Activity

30. Correctional centres have a tolerant approach to religious and spiritual diversity and all prisoner are able to practise their religion in safety, attend religious services and access chaplains or specialist visitors on a regular basis

Purpose

To ensure prisoners have access to religious and cultural items, facilities and representatives during their period of incarceration.

Possible lines of inquiry to decide if purposes of standard are met:

<input type="checkbox"/>	30.1	Correctional centres have a tolerant approach to religious and spiritual diversity. If the correctional centre contains a sufficient number of prisoners of the same religion, a qualified visiting representative of that religion is able to be appointed or approved.
<input type="checkbox"/>	30.2	A qualified and approved religious representative is allowed to hold regular services and to pay pastoral visits in private to prisoners of the appropriate religion at the proper time, subject to the security and good order of the correctional centre.
<input type="checkbox"/>	30.3	Suitable multi-faith worship facilities are available for prisoners of all faiths.
<input type="checkbox"/>	30.4	The timing of religious services are well advertised, and the timing of religious services does not clash with key regime activities.
<input type="checkbox"/>	30.5	Prisoners are able to obtain, keep and use books and objects of religious significance where this does not pose a risk to correctional centre security.
<input type="checkbox"/>	30.6	Approved religious books and objects are treated with respect. Staff are provided with training to avoid inadvertent offence in this area.
<input type="checkbox"/>	30.7	Prisoners have access to religious publications, but religions do not seek to proselytise or convert prisoners to a particular faith.
<input type="checkbox"/>	30.8	Prisoners are not permitted to assume the role of religious minister or representatives.
<input type="checkbox"/>	30.9	Prisoners are able to celebrate major religious festivals.
<input type="checkbox"/>	30.10	Where practicable, recognised Aboriginal and/or Torres Strait Island elders or leaders are permitted to address the emotional and spiritual needs of prisoners.
<input type="checkbox"/>	30.11	Aboriginal and/or Torres Strait Islander spirituality is encouraged and strengthened through the systematic observance of customs relating to language, food, death, healing, storytelling, rites of passage, tribal traditions and funeral attendance. Prisoners have access to worship/faith meetings each week and are made aware of timing
<input type="checkbox"/>	30.12	Prisoners can access chaplains or specialist religious visitors on a regular basis outside of religious services and are made aware of how to do this
<input type="checkbox"/>	30.13	Where appropriate, chaplains are consulted about prisoners they are involved with.
<input type="checkbox"/>	30.14	Chaplains are involved during critical events such as a death within the facility, a traumatic event or a prisoner or prisoner's family becoming seriously ill.

Examples of Evidence

- ✓ Review of centre weekly activity book (pre-inspection)
- ✓ Review of centre calendar of events (pre-inspection)
- ✓ Review of prisoner handbook and induction materials (pre-inspection)
- ✓ Review of official visitor and complaints data (pre-inspection)
- ✓ Interviews with prisoners
- ✓ Interviews with centre management
- ✓ Interviews with chaplains

Supporting Documentation

EPR 29.1, 29.2, 29.3, 38.2

RCIADIC 171

R-SGCA 2.16-.20

SMR 6(2), 41, 42

UDHR Article 18

PURPOSEFUL ACTIVITY – Prisoners are able and expected to engage in activity that is likely to benefit them

Offender Management Planning – Sentence Management

31. Classification and transfer procedures are based on assessment of a prisoner's risks and needs; are culturally appropriate; and clearly explained, fairly applied and routinely reviewed.

Purpose

To ensure prisoners are aware of and understand sentencing, early release and security classification processes. Prisoners have the opportunity to appeal a decision and decisions are made in a fair and transparent manner based on the level of risk to the security and good order of the facility. Prisoner's classifications are reviewed annually with varying progression pathways being available based on reintegration into the community, where adverse risks are identified.

Possible lines of inquiry to decide if purposes of standard are met:

Based on Assessment of a Prisoner's Risk and Needs	
<input type="checkbox"/>	31.1 Security classifications are no higher than is necessary to meet the risk presented by the prisoner.
<input type="checkbox"/>	31.2 Prisoners are managed within a system that provides for graduated levels of restriction and security according to the risks posed by the prisoner and, as far as practicable, the location of the community of origin of the prisoner.
<input type="checkbox"/>	31.3 The classification system for prisoners is based upon an objective assessment of dangerousness, threat to order and security, risk of escape, criminogenic and other program needs and preparation for release. This system may include advice from other State and Commonwealth agencies.
<input type="checkbox"/>	31.4 The classification system takes into account the generally lower risks posed by women, and also takes account of relevant cultural considerations of Aboriginal and/or Torres Strait Islander prisoners
<input type="checkbox"/>	31.5 The classification system takes into account past behaviour and provides for a graduated scale of restrictions or changes to classification that take into consideration the seriousness and circumstances of the behavioural incidents
<input type="checkbox"/>	31.6 Young, first time offending, short-term prisoners are accommodated separately from "mainstream" prisoners to avoid criminalisation.
<input type="checkbox"/>	31.7 Unless there are specific unacceptable risks, each prisoner is classified minimum-security and placed at a minimum-security correctional centre
<input type="checkbox"/>	31.8 Security classifications occur in a timely manner, and are recorded on IOMS
<input type="checkbox"/>	31.9 All risk assessment instruments are regularly reviewed to ensure that the risk assessment process remains relevant and appropriate, and that it is not discriminating against particular groups of prisoners.

Culturally Appropriate	
<input type="checkbox"/>	31.10 Aboriginal and/or Torres Strait Island prisoners are placed at as close as practicable a location for their domestic and legal visits.
<input type="checkbox"/>	31.11 Where Aboriginal and/or Torres Strait Island prisoners are held 'out of country' they are not individually isolated by their placement. Prisoners from a particular area are kept together in groups where they can draw social support from their kinsmen or women.
<input type="checkbox"/>	31.12 Particular consideration given to the provision of adequate shared living space in

	addition to single accommodation. However, the assignment of shared accommodation is accompanied by a documented risk assessment and undertaken in consultation with the assigned prisoners.
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Clearly Explained, Fairly Applied and Routinely Reviewed

<input type="checkbox"/>	31.13 Prisoners understand their sentence and options for progression and release.
<input type="checkbox"/>	31.14 The release date, including any parole consideration date, for each prisoner is accurately calculated and communicated to the prisoner. These dates are confirmed to the prisoner at the annual review. Prisoners can verify the accuracy of their sentence calculation.
<input type="checkbox"/>	31.15 Security classification and placement decisions are clear, objective, fair and can be challenged by prisoners.
<input type="checkbox"/>	31.16 Prisoners are made aware of the classification system and criteria in a way they can understand. This includes the consequences of escape or attempted escape and the details of the process for appeal against a classification decision.
<input type="checkbox"/>	31.17 Classification is reviewed as part of a wider case management review annually. Prisoners have input into such reviews.

Examples of Evidence

- ✓ Review of sample of classification and placement decisions (pre-inspection)
- ✓ Review of sample of annual classification reviews (pre-inspection)
- ✓ Review of sample of Aboriginal and/or Torres Strait Island prisoner placements (pre-inspection)
- ✓ Inspect systems for monitoring compliance with legislative and procedural requirements
- ✓ Interviews with sentence management staff
- ✓ Interviews with prisoners

Supporting Documentation

BR 40-41

EPR 14,18.10, 30.3, 33.1, 33.3, 51.3, 51.4, 51.5, 52.1

R-SGCA 1.18-.20, 1.28, 1.39, 1.40, 1.42, 1.45

SMR 7(2), 8, 63(2), 67

- 32. All prisoners receive an individual risk and needs assessment which includes input from the prisoner where practicable. The prisoner's case management includes provision to participate in offending related programs if they meet the eligibility criteria and have sufficient time remaining in custody to complete the program. Plans should be developed in a language they can understand and be regularly reviewed.**

Purpose

To appropriately assess, identify and plan, in conjunction with the prisoner, the intervention programs, employment and activities which a prisoner is required to undertake to address the identified criminogenic needs and reduce their risks of recidivism on release from custody.

Possible lines of inquiry to decide if purposes of standard are met:

Individual Plans are based upon an Individual Assessment of Risk and Need		
<input type="checkbox"/>	32.1	Prisoners serving in excess of 12 months, calculated from the date of sentencing, have an Offender Rehabilitation Plan (ORP) that describes goals and actions for their custodial sentence and re-entry.
<input type="checkbox"/>	32.2	ORPs are developed as soon as practicable after entering custody and provide a pathway through imprisonment to a safe re-entry back into the community.
<input type="checkbox"/>	32.3	Prisoners serving less than 12 months imprisonment have an individual or case management plan developed based on an assessment of their risk and needs with consideration also given to a safe release back to the community.
<input type="checkbox"/>	32.4	Validated comprehensive needs assessment instruments are professionally administered by trained assessors.
<input type="checkbox"/>	32.5	Where criminogenic needs are identified these should be included in case management planning that includes the provision of appropriate programs and services to meet assessed needs, subject to relevant 'what works' principles in relation to risk, need and responsivity.
<input type="checkbox"/>	32.6	Information about prisoners is managed and stored with respect for confidentiality.
<input type="checkbox"/>	32.7	Where relevant, case management systems ensure that a relatively seamless approach to the management of offenders/prisoners occurs across community corrections and correctional centres.
<input type="checkbox"/>	32.8	Appropriate case management records are established and regularly updated and audited by senior staff.
<input type="checkbox"/>	32.9	Individual case plans include work, education, other relevant activities as well as preparation for release and re-entry.

Plans are developed with the Prisoner, in a Language they can Understand, and Regularly Reviewed		
<input type="checkbox"/>	32.10	Prisoner plans are written in language that can be understood by the prisoner.
<input type="checkbox"/>	32.11	Prisoners participate in the planning process.
<input type="checkbox"/>	32.12	Plans are reviewed at suitable intervals.
<input type="checkbox"/>	32.13	Prisoners returned to custody from parole are subject to a review of their plan as soon as possible.
<input type="checkbox"/>	32.14	Prisoners returned to custody from parole receive a documented explanation of reasons for their return.
<input type="checkbox"/>	32.15	Case plans, including the security classification and placement of prisoners, are regularly reviewed allowing the prisoner as well as staff to provide updated information.
<input type="checkbox"/>	32.16	Each case plan contains measurable and achievable short term and long term goals and where a prisoner's progress does not appear to be leading to the agreed objectives, appropriate action is taken.

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<input type="checkbox"/>	32.17 All progress and any changes are recorded clearly and accurately.
<input type="checkbox"/>	32.18 While appropriate electronic records should be maintained, the focus of case management is on interactions between prisoner and case officer. Implementation of case plans is regularly evaluated.

Examples of Evidence

- ✓ Review of sample of ORP's, individual plans and reviews (pre-inspection)
- ✓ Observation of prisoner planning processes
- ✓ Interviews with sentence management staff
- ✓ Interviews with prisoners

Supporting Documentation

EPR 103.2, 103.3, 103.4, 104.2, 104.3

R-SGCA 1.39-.40, 3.1-.5

SMR 65, 66, 69

33. Prisoners have access to appropriate and quality interventions and services that address needs related to their offending.

Purpose

To ensure that prisoners have the support required to improve their motivation to change their offending related behaviour, attitudes and thinking. To ensure a facility provides prisoners access to quality intervention programs and services which are targeted at the centre's prisoner population.

Possible lines of inquiry to decide if purposes of standard are met:

Access to Interventions and Services Related to Criminogenic Needs	
<input type="checkbox"/>	33.1 A range of criminogenic interventions are in place that meets quality standards.
<input type="checkbox"/>	33.2 A range of substance abuse interventions are in place.
<input type="checkbox"/>	33.3 Prisoners can access recommended interventions prior to submitting parole applications or release.
<input type="checkbox"/>	33.4 Interventions meet the need of the facility's population.
<input type="checkbox"/>	33.5 Based upon an updated prisoner needs analysis, each correctional centre provides a range of evidence-based programs, cognitive development and offence related and resettlement programs that match prisoner needs.
<input type="checkbox"/>	33.6 All prisoners are offered and engaged in programs, informed by risk assessment, consistent with a defined program pathway, which address the needs identified through comprehensive assessment and which is fully documented in a prisoner's Case Plan.
<input type="checkbox"/>	33.7 Correctional centres direct attention to prisoner "readiness" and motivation for program engagement.
<input type="checkbox"/>	33.8 Remand and short sentenced prisoners are not precluded from appropriate program participation.

Interventions and Services Should be Based on Best-Practice and Regularly Monitored	
<input type="checkbox"/>	33.9 Programs and services provided to address criminogenic needs are based on best practice and have solid evidence as to their efficacy, and be applied according to relevant 'what works' principles in relation to risk, needs and responsivity.
<input type="checkbox"/>	33.10 There is internal consistency between the assessed level of risk of reoffending and prisoner program engagement.
<input type="checkbox"/>	33.11 Programs have a manual and are periodically externally evaluated in relation to the achievement of their objectives.
<input type="checkbox"/>	33.12 Where community resources are used for the assessment, treatment, counselling, education and training of prisoners, QCS regularly assess and monitor the service provided by such agencies to ensure that the quality is adequate and consistent.
<input type="checkbox"/>	33.13 Programs and services provided to prisoners, especially women, Aboriginal and/or Torres Strait Island prisoners and prisoners from non-English speaking backgrounds are established following close consultation with the appropriate community groups and experts.

Examples of Evidence	
✓	Review of centre program plans (pre-inspection)
✓	Review of centre profile (pre-inspection)
✓	Interviews with offender development staff
✓	Review of program monitoring outcomes (pre-inspection)
✓	Review of prisoner and official visitor complaints (pre-inspection)

Supporting Documentation

RCIADIC 184

R-SGCA 3.6, 3.7, 3.10-.14

SMR 65, 66, 69

Learning, Skills Development and Purposeful Activity

- 34. Prisoners are assessed for learning and skills needs; provided with information about educational and practical training opportunities available; encouraged and enabled to learn both during and after sentence; and have access to good library facilities and learning resources.**

Purpose

To ensure that education, recreation and programs that are available to prisoners in custody are aimed at enhancing their skills and providing them with increased opportunities on release. To ensure that prisoners have access to information on the available resources and are provided with access to facilities and learning resources necessary to engage in the program or activity.

Possible lines of inquiry to decide if purposes of standard are met:

Assessed and Needs Identified	
<input type="checkbox"/>	34.1 Eligible prisoners undergo assessment of learning and skills needs.
<input type="checkbox"/>	34.2 Prisoners are interviewed by education centre staff to ensure that their education needs are identified.

Information Provided and Consultation Undertaken	
<input type="checkbox"/>	34.3 Prisoners are informed of the full range of education and training opportunities available.
<input type="checkbox"/>	34.4 Prisoners are consulted regarding what education programs and courses are available.
<input type="checkbox"/>	34.5 Education and VET are included in prisoners' case plans, with input from education and training personnel.
<input type="checkbox"/>	34.6 Education is marketed innovatively to engage prisoners' interest.

Encouraged and Enabled to Learn	
<input type="checkbox"/>	34.7 Prisoners are encouraged to participate in education and training opportunities.
<input type="checkbox"/>	34.8 The education curriculum includes: <ul style="list-style-type: none"> <input type="checkbox"/> general education courses, including adult literacy and numeracy; <input type="checkbox"/> VET; <input type="checkbox"/> creative and cultural activities; <input type="checkbox"/> higher education; and <input type="checkbox"/> lifestyle and social education.
<input type="checkbox"/>	34.9 Education, socio-cultural activities, recreation and sports are organised to advance skills, advance physical and mental health and to teach prisoners how to fill leisure time in a constructive way.
<input type="checkbox"/>	34.10 Education activities provide for literacy and numeracy development linked to the activity.
<input type="checkbox"/>	34.11 Technical and professional education is made generally available and higher education is encouraged. Prisoners are assisted to meet any entry requirements.
<input type="checkbox"/>	34.12 Literacy and numeracy programs are a high priority. Identified prisoners are encouraged to engage in such programs, but are not compelled to do so.
<input type="checkbox"/>	34.13 Vocational training is provided, especially for young prisoners, those with mental health issues and unskilled prisoners.
<input type="checkbox"/>	34.14 Where prisoners have previously completed substantial lower level courses in a relevant industry or educational field, higher levels of training or education are offered, where practicable.

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<input type="checkbox"/>	34.15 Preparatory programs that improve prisoners' access to and achievement in VET are provided as link courses.
<input type="checkbox"/>	34.16 Opportunities for prisoners to undertake VET qualifications are made available.
<input type="checkbox"/>	34.17 Gratuities for prisoners undertaking education and Vocational Education and Training (VET) is such as to provide an incentive to prisoners.
<input type="checkbox"/>	34.18 Prisoners are encouraged to participate in apprenticeships, traineeships and other formal training programs.
<input type="checkbox"/>	34.19 Prisoners' achievements are recognised through certificates, reports, awards and ceremonies that include family and communities, where possible. Certificates are issued by recognised educational providers, rather than by the correctional centre.

Access to Learning and Library Facilities	
<input type="checkbox"/>	34.20 Facilities for learning, skill development and employment are suitable and sufficient for purpose.
<input type="checkbox"/>	34.21 Students are able to regularly and punctually attend educational activities.
<input type="checkbox"/>	34.22 Sufficient appropriate resources available for prisoner education and training.
<input type="checkbox"/>	34.23 Prisoner education and training take place in an appropriate classroom, individual study room, or suitable workshop, as appropriate to the subject matter and fit for the purpose.
<input type="checkbox"/>	34.24 Prisoners have access to computers for legitimate study purposes.
<input type="checkbox"/>	34.25 Technology is used to assist prisoner education without jeopardising the safety and security of staff, prisoners or the community.
<input type="checkbox"/>	34.26 External studies available to prisoners who are assessed as eligible to attend external study. The constraints imposed by reliance upon technologies in modern distance learning will require extra support from correctional centre educators (arranging for printing of materials, facilitating email communications and supervision of on-line examinations.)
<input type="checkbox"/>	34.27 Education resources and support materials customised to suit the learning styles and learning needs of prisoners, particularly Aboriginal and/or Torres Strait Island prisoners, where appropriate.
<input type="checkbox"/>	34.28 Peer support programs developed as a component of formal provision of education.
<input type="checkbox"/>	34.29 Prisoners have reasonable access to a library of recreational, educational, cultural and information resources.
<input type="checkbox"/>	34.30 Correctional centre libraries operate according to standard library practice and the Australian Library and Information Association's Australian Prison Libraries: Minimum Standard Guidelines, 1990.
<input type="checkbox"/>	34.31 Prisoners are encouraged to make full use of the library.
<input type="checkbox"/>	34.32 Library resources reflect the needs of the different segments of the population at the correctional centre. Where relevant, materials appropriate to women, Aboriginal and/or Torres Strait Island prisoners, and prisoners from non-English speaking backgrounds are available.
<input type="checkbox"/>	34.33 Library resources support the correctional centre's educational and training programs.
<input type="checkbox"/>	34.34 Library resources include current and comprehensive legal resources.
<input type="checkbox"/>	34.35 Prisoners have access to resources via inter-library loans.
<input type="checkbox"/>	34.36 Every correctional centre has a library which is accessible to prisoners during recreation.

Culturally Appropriate	
<input type="checkbox"/>	34.37 Educational opportunities are culturally appropriate to the needs and beliefs of the correctional centre population.
<input type="checkbox"/>	34.38 Prisoners have access to cultural activities that reflect the diversity of Aboriginal and/or Torres Strait islander and other cultures, traditions and histories.

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<input type="checkbox"/>	34.39 Appropriately qualified Aboriginal and/or Torres Strait Island instructors and educators part of delivery programs that are predominantly undertaken by Aboriginal and/or Torres Strait Island prisoners.
<input type="checkbox"/>	34.40 All non-Aboriginal and/or Torres Strait Islander training delivery and assessment staff are skilled in cross-cultural communication.
<input type="checkbox"/>	34.41 Where appropriate, education programs should be customised to suit the learning styles and learning needs of prisoners, particularly Aboriginal and/or Torres Strait Island prisoners.
<input type="checkbox"/>	34.42 Education should be provided in a language and manner appropriate to prisoners.
<input type="checkbox"/>	34.43 Where practicable, prisons with a predominantly Aboriginal and/or Torres Strait Island prisoner population develop training workshops with appropriate classroom facilities to enable the ongoing provision of practical skills training. <ul style="list-style-type: none"> <input type="checkbox"/> A first priority is the provision of OSH and Blue card training to as many prisoners as possible. <input type="checkbox"/> Kitchen duties, cleaning, grounds maintenance, laundry work and other routine work around the prison is carried out by prisoners and subject to some level of training and accreditation.
<input type="checkbox"/>	34.44 External work opportunities are maximised so that minimum-security Aboriginal and/or Torres Strait Island prisoners have the opportunity to do reparative work in the Aboriginal and/or Torres Strait Islander community. <ul style="list-style-type: none"> <input type="checkbox"/> All external work is associated with employment skills training and accreditation. <input type="checkbox"/> Where practicable, Aboriginal and/or Torres Strait Island prisoners working outside the prison, work on appropriate projects and jobs that benefit the Aboriginal and/or Torres Strait Islander community.

Pre- and Post-Release Practicality and Continuity	
<input type="checkbox"/>	34.45 Social education includes practical elements that enable prisoners to manage daily life within and outside the correctional centre, with a view to better facilitating a successful return to society.
<input type="checkbox"/>	34.46 Training that links to existing skills shortages offered to prisoners.
<input type="checkbox"/>	34.47 Learning, skills development and employment provided aims to increase employability of prisoners where possible.
<input type="checkbox"/>	34.48 Vocational education is linked to employment and reflects the market demands in the community.
<input type="checkbox"/>	34.49 VET is integrated with prisoner work carried out in correctional centre industries and other aspects of correctional centres where there is scope for competency development related to the Australian Qualifications Framework and post-release employment opportunities.
<input type="checkbox"/>	34.50 Educational pathways across correctional facilities are developed to enable education and training to be continued at different locations and at different points in a sentence.
<input type="checkbox"/>	34.51 If a prisoner must be transferred, every effort is made to ensure any education courses they are involved in are not interrupted.
<input type="checkbox"/>	34.52 Prisoners serving short sentences have access to short course programs or programs that prisoners can continue post-release.
<input type="checkbox"/>	34.53 Programs are scheduled in discrete units over short time frames to maximise completions.
<input type="checkbox"/>	34.54 As far as possible, correctional centre-based education is integrated with the community education system to support continuation of education after release.
<input type="checkbox"/>	34.55 Most education offered should be recognised by the appropriate sector (school, VET, or Higher Education).
<input type="checkbox"/>	34.56 Correctional centres establish links with local TAFE campuses and other relevant community education organisations to maintain currency and equivalency in what

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	programs are being delivered.
<input type="checkbox"/>	34.57 Prisoners with short sentences, in particular, are linked with community educators to encourage continuity of education once released.
<input type="checkbox"/>	34.58 Education and VET support through care by establishing networks and formalising links between correctional centres, internal and external training providers, community corrections, and other support providers to promote effective education and training referrals.
<input type="checkbox"/>	34.59 Prisoners engaged in education and VET are provided with educational and vocational counselling services that support the pursuit of work and further study on release.

Process	
<input type="checkbox"/>	34.60 Participation and outcomes of learning and skills development are captured in record form.
<input type="checkbox"/>	34.61 Prisoners who are approved to be full-time students are remunerated equivalently to prisoners who are employed in full-time work.
<input type="checkbox"/>	34.62 The correctional centre regime supports access to education.
<input type="checkbox"/>	34.63 Each correctional centre establishes a means to regularly review the equality of opportunities and outcomes for different prisoner groups. Consideration is given for example, to ensuring that all prisoner groups are equitably represented in correctional centre jobs that attract the higher levels of gratuity payments and in incentive accommodation.
<input type="checkbox"/>	34.64 Every effort is made to employ teachers and trainers in courses relevant to the prisoner population. Courses available do not simply reflect the skills of available officers. This may require a wide range of staffing options including contracts with specialist training organisations external to the correctional centre, the use of part-time staff, as well as full-time educators and trainers.

Examples of Evidence

- ✓ Review of the centre's education plan (pre-inspection)
- ✓ Review of the centre's weekly activity booklet/schedule (pre-inspection)
- ✓ Review of sample of educational courses on IOMS (pre-inspection)
- ✓ Inspection of educational and training facilities
- ✓ Inspection of the library
- ✓ Interview with educational staff
- ✓ Interview with prisoners

Supporting Documentation

EPR 28.1, 28.2, 28.3, 28.4, 28.5, 28.6, 28.7, 28.8, 106.2, 106.3
 ICSECR Article 13
 ICPA Reintegration of Prisoners
 ICPA The Use of Technology in Offender Management
 RCIADIC 185-186
 R-SGCA 1.42, 2.54, 3.6, 3.8-9, 3.14, 3.17
 SMR 40, 77(1, 2)

Physical Activities, Arts, Crafts and Hobbies

35. There is a program of physical activities, arts and crafts and hobbies in place and prisoners are encouraged and enabled to safely take part in those activities through a fair and equitable process.

Purpose

To maintain the safety and security within the correctional facility with prisoners provided routine scheduled and meaningful activities including access to gyms, art and craft and hobbies.

Possible lines of inquiry to decide if purposes of standard are met:

Availability and Safety of Activities	
<input type="checkbox"/>	35.1 Prisoners are encouraged to actively engage with health and fitness activities.
<input type="checkbox"/>	35.2 Prisoners are able to exercise in the open air for at least one hour every day, weather permitting. This standard is applicable to all prisoners including those under protected or segregated custody.
<input type="checkbox"/>	35.3 Suitable facilities for health and fitness are available including an oval and gymnasium
<input type="checkbox"/>	35.4 The range of recreational activities available reflects the various health and fitness needs of the most significant correctional centre population segments.
<input type="checkbox"/>	35.5 Where it is not a risk to security, minimum-security rated prisoners are allowed to participate in structured recreational activities outside of the correctional centre.
<input type="checkbox"/>	35.6 Physical recreation and the playing of team games are encouraged and facilitated with appropriate facilities and equipment.
<input type="checkbox"/>	35.7 Various passive recreation options are available.
<input type="checkbox"/>	35.8 In each recreational pursuit, prisoners are able to explore opportunities for acquiring skills and personal development. For example, gaining accreditation for refereeing, fitness training, etc.
<input type="checkbox"/>	35.9 A comprehensive range of in cell and in unit activities is available.
<input type="checkbox"/>	35.10 Resources for recreational activities are in good repair.
<input type="checkbox"/>	35.11 A strong recreation and activities program focusing on matters of interest to Aboriginal and/or Torres Strait Islander, such as art and music. <ul style="list-style-type: none"> <input type="checkbox"/> Prisons with a predominantly Aboriginal and/or Torres Strait Islander population maintain a range of appropriate art material and musical instruments to encourage and engage artistic and musical expression. <input type="checkbox"/> While prisoners should be encouraged to buy their own art materials, prisons with a predominantly Aboriginal and/or Torres Strait Islander population should always have a stock of materials that can be accessed free of charge by new prisoners. <input type="checkbox"/> Regardless of whether the prisoner or the prison meets the cost of materials, the intellectual property of a piece of artwork always belongs to the prisoner who created it.
<input type="checkbox"/>	35.12 Recreation areas and equipment is maintained to ensure safety of use and to ensure misuse is not possible. Ageing equipment is replaced.
<input type="checkbox"/>	35.13 A risk management framework is in place for supervision of recreational activities

Prisoners Encouraged and Enabled; Equitable and Fair Access	
<input type="checkbox"/>	35.14 The hours out of cells facilitate the access to recreation (and to work, programs, services etc). To assess this, records of lock downs should be kept. Prisoners accommodated in Safety Units have increased time out of cell to facilitate their health needs.

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<input type="checkbox"/>	35.15 All prisoners have the opportunity to use physical activity facilities at least twice a week.
<input type="checkbox"/>	35.16 Centre schedules for physical and recreational activities reflect the needs of the population and allocation is equitable.
<input type="checkbox"/>	35.17 Time allocated for the use of recreation facilities does not conflict with other aspects of the structured day.
<input type="checkbox"/>	35.18 Costs for arts, crafts and hobbies are reasonable.
<input type="checkbox"/>	35.19 Accommodation exercise yards are not substituted for use of gym or oval.

Examples of Evidence

- ✓ Review of physical and recreational activity schedules (pre-inspection)
- ✓ Inspection of physical activity facilities
- ✓ Inspection of recreational activity facilities
- ✓ Observation of units
- ✓ Review of Buy-up lists of hobby and recreational activities (pre-inspection)
- ✓ Interview with unit staff
- ✓ Interviews with activity officers
- ✓ Interviews with prisoners
- ✓ Review of prisoner and official visitor complaints (pre-inspection)

Supporting Documentation

EPR 27.1, 27.2, 27.3, 27.4, 27.5, 27.6

R-SGCA 1.31, 2.52-.53

SMR 21, 78

Out of Cell Activity

36. Prisoners have regular and equitable access to a range of out of cell activities that are not cancelled unnecessarily.

Purpose

To ensure prisoners maintain adequate access to activities and out of cell hours each day in order to reduce the risk of significant incidents and disturbances within the correctional facility.

Possible lines of inquiry to decide if purposes of standard are met:

<input type="checkbox"/>	36.1	Staffing issues do not cause lockdowns or restrict daily activities, reducing hours out of cell and undermining dynamic security. Where this temporarily cannot be avoided, rolling lockdowns are instituted.
<input type="checkbox"/>	36.2	Prisoners have access to a minimum of 10 hours out of their cells except in exceptional circumstances.
<input type="checkbox"/>	36.3	Out of cell activities are not cancelled unnecessarily.
<input type="checkbox"/>	36.4	Unit staff encourage prisoners to engage in out of cell activities.
<input type="checkbox"/>	36.5	Out of cell activities are supervised effectively by staff.

Examples of Evidence

- ✓ Review of daily structured day (pre-inspection)
- ✓ Review of log of cancelled activities
- ✓ Interview with centre management
- ✓ Interview with staff
- ✓ Interview with prisoners

Supporting Documentation

EPR 51.2
R-SGCA 1.49
SMR 48

RE-ENTRY – That prisoners are prepared for release into the community and helped to reduce the likelihood of reoffending

Contact with the Outside World

37. Prisoners are supported in a fair, equitable and flexible way and encouraged to re-establish or maintain relationships with their children and families where it is appropriate.

Purpose

To ensure adequate facilities and accountable processes are preserved to enable prisoners to maintain relationships with family and key support networks in the community whilst minimising the risk of breaches of prisoner privacy and harm to others including members of the community.

Possible lines of inquiry to decide if purposes of standard are met:

Process, Security and Facilities Provided to Ensure Fair and Equitable Contact	
<input type="checkbox"/>	37.1 There are a sufficient number of telephones so that prisoners are able to gain reasonable access and be able to speak for a reasonable time, without disadvantaging other prisoners. A de facto ratio is 1:20 prisoners.
<input type="checkbox"/>	37.2 Prisoners have access to telephones that permit reasonable privacy from other prisoners.
<input type="checkbox"/>	37.3 Phone accounts transfer with prisoners moving locations to avoid breaks in contact with external supports.
<input type="checkbox"/>	37.4 Appropriate measures in place to prevent inappropriate use of telephone and mail communications without unnecessarily interfering with a prisoner's privacy.
<input type="checkbox"/>	37.5 Correctional centres ensure recipients of prisoner communication have approved the communication.
<input type="checkbox"/>	37.6 Strict regard paid to the observance of confidentiality of such communications and in no circumstances should correctional centre staff discuss the contents of such communications other than in accordance with proper reporting procedures.
<input type="checkbox"/>	37.7 Prisoners' mail outgoing or incoming is only opened to check for prohibited items. There must be legitimate reasons to read a prisoner's mail.
<input type="checkbox"/>	37.8 Legally privileged or other correspondence or property constituted "exempt" or complaints or investigatory authorities should not be opened by correctional centre staff.
<input type="checkbox"/>	37.9 Readily available means (such as distinctively marked envelopes and special post boxes) for prisoners to send privileged mail to appropriate authorities.
<input type="checkbox"/>	37.10 Reasonable guidelines for the speedy consideration of prisoner applications to attend the funeral of a family member. The responsibility for bearing the cost of such attendance, including the cost of escorting officers, is made clear to each applicant.
<input type="checkbox"/>	37.11 Where it is necessary to use restraints on a prisoner attending a funeral, they should be as discreet as possible.

Information and Assistance; Types of Contact	
<input type="checkbox"/>	37.12 Where appropriate, efforts are made to maintain and improve prisoner contact with their family and other relatives who are important to strengthen their rehabilitation process.
<input type="checkbox"/>	37.13 Prisoners receive assistance to maintain contact with their children.
<input type="checkbox"/>	37.14 Assistance is provided to arrange children's visits, including liaison with government agencies.

CCC EXHIBIT

<input type="checkbox"/>	37.15 Telephone contact is made as easy as possible within security requirements.
<input type="checkbox"/>	37.16 Prisoners are made aware of their entitlements to telephone calls and mail.
<input type="checkbox"/>	37.17 Prisoners are advised of and provided with access to a telephone interpreter service.
<input type="checkbox"/>	37.18 Prisoners are permitted to send as many letters as they can afford and no restrictions placed on the number of letters that can be received.
<input type="checkbox"/>	37.19 Special arrangements in place to ensure foreign national prisoners have sufficient access to airmail letters and international telephone call facilities. Wherever practicable, prisoners should be able to access discounted telephone charge rates.
<input type="checkbox"/>	37.20 Prisoners outgoing mail is posted within 24 hours, and incoming mail received by the prisoner within 24 hours of receipt by the correctional centre.
<input type="checkbox"/>	37.21 If prisoners' mail and telephone calls are subject to supervision, interception and recording or confiscation, they are advised of the fact.
<input type="checkbox"/>	37.22 Consideration given to assistance with contact with external supports when special or extenuating circumstances.
<input type="checkbox"/>	37.23 Aboriginal and/or Torres Strait Island prisoners from remote communities are able to access appropriate compensatory arrangements to mitigate the many additional disadvantages that they experience in prison. <ul style="list-style-type: none"> <input type="checkbox"/> For Aboriginal and/or Torres Strait Island prisoners from remote communities special regard given to any difficulty with contacting family. <input type="checkbox"/> Aboriginal and/or Torres Strait Island prisoners from remote communities provided with opportunities to make telephone contact with their families. <input type="checkbox"/> Alternative arrangements in place to the normal telephone access rules, for prisoners from remote communities where they may be few telephones. These alternative arrangements make allowance for the difficulty and extended time that may be required to get a family member or other approved person to a telephone, when a call is made. In such circumstances, a prisoner may need to call a number of times before contacting the relevant person, they may need extra time to allow for that person to get to the telephone, and they may need to supplement their ability to pay for such calls. <input type="checkbox"/> Prisons with a predominantly Aboriginal and/or Torres Strait Islander population provide free video or Skype contact to close family members in remote locations and establish a project to ensure the system is promoted as part of orientation to all eligible prisoners or detainees and their families, to resolve other barriers to its use and to implement outlets on key Aboriginal and/or Torres Strait Islander communities.
<input type="checkbox"/>	37.24 Options exist for prisoners who cannot access their family or support people by phone.
<input type="checkbox"/>	37.25 Technology is used to assist prisoner communication with family and pro-social contacts without jeopardising the safety and security of staff, victims, prisoners or the community.
<input type="checkbox"/>	37.26 Correctional centres with foreign national prisoners give special consideration to the difficulties faced by many foreign national prisoners in making family contact, ensuring immigration issues are clarified, and ensuring that strategies are in place to overcome any language barriers.

Funeral Attendance

<input type="checkbox"/>	37.27 Correctional centres give recognition to the special kinship and family obligations of Aboriginal and/or Torres Strait Island prisoners which extend beyond the immediate family and give favourable consideration to requests for permission to attend funeral services and burials and other occasions of special family significance.
<input type="checkbox"/>	37.28 Prisons should seek advice from relevant community members or groups concerning who should be allowed to attend and participate in a funeral.
<input type="checkbox"/>	37.29 Attendance at a funeral is not restricted to Aboriginal and/or Torres Strait Island prisoners being shackled to an officer while standing at the back of the group away from mourners. The point of attendance is to participate in the funeral and discharge

	any cultural obligations.
<input type="checkbox"/>	37.30 Staff (including staff employed by privately contracted services) who accompany Aboriginal and/or Torres Strait Island prisoners to funerals undergo cultural awareness training specific to funerals prior to attending a funeral.
<input type="checkbox"/>	37.31 Cultural awareness training provides an overview of local Aboriginal and/or Torres Strait Islander cultural expectations with regard to staff behaviour, the prisoner's behaviour (including any law obligations he or she may be required to perform), and community practice with respect such things as culturally appropriate grieving, wailing, the role of dust, or other local cultural expectations.

Examples of Evidence

- ✓ Review of telephone account processes and costs (pre-inspection)
- ✓ Interview with staff responsible for assisting prisoners to maintain contact with children and/or other external supports
- ✓ Interview with accounts staff
- ✓ Inspection of mail processes
- ✓ Interviews with prisoners
- ✓ Review of prisoner and official visitor complaints (pre-inspection)

Supporting Documentation

EPR 24.1, 24.2, 24.7, 37
 ICPA Reintegration of Prisoners
 RCIADIC 171
 R-SGCA 2.51, 3.22, 3.28, 3.35
 SMR 37, 38

38. Prisoners can access the outside world through regular and easy access to visit in a clean, respectful and safe environment. Prisoners are aware of the visit procedures and visit entitlements with flexibility afforded in special circumstances.

Purpose

To provide prisoners the opportunity to maintain relationships with family and support networks in the community in a manner which is safe, hygienic and which does not cause fear, or anxiety to prisoners or visitors of a facility. To ensure all members of the community are treated with dignity and respect and that visits are made available and performed in a manner which is representative of the agency's purpose and values.

Possible lines of inquiry to decide if purposes of standard are met:

Regular and Easy Access; Clean, Respectful and Safe Environment	
<input type="checkbox"/>	38.1 Contact between prisoners and the community is encouraged in recognition of the important role families and communities play in assisting the successful reintegration of prisoners back to the community upon release and the importance of such contact to prisoners' mental well-being while in a correctional centre.
<input type="checkbox"/>	38.2 Where operationally viable, remand prisoners are able to receive an unlimited number of visits.
<input type="checkbox"/>	38.3 There is a presumption in favour of prisoners receiving contact visits.
<input type="checkbox"/>	38.4 An adequate number of contact visiting spaces and non-contact visiting cubicles are available to meet normal demand, and that visitors are not being regularly turned away.
<input type="checkbox"/>	38.5 A well run visitors' centre is available adjacent to each correctional centre, which incorporates a comfortable waiting area, toilets, a children's play area and refreshments.
<input type="checkbox"/>	38.6 Visitors are treated respectfully, and can access an easy to understand visits booking system.
<input type="checkbox"/>	38.7 Family support services are available before and after visits.
<input type="checkbox"/>	38.8 Safe storage for visitors' property is available.
<input type="checkbox"/>	38.9 The centre ensures prisoners' visitors are able to access information about public transport and transport services, family support services, visiting hours and details about what visitors can expect when they arrive.
<input type="checkbox"/>	38.10 Where public transport is unavailable or stops some distance from the correctional centre, transport arrangements are in place for visitors to get to and from the correctional centre.
<input type="checkbox"/>	38.11 Efficient planning and booking arrangements are established to minimise visitors' waiting to commence a visit and to enable the length of visits to be extended, subject to not disadvantaging other prisoners and visitors.
<input type="checkbox"/>	38.12 A flexible, simple and accessible visit booking system is in operation.
<input type="checkbox"/>	38.13 Visitors to correctional centres should never be subjected to humiliating or degrading treatment.
<input type="checkbox"/>	38.14 Visits processes are conducted efficiently so visits are not cut short, and visitors coming from long distances or arriving late can be accommodated.
<input type="checkbox"/>	38.15 Visitors can access clean toilet facilities and refreshments.
<input type="checkbox"/>	38.16 Searching of prisoners and visitors occurs in accordance with practice directives.
<input type="checkbox"/>	38.17 The visits area is sensitive to the needs of children and their safety.
<input type="checkbox"/>	38.18 Visiting facilities within the correctional centre are comfortable, pro-social and safe environments that maximise ease of contact between prisoners and their visitors.
<input type="checkbox"/>	38.19 Visitors and prisoners have access to refreshments during visits.
<input type="checkbox"/>	38.20 Suitable play facilities and equipment are made available for visiting children.

CCC EXHIBIT

<input type="checkbox"/>	38.21 Facilities reflect the needs of visitors including disabled access, access to toilets, storage for visitor's belongings, adequate seating, and a suitable area to feed and change babies and young children.
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Visit Procedures and Entitlements	
<input type="checkbox"/>	38.22 Prisoners are given information about visits during induction, and can access adequate personal weekly visits.
<input type="checkbox"/>	38.23 Prisoners permitted a minimum of one visit each week and as many further visits as may be practicable.
<input type="checkbox"/>	38.24 Processes should not interfere arbitrarily with family contact.
<input type="checkbox"/>	38.25 Prisoners are not denied access and/or visits with their children, unless the access is not in the best interests of the children. Where there is reasonable concern for the safety or well-being of children, consideration is first given to increasing the level of supervision for the visit and only denying a visit where absolutely necessary.
<input type="checkbox"/>	38.26 Correctional centres are flexible and make special arrangements for prisoners to receive additional visits where a bona fide need is identified. For example, where a prisoner's family must travel a long distance and can only do so infrequently or where a death or other trauma has occurred and extended family grieving may be necessary.
<input type="checkbox"/>	38.27 Additional visits or additional telephone calls are included in the earned incentive and privilege scheme.
<input type="checkbox"/>	38.28 Special inter-correctional centre visits regularly facilitated for prisoner partners or children in different correctional centres or juvenile facilities
<input type="checkbox"/>	38.29 The approval arrangements for visitors take into consideration different family structures, particularly in relation to Aboriginal and/or Torres Strait Island prisoners.
<input type="checkbox"/>	38.30 Non-contact visits are only invoked where there has been a serious breach of visiting rules, or where a visitor is reasonably suspected of introducing contraband or any drug-related offence. Non-contact visits are not used as punishment for general misconduct.
<input type="checkbox"/>	38.31 Non-contact visits are reviewed regularly.
<input type="checkbox"/>	38.32 Where a visit is denied or where a visit is ordered to be a non-contact visit, the prisoner concerned is kept fully informed. Where a non-contact visit is allowed, but all non-contact visiting cubicles are fully occupied, the visitor is offered a non-contact visit at the next available opportunity, and again the prisoner is fully informed.
<input type="checkbox"/>	38.33 The criteria for banning or restricting visitors are visible and clear.
<input type="checkbox"/>	38.34 There must be clear policy and procedures on the use of force on visitors and referrals to the police.
<input type="checkbox"/>	38.35 Effective signs and notices should be prominently displayed to advise people entering the correctional centre of the various prohibitions and punishments.
<input type="checkbox"/>	38.36 Complaints from visitors or prisoners about visits are considered and resolved.
<input type="checkbox"/>	38.37 The visits area is subject to security monitoring by staff and other security measures, such as camera surveillance, as is appropriate to the security level of the correctional centre. However, security arrangements during visits should not unnecessarily encroach on privacy.

Examples of Evidence

- ✓ Review of prisoner handbook and induction materials (pre-inspection)
- ✓ Review of visitor fact sheets or handbook (pre-inspection)
- ✓ Observation of visits process
- ✓ Inspection of visits waiting area and visits areas
- ✓ Interview with visits staff
- ✓ Interviews with prisoners
- ✓ Review of systems used by centre to ensure requirements are met on an ongoing basis
- ✓ Review of prisoner and official visitors complaint data (pre-inspection)

Supporting Documentation

AMA 2013

BR 19-21

EPR 24.4, 54.1, 54.3, 54.4, 54.5, 54.9

R-SGCA 1.51, 1.55, 3.20-24, 3.25-28, 3.30-31

SMR 79

Remuneration and Employment

39. Prisoners are encouraged to work or engage in meaningful activity; employment and remuneration is well-publicised; designed to improve behaviour; and is administered fairly, transparently and consistently.

Purpose

To provide clear, fair and equitable process for access and encourage prisoners to engage meaningfully in employment and training opportunities which will provide skills to enhance the prisoners capacity to engage in community on release from custody. To remunerate prisoners in accordance with their engagement in employment and / or which is reflective of a situation precluding them from employment i.e. child birth.

Possible lines of inquiry to decide if purposes of standard are met:

Encouraged to Work or Engage in Meaningful Activity	
<input type="checkbox"/>	39.1 The centre promotes a philosophy that expects all prisoners to work or engage in meaningful activity
<input type="checkbox"/>	39.2 Prisoners are informed of the full range of employment opportunities available.
<input type="checkbox"/>	39.3 Sufficient work is provided for prisoners to bring them into a rhythm of normal occupational life. Where possible, work is such that it builds skills for employment after release.
<input type="checkbox"/>	39.4 Work placements and training focus on equipping prisoners with skills for employment on release where possible.
<input type="checkbox"/>	39.5 Correctional centres provide opportunities for prisoners to be employed: <ul style="list-style-type: none"> <input type="checkbox"/> in the day-to-day operations of the correctional centre; <input type="checkbox"/> to acquire skills that will be useful upon release; and <input type="checkbox"/> to acquire skills that are in demand in the employment market.
<input type="checkbox"/>	39.6 Correctional centre employment offers an opportunity to achieve national competency accreditation, wherever possible.
<input type="checkbox"/>	39.7 Prisoner employment processes are documented including recruitment, remuneration, induction, suspension and termination.
<input type="checkbox"/>	39.8 Staff and prisoners are aware of employment processes.
<input type="checkbox"/>	39.9 The organisation and methods of work in prisons resembles as closely as possible those of similar work outside of prisons, so as to prepare prisoners for the conditions of normal occupational life.
<input type="checkbox"/>	39.10 Prisoners engage in a constructive working day that is of a reasonable length.
<input type="checkbox"/>	39.11 Full-time work comprises of at least six hours of work a day for five days a week.
<input type="checkbox"/>	39.12 The prisoner work force is provided with a 'Code of Conduct' that prescribes a set of guiding principles and duty of care obligations which assist them in determining acceptable workplace conduct.
<input type="checkbox"/>	39.13 Industry within correctional centres is consistent with the National Code of Practice in Correctional Centre Industries and National Competition Policy.
<input type="checkbox"/>	39.14 Wherever possible, prisoners are employed to undertake the cooking, cleaning, gardening and routine maintenance of the correctional centre.
<input type="checkbox"/>	39.15 Wherever possible, prisoners are employed in work that provides specific benefit to the community.
<input type="checkbox"/>	39.16 Wherever possible, prisoners participate in community work outside the correctional centre where this does not pose a risk to community safety.
<input type="checkbox"/>	39.17 The management and supervision of community work is commensurate with the complexity of the tasks to be undertaken and the number of prisoners requiring supervision.

Administered Fairly, Transparently and Consistently	
<input type="checkbox"/>	39.18 There are sufficient work options available to employ all prisoners.
<input type="checkbox"/>	39.19 Prisoner employment is constructive and beneficial and not afflictive.
<input type="checkbox"/>	39.20 Prisoners have equal opportunity to apply for all work.
<input type="checkbox"/>	39.21 The mix of prisoners undertaking work outside the correctional centre or other desirable work in the correctional centre reflects the prisoner mix. That is, all groups participate equitably in the most advantageous and better paid work.
<input type="checkbox"/>	39.22 Employment opportunities are free of gender or racial stereo-typing.
<input type="checkbox"/>	39.23 Employment opportunities reflect the needs of the population, wherever possible.
<input type="checkbox"/>	39.24 Provision made for prisoners to be released from work to attend approved programs and education.
<input type="checkbox"/>	39.25 Opportunities provided to Aboriginal and/or Torres Strait Island prisoners who intend to return to more remote communities to acquire skills likely to be of use to that prisoner in that remote setting.
<input type="checkbox"/>	39.26 Wherever possible, prisoner work is made available to offset the costs of imprisonment to the community.
<input type="checkbox"/>	39.27 Part of any revenue generated from correctional centre industries is channelled back into correctional centre infrastructure and programs for prisoners.
<input type="checkbox"/>	39.28 Employment and remuneration is applied equitably across the centre.
<input type="checkbox"/>	39.29 Equal opportunity for every prisoner to acquire the skills necessary to be promoted to a higher level.
<input type="checkbox"/>	39.30 Prisoners are promoted or demoted on the basis of their behaviour and workplace performance.
<input type="checkbox"/>	39.31 Prisoners are provided reasons for any actions and given the opportunity to request a review.
<input type="checkbox"/>	39.32 Correctional centre work is not exploitative.
<input type="checkbox"/>	39.33 Occupational health and safety standards are enforced in all correctional centre employment.
<input type="checkbox"/>	39.34 All prisoners and staff undergo workplace health and safety training prior to, or early in, their employment.
<input type="checkbox"/>	39.35 Provision made to indemnify prisoners against industrial injury and disease.
<input type="checkbox"/>	39.36 Prisoners involved in work in the community are not required to wear demeaning clothing.

Remuneration and Gratuities	
<input type="checkbox"/>	39.37 An equitable gratuity system rewards prisoners for work completed according to level of skill and hours worked.
<input type="checkbox"/>	39.38 All gratuities are credited to prisoners' accounts on a weekly basis, and recorded and controlled in a transparent and effective manner.
<input type="checkbox"/>	39.39 The gratuities should generally be scaled according to whether prisoners are required to contribute to the costs of their care and custody.
<input type="checkbox"/>	39.40 Prisoners undertaking full-time education or training are eligible for gratuities at a range of scales or levels, including the highest gratuity level.
<input type="checkbox"/>	39.41 The awarding of different scales or levels of gratuities is applied equitably, based upon skill and workload. Particular care is taken to ensure that ethnic or cultural groups are not disproportionately represented in the lowest gratuity scales.
<input type="checkbox"/>	39.42 Special protection accorded to mothers for a reasonable period before and after childbirth. During such periods, working mothers are accorded paid leave or leave with adequate benefits.

Examples of Evidence

- ✓ Observation of induction
- ✓ Review of prisoner handbook and induction materials (pre-inspection)
- ✓ Review of centre work and training options, participation data and centre state data (pre-inspection)
- ✓ Review of prisoner employment processes document (pre-inspection)
- ✓ Interview with staff supervising work placements
- ✓ Interview with prisoners

Supporting Documentation

EPR 26.1, 26.2, 26.4, 26.10, 26.12, 26.13, 26.14, 26.15, 26.16, 105.42

ICPA Reintegration of Prisoners

MR 99(1)

R-SGCA 1.51, 2.26, 2.64, 3.8, 4.2-.8, 4.13-.15

SMR 26.3, 26.5, 26.10, 43, 71(1, 2, 3, 4, 5), 74, 75, 76(1, 3)

Transition

- 40. Prisoners are held in custody at the least restrictive level, without compromising community safety, prior to release; have access to services and programs to assist with transition; and centres ensure prisoners have the means to support themselves in the immediate period post-release.**

Purpose

To ensure procedures provide adequate oversight and accountability for the lawful detention and release of prisoners into and out of the facility. To ensure that prisoners are provided opportunity to access services and interventions which may prepare them for release and reintegration into the community. To make sure that every prisoner has the capacity to provide for their immediate needs on discharge from a correctional facility in order to minimise risk of re-offending.

Possible lines of inquiry to decide if purposes of standard are met:

Procedures	
<input type="checkbox"/>	40.1 Effective processes to ensure there is a legal order for each prisoner who is admitted to the correctional centre and that the prisoner is released on the correct day.
<input type="checkbox"/>	40.2 Prisoners must never be held beyond the date of their release date, except as provided for in legislation.
<input type="checkbox"/>	40.3 Procedures for prisoners about to be released to check their property and accounts before release and where appropriate, submit a written complaint. Procedures also ensure pre-release interviews and briefings, where appropriate, on parole, bond, or bail conditions.

Re-entry and Pre-Release Planning	
<input type="checkbox"/>	40.4 Prisoners can access structured, graduated progression and where possible should be held in custody at the least restrictive level consistent with protecting the safety of the community
<input type="checkbox"/>	40.5 Prisoners can access programs and services that will assist a successful re-entry from custody to community.
<input type="checkbox"/>	40.6 Programs and services that will assist prisoners upon release are included in case plans.
<input type="checkbox"/>	40.7 Re-entry programs and services address practical matters such as housing, employment and community support.
<input type="checkbox"/>	40.8 Prisoners receive practical assistance to apply for identification, relevant government assistance and to open a bank account before release if required.
<input type="checkbox"/>	40.9 Foreign national prisoners who are to be repatriated at the end of a correctional centre sentence are prepared for repatriation during release planning.

Release	
<input type="checkbox"/>	40.10 Provided with suitable clothes for their release at no cost to them or able to have clothes cleaned that has been stored at the correctional centre for a long time.
<input type="checkbox"/>	40.11 Prisoners have sufficient funds, housing and social support to sustain themselves in the immediate period following release.
<input type="checkbox"/>	40.12 Provided with all appropriate documentation, including referrals, for their release.
<input type="checkbox"/>	40.13 Prisoners receive all of their property on release.
<input type="checkbox"/>	40.14 Releasing correctional centres ensure that prior to release, prisoners have the means to safely reach their home. This may mean checking that arrangements for friends or family to collect a prisoner are viable or providing a ticket for public transport, ensuring that arrangements are in place where connections or overnight

CCC EXHIBIT

	stays are involved.
<input type="checkbox"/>	40.15 Prisoners whose only transport back to their home is an infrequent or weekly service are given favourable consideration for a release synchronised with the service departure, even if this means releasing the prisoner earlier than would otherwise be the case.
<input type="checkbox"/>	40.16 For foreign national prisoners facing deportation or removal, this obligation is passed to the Commonwealth Government.

Examples of Evidence

- ✓ Observation of transitional assessments
- ✓ Interview with stores staff
- ✓ Interview with transitional staff
- ✓ Interview with probation and parole nominee

Supporting Documentation

EPR 6, 7, 14, 30.3, 33.1, 33.3, 33.7, 33.8, 37, 103.6, 107.2, 107.3, 107.4, 107.5

R-SGCA 1.18-.20, 3.6, 3.15-.19, 3.35

SMR 7(2), 60(2), 64, 80, 81

- 41. There is a whole of centre approach to re-entry to the community and staff proactively and collaboratively work with Probation and Parole and community based agencies to maximise resettlement outcomes for prisoners. Prisoners can access services prior to release and review and understand the conditions of their community-based order (if applicable) to mitigate any confusion about reporting requirements etc.**

Purpose

To ensure a correctional facility maintains routines, environment and services which replicate life within the community, whilst maintaining safety and security. To ensure prisoners have access and opportunity to engage in services and interventions which support their rehabilitation and transitioned re-entry into community. Correctional facilities maintain collaborative practices which plan for and support all prisoners re-entry through the provision of information relating to order conditions and access to support and services.

Possible lines of inquiry to decide if purposes of standard are met:

<input type="checkbox"/>	41.1	Staff and prisoners understand that the punishment aspect of corrections is restriction of liberty and only those restrictions needed to ensure facility and individual safety and security are taken or put in place. .
<input type="checkbox"/>	41.2	The treatment of prisoners emphasises not their exclusion from the community, but their continuing part of it. Community agencies are enlisted wherever possible to assist the prison staff in the task of social rehabilitation of the prisoners.
<input type="checkbox"/>	41.3	Life inside correctional centres resembles life outside as much as possible.
<input type="checkbox"/>	41.4	Pre-release and release arrangements, programs and services are coordinated with community corrections and community-based support agencies, where appropriate.
<input type="checkbox"/>	41.5	Community support agencies/staff have access to prisoners during their sentences in order to build relationships and ensure optimal preparation for release.
<input type="checkbox"/>	41.6	Where possible, prisoners can transfer to the region where they will be released to.
<input type="checkbox"/>	41.7	Planning for re-entry occurs as early as practicable.
<input type="checkbox"/>	41.8	The last ORP review identifies specific resettlement and re-entry needs and notes referrals to address them.
<input type="checkbox"/>	41.9	Prisoners can access re-entry services prior to release, with a focus on those with complex needs and serving long sentence.
<input type="checkbox"/>	41.10	Release planning for those with complex needs includes contact with probation and parole to support effective transition management.
<input type="checkbox"/>	41.11	Supervision conditions are provided and explained to prisoners before release.

Examples of Evidence

- ✓ Review of a sample of prisoner destinations after release (pre-inspection)
- ✓ Review of pre-release prisoner plan reviews (pre-inspection)
- ✓ Review of transitional plans (pre-inspection)
- ✓ Review processes for coordination and information sharing between probation and parole, Specialist Operations and correctional centre staff
- ✓ Review information sources for prisoners about parole and parole processes
- ✓ Interview probation and parole staff
- ✓ Interviews with sentence management staff
- ✓ Interviews with transitional staff
- ✓ Interviews with prisoners

Supporting Documentation

CCC EXHIBIT

EPR 6, 7, 33.7, 33.8, 103.6, 107.4, 107.5
ICPA Reintegration of Prisoners
MR 88(1)
R-SGCA 3.6, 3.15-.19
SMR 60(2), 64, 80, 81

ANNEXURES

Annexure A – Women and Children in Custody

The centre provides an environment which is safe, supportive, comfortable and respectful, of an individual mother and her child, prioritising the care and development of the child.

Purpose

To ensure adequate and appropriate facilities, services and information is available to meet the identified special needs of female prisoners, the correctional facility maintains procedures which are clearly outlined and published. The rights and best interests of women and children within a correctional facility are determined and managed in a planned and collaborative manner with the relevant prisoner and internal / external agencies and services.

Possible lines of inquiry to decide if purposes of standard are met:

<input type="checkbox"/>	A.1	The centre has a published document outlining operation of accommodation of children in custody, where the interests of the children are paramount.
<input type="checkbox"/>	A.2	All correctional centres housing children conform to the standards established by competent authorities particularly in the areas of safety, health, and with regard to the number and suitability of staff, as well as competent supervision. There is a clear and fair admissions policy for the parenting unit.
<input type="checkbox"/>	A.3	The accommodation for primary care givers and their children should, wherever possible be domestic, rather than custodial.
<input type="checkbox"/>	A.4	It is the correctional centre's responsibility to ensure that all staff and volunteers that come into regular contact with children possess a current Working with Children Check.
<input type="checkbox"/>	A.5	Appropriate induction is provided to those transferring into the parenting unit.
<input type="checkbox"/>	A.6	Staff provide assistance, support and oversight of the parenting unit.
<input type="checkbox"/>	A.7	While prisoners are responsible for the care of their children living in the correctional centre, the correctional centre takes reasonable steps to ensure a safe environment for children.
<input type="checkbox"/>	A.8	The centre involves health practitioners to manage the needs of pregnant women, mothers and children in the centre.
<input type="checkbox"/>	A.9	Mothers are able to exercise parental responsibility through informed choices.
<input type="checkbox"/>	A.10	If it becomes necessary for the child to leave the care of the primary caregiver, a separation management plan is developed in consultation with the mother and the alternative caregiver.
<input type="checkbox"/>	A.11	During and following any separation process, the mother is offered appropriate counselling.
<input type="checkbox"/>	A.12	Provision of care for a mother and child is consistent with standards in the community.
<input type="checkbox"/>	A.13	The centre partners with the relevant, local, relevant Department of Child Safety office
<input type="checkbox"/>	A.14	Mothers separated from their children are supported emotionally and practically.
<input type="checkbox"/>	A.15	Adequate diet, buy ups, community activities and maintenance schedules are in place for mothers and/or children in the parenting unit.
<input type="checkbox"/>	A.16	Correctional centres that hold female prisoners ensure appropriate health care services are available to meet the particular health needs of female prisoners.
<input type="checkbox"/>	A.17	A doctor of the same gender as the prisoner is available where this is preferred.
<input type="checkbox"/>	A.18	Female prisoners are educated about the benefit of pap smears. All women should have regular pap smears performed by a qualified practitioner with whom that woman is comfortable.
<input type="checkbox"/>	A.19	All women over 50 or with a family history of cancer undergo a mammogram.

CCC EXHIBIT

<input type="checkbox"/>	A.20	Appropriate pre-natal and post-natal treatment and accommodation is made available to female prisoners, where required.
<input type="checkbox"/>	A.21	Arrangements are to be made for prisoners to give birth in a hospital outside the correctional centre. If a child is born in correctional centre, this fact should not be recorded on the birth certificate.
<input type="checkbox"/>	A.22	Instruments of restraint are not used on women during labour, during childbirth and immediately after childbirth.
<input type="checkbox"/>	A.23	Correctional centres accommodating women have 24 hour access to and liaison with appropriate hospital and community based obstetric and midwifery services.
<input type="checkbox"/>	A.24	Where practicable, there is continuity of obstetric and or midwife staff providing care before, during and after birth.
<input type="checkbox"/>	A.25	Pregnant prisoners are offered information and counselling by qualified counsellors regarding pregnancy and termination options.
<input type="checkbox"/>	A.26	A sterile pack for the emergency delivery of a baby, including instructions, is available in the correctional centre health centre.
<input type="checkbox"/>	A.27	Pregnant prisoners have individual care plans developed as soon as a pregnancy is confirmed and the appropriate screening completed as soon as possible
<input type="checkbox"/>	A.28	Pregnant prisoners are considered eligible for some form of special provision with regard to gratuities while they are unable to participate in correctional centre work.

Examples of Evidence

- ✓ Inspection of parenting unit
- ✓ Review of parenting unit policy/procedure (pre-inspection)
- ✓ Interview with staff in parenting unit
- ✓ Interview with prisoners in parenting unit
- ✓ Interview with manager responsible for parenting unit
- ✓ Review of documents such as buy ups for parenting unit, activity schedules, maintenance schedules
- ✓ Interview with Queensland Health staff supporting parenting unit
- ✓ Review of systems used by centre to ensure requirements are met on an ongoing basis
- ✓ Review of training records and relevant qualifications (Blue Cards) for staff working in the parenting unit (pre-inspection)

Supporting Documentation

BR 2, 5-11, 22, 23, 33, 48, 49, 50-52
 CEDAW
 CRC
 EPR 34.3, 36.1, 36.2, 36.3
 MR 47(2)
 R-SGCA 2.45-.46, 2.58-.62
 SMR 23

Annexure B – 17 Year Old Prisoners

The centre provides an environment which is safe and supportive for youthful offenders where supervision and management minimises harm and promotes positive rehabilitative opportunity.

Purpose

To ensure youthful offenders managed in adult correctional centres:

- a) do not suffer physical, psychological or emotional harm as a result of the direct or indirect conduct of the institution;
- b) do not get subjected to disrespect, indecent or inhumane treatment as a result of the direct or indirect conduct of the institution; and
- c) are not prevented from having opportunity to engage in rehabilitative measures, positive relationships, and contact with the outside world, which promote successful reintegration to the community free of harm.

Possible lines of inquiry to decide if purposes of standard are met:

Admission	
<input type="checkbox"/>	B.1 A pre-admission process allows incoming 17 year olds to be identified.
<input type="checkbox"/>	B.2 The centre offers a safe and clean reception environment that minimises anxiety or concerns of youthful offenders. Corrective services officers involved in the admissions process recognise their initial interactions may assist in alleviating the youthful offender's feelings of anxiousness or worry and act in a manner that avoids the exacerbation of these feelings.
<input type="checkbox"/>	B.3 Reception store staff manage 17 year old offenders to limit exposure to adult prisoners; including youthful offenders not being placed in a holding cell prior to the offender: <ul style="list-style-type: none"> • being interviewed by a corrective services officer; and • the cell and offender being searched. Refer Corrective Services Act 2006, s18.
<input type="checkbox"/>	B.4 Upon their admission, vulnerable or 'at risk' youthful offenders are identified and strategies are employed to ensure their safe custody. The immediate needs of a youthful offender are met based on their individual circumstances.
<input type="checkbox"/>	B.5 Corrective services officers ensure information provided to youthful offenders on admission is understood by explaining it in a way that is appropriate to the age and background of the youthful offender. The Office of Public Guardian is notified when a youthful offender is admitted to custody and a case note entered in IOMS to record the notification. Youthful offenders are provided information on the role of the Office of the Public Guardian and how they can be contacted. Refer Queensland Corrective Services procedure – Admission and Induction.

Contact with the outside world (Family and Community Support)	
<input type="checkbox"/>	B.6 Where relevant, parents or guardians of a youthful offender are notified of their child's admission and are kept informed of the youthful offender's progress and/or any significant adverse incidents/issues that arise during their period of imprisonment.

<input type="checkbox"/>	B.7	Active steps are taken to foster open contact between youthful offenders and the local community and relevant external agencies. A system of regular visits to youthful offenders by the Office of Public Guardian community visitors is in place. Refer Queensland Corrective Services procedure – Prisoner Management.
<input type="checkbox"/>	B.8	Contact with family is treated as a basic entitlement of a youthful offender and is promoted as essential to the youthful offender's psychological wellbeing and to their successful reintegration into the community.
<input type="checkbox"/>	B.9	That young Indigenous offenders who are not 'on country' are provided with opportunities to maintain meaningful family contact.
<input type="checkbox"/>	B.10	Youthful offenders are never denied contact with family as a form of discipline.
<input type="checkbox"/>	B.11	Centre management and staff take all reasonable steps to facilitate the visits by family of youthful offenders in custody, including recognising the hardship some families face in relation to visiting the centre due to distance or financial hardship.

Discipline

<input type="checkbox"/>	B.12	Any disciplinary measures or procedures maintain the interest of safety and security while still upholding the respect and well-being and dignity of the youthful offender, having regard to: <ul style="list-style-type: none"> the nature of the inappropriate behaviour; the youthful offender's age and maturity; and the youthful offender's cultural background or beliefs.
<input type="checkbox"/>	B.13	Youthful offenders are informed of what they have done wrong in an age appropriate manner and are always given an opportunity to explain their behaviour. The expected behavioural standards are reinforced and what is expected of the youthful offender moving forward. Youthful offenders are informed why they are being disciplined and how to appeal the decision.

Education and Training

<input type="checkbox"/>	B.14	Youthful offenders are permitted and encouraged to undertake educational programs while in custody that are age appropriate and aimed at the youthful offender's development. These programs are facilitated by accredited providers. Programs are designed to actively engage youthful offenders and offer future vocational benefit.
<input type="checkbox"/>	B.15	Education, training and programs provided are equivalent to current community standards and expectations and support the youthful offender's reintegration into the community. Youthful offenders are encouraged and aware of the opportunities to continue training post release. Registered training organisations have reasonable processes in place to encourage training continuity post release for their students.

Environment and Staff Relationships

<input type="checkbox"/>	B.16	Areas of the correctional centre where youthful offenders are managed and supervised are adequately staffed at all times ensuring the wellbeing of youthful offenders is maintained.
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<input type="checkbox"/>	<p>B.17 The elements of 'dynamic security' are implemented and maintained; including:</p> <ul style="list-style-type: none"> positive relationships between corrective services officers and youthful offenders; all youthful offenders are afforded individual attention from corrective services officers when required; and youthful offenders are occupied through the provision of constructive programs and activities. <p>Corrective services officers treat youthful offenders with dignity and respect and conduct themselves and perform their duties as positive role models for youthful offenders.</p>
<input type="checkbox"/>	<p>B.18 Where two youthful offenders occupy a room overnight a comprehensive risk assessment is conducted prior to sharing a room. The assessment is documented in IOMS. Refer Queensland Corrective Services procedure – Accommodation Allocation.</p>
<input type="checkbox"/>	<p>B.19 Systems of surveillance of youthful offenders emphasise human interaction rather than monitoring through the use of technology. The human interaction between corrective services officers and youthful offenders is recognised as important and beneficial to the wellbeing of youthful offenders.</p> <p>Where surveillance equipment is installed, it is used as a monitoring aid and not as a substitute for human interaction between corrective services officers and youthful offenders.</p>

Harm Minimisation

Note: Harm as defined in this section is any detrimental effect of a significant nature on the youthful offender's physical, psychological or emotional wellbeing.

<input type="checkbox"/>	<p>B.20 Corrective services officers working with and supervising youthful offenders are provided with training to recognise and report behaviours indicating emotional and/or psychological harm.</p>
<input type="checkbox"/>	<p>B.21 Corrective services officers working with and supervising youthful offenders are trained in child protection procedures and in particular the handling of any disclosure/s made by a youthful offender in relation to harm. Refer Queensland Corrective Services procedure - Child Safety.</p> <p>An employee's failure to report harm or suspected harm of a youthful offender while in custody without an authorised excuse is dealt with appropriately by centre management and referred to the appropriate authorities. Refer Queensland Corrective Services procedure - Child Safety.</p>
<input type="checkbox"/>	<p>B.22 Youthful offenders who have been the victim of a reportable incident have a range of therapeutic, counselling and advice services available to them either through the correctional centre or via external agencies.</p>

Pre-Court Activity

<input type="checkbox"/>	<p>B.23 Youthful offenders are sufficiently prepared before court appearances; including being informed in an age appropriate way of the court process prior to going to court. Refer http://www.legalaid.qld.gov.au/Find-legal-information/Criminal-justice/Criminal-court-process/Criminal-cases-in-the-Magistrates-Court#toc-criminal-cases-in-the-magistrates-court-2 and http://www.legalaid.qld.gov.au/Find-legal-information/Criminal-justice/Criminal-court-process/Criminal-cases-in-the-District-and-Supreme-Courts</p> <p>Where reasonably practicable, youthful offenders are provided the opportunity to telephone a parent or guardian prior to transport to court.</p>
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CCC EXHIBIT

<input type="checkbox"/>	B.24 When youthful offenders are to be transported to court a comprehensive risk assessment is carried out to ensure the safety of the youthful offenders while under escort. The assessment is communicated to escorting officers and where relevant documented in IOMS.
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Purposeful Activity

<input type="checkbox"/>	B.25 The correctional centre works in partnership with external agencies who visit the centre and provide advice and/or services that promote the individual needs and overall wellbeing of youthful offenders. The services are regularly reviewed by centre management working towards increasing the range/meeting the changing needs of quality services and programs provided for youthful offenders.
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Recreation and Activity

<input type="checkbox"/>	B.26 Youthful offenders are encouraged and assisted by corrective services officers to engage in all activities in their structured day in a way which conforms to centre rules promoting punctuality, attendance and responsible behaviour. The correctional centre provides a range of age-appropriate recreational activities which meet the interest and needs of youthful offenders.
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Rehabilitation, Reintegration and Re-Entry

<input type="checkbox"/>	B.27 Drug intervention and rehabilitation programs delivered by accredited individuals that are suitable for the age and other individual circumstances of youthful offenders are in place.
<input type="checkbox"/>	B.28 Centre management recognises Indigenous support groups as providers of programs and cultural services to Indigenous youthful offenders. The support groups are also recognised as being capable of representing the interests and viewpoints of Indigenous youthful offenders.
<input type="checkbox"/>	B.29 Correctional centre management focuses on counteracting the potential detrimental effects that imprisonment may have on youthful offenders and fosters initiatives for the positive reintegration of youthful offenders into the community; including ensuring appropriate and timely access by contracted re-entry service providers to undertake the required reintegration planning.

Risk to Self

<input type="checkbox"/>	B.30 A system is in place that provides for the timely identification and effective management of youthful offenders who are considered to be a suicide and/or self-harm risk. Youthful offenders deemed to be a risk to self are placed under intensive supervision to monitor and assist them to manage distress. Advice from mental health professionals is obtained to ensure the best care is provided. The centre management practices do not cause further physical or psychological harm to the youthful offender.
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Segregation

<input type="checkbox"/>	B.31 Youthful offenders who are segregated are provided some form of activity to occupy them.
<input type="checkbox"/>	B.32 All youthful offenders undergoing segregation for behaviour reasons have a "plan"

	<p>developed in order to address the underlying issues. The aim of the plan is to reintegrate the youthful offender to their normal accommodation unit as soon as possible.</p> <p>The plan takes into consideration the youthful offenders age and maturity and where appropriate cultural and religious beliefs.</p> <p>These plans are reviewed regularly and amended.</p>
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Use of Force and Restraints

<input type="checkbox"/>	<p>B.33 Where the use of restraints is necessary reasonable steps are taken by corrective services officers to use them in a way that respects the youthful offender's dignity and for no longer than reasonably necessary in the circumstances.</p>
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Youth Management

<input type="checkbox"/>	<p>B.34 A documented policy for the management of 17 year old offenders is in place.</p> <p>When developing and implementing procedures, rules and programs, regard is made to the individual nature and needs of each youthful offender in custody.</p>
<input type="checkbox"/>	<p>B.35 Conditions and supervision take into account the individual needs of youthful offenders; inclusive of special requirements according to their age, personality, sex and type of offence as well as their physical and mental health which ensure their protection from harmful influences and risk situations.</p>
<input type="checkbox"/>	<p>B.36 Correctional centre management encourages communication between different categories of staff and takes a multi-disciplinary team approach in the care of the youthful offenders. This should be inclusive of but not limited to:</p> <ul style="list-style-type: none"> • custodial corrective services officers; • counsellors and/or psychologists; • clinical nurses; and • relevant external youth agency staff. <p>The team promotes conditions favourable to the effective management of youthful offenders.</p>
<input type="checkbox"/>	<p>B.37 In circumstances where a youthful offender is placed in the correctional centre with a person over the age of 18, a comprehensive risk assessment is conducted to identify any risks to all involved and that these are managed. Refer Queensland Corrective Services procedure – Accommodation Allocation. Note: placement is not limited to accommodation, it also includes programs, education, holding areas and exercise and recreational areas.</p>

Youth Management - Behaviour

<input type="checkbox"/>	<p>B.38 Standardised behaviour management plans are not used in the correctional centre for the management of youthful offenders. Any youthful offenders who appear unable or unwilling to engage in the centres routines are referred to psychological/counselling services staff for consideration of an individual management plan informed by adolescent psychology and developmental principles.</p>
<input type="checkbox"/>	<p>B.39 Corrective services officers working with and supervising youthful offenders are appropriately trained in identifying bullying behaviour; including victimisation/harassment (physical, verbal, emotional, psychological); and are aware of the potential implications of ignoring this behaviour.</p>

Youth Management – Health Care	
<input type="checkbox"/>	B.40 Parents or guardians of youthful offenders are notified as soon as practicable of any significant concerns relating to the youthful offender's health while in custody.
<input type="checkbox"/>	B.41 Where possible the health services provider seeks the involvement of Indigenous Health Services in the provision of health or medical advice with respect to Indigenous youthful offenders.

Examples of Evidence

- ✓ Observation of reception processes for 17 year old offenders
- ✓ Review of tailored induction materials for 17 year old offenders (pre-inspection)
- ✓ Interview with manager responsible for accommodation and/or services for 17 year old offenders
- ✓ Interview with staff responsible for transitioning 17 year old offenders to adult prisoner population
- ✓ Review of systems used by centre to ensure requirements are met on an ongoing basis
- ✓ Review of training calendar and packages (pre-inspection)

Supporting Documentation

ICPA Management of Juvenile Offenders in Custody

Annexure C – Maximum Security Units

Prisoners who are classified as maximum security, and accommodated within a Maximum Security Unit (MSU), are treated at all times with respect, dignity and fairness. Restrictions and regimes that are applied within the maximum security unit are limited to those which are required for the safety of all staff, prisoners and visitors, and to achieve control in this environment, not punishment.

Purpose

To provide a safe, secure and controlled environment which is reflective of both the risks and the needs of prisoners who are lawfully detained within the unit. To ensure all prisoners are aware of the rules and routines of the unit, including the mechanisms for complaint, appeal and pathways to exit the MSU. To ensure provision of adequate training to all staff, in maintaining the rules, safety and security of the facility, whilst also maintaining the rights and dignity of prisoners detained within. To ensure timely access to appropriate levels of support to staff in managing traumatic events and workplace pressures.

Possible lines of inquiry to decide if purposes of standard are met:

<input type="checkbox"/>	C.1	Strict placement criteria is developed and applied to the MSU that restricts placements to those prisoners assessed as meeting the criteria for a Maximum Security Order as per Division 6, <i>Corrective Services Act 2006</i> .
<input type="checkbox"/>	C.2	The MSU has effective monitoring with enhanced levels of internal and external security.
<input type="checkbox"/>	C.3	The placement criteria, complaint and appeal mechanism for placement in the MSU is transparent to ensure procedural fairness and community confidence.
<input type="checkbox"/>	C.4	Policies and procedures are available, and known to staff and prisoners, on the pathway out of the MSU.
<input type="checkbox"/>	C.5	Accommodation in the MSU is not used as a management solution for the placement of prisoners with mental health problems.
<input type="checkbox"/>	C.6	The architecture of facilities within the MSU is not capable of being construed as cruel or unusual punishment.
<input type="checkbox"/>	C.7	Access to the MSU is only provided to staff, official visitors, religious visitors, personal visitors and other external service providers with sound reasons.
<input type="checkbox"/>	C.8	Isolation, restrictive movement controls and sensory deprivation are not used for extended periods beyond specific punishments.
<input type="checkbox"/>	C.9	Care is taken with prisoners in the MSU to ensure their mental health and well-being through the provision of a suitable range of constructive activities, work, education and visits.
<input type="checkbox"/>	C.10	The MSU has strict policies and procedures to ensure that prisoners are still treated with decency and respect.
<input type="checkbox"/>	C.11	The MSU prioritises safety and the prevention of suicide and self-harm.
<input type="checkbox"/>	C.12	Prisoners within the MSU are provided with opportunities to work within the unit and to participate in other constructive activities such as education and recreation.
<input type="checkbox"/>	C.13	MSU staff receive induction training that includes situational awareness and response to force.
<input type="checkbox"/>	C.14	Information gathered from assessments is used to indicate the contexts in which the prisoner is likely to present a risk of harm to others and the severity and nature of that risk is communicated to relevant staff and specified in the prisoner's Management Plan, along with strategies to minimise the risk.
<input type="checkbox"/>	C.15	MSU staff receive appropriate support, supervision and debriefing
<input type="checkbox"/>	C.16	MSU staff are rotated at appropriate intervals to manage stress and security issues.
<input type="checkbox"/>	C.17	A human resource policy is in place regarding staff transition in and out of the MSU.
<input type="checkbox"/>	C.18	The MSU is clean and orderly with maintained facilities and infrastructure.
<input type="checkbox"/>	C.19	Prisoners in the MSU have current maximum security orders and Management

CCC EXHIBIT

	Plans that outline the individual risks and needs of the prisoner and the targeted strategies to be implemented to address these risks and needs.
<input type="checkbox"/>	C.20 MSU prisoners can gain privileges where appropriate, and these are documented on IOMS.
<input type="checkbox"/>	C.21 Staff are well briefed on reasons for MSU placement and historical behaviours relevant to safe and secure management
<input type="checkbox"/>	C.22 MSU staff regularly contribute to prisoner management through discussions and case notes.
<input type="checkbox"/>	C.23 Where appropriate, interventions linked to the offences are provided to the prisoners within the MSU.
<input type="checkbox"/>	C.24 A governance model is in place that regularly reviews the operations of the MSU.

Examples of Evidence

- ✓ Review of MSU training plan (pre-inspection)
- ✓ Interview of manager responsible for MSU
- ✓ Review of HR policy for MSU staff placement (pre-inspection)
- ✓ Inspection of MSU
- ✓ Inspection of current MSU prisoners Maximum Security Orders and Management Plans (pre-inspection)
- ✓ Interview with MSU staff
- ✓ Review of systems used by centre to ensure requirements are met on an ongoing basis
- ✓ Review of MSU governance model (pre-inspection)
- ✓ Review of MSU officers current accreditations (pre-inspection)

Supporting Documentation

Corrective Services Act 2006

EPR 53.1, 53.3

HRC 2006 32

R-SGCA 2.28, 6.1-.3

Annexure D – Cultural Development and Enhancement (for centres with high population Aboriginal and/or Torres Strait Islander)

The centre operates with a philosophy of promoting the needs of the significant proportion of Aboriginal and/or Torres Strait Island prisoners within the population, and engages with senior community and custodial representatives to ensure that cultural safety and sensitivity is observed.

Purpose

In recognition of the over representation of Aboriginal and Torres Strait Islander people within correctional facilities and to ensure adequate resources to respond to the identified risks and needs in a culturally appropriate and sensitive manner.

Possible lines of inquiry to decide if purposes of standard are met:

<input type="checkbox"/>	D.1	A published local plan for promotion and engagement of Aboriginal and/or Torres Strait Island staff is in place.
<input type="checkbox"/>	D.2	Centre communication is culturally sensitive and appropriate, and reflects cultural communication styles.
<input type="checkbox"/>	D.3	A wide and representative network of community groups is involved in the centre.
<input type="checkbox"/>	D.4	Staff demonstrate culturally sensitive and appropriate communication with prisoners.
<input type="checkbox"/>	D.5	Accommodation placements are sensitive to cultural kinship groups.
<input type="checkbox"/>	D.6	An area in the facility is designated for cultural expression.
<input type="checkbox"/>	D.7	The library has a good selection of up to date cultural resources.
<input type="checkbox"/>	D.8	Culturally responsive meaningful activity is available.
<input type="checkbox"/>	D.9	Centre management review data, trends and other statistics that could inform centre practices.
<input type="checkbox"/>	D.10	Staff have additional cultural awareness training.

Examples of Evidence

- ✓ Review of centre communication such as newsletters, posters, induction materials etc.
- ✓ Inspection of cultural centre or similar
- ✓ Inspection of library materials
- ✓ Review of induction timetables and risk assessment team minutes
- ✓ Review of centre weekly activity schedules (pre-inspection)
- ✓ Review of staff training plan (pre-inspection)
- ✓ Interview with management including HR
- ✓ Interview with cultural staff
- ✓ Interview with prisoners

Supporting Documentation

RCIADIC 122, 133, 152, 154, 155, 168, 172, 174, 176, 177, 178, 182, 183, 210, 328,
CSA 2006 s150(a), 218(b), 286(b), 293, 295,
CSR 2009 s4(1), 9,
UNDOTROIP 15, 18, 31,
AHRC – TROATSIP 2015

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