

OFFICE OF THE CHIEF INSPECTOR

Arthur Gorrie Correctional Centre

Snapshot Inspection Report

10, 11 and 13 July 2017



**Queensland
Government**

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INSPECTION TEAM

	External Inspector, Barrister-at-Law.
	tor, Office of the Chief Inspector
	Inspector, Office of the Chief Inspector
	nspector, Office of the Chief Inspector

NOTE ABOUT GLOSSARY OF TERMS

This Report has been written to limit the use of industry terminology, abbreviations and acronyms. However, some commonly mentioned business areas and other expressions used are:

- CS Act – Corrective Services Act (Qld) 2006
- CSO – Custodial Services Officer
- CERT - Correctional Emergency Response Team
- COPD - Custodial Operations Practice Directive
- GM - General Manager
- IOMS - Integrated Offender Management System
- IRC – Incident Review Committee
- OCI - Office of the Chief Inspector
- ORMS – Offender Rehabilitation Management Services
- PAC - Prisoner Advisory Committee
- PLS – Prisoners Legal Service
- QCS – Queensland Corrective Services
- SMS - Sentence Management Services

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- SO – Specialist Operations
- SWO – Statewide Operations QCS
- TOR - Terms Of Reference

Correctional Centres (CC):

- AGCC - Arthur Gorrie (Wacol)
- BCC - Brisbane
- CCC – Capricornia
- LGCC – Lotus Glen
- MCC - Maryborough
- SQCC – South Queensland
- TCC – Townsville
- WCC - Wolston
- WFDCC - Woodford.

If there is any further terminology which is unclear or unfamiliar please do not hesitate to contact the Office of the Chief Inspector via OCICorrespondence@dcs.qld.gov.au for clarification.

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SUMMARY

This report provides an outline of evidence, findings and recommendations of the Office of the Chief Inspector (OCI) Inspection Review of Arthur Gorrie Correctional Centre (AGCC) on 10, 11 and 13 July 2017. Further detail is provided in [Appendix A – Instrument of Appointment of Inspector and Terms of Reference](#).

The Terms of Reference (TOR) specified a requirement to review and report upon the following matters at AGCC:-

- (a) Safety
- (b) Security
- (c) Offender Management
- (d) Incident Management and Reporting
- (e) Any other matter considered relevant to the review.

This Report follows a standard reporting template. Areas mentioned in the template but not included in the TOR were not inspected, as indicated in the Table of Findings.

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BACKGROUND

AGCC is operated by GEO Group Australia under contract to Queensland Corrective Services. It is a high security facility situated in Wacol, South East Queensland providing a remand function for male prisoners. It was commissioned in 1992 and was the first privately operated correctional centre in Queensland.

Prisoner demographics

Information from the Reporting Services database identified the following prisoner demographics for AGCC as at 30 June 2017:

- Average Daily State – 1179 prisoners
- Approved maximum capacity – 1187
- Percentage over single cell capacity – 155%

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- Prisoner Time in Centre – 59.64% less than six (6) months
- Average Duration of Stay – 203 days
- Aboriginal and Torres Strait Islander Prisoners – 16.86%
- Protection Prisoners – 21.42%
- Legal Status:
 - Sentenced – 12
 - Remanded – 1161
 - Unknown – 6
- Prisoner Employment/Activity Status (as at May 2017 – last available data):

➤ In full time education –	106
➤ Employed –	333
➤ Unemployed – refuse to work (remandees)	22
➤ Unemployed – unable to work (various reasons)	620
➤ Unemployed – waiting list, work not available	98
➤ Total not working/in education	740
- Prisoners on Safety Orders:
 - Initial Orders – 7
 - Consecutive Orders – 3
- Prisoners on At-Risk Observations – 21.

The centre's prisoner population is currently at capacity, having increased approximately 35% since 2012 and 28% since 2013, with 315 "double up" cells currently, i.e. 630 prisoners out of a prisoner population of 1179 were in doubled up accommodation at the time of inspection.

Centre facilities

AGCC is separated into two areas – "A" side and "B" side. "A" side accommodates mainstream prisoners with B side accommodating a mixture of protection and mainstream prisoners. There are 25 accommodation blocks, all of which are secure accommodation buildings. The infrastructure has been subject to several upgrades with a mix of 'older stock' and 'newer stock' accommodation units.

Additional facilities at AGCC include:

- Main store
- Two reception stores
- Health centre
- Multi-Cultural Centre
- Gymnasium
- Two ovals
- Two programs buildings
- Two industries buildings
- Visits, and
- External visits processing area.

As a remand facility AGCC is not contracted to provide criminogenic intervention programs. The centre is however required to deliver intervention and education programs. Programs and courses currently being delivered at AGCC include:

- Accredited Education Courses
- Certificate III Courses
- VET Short Courses
- Non-Accredited Education Courses (External Providers)
- Non-Accredited Self Development Courses (AGCC)

- Non-Accredited QCS Self Development Programs (delivered by AGCC staff).

Industries providing employment for prisoners include:

- Woodwork
- Metalwork
- Horticulture
- Textiles and print shop.

A detailed program analysis is included in ss.35 and 36 of the Table of Findings following.

Areas Inspected

Inspectors examined the following areas of the Centre –

1. Reception/Induction Unit
2. Stores
3. A,B,C,D and W blocks/units (mainstream and protection)
4. Detention Unit
5. Libraries (x2)
6. Kitchen
7. Health centre
8. Intelligence
9. Offender management
10. Complaints management
11. Transitions
12. Programmes
13. Perimeter/security system testing.

Discussions held

Inspectors –

- held numerous informal discussions with the centre General Manager, and other senior managers and individual custodial officers
- spoke informally with prisoners in various units and centres, and
- attended meetings of prisoners advisory committees (PACs) (mainstream and protection).

Inspectors also attended and observed a formal breach hearing.

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FINDINGS

Inspectors concluded that AGCC was performing well in most of the areas inspected in accordance with the TOR for this review. However, they also identified areas where improvement appears to be required, including –

- prisoner-on-prisoner assault
- drug/substance use, and
- the amount of time prisoners spend outside their units.

The findings are outlined in more detail in the Table of Findings and Comment section of this Report, and are summarised in the Conclusion to the Report.

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Where appropriate the Report also contains analysis of possible contributing factors/root causes and possible remedial action/s.

4 TABLE OF FINDINGS

Standard	Finding - Area for Improvement	Priority Rating
1	<p>COURTS, ESCORTS & TRANSFERS Prisoners travel in safe, decent conditions and are treated with respect during escort. <i>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.</i></p>	Not inspected
2	<p>COURTS, ESCORTS & TRANSFERS 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. <i>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.</i></p> <p>Observations The clothing provided for prisoners was checked and was found to be of sufficient quality, quantity and appropriate for court.</p>	Meets standard
3	<p>FIRST DAYS IN CUSTODY 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. <i>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.</i></p> <p>Observations Prisoners are placed in induction units C7 for mainstream and B5 for protection. First time prisoners are placed in W4 which is a "first offenders" unit. The three induction units are "new stock" cells (safer cells). Inductions occur daily for mainstream C7 prisoners and once per week for protection B5 prisoners. Prisoners accommodated in the first offenders' unit receive a special induction where they are provided a little extra information from prisoner "Buddies".</p> <p>Prisoners are moved frequently out of the induction units into other accommodation areas which include "old stock" accommodation. Prisoners with a self-harm history remain in the new stock accommodation until</p>	Meets standard

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Standard	Finding - Area for Improvement	Priority Rating
	reviewed for suitable placement however any Aboriginal and Torres Strait Islander prisoner with a self-harm history is automatically placed into "new stock" accommodation.	
4	<p>FIRST DAYS IN CUSTODY Prisoners are treated with respect on arrival at the prison <i>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.</i></p> <p>Observations Inspectors observed this area midmorning. At the time, approximately 10-12 prisoners who appeared to be new arrivals were awaiting or undergoing processing. They were detained in cells and engaged in conversation, under observation by officers.</p> <p>Two correctional counsellors complete an Immediate Risk and Needs Assessment (IRNA) for all incoming prisoners in the reception store each day. In addition a psychologist is stationed in the store to complete a risk assessment for any prisoners who have one of the self-harm questions in their IRNA endorsed.</p> <p>Interviews between prisoners and the psychologist are held in somewhat cramped and not particularly private circumstances (alcove with no privacy; prisoners and staff continually passing close by, although probably not within earshot).</p> <p>Conditions appeared somewhat unsuitable for a professional such as a psychologist, with prisoners walking past in close proximity under limited supervision.</p> <p>Staff advised that psychologist interviews could take 45 minutes, in which case there could be lengthy delays for new arrivals processed last. However not all prisoners are required to be seen by the psychologist.</p> <p>No safety problems were observed.</p> <p>Inspectors spoke to officers in charge of prisoners' property. They indicated that the capacity of the centre to store prisoners' property had not increased since the centre was opened 19 years ago with only 500 inmates. They mentioned that not only had prisoner numbers more than doubled since then but there was a trend for new arrivals to bring much more property with them in large suitcases, and these couldn't be easily stored or retrieved. Three large containers were being used for this purpose.</p> <p>They also indicated that outsized prison issue clothing was being received despite being unordered and unwanted, and this was taking up valuable storage space as well.</p> <p>ROOT CAUSE/S</p> <ul style="list-style-type: none"> • Inadequate reception infrastructure for storing prisoners' property • Inadequate reception infrastructure for conducting confidential prisoner interviews. 	Medium

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Standard	Finding - Area for Improvement	Priority Rating
	REMEDIAL EXAMPLES <ul style="list-style-type: none"> Review available infrastructure and implement required modifications to provide for enhanced storage capacity and confidentiality of prisoner interviews. 	
5	<p>FIRST DAYS IN CUSTODY Prisoners' individual needs are identified both during and after reception <i>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.</i></p> <p>Observations There are multiple points at reception/induction for identifying at risk prisoners. They include reception staff, psychologist, counsellor, medical and Prison Mental Health Service.</p> <p>Prisoners are placed in induction units C7 for mainstream and B5 for protection. First time prisoners are placed in W4 which is a "first offenders" unit. The three induction units are "new stock" cells (safer cells). Inductions occur daily for mainstream C7 prisoners and once per week for protection B5 prisoners. Prisoners accommodated in the first offenders' unit receive a special induction where they are provided a little extra information from prisoner "Buddies".</p> <p>Prisoners are moved frequently out of the induction units into other accommodation areas which include "old stock" accommodation. Prisoners with a self-harm history remain in the new stock accommodation until reviewed for suitable placement however any Aboriginal and Torres Strait Islander prisoner with a self-harm history is automatically placed into "new stock" accommodation.</p>	Meets standard
6	<p>FIRST DAYS IN CUSTODY 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 <i>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.</i></p> <p>Observations Inductions occur daily for mainstream C7 prisoners and once per week for</p>	Meets standard

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Standard	Finding - Area for Improvement	Priority Rating
	<p>protection B5 prisoners. Prisoners accommodated in the first offenders' unit receive a special induction where they are provided a little extra information from prisoner "buddies".</p> <p>At induction, all prisoners are provided an induction handbook which includes behavioural expectations. There is an "Easy Read Prisoner Handbook" for any prisoner identified with a cognitive impairment. The handbook outlines actions required if a prisoner wishes to make a complaint. Those actions include accessing the Official Visitor and Ombudsman.</p> <p>Transitions are managed by ASCO. The transitions officer assists prisoners to engage with agencies which include Medicare, Centrelink, Housing etc. The transitions coordinator attends inductions daily and also has a schedule where he visits units on a daily basis in order to attend every unit within a weekly period. Prisoners may also access the services of transitions through the prisoner request form process.</p>	
7	<p>FIRST DAYS IN CUSTODY 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. <i>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.</i></p> <p>Observations Each unit inspected contained a "megaposter" on the walls and within individual cells advising inmates of rules and routines.</p> <p>First time prisoners are placed in W4 which is a "first offenders" unit. The three induction units are "new stock" cells (safer cells). Inductions occur daily for mainstream C7 prisoners and once per week for protection B5 prisoners. Prisoners accommodated in the first offenders' unit receive a special induction where they are provided a little extra information from prisoner "Buddies".</p> <p>Collateral checks revealed that PLS assists prisoners with representation and bail applications. A total of 47 prisoners had been assessed by the PLS for the month of June 2017. The service provided by PLS is funded by QCS and was due to expire on 30 June 2017. Discussions with GM Mr Troy Ittensohn indicated that following consultation with the QCS Acting Commissioner, the service provided by PLS had received funding for a further two months, and a business case was to be developed during this time in order to secure ongoing funding for this service.</p> <p>This aspect is further discussed at s.23 following in the context of assistance given/available to prisoners to exercise their legal rights.</p>	Meets standard
8	ACCOMMODATION	Meets

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Standard	Finding - Area for Improvement	Priority Rating
	<p>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</p> <p><i>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.</i></p> <p>Observations</p> <p>Units in A, B, C, D and W blocks were inspected as well as the Detention Unit.</p> <p>A1: (Protection) 48 prisoners = 12 over capacity Unit appeared clean and prisoner demeanour appeared calm. A male officer and a female officer were managing the unit. One officer was inside the unit with one officer observing.</p> <p>A4: (Mainstream) 50 prisoners = 14 over capacity Unit appeared clean and prisoner demeanour appeared calm. Two female officers managed the unit. A counsellor was observed in the interview room speaking to a prisoner. It was later established that the counsellor was delivering bad news to the prisoner concerning the health of the prisoner's mother. The officers spoke to the prisoner at the conclusion of the interview and facilitated an officer initiated welfare call for the prisoner. The officers interacted well with the prisoners.</p> <p>B4: (Mainstream) 37 prisoners = 17 over capacity Unit appeared clean however the kitchen area was noticeably untidy with food scraps visible.</p> <p>B3: (Protection) 39 prisoners = 3 over capacity Unit appeared clean and prisoner demeanour appeared calm. A male officer and a female officer were managing the unit. Two female chaplains were observed inside the unit talking to prisoners. Officers interacted well with the prisoners.</p> <p>D4: (Mainstream) 68 prisoners = 20 over capacity D5: (Mainstream) 68 prisoners = 20 over capacity The officer station was situated between the two units with one side of the officer station servicing D4 and the other side servicing D5. The lighting was substandard. It was also reported that the fire doors to both units were inoperable. In comparison to other units, prisoner demeanour was elevated.</p> <p>The GM was informed of the issues and responded accordingly. The fire doors were checked asap and both were found to be operable. One of the doors was "sticking" a bit and some lubricant was used to ensure ease of opening. The bank of lights that was out of order in the unit was being replaced by LED lighting and scheduled for completion the week following the OCI visit.</p> <p>Medication round and meal distribution were observed in the units with no issues noted. Medication and meals were well supervised by staff and there</p>	standard

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Standard	Finding - Area for Improvement	Priority Rating
	<p>were no complaints forthcoming from prisoners. It was observed that the RN conducting medication round interacted well with the prisoners and noted any further medical issues for follow up.</p> <p>W1: (Observations Unit) 39 prisoners, 10-13 under observation. Unit appeared to be reasonably clean, although some bloodstains were observed on the floor in the seating area. Inmates under observation were seen on the floor from time to time. A dog was present for therapeutic purposes apparently. One prisoner screamed periodically from his cell but there appeared to be no threat to anyone's safety.</p> <p>W4: (Mainstream) 67 prisoners = 27 over capacity. Unit appeared to be reasonably clean, although paper and other rubbish were observed on the toilet floor. Various prisoners were spoken to, including one who appeared to be older and more prominent and who apparently acted as a "buddy" to others. He advised that conditions in W4 were good, but more programmes were needed.</p> <p>Programs delivered within the centre are outlined in connection with Standards 33 and 34, and the issues of more out of cell/unit activity and employment are discussed in connection with Standards 35, 36 and 39 and in the Comment section later in this Report. While it is apparent that the Centre compares well regarding the completion of programs, when the Inspectors visited units during mid-afternoon it did appear that a large number of prisoners were spending significant time doing nothing.</p> <p>A number of units in C block were also inspected. They all appeared to be in good condition.</p> <p>It appeared that all standard units conformed to requirements.</p> <p>Prisoners are locked in their cells from approx. 5pm to 7am. These times appear to be standard.</p> <p>Hygiene products were available to prisoners with no complaints from prisoners forthcoming.</p> <p>Some prisoners complained at a prisoners advisory committee meeting attended by inspectors that refrigerators in W1 and C6 were inoperable and others were useless in that they were opened "500 times a day" by prisoners and didn't remain cold. The Accommodation Manager advised that problems with refrigerators and driers were electrical problems due to the requirement that QCS approval be obtained, and the centre was working through the problems progressively. Inspectors sighted a maintenance request with the appropriate tracking and timely follow up in place.</p> <p>As noted in s.4 of this Report, an issue exists with respect to the central storage of prisoners' property.</p>	
9	<p>ACCOMMODATION</p> <p>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</p> <p><i>To maintain the safety and security of the correctional facility and to ensure the facility is proactive and responsive to managing the potential increased</i></p>	

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Standard	Finding - Area for Improvement	Priority Rating
	<p><i>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.</i></p> <p>Observations</p> <p>Centre management advised Inspectors that the centre was at near capacity, with 1180 inmates and an approved maximum capacity of 1187. With 760 cells, the centre is at 155% of design capacity.</p> <p>They advised further that QCS had asked the centre to take more but the centre had declined to do so “because it can’t” due to the risks identified in increasing the centre’s population further.</p> <p>As noted, data separately available indicates that the centre’s prisoner population has increased approximately 28% since 2013 (from 920 to 1180), and 35% since 2012 (872 to 1180), with approximately 315 double up beds currently.</p> <p>Since 2013 the following increases in violent incidents have been recorded –</p> <ul style="list-style-type: none"> • Serious assault/prisoner on prisoner: 11 to 64 p.a. (500% increase) • Assault/prisoner on prisoner: 122 to 472 p.a. (300% increase). <p>The extent of “doubling up” in units inspected is outlined in standard 8 preceding. Prisoners were doubled up in cells to varying degrees in most units inspected.</p> <p>Staff advised that prisoners were not doubled up at random but rather following close consideration of the compatibility of potential “cell-mates”, as this avoided problems for both prisoners and staff. If problems arose indicating incompatibility, prisoners would be re-housed.</p> <p>At present each unit is scheduled to attend the gym once per week and twice per week for the oval. Access to the oval sessions has been restricted which has resulted in prisoners not receiving their full allocation of scheduled oval time. Management advice was that there were restrictions due to construction work, the number of units at the centre, interaction with other activities, and the limited availability of staff to supervise. This is discussed in more detail in s.3 of COMMENT later in this Report.</p> <p>PAC members also claimed some units lacked basic recreational equipment such as punching bags. However it is understood that recently prisoners used parts of a punching bag as weapons. Inspectors were informed that the punching bags were removed from units as they were not secured safely. It was also reported that the inside stuffing of the punching bags contained civilian clothing. The punching bags are to be returned to the units when the issues identified are remedied.</p> <p>As outlined in the Comment section of this Report later, while in unit activities are available, due to overcrowding in some units it is difficult, if not impossible, for all prisoners to equitably and comfortably utilise the activities as the units are noisy and there is competition for comfortable space. Exercise yard space appears dominated by the younger, fitter and stronger prisoners which confines the rest of the prisoners in the unit to the restricted space within the common area. Their only respite is oval or gym time which is consistently cancelled due to construction work and the limited availability of staff to supervise.</p>	<p>High</p>

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Standard	Finding - Area for Improvement	Priority Rating
	<p>While numerous varied courses and programs are available for prisoners, restrictions such as available classroom space limit the number of prisoners who can access the services. Due to the waitlists for programs and courses many prisoners will be released or transferred without being afforded the opportunity to participate. This also further limits the opportunity for prisoners to have respite outside of their unit.</p> <p>As discussed in the Comment section later in this Report, it is highly likely that the degree of “doubling up” (or overcrowding), combined with a lack of “out of unit” activity, is contributing to a higher level of violence at the centre than would otherwise be the case.</p> <p>Specific units inspected</p> <p>A1: (Protection) 48 prisoners = 12 over capacity A male officer and a female officer were managing the unit. One officer was inside the unit with one officer observing. Officers were asked about the impact of the oval closure. Both officers expressed an opinion that if you let the prisoners know early and tell them the reason there is usually no problem. Both officers stated that officers were informed of this during the morning operational brief. Both officers appeared to communicate well with prisoners.</p> <p>A4: (Mainstream) 50 prisoners = 14 over capacity Two female officers were managing the unit. When asked about the impact of the oval closure, the officers’ stated that they informed the prisoners that the oval was closed for the day due to construction work. In the officers’ opinion, prisoners did not react adversely to the news as they were informed at unlock and given a legitimate reason. Both officers stated that officers were informed of this during the morning operational brief. The officers interacted well with the prisoners.</p> <p>B4: (Mainstream) 37 prisoners = 17 over capacity The unit had one female officer at the time of inspection. Prisoner demeanour was elevated and raucous and the officer appeared to display a level of anxiety when expressing her concern that she was alone in the unit (albeit in the officer station). The officer expressed her concern at the level of frustration that prisoners were experiencing in not being able to access the oval.</p> <p>She further stated that she didn’t advise the prisoners of the specific reason for denying oval access as she had not been informed of the reason. The officer stated that she displays a sign (observed) for the prisoners advising that there is “<i>No oval access today due to operational reasons</i>”.</p> <p>The other unit officer turned up at the unit following his lunch break. He also expressed concern at not having a rover present while he was at lunch. Both officers stated that this was the ideal time for prisoner assaults as there was only one officer in the unit and that officer would not be able to intervene. The response to an assault would take time and this scenario places prisoners’ safety at risk.</p> <p>D4: (Mainstream) 68 prisoners = 20 over capacity D5: (Mainstream) 68 prisoners = 20 over capacity</p> <p>The officer station was situated between the two units with one side of the officer station servicing D4 and the other side servicing D5. 5 - 6 male</p>	

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Standard	Finding - Area for Improvement	Priority Rating
	<p>officers were in the station at the time of the visit, with prisoners from D4 and D5 approaching the station constantly with queries. This made communication with prisoners very difficult as both D4 and D5 officers were talking at the same time.</p> <p>To further compound the issue, officers had to speak loudly in order for the prisoners' to hear their response. D4 predominately accommodated prisoners who were over 40 years of age; however due to capacity issues a few "under 40's" were in the unit.</p> <p>D4 was overcrowded (68 prisoners) and very noisy. Prisoner demeanour appeared elevated and there was an "air of tension" in the unit. A number of prisoners vented frustration to Inspectors on the following issues:</p> <ul style="list-style-type: none"> • "Cramped" living conditions • Not enough "out of unit" time • Slow response to medical requests • Poor lighting in the unit • Exercise equipment (punching bag) confiscated. <p>Officers complained that units D4 and D5 were rarely visited by a Supervisor which led to frustration from both officers and prisoners. The officers said they felt isolated. A check of the unit/s activity checklist for the month of June revealed that a Supervisor had signed as visiting the unit D4 - 5 times and D5 - 4 times.</p> <p>W4: (Mainstream): 67 prisoners = 27 over capacity. Two cells were inspected and appeared to be in good condition, although cramped (doubled up). Prisoners there have access to basketball, table tennis, TV (movie channel) in cells and on floor, video, Xbox, board games, kitchen, etc. Doubled up prisoners sleep in bunk beds, not on the floor.</p> <p>Prisoners had access to 4 phones throughout the day to lockdown at 4.30pm, except for 5-10 minutes at muster at 4pm. They were locked in their cells from approx. 5pm to 7am. All other units inspected appeared to have similar arrangements.</p> <p>A number of units in C block were also inspected. Doubling up in cells due to overcrowding raised concerns about safety and dignity given the need for prisoners to share open toilet facilities in cramped conditions.</p> <p>ROOT CAUSE/S</p> <ul style="list-style-type: none"> • Ineffective strategy to provide consistent and equitable out of unit activity areas. • Inconsistent alignment of resources (mainly staff) to ensure availability of out of unit activity. • Inadequate infrastructure to cope with the demand of increased prisoner numbers. • Lack of adequate prisoner request tracking system especially regarding medical requests. <p>REMEDIAL EXAMPLES</p> <ul style="list-style-type: none"> • Explore the utilisation of alternative space for out of unit activity. • Provide dedicated officer position to support fitness coordinator. • Explore the acquisition and placement of portable (demountable) classrooms • Review request tracking system to ensure requests are actioned and a response is provided to prisoners in a timely manner. 	

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Standard	Finding - Area for Improvement	Priority Rating
10	<p>SUICIDE AND SELF-HARM PREVENTION</p> <p>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</p> <p><i>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.</i></p> <p>Observations</p> <p>As noted, unit W1 contained 10-13 prisoners under observation, 3 as frequently as every 15 minutes, and the rest between 30 and 120 minutes. A specific officer was dedicated to this task, as well as mingling freely on the floor with inmates of the unit.</p> <p>Prisoners under observation appeared able to come and go from their cells as they wished. A well-groomed and docile dog was observed in the unit, apparently present for therapeutic purposes. Representatives of charitable/religious organisations were also in attendance to speak to inmates. One prisoner screamed from his cell every 15 minutes or so but no one appeared unduly concerned about it.</p> <p>Another unit appeared to comprise predominantly prisoners with cognitive impairments. The centre appeared conscious of the need to rehouse prisoners for their protection, and advised they did so as required.</p> <p>Generally there was universal recognition within the centre that prisoners not be housed in areas where there could be "hanging points".</p> <p>Statistics</p> <ul style="list-style-type: none"> • Attempted suicide <p>25 instances of attempted suicide were recorded in 2016 (currently running at the same level in 2017), up from 2 in 2012 and 6 in 2013. This is a substantial increase. The last recorded suicide at the centre occurred in 2014 (1).</p> <p>Available comparative data for other centres show the following number of attempted suicides were recorded in 2016:</p> <ul style="list-style-type: none"> • BCC 5, CCC 0, LGCC 5, MCC 1, SQCC 14, TCC 0, WCC 3, WFDCC 5. <p>As such, the recorded incidence of 25 at AGCC in 2016 was the highest of any centre and some 3 times the average across all centres. This is discussed further below in conjunction with self-harm statistics.</p> <ul style="list-style-type: none"> • Self-harm <p>157 instances of self-harm were recorded at AGCC in 2016, up from 43 in 2012 and 25 in 2013, an increase of 500% since 2013. As noted prisoner numbers have increased 28% since 2013.</p> <p>89 reported incidents of self-harm have been recorded for 2017 to date.</p>	Medium

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Standard	Finding - Area for Improvement	Priority Rating
	<p>However 37% of the incidents were attributable to 4 prisoners, with a total of 33 episodes between them. A further 20% of the incidents can be attributed to another 7 prisoners with a total of 17 episodes between them. 50 of the 90 incidents or 56% can be attributed to 11 prisoners.</p> <p>Overall 45 prisoners were involved in the 89 incidents. 42 of the prisoners or 95% had a self-harm history. 13 of the 45 prisoners (or 29%) were Aboriginal/Torres Strait Islander.</p> <p>Available comparative self-harm data for 2012-16 are as follows:</p> <p>CCC 10 to 19; BCC 32 to 60, MCC 24 to 37; WCC 14 to 174; WFDCC 17 to 74.</p> <p>As such the recorded incidence of self-harm at AGCC in 2016 was the second highest of all centres surveyed and well above the average for those centres.</p> <p>However, ORMS advise that in the cases of attempted suicide and self-harm <i>"It is accepted in literature that remand populations are more at risk than sentenced populations"</i>. Therefore, as AGCC is predominantly a remand centre, inter centre comparisons regarding the incidence of attempted suicide and self-harm should be treated with caution and due allowance made for the different prisoner profile at AGCC.</p> <p>On the other hand, as noted, attempted suicide and self-harm incidents within AGCC itself have, over recent years, escalated significantly in excess of population growth, regardless of comparisons with other centres. The Centre believes that this can be attributed to prisoners deliberately self-harming to gain access to the observation unit (W1) which is single cell and has greater access to support staff.</p> <p>It is noted that Centre psychologists and counsellors deliver a monthly "Strong not Tough" resilience program for prisoners considered at risk of self-harm, with high risk prisoners referred to a "Learn and Live" suicide prevention program.</p> <p>Overall, it may be advisable that the centre pursue more preventative strategies with at-risk prisoners, such as more or different resilience programmes, information, books and so on. Also, as mentioned in connection with Standard 19 following, perhaps the centre could try alternative management and intervention strategies for longer term segregated prisoners.</p> <p>The difficulty of the task is not underestimated. However attempted suicide and self-harm are among the worst incidents that can occur in a correctional centre.</p> <p>ROOT CAUSE/S</p> <p>Inspectors did not observe any specific causal factor. However, possible causes could include –</p> <ul style="list-style-type: none"> • Inadequate initial assessments • Inadequate observations • Inadequate availability of professional staff • Inadequate medication • Overcrowding and consequent interpersonal conflict • Lack of meaningful activity • Loneliness • Fear 	

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Standard	Finding - Area for Improvement	Priority Rating
	<ul style="list-style-type: none"> • Prolonged detention in isolation • Desire to access unit W1. <p>REMEDIAL EXAMPLES (based on root causes)</p> <ul style="list-style-type: none"> • More rigorous initial psychological assessments • More frequent observations • Quicker or more accessible professional help • More use of "buddy" system • In depth analysis of incidents to discern underlying common or systemic themes (if any) • More out of unit activity • More contact with family, friends etc. • Better staff training to identify at-risk prisoners. <p>This is also discussed in Standard 11 following.</p>	
11	<p>SUICIDE AND SELF-HARM PREVENTION</p> <p>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.</p> <p><i>To ensure communication and practices within a correctional facility are conducive to prisoners seeking assistance during periods of increased risk.</i></p> <p><i>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.</i></p> <p>Observations</p> <p>There are multiple points at induction for identifying at risk prisoners. They include reception staff, psychologist, counsellor, medical and Prison Mental Health Service.</p> <p>Prisoners are placed in induction units C7 for mainstream and B5 for protection. First time prisoners are placed in W4 which is a "first offenders" unit. The three induction units are "new stock" cells (safer cells). Inductions occur daily for mainstream C7 prisoners and once per week for protection B5 prisoners. Prisoners accommodated in the first offenders' unit receive a special induction where they are provided a little extra information from prisoner "Buddies".</p> <p>Prisoners are moved frequently out of the induction units into other accommodation areas which include "old stock" accommodation. Prisoners with a self-harm history remain in the new stock accommodation until reviewed for suitable placement however any Aboriginal and Torres Strait Islander prisoner with a self-harm history is automatically placed into "new stock" accommodation.</p> <p>The prisoner buddy program allows for two buddies per unit however priority is given to ensure there are always buddies accommodated in the 3 induction units.</p> <p>The prisoner buddy program is about appropriately identified prisoners helping other prisoners. To become a buddy a prisoner must be recommended by unit staff. [REDACTED]</p>	Meets standard

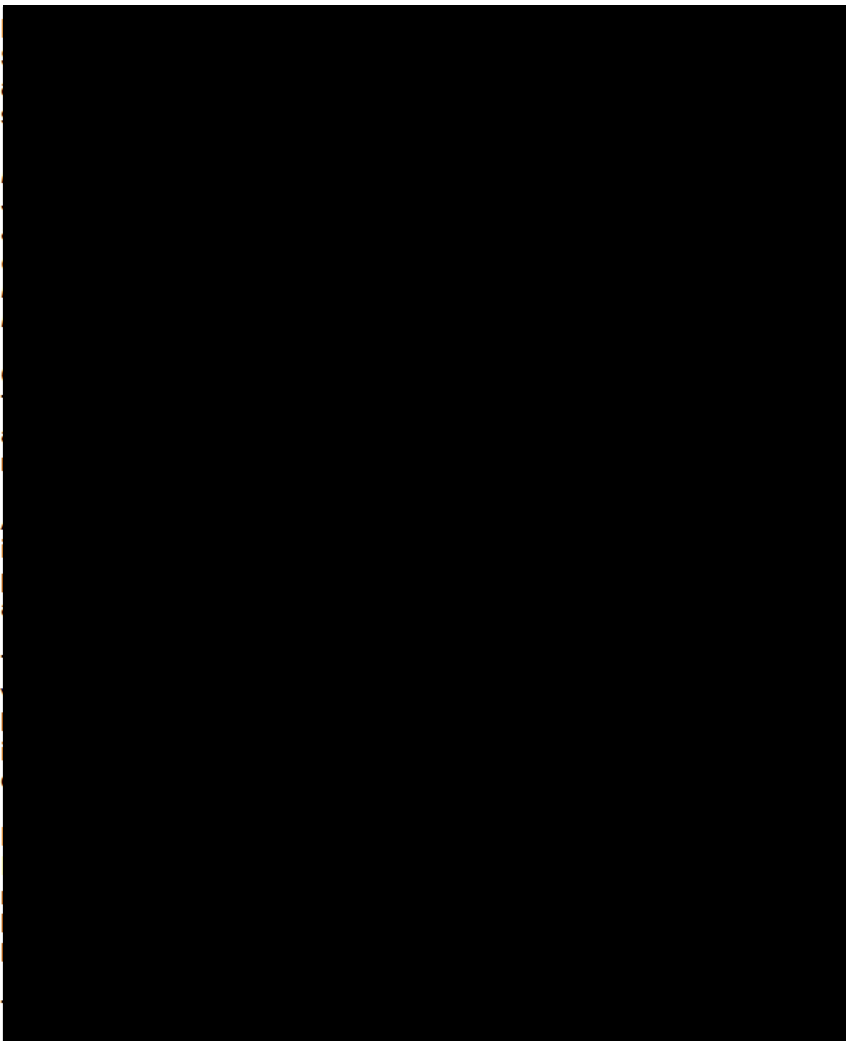
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Standard	Finding - Area for Improvement	Priority Rating
	<p>Once approved, the prisoner must then successfully graduate from the buddy course.</p> <p>The centre has 4 full time psychologists (including 1 senior) and 4 fulltime counsellors (including one senior).</p> <p>Referrals for prisoners to see a psychologist, counsellor or a cultural liaison offer can come from a number of sources. These include:</p> <ul style="list-style-type: none"> • Self-referral through the completion at any time and for any reason of a prisoner request form available in all units. All prisoners are provided with information from a psychologist/counsellor during the induction process regarding the type of support that psychologists/counsellors provide and how they can access this support whilst in custody • Any staff member can submit a referral for a prisoner to see a psychologist / counsellor. • Prisoners identified as requiring ongoing psychological support whilst in custody. These prisoners often do not self-refer and are identified by centre staff. <p>The centre advises that prisoner requests and referrals generated for psychological / counselling support are prioritised “<i>based on identified risks and needs of the prisoner</i>”. Urgent requests are typically seen on the same day, other requests are actioned on average within 3 – 7 days.</p>	
12	<p>SECURITY, GOOD ORDER AND RULES</p> <p>Security and good order are maintained through positive staff-prisoner relationship based on mutual respect and consistency and fairness when dealing with prisoners</p> <p><i>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.</i></p> <p>Observations</p> <p>In all units inspected there appeared to be reasonably good rapport between officers and prisoners. Many officers reported years of service with no serious incidents. The prevailing ethos appeared to be that if the officers treated prisoners consistently and fairly, the prisoners would be less likely to cause problems for them or others.</p> <p>All officers claimed to follow this policy. It is possible that some didn't, as anecdotally Inspectors were told that when some officers “<i>put on the uniform</i>” they could adopt a more dictatorial attitude. However Inspectors saw no evidence of this. On the contrary, at least in the presence of Inspectors, while individual personal styles differed, all officers and prisoners spoke to each other in a respectful and appropriate manner.</p> <p>It is understood that the level of staffing in centre units is currently an industrial issue. Each unit appears to be staffed by 2 officers, plus a “rover” who may service 2 or more units and is not necessarily present at a particular unit at any particular time.</p> <p>Most officers appeared accepting of that level of staffing, at least to</p>	High

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Standard	Finding - Area for Improvement	Priority Rating
	<p>Inspectors, but some expressed concern as to whether the level of staffing was adequate for their safety and their ability to maintain control and defuse incidents between prisoners, particularly if one officer was absent for any reason and the rover wasn't available. In one unit, one of the two officers on duty (one of three union delegates at the centre) expressed such concerns whereas the other advised Inspectors that current staffing was adequate.</p> <p>Prisoners claimed that during a recent lockdown food was disrespectfully pushed under their doors by foot, that they were left with only one set of clothes for 66 hours they were locked down, and that they were given no opportunity to take food to their cells prior to lockdown. Management indicated that administrative staff delivered meals and were reluctant to deal directly with prisoners, and prisoners are not given advance notice of lockdowns for fear that such notice might lead to disruption as prisoners protest against being locked down.</p> <p>Statistics As outlined later in this Report (<i>Comment</i>), the centre has experienced, and continues to experience, a relatively high level of prisoner on prisoner assaults and threats against officers. Threats against officers in particular have escalated in recent times. The reasons for these assaults and threats are not clear, but could be related to overcrowding (155% capacity, 300 plus double up cells), and lack of out of unit activity (as little as 1.5 hours per week and no more than 3 hours per week – see Standard 35 following).</p>	
13	<p>SECURITY, GOOD ORDER AND RULES Rules, routines, centre regimes and behavioural expectations are well-publicised in an easily understood format, are proportionate, fair and encourage responsible behaviour <i>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.</i></p> <p>Observations Each unit inspected contained a “megaposter” on the walls and within individual cells advising prisoners of rules and routines.</p> <p>At induction all prisoners are provided an induction handbook which includes behavioural expectations. There is an “Easy Read Prisoner Handbook” for any prisoner identified with a cognitive impairment.</p> <p>At the time of inspection, 22 officers were undergoing week long CERT training. Management advised that officer training was “a big priority”. Inspectors encountered numerous casual unit officers who appeared at least in part to be filling in for officers on training.</p> <p>Centre management advised Inspectors that the QCS Contracts Management Unit had reviewed staffing levels and rostering at the centre and found that it employed 25 more officers equating to 16.5 Full Time Equivalent (FTE) more than required under its contract with QCS.</p>	Meets standard
14	INFRASTRUCTURE AND PROCEDURAL SECURITY	Meets standard

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Standard	Finding - Area for Improvement	Priority Rating
	<p>Prison infrastructure provides for community safety and the security and good order of the prison and is complemented by effective procedural security processes <i>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.</i></p> <p>Observations Each unit is under constant video surveillance. An enhancement of CCTV within the centre has been under way for some time.</p> <p>Perimeter testing was observed to be done in accordance with requirements with completed CEREP reports sighted by Inspectors.</p> <p>Officers can also use go-pro/body worn cameras when required.</p> <p>CCTV and other video footage is retained for a reasonable period and is available to assist in reviews of incidents and breach hearings.</p>	
15		Meets standard

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Standard	Finding - Area for Improvement	Priority Rating
16	<p>SUBSTANCE ABUSE 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. <i>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.</i></p> <p>Observations [REDACTED]</p>	High

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Standard	Finding - Area for Improvement	Priority Rating						
	<div></div> <div></div> <div></div> <div>Prisoners who give a positive test sample (once confirmed) or fail to supply as directed are subject to breach action. The prisoners are placed on a Substance Abuse Management Program for drug use and/or activity and are referred to AGCC drug strategy programs: - Drug Offender Intervention Treatment (DOIT) and Short Substance Intervention (SSI) program.</div> <div></div> <p>The AGCC Drug strategy is designed to reduce or eliminate Demand, Supply and Harm. On admission to the centre each prisoner is screened by a medical professional for any substance abuse issues. Any identified issues are referred to the appropriate service. During induction prisoners are informed of the Centres' drug strategy, what items are prohibited and rehabilitation services available in the Centre.</p> <p>Prisoner Development Staff review the Daily Operational Summary provided by the Intelligence section to identify prisoners who are found guilty of a breach relating to a positive test to a prohibited substance. Any prisoner identified is placed on the waitlist for the next substance abuse intervention program. The program examines the topics of addiction and change; unhelpful thinking patterns; managing cravings; establishing support networks and relapse prevention.</p> <p>Numerous prisoners at a mainstream PAC meeting claimed to Inspectors that drug use was rife in the centre, and complained that no drug or needle replacement programme was in place to deal with it. It was argued that such programmes would reduce drug-related incidents within the centre, and that prisoners in other centres had to do drug programmes to get parole/probation.</p> <p>Statistics</p> <ul style="list-style-type: none">Positive drug tests <p>QCS data indicates that positive drug tests at AGCC doubled (i.e. increased by 100%) from 152 to 313 between 2012 and 2016 (176 in 2013), with 150 to 16 July 2017 – an average currently of 6 positive tests per week. As noted the centre's prison population increased some 35% since 2012 and 28% since 2013, considerably less than the rate of increase in positive drug tests.</p> <p>Comparative data indicate (centres chosen at random) for the 2012-16 period:</p> <table><tr><td>AGCC</td><td>152 to 313</td></tr><tr><td>BCC</td><td>45 to 146</td></tr><tr><td>MCC</td><td>53 to 211</td></tr></table>	AGCC	152 to 313	BCC	45 to 146	MCC	53 to 211	
AGCC	152 to 313							
BCC	45 to 146							
MCC	53 to 211							

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Standard	Finding - Area for Improvement	Priority Rating																		
	<p>WCC 100 to 140 WFDCC 143 to 373.</p> <p>Viewed in this comparative light AGCC may appear not to be out of step. However the fact remains that whatever is happening at other centres, the detection of drug taking at AGCC since 2012 has increased by 100%, well ahead of population increase at the centre during that time (36%).</p> <ul style="list-style-type: none">• Substance/drug possession <p>QCS data also indicates that the incidence of detected "<i>Substance – Prisoner Possession</i>" at AGCC increased from 23 in 2012 to 196 in 2016, a sevenfold increase, and is continuing at that level. By contrast, in that period –</p> <ul style="list-style-type: none">• BCC went from 3 to 8• CCC 0 to 4,• WCC 10 to 1, and• WFDCC 2 to 5. <p>As well, the incidence of non-prisoner supply/possession of illicit substances (presumably involving visitors detected trying to bring drugs into the centre or having had recent contact with drugs) rose 200% from 539 in 2012 (537 in 2013) to 1469 in 2016.</p> <p>Comparative data for this type of incident from 2016 was –</p> <table><tr><td>AGCC</td><td>1,469</td></tr><tr><td>BCC</td><td>238</td></tr><tr><td>CCC</td><td>34</td></tr><tr><td>LGCC</td><td>172</td></tr><tr><td>MCC</td><td>117</td></tr><tr><td>SQCC</td><td>283</td></tr><tr><td>TCC</td><td>61</td></tr><tr><td>WCC</td><td>248</td></tr><tr><td>WFDCC</td><td>583</td></tr></table> <p>Overall, these figures could indicate a greater skill or effort by AGCC in detecting and/or recording drug related offences compared to other centres. However in the absence of any explanation as to what has changed in the centre's drug detection techniques, and even allowing for a not insignificant increase in its prisoner population, the data suggest the centre may have an increasingly significant drug problem.</p> <p>ROOT CAUSE/S</p> <ul style="list-style-type: none">• Increasing demand for drugs within prison population• Inadequate procedures to prevent drugs entering the centre• Inadequate drug treatment programmes within the centre (possibly)• Lack of activity to occupy prisoners <p>REMEDIAL EXAMPLES</p> <ul style="list-style-type: none">• Review of effectiveness of current preventative measures• Greater access by prisoners to activities• Greater access to drug treatment programmes.	AGCC	1,469	BCC	238	CCC	34	LGCC	172	MCC	117	SQCC	283	TCC	61	WCC	248	WFDCC	583	
AGCC	1,469																			
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SQCC	283																			
TCC	61																			
WCC	248																			
WFDCC	583																			
17	<p>DISCIPLINE, USE OF FORCE AND SEGREGATION</p> <p>Prisoners are subject to reasonable disciplinary procedures, which are clearly explained applied fairly and for good reason with consideration</p>	Medium																		

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Standard	Finding - Area for Improvement	Priority Rating
	<p>given to any pre-existing mental health concerns or disabilities that may have been a contributing factor <i>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.</i></p> <p>Centre management advised Inspectors that the centre had “<i>sanctioned</i>” officers who had used collective punishment (e.g. unit lockdown). It further advised that the officers’ union had complained that the centre “<i>wasn’t punishing prisoners enough</i>”.</p> <p>Incident Review Committees Management advised that the committee, which reviews staff interaction with prisoners during incidents, includes a base grade officer so as to “<i>increase transparency</i>”. See s.15 preceding.</p> <p>Breach hearing Inspectors observed a breach hearing conducted by an officer in a secure room in a particular unit. As required the prisoner was filmed during the proceedings. The officer’s introductory remarks, explanations and advice to the prisoner and concluding remarks (including finding and penalty), and the conduct of the hearing generally, followed a script apparently drafted to ensure compliance with statutory requirements. The hearing was conducted by the officer firmly but appropriately and in accordance with QCS guidelines.</p> <p>While the prisoner disputed some of the alleged facts alleged he admitted to others, and agreed with the officer that the facts he admitted were sufficient to render him guilty of the alleged breach (disrupting the good order of the prison). He pleaded guilty, and a penalty of 2 days loss of privileges was imposed.</p> <p>It was not clear what would have happened had the prisoner disputed all the facts alleged, and in particular whether he would have been allowed to call witnesses (i.e. other prisoners) in his defence had he pleaded not guilty.</p> <p>S.116(3)(b)(ii) of the CS Act requires the deciding officer to give the prisoner a reasonable opportunity to make submissions in his defence, including “<i>calling a person within the facility to give evidence in the prisoner’s defence</i>”, i.e. to call witnesses. However the deciding officer did not advise the prisoner that he may call witnesses on this occasion.</p> <p>The Form 23 provided to prisoners prior to a hearing says that “<i>If you wish to rely on the evidence of another person in the facility (whether it be an officer or another prisoner) you must make a reasonable attempt to obtain that evidence in writing from the person before the hearing</i>”. However, s.116(3)(b)(ii) doesn’t appear to require a prisoner to provide anything in writing prior to a hearing.</p> <p>Further, the Breach of Discipline Directive, the Guidelines for Breach Hearing, and the “Deciding Officer Preamble” which the deciding officer reads out to the prisoner (Admin Form 74), all require that the prisoner be advised at the hearing of his right to make submissions (as required by the Act) but do not mention his right to call witnesses (also required by the Act).</p>	

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Standard	Finding - Area for Improvement	Priority Rating
	<p>ROOT CAUSE Uncertainty regarding whether prisoners charged with offences/breaches of discipline within the centre are being correctly advised of their rights regarding the calling of witnesses.</p> <p>REMEDIAL EXAMPLE Clarification, e.g. via enquiry of QCS, to ascertain if AGCC's forms and procedures comply with s.116(3)(b)(ii) of the CS Act.</p>	
18	<p>DISCIPLINE, USE OF FORCE AND SEGREGATION 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. <i>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.</i></p> <p>The use of reasonably necessary force by officers in specified circumstances is authorised by s.143 of the CS Act. No incidents involving the use of force were observed.</p> <p>At the time of inspection 22 officers were undergoing week long CERT.</p> <p>Officers are required to report on the IOMS database all incidents involving the use of force. Inspectors observed numerous signs throughout the centre stating "Have you reported all incidents today?"</p>	Meets standard
19	<p>DISCIPLINE, USE OF FORCE AND SEGREGATION 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 prisoners. Their individual needs are recognised, given proper attention and monitored to ensure their safety <i>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.</i></p> <p>Separate confinement Inspectors were advised that prisoners undergoing separate confinement under s.121 of the CS Act were locked in their own cells within units for 22 hours per day. Under s.5 of the Corrective Services Regulation they are allowed 2 hours exercise in the fresh air each day. Inspectors did not observe any prisoner being held under s.121.</p> <p>Safety orders Prisoners under a s.53 safety order may be detained in a detention unit. Inspectors inspected the centre's detention unit on two occasions.</p> <p>10 prisoners were detained in the unit at the time of the inspection. 2 detained for their own protection were in the unit on an indefinite basis and were occupying the only powered cells, with access to a television, reading material and items that they were able to purchase. The other 8 prisoners</p>	Medium

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Standard	Finding - Area for Improvement	Priority Rating
	<p>were located in unpowered cells.</p> <p>All cells observed were clean, with one exception where the exercise area was strewn with paper which appeared to be the prisoner's doing.</p> <p>Powered cells The two prisoners detained for their own protection had no complaints. Both had been incarcerated in the detention unit for lengthy periods. One was a youthful and somewhat vulnerable prisoner who had been in the detention unit for nearly a year and who found solitary confinement in the detention unit preferable to his previous accommodation in a unit on protection.</p> <p>It is appreciated that the safety of this prisoner posed real challenges for the centre, but he was not a threat to anyone else and the likelihood that such long term segregation may have a harmful effect on him raises the question of whether some alternative management and/or intervention strategy may be advisable.</p> <p>Unpowered cells A number of the other prisoners in the unit complained about the lack of power and lighting in their cells, some angrily. Only two cells were powered, and those on the eastern side had restricted natural light after midday. There seemed little light overall in the cells, natural or otherwise.</p> <p>Inspectors were informed that prisoners had access to a newspaper, and one requested a bible, but otherwise no other diversions such as TV and radio were available, even though in one case at least the order under which the prisoner was detained in the unit said he may have such access.</p> <p>The QCS Practice Directive on Detention Units provides that a prisoner must not be accommodated in a non-powered cell unless, inter alia, "<i>no other appropriate accommodation is available</i>". Under s.53 of the CS Act the centre may limit the prisoner's privileges if they are impracticable or undesirable</p> <p>After leaving the unit Inspectors discussed the situation with the Accommodation Manager. They then revisited the unit 36 hours after the first visit and observed that 2 prisoners remained in the unit from the 8 who had been placed there in the previous 7 days. This indicated that the average length of time that a prisoner spent in the detention unit was relatively short, with the exception of the 2 prisoners who were in the unit on a long term basis for their own protection.</p> <p>The Directive also requires that prisoners be allowed two daylight hours per day exercise in the "fresh air" (presumably in the exercise yard in the unit). The exercise yard was bereft of any equipment other than a "chin up" bar.</p> <p>The following issues arise -</p> <ul style="list-style-type: none"> • whether detaining prisoners in a poorly lit cell for days if not weeks or months with no normal human interaction and no diversion other than a newspaper and 2 hours exercise alone per day is the best way to address the problem of aggressive prisoners, or whether that regime can have adverse psychological consequences for the prisoner and hence other prisoners upon the prisoner's return to normal accommodation. Prisoners observed in the unit ranged in demeanour from total docility to outraged and verbally abusive anger. 	

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Standard	Finding - Area for Improvement	Priority Rating
	<ul style="list-style-type: none"> whether only 2 powered cells out of 10 is adequate, in light of the tone of the Directive which does not favour detention in non-powered cells, and the fact that detainees with official centre documentation allowing them to access TV and radio are unable to do so due to a lack of power in their cells. There is no point granting privileges that require power if no power is available. Whether alternative management and intervention strategies might be possible and advisable with respect to prisoners segregated long term for their own protection. <p>Root Cause/s</p> <ul style="list-style-type: none"> Inadequate number of powered cells in detention unit Inadequate light in detention unit Inadequate access to reading material and/or other diversions in detention unit Approving access to privileges that can't be provided exacerbates the situation. <p>Remedial examples</p> <ul style="list-style-type: none"> Increase number of powered cells in unit Increase light in cells Increase access to reading material and other diversions Consider other options if privileges are to be allowed but can't be provided due to a lack of power. 	
20	<p>BULLYING AND VIOLENCE REDUCTION 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. <i>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.</i></p> <p>Observations Inspectors did not observe any actual assaults. However, as noted there were tension and an elevated mood in some units, particularly those with large numbers and not much activity.</p> <p>Inspectors held discussions with the Accommodation Manager B side who chairs "violence prevention meetings" attended by four or so other custodial staff. He advised that while no systemic analysis of incidents involving violence occurred as such, each incident was looked at to see what action could be taken to avoid a repeat, and officers were encouraged to be proactive if they "saw trouble brewing".</p> <p>Inspectors reviewed a sample set of minutes from a VPC meeting which dealt not with specific issues but with broader issues such as negative attitudes by prisoners seeking work, the use of body worn cameras etc.</p> <p>Inspectors were advised that the position of Violence Prevention Coordinator (VPC) within the centre was currently shared by two Supervisors. They performed this role in addition to their regular operational duties and received no extra remuneration. Due to rostering patterns, there were occasions where neither Supervisor was at the centre to fulfil the role.</p>	High

CCC EXHIBIT

Standard	Finding - Area for Improvement	Priority Rating
	<p>Statistics re violence As indicated in the Comment section towards the end of this Report, AGCC has a high rate of prisoner on prisoner assault in comparison to other centres throughout the State.</p> <p>ROOT CAUSE/S</p> <ul style="list-style-type: none"> • Lack of a dedicated VPC with accountability for reducing violence • Lack of a violence prevention strategy. • Disjointed relationship between Intelligence section and VPC position. • Ineffective strategy to fully utilise out of cell/unit activity. <p>REMEDIAL EXAMPLES</p> <ul style="list-style-type: none"> • QCS require GEO Group Australia to reduce the level of violent incidents at AGCC and, in doing so, consider meeting key performance targets • QCS introduce additional reporting oversight in regard to AGCC so as to mitigate the risk of incorrect reporting arising from a focus on meeting key performance targets. • Appoint appropriately qualified person to the VPC position. • Develop a violence prevention framework connecting ICR team, VPC and Intelligence section that will deliver practical, sustainable and measurable VP strategies. • Explore the utilisation of alternative space for out of unit activity. 	
21	<p>EQUITY AND DIVERSITY 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 <i>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.</i></p> <p>Observations There was evidence of gender balance among correctional staff across all units inspected.</p> <p>A cultural centre was available and accessible to Aboriginal & Torres Strait prisoners. However some concerns were expressed that some staff could have been more active in assisting with NAIDOC Day celebrations.</p> <p>One unit appeared to be primarily composed of prisoners with a disability, (predominantly cognitive impairment) which presumably minimises the targeting of such prisoners by other non-impaired prisoners.</p> <p>Some prisoners have been pressing without success for approval to establish an informal gay network which would enable older more experienced prisoners to mentor younger gay inmates who may be susceptible to bullying and have to go on protection as a result. However centre management did not appear to be receptive to the concept.</p> <p>An activity program has been developed by the fitness coordinator specifically for the aged and infirmed.</p>	Meets standard

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22	<p>STAFF AND PRISONER RELATIONSHIPS Prisoners are treated respectfully by all staff, and are encouraged to take responsibility for their own actions and decisions <i>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.</i></p> <p>Observations As noted, all interactions between officers and prisoners observed by Inspectors were respectful and appropriate. All officers spoken to mentioned the importance of this approach, and some volunteered a genuine desire to assist prisoners learn life skills to assist reintegration into the community</p> <p>Assaults – prisoners/staff There were 2 recorded <i>assaults</i> of prisoner on staff occurring in 2016 and 3 assault prisoner on staff recorded from 01 January 2017 to 21 July 2017. There were no recorded <i>serious assaults</i> on staff during that period.</p> <p>However, as noted later in this Report (<i>COMMENT</i>), 111 incidents were recorded as threats against staff in 2016 and are trending at a higher rate for 2017 (at 106 to 21 July 2017).</p>	
23	<p>LEGAL RIGHTS Prisoners are supported and provided with assistance and appropriate information to freely exercise their legal rights <i>To ensure access to legal services and information is not restricted for prisoners due to their incarceration.</i></p> <p>Observations</p> <ul style="list-style-type: none"> • Photocopying legal documents Photocopying for prisoners is carried out only at legal resource centres. One prisoner complained that his attempt to photocopy material in relation to his court case had been pending for 2 weeks or longer, and when he inquired he was told to “give us time”. <p>Bail clerks located in the library at Programs B mainstream stated that they were not allowed to photocopy more than 2 pages per day per prisoner, although some staff relaxed this restriction on occasions.</p> <p>As the centre is a remand centre with nearly all prisoners awaiting trial, it is extremely important that contact with courts and legal representatives involving the transmission of documents (which the prisoner may wish to copy for his own records or which may be required to be submitted in multiple copies) be unimpeded as far as possible.</p> <p>Discussion with officers The issues were discussed with the Prisoner Development Manager (PDM), who advised that some prisoners and their solicitors had wanted the centre to photocopy copious amounts of documents, up to 400 pages in some cases. This raised issues of resources and confidentiality and the matter was “<i>getting out of hand</i>”, so the centre was developing a policy (via the Deputy General Manager).</p> <p>In the meantime the PDM and her assistant could approve more than 2</p>	High

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Standard	Finding - Area for Improvement	Priority Rating
	<p>pages photocopying on application.</p> <p>Following the inspection the Centre provided a copy of <i>Local Instruction – Stand-Alone Photocopiers in Programs Buildings</i> (dated 8 August 2017). This policy allows prisoners to copy up to 20 pages at a time (more with officer approval) on payment of a fee and on completion of a form and subject to appropriate checks etc. However the fee is not stipulated, and nor is a time limit for completion of a request specified.</p> <p>It is important that remand prisoners have ready access to legal, photocopying and other resources relating to their bail applications and/or forthcoming trials. The newly implemented policy could be improved if it specified the fee (which would not be beyond the resources of a prisoner) and a “turnaround time” for photocopying requests. Court proceedings are often subject to very strict timelines.</p> <ul style="list-style-type: none"> • Library/legal resources <p>It was observed that hard copy Acts and legal texts kept in the library at Programs B mainstream were either hopelessly out of date or non-existent. Legal resources accessible by the two computers in the library were also not up to date. The two bail clerks present expressed frustration at the failure of the centre to update legal resources and mentioned QCS Practice Directive “<i>Prisoner Entitlements</i>” which they said required the centre to maintain up to date legal resources.</p> <p>Under the Directive, prisoners wanting to access legal resources have to firstly obtain approval. The bail clerks interviewed advised that only 10% of prisoners applying were approved.</p> <p>The Directive also permits a legal resource centre to fax documents to a legal practitioner. However the bail clerks claimed that faxing was not allowed.</p> <p>Discussion with officers</p> <p>Officers indicated a Mr Peter Lyons representing the PLS had recently conducted an inquiry into how bail applications from prisoners could be expedited, and his advice was awaited. However they advised there was no restriction on what bail clerks could fax to lawyers representing prisoners.</p> <p>As noted in s.7 of this Report, the PLS had assessed 47 prisoners with representation and bail applications in June 2017. The PLS service is funded by QCS and was due to expire on 30 June 2017. Discussions with GM Mr Troy Ittensohn indicated that following consultation with the QCS Acting Commissioner, the service provided by PLS had received funding for a further two months, and a business case was to be developed during this time in order to secure ongoing funding for this service.</p> <p>Officers indicated it could be correct that only 10% of applicants were approved to access a legal resource centre, as applicants had to have a current court matter (e.g. a bail application). It was also suggested that some of the prisoners used access to the library as a means of distributing drugs (e.g. passing in corridor or secreting in library). Bail clerks had conceded there could be an element of time wasting by applicants as well.</p> <p>Inspection of legal resource centre</p> <p>Following discussion with officers the legal resource centre was inspected with the appropriate officer. It was ascertained that computer resources had not been updated as required, and this was done immediately via a USB.</p>	

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	<p>The task of updating the computers was previously assigned to another staff member who neglected to carry out the task. It was also ascertained that a separate up to date law library was available in A block programs building. The books are transported to B block as required for access by prisoners; however they are returned to A block the same day. This process was initiated due to books going missing.</p> <p>In the near future AGCC will receive updates to legislation from the Parliamentary Counsel by way of RSS feed. These updates will be downloaded onto a USB and a staff member will then update the two stand-alone computers available to prisoners, as is presently the practice.</p> <p>In a predominantly remand centre, where prisoners have not been convicted and are awaiting trial and strict time limits often apply, it is enormously important that prisoners be able to prepare for bail applications and trials with the minimum impediment necessary consistent with safety and security of the centre. This primarily requires reasonably quick access to relevant legal materials and contact with legal representatives, both in person and via the transmission of documents.</p> <p>ROOT CAUSE</p> <ul style="list-style-type: none"> • Uncertainty regarding photocopying policy • Uncertainty regarding future of PLS role at AGCC • Uncertainty regarding access to bail clerks <p>REMEDIAL EXAMPLE</p> <ul style="list-style-type: none"> • Amend photocopying policy to specify fee and turnaround time for requests • Implement recommendations of PLS review, if appropriate, as soon as possible. 	
24	<p>REQUESTS AND COMPLAINTS SYSTEM</p> <p>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</p> <p><i>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.</i></p> <p>Observations</p> <p>There were "blue letter" containers in each unit visited. The containers were locked and they are emptied by custodial officers assigned to daily "rover" positions. The mail is delivered to an administration clerk accommodated in B Block programs area. The clerk records and date stamps receipt of the blue letters and separate into complaints or requests.</p> <p>The clerk completes a communication response detailing what the letter is about, who it is from and allocated a tracking number. The information is recorded on a spreadsheet as internal/external. The letter is then sent to the responsible area for response. All prisoners who write a blue letter receive an acknowledgement letter (whether it be determined request or complaint).</p> <p>A standard complaint has a maximum timeframe for a response of 30 days and complex (multiple issues) has a maximum timeframe of 70 days. The clerk tracks the timeframes and follows up if an initial response hasn't been</p>	Meets standard

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	<p>received within 7 days. The response is sent to the General Managers' secretary for the General Manager (GM) to sign. Once the response has been signed, the letter is sent back to the clerk who scans the document and places all related documents on G Drive and also in the "Resolve" database. A hard copy file is created and contains a copy of the communication response (blue form) attached to the original blue letter together with the acknowledgment and response.</p> <p>The GM secretary and the administration clerk work well together which has the effect of the GM secretary fielding external calls and being conversant with any issues. AGCC receives on average 27 blue letters per week which equates to 2.3% of the prisoner population.</p>	
25	<p>HEALTH SERVICES – QUEENSLAND HEALTH OR PRIVATE PROVIDER 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. <i>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.</i></p> <p>Observations At a mainstream PAC attended by Inspectors, prisoners complained about a 3 month wait to see a dentist, and delays in seeing a doctor (18 months in one case for a skin cancer patient). Others spoke of an inability to obtain timely pain medication.</p> <p>Inspection of Medical Centre Approximately 20 prisoners were in attendance at the Medical Centre at the time of inspection.</p> <p>Individual cases were not raised with the Medical Centre. However the Nurse Unit Manager advised that standard waiting times currently were 2 weeks to see a doctor and 3 months for a dentist. She was not able to confirm an 18 month waiting time for skin cancer patients but said this could be the waiting time to see a skin specialist through QH.</p> <p>She also advised that approximately 14-15 inmates were currently being treated for HIV and Hep C but these had been contracted outside the centre prior to admission.</p> <p>Qld Audit Office Report A recent report by the QAO (<i>Management of Privately Operated Prisons, Report 11 2015-16</i>, February 2016) stated (p.11) that</p> <p><i>"An external consultant QCS engaged identified that both private providers [including GEO] deliver medical services according to community standards".</i></p>	Meets standard

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26	<p>HEALTH SERVICES – QUEENSLAND HEALTH OR PRIVATE PROVIDER 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. <i>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.</i></p> <p>As noted in s.16 of this Report, numerous prisoners at a PAC claimed that drug use was rife in the centre but no drug or needle replacement programme was in place to deal with it. It was claimed that such programmes would reduce drug-related incidents within the centre and inmates in other centres had to do drug programmes to get parole/probation.</p> <p>It should be noted that QCS is currently implementing an opiate replacement programme in centres throughout the State.</p> <p>On admission to the centre each prisoner is screened by a medical professional for any substance abuse issues. Any prisoner identified as having withdrawal symptoms is treated with prescribed medication to ease the symptoms. Prisoners may also be referred to AGCC drug strategy programs - Drug Offender Intervention Treatment (DOIT) and Short Substance Intervention (SSI) program and other rehabilitation services available in the centre.</p> <p>The substance abuse program examines the topics of addiction and change; unhelpful thinking patterns; managing cravings; establishing support networks and relapse prevention.</p> <p>When a prisoner is transferred out of the centre, medical staff liaise with the receiving centre regarding any ongoing treatment. Re-entry facilitator ASCO provide prisoners with contacts and appointments to relevant agencies for follow up upon release.</p>	Meets standard
27	<p>FOOD 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. <i>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.</i></p> <p>Observations Prisoners prepare standard meals for the centre. The centre has engaged outside caterers to provide vegetarian, gluten free and halal meals as requested.</p> <p>Some prisoners at a mainstream PAC meeting claimed that food portions</p>	Meets standard

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Standard	Finding - Area for Improvement	Priority Rating
	were below prescribed amounts and/or were “full of water”. Inspectors examined the food preparation centre and spoke to the officer in charge. The officer confirmed he had attended PAC meetings where the complaint had been made and had since taken steps to address the issue by instructing staff to weigh portions at random to ensure they met the 500g requirement. He demonstrated the process to Inspectors and portions were found to be of the order of 600g.	
28	<p>FOOD Food is prepared by prisoners and staff who have received information and training to comply with health and safety standards and hygiene regulations <i>To ensure that food preparation complies with health and safety standards and hygiene regulations to avoid the contamination of food and/or related illnesses.</i></p> <p>Observations Preparation of the food is under the supervision of a recently employed officer who advised he had a background in catering and who appeared enthusiastic about his job. It is understood his second in charge was a prisoner with a background as a chef.</p> <p>The food preparation area was scrupulously clean when inspected by Inspectors during the final stages of preparing the evening meal.</p>	Meets standard
29	<p>PRISONER PURCHASES 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. <i>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.</i></p> <p>Observations Inspectors witnessed the distribution of “buy-ups” in a number of units. No complaints were made about the cost of buy ups at the PAC meetings attended by Inspectors.</p>	Meets standard
30	<p>RELIGIOUS ACTIVITY 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 <i>To ensure prisoners have access to religious and cultural items, facilities and representatives during their period of incarceration.</i></p> <p>Observations This standard wasn’t specifically observed; however Inspectors observed two female chaplains inside a unit talking freely to prisoners. No complaints were forthcoming from prisoners with respect to religious activity.</p>	Not inspected
31	OFFENDER MANAGEMENT PLANNING – SENTENCE MANAGEMENT	Not inspected

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Standard	Finding - Area for Improvement	Priority Rating
	<p>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.</p> <p><i>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.</i></p> <p>Not observed</p>	
32	<p>OFFENDER MANAGEMENT PLANNING – SENTENCE MANAGEMENT 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.</p> <p><i>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.</i></p> <p>Not observed</p>	Not inspected
33	<p>OFFENDER MANAGEMENT PLANNING – SENTENCE MANAGEMENT Prisoners have access to appropriate and quality interventions and services that address needs related to their offending.</p> <p><i>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.</i></p> <p>Observations As a remand only centre AGCC is not contractually required to provide criminogenic intervention programs. However the centre has engaged three registered training organisations (RTOs) to deliver VET Short Courses.</p> <p>The RTOs are BSI Learning, Tropical North QLD TAFE and University of QLD (G-VEC). AGCC partner with additional RTOs for the delivery of Certificate I, II and III programs and other non-accredited programs. The courses and training organisation are listed below.</p> <p><u>Accredited Education Courses</u> Certificate III Courses: Certificate III Business - HELP Enterprises Certificate II Sport & Recreation - TAFE QLD International Certificate II Horticulture - University of QLD Certificate III Logistics - HELP Enterprises Certificate III Cultural Arts - University of QLD Tertiary Pathway Program - University of Southern QLD</p>	Meets standard

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	<p>Foundation Skills - FSK20113 - FUTURUM Australia</p> <p>ET Short Courses:</p> <ul style="list-style-type: none"> • Work safely in the construction industry (White Card) • Apply First Aid • Perform routine gas metal arc welding • Language, Literacy and Numeracy <p><u>QCS accredited courses</u></p> <ul style="list-style-type: none"> • Short Substance Intervention - OPTIONS Program • Low Intensity Substance Intervention (LISI) / Drug Offender Intervention and Treatment Program (DO IT) • The Learn and Live (LEALI) Suicide Prevention Program: Overview: This intervention has been developed by the Psychological Services Team at Arthur Gorrie Correctional Centre. The LEALI is a module based program that can be delivered either individually or in a group setting. It has been designed to provide participants with the skills to better manage difficult emotions, situations and behaviors. The overall aim of the LEALI is to reduce the participant's risk of engagement in Suicide and Deliberate Self Harm behavior. • Positive Futures Program (delivered by GEO staff) The Positive Futures program takes a culturally safe and strengths based approach to running engaging and practical family violence programs. The program uses various practically based activities focusing on the main topics of identity, connection, motivation and change, anger and violence, alcohol and drug abuse, power and control, jealousy, trust and fear, family and community and parenting. • Adult Resilience Program (delivered by GEO staff) Overview: The Strong Not Tough: Resilience Program is an interactive program that teaches evidence-based techniques to help adults cope effectively with life changes/transitions and challenging situations. The program aims to develop an individual's resilience – their ability to “bounce back” from hardship, to cope with the negative effects of stress and to adapt in the face of challenging circumstances. <p><u>Non-Accredited Education Courses (External Providers)</u></p> <ul style="list-style-type: none"> • Bars and Rehabilitating K9's (BARK): RTO – RSPCA • Employment Program: RTO – Open Minds The objective of the program is increase the confidence of the prisoners to partake in educational programs available in AGCC and when they are released. It will also teach them basic computer skills so that they will be able to do the basics that are required in their job search and future job training. • Kairos Prison Ministry (Short course) 	

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	<p>The Kairos Inside Program is run twice yearly. The Kairos Inside program runs for 5 days... The Kairos inside program includes talks, meditations, discussions and praise and worship. Participants are encouraged to share their experiences, reflect on their lives and past choices, empathize with others and their situations and make positive changes within their own lives.</p> <ul style="list-style-type: none"> Kairos Journey Program: Following the Kairos Inside program, participants are invited to participate in the Kairos Journey which is facilitated at Arthur Gorrie Correctional Centre fortnightly. Kairos volunteers attend the Centre every second Saturday to provide a 2 hour program which consolidates learnings and offers ongoing support to past participants. <p><u>Non-Accredited GEO Self Development Courses (GEO)</u></p> <ul style="list-style-type: none"> AGCC Peer Support (Buddy) Program Overview: The Buddy program is designed as a mentoring program for extra support that is provided by selected prisoners for other prisoners in their unit. The program is designed to provide the participants information on the following: The role of a buddy, referral pathways, effective Communication Skills, Coping with Stress and Anxiety, Conflict Resolution, Guilt and Shame, Grief and Loss, Suicide and NSSI Awareness, Goal Setting and Action Plans. Goal Settings: This course enables the prisoner to set short-term and long-term goals for different areas in their life and motivate them to achieve them in the time set for each goal. Life Skills: Overview: Encourages Prisoners to be responsible for their own Actions. Show Prisoners that there are choices. Course content to include the following: Anger management, stress management, effective communication, communication styles, appropriate use of language, expressing emotions without violence, boundaries, behaviour change and management through different therapeutic techniques, conflict resolution, negotiation skills and de-escalation skills. Pacific Pathway Program (PPP): Overview: The Pacific Pathway Program targets Pacific prisoners; this program was developed in partnership with Pacific Elders and Leaders Support Groups. This program focuses and addresses the themes of <i>participation, creativity and leadership</i>. My Story 61 – Tama Toa Overview: My Story' TAMA TOA is a program written especially for the prisoners in Arthur Gorrie Correctional Centre, Wacol - Brisbane. The program workshops are led by the MS61 Team and visiting athletes. The aim is to inspire these prisoners to tell their Story; by creative arts (music, spoken word, drama); and to inspire and instill hope back into these prisoners. Project Rebuild The program has been developed by prisoners for prisoners and it is managed by the Fitness Coordinator of the Centre. The program 	

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	<p>will teach prisoners the correct way to exercise, how to develop and follow a structured program of exercise with defined objectives that they participate in setting, how to plan and prepare a healthy eating plan, and how to prepare and cook healthy food. The program discourages drug use and other undesirable habits in a context understandable by the prison population. The underlying objectives are that prisoners have a positive life example to follow, develop confidence by setting and achieving targets that they did not believe they could achieve, and develop practical tools and practices that they can continue to apply in prison and on release in the wider community.</p> <ul style="list-style-type: none"> Murri Art Overview: Providing an opportunity for 18 – 25yr old, young offenders of Aboriginal & Torres Strait Island and other nationality in the Centre from the most marginalized and disadvantaged backgrounds to participate in a Cultural Artistic Self-Development Program. The participants are encouraged to create art-work for their families and loved ones; in a supported and a safe culturally appropriate environment; and an added element of Showcasing their Art-Work to staff and prisoners. The objective is to build the bridge for our young people; a chance to create pieces of personal expression, and be around others who share the same interest in art-work. <p>Due to industrial issues, program delivery was interrupted; however rescheduling has ensured that the program delivery hours lost during the industrial action will be recovered.</p> <p>Protection Prisoner Advisory Committee members interviewed during the inspection raised concern that they were only afforded 1 day per week to undertake programs. They reported that many prisoners were unable to undertake a program as a result of being transferred / released before the program became available to them.</p> <p>The Centre advised that according to the QCS ORMS 2016-17 Offender Program Performance Report, AGCC “outperformed all other centres for final completion rates for ‘Other’ programs and ranked second for QCS funded completions”, which meant the centre “ranked first for total program completions”.</p>	
34	<p>LEARNING, SKILLS DEVELOPMENT AND PURPOSEFUL ACTIVITY 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.</p> <p><i>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.</i></p> <p>Observations As noted in s.33 of this Report a number of educational and work skills</p>	Meets standard

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	<p>programs are available to prisoners.</p> <p>In particular AGCC partner with additional RTOs for the delivery of Certificate I, II and III programs and other non-accredited programs. The programs are designed to enhance skills and provide increased opportunities when released. The programs and courses available are as follows;</p> <p>Certificate III Courses: Certificate III Business - HELP Enterprises Certificate II Sport & Recreation - TAFE QLD International Certificate II Horticulture - University of QLD Certificate III Logistics - HELP Enterprises Certificate III Cultural Arts - University of QLD Tertiary Pathway Program - University of Southern QLD Foundation Skills - FSK20113 - FUTURUM Australia</p> <p>VET Short Courses:</p> <ul style="list-style-type: none"> • Work safely in the construction industry (White Card) • Apply First Aid • Perform routine gas metal arc welding • Language, Literacy and Numeracy 	
35	<p>PHYSICAL ACTIVITIES, ARTS, CRAFTS AND HOBBIES 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. <i>To maintain the safety and security within the correctional facility with prisoners provided routine scheduled and meaningful activities to gyms including access, art and craft and hobbies.</i></p> <p>Observations Apart from work and courses, the only physical activities available are gym and oval (the centre has two ovals). At present each unit attends once weekly for the gym and twice weekly for an oval (an hour at a time).</p> <p>However, apparently due to construction work in and around the ovals, attendances have been curtailed in recent times. The current allocation of oval time (2 hours per week) appears not to be achieved at present.</p> <p>AGCC has engaged a fulltime Fitness Coordinator to provide a more quality service for prisoners attending gym and oval sessions. Fitness programs are practical and theories based and include subjects such as nutrition. The programs are targeted not only for the general population but also aged and infirmed plus special needs units.</p> <p>Given the restricted use of the oval, the fitness coordinator has utilised other areas (e.g. tennis court) as a substitute, in an attempt to minimise the impact of restricted oval access. The effectiveness of the fitness coordinator is impacted by the availability of custodial staff in that the fitness coordinator must be accompanied by a custodial officer.</p> <p>One prisoner who is confined to a wheel chair stated that he looked forward to the aged and infirmed sessions. He said his carer wheeled him around the oval for about an hour. The following case note recorded on 02 July 2017 supports the prisoner's statement:</p>	High

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	<p><i>"Prisoner was able to get out today and spent time on the oval with the unit. His carer wheeled him several times around the oval for approximately an hour, which he appeared to enjoy".</i></p> <p>Given the amount of time many prisoners spend in their units basically doing nothing if they aren't working or attending courses, the question arises as to whether attendance at the gym and the ovals could not be more frequent, as that might provide an outlet for "cooped up" and potentially frustrated prisoners and thereby assist in maintaining the good order of the centre (as also discussed in relation to Standard 36 following).</p> <p>Numerous prisoners stated in the PAC meetings that there were insufficient activities to keep prisoners occupied and as a result this was leading to boredom and frustration. This was further affected by the small amount of oval and gym time that was provided per week with in some units less than 1.5 hrs of out of unit activity per week out of an average out of cell time of 70 hrs per week per unit (as discussed in s.36 following).</p> <p>However management advice was restrictions existed due to construction work (see 3. Lack of out of unit activity later in this Report), the number of units at the centre, interaction with other activities, and the limited availability of staff to supervise.</p> <p>While there appears to be program of physical activities, arts and crafts and hobbies in place and prisoners are encouraged and enabled to safely take part in those activities, the adequacy of the programmes is discussed in connection with Standard 36 of this Report.</p> <p>ROOT CAUSE/S</p> <ul style="list-style-type: none"> • Ineffective strategy to provide consistent and equitable out of unit activity area. • Insufficient resources to ensure availability of out of unit activity. • Inadequate activity equipment in unit exercise yards. <p>REMEDIAL EXAMPLES</p> <ul style="list-style-type: none"> • Explore the utilisation of alternative space for out of unit activity. • Provide dedicated officer position to support the fitness coordinator. • Identify and implement suitable constructive activity equipment in the unit exercise yards. 	
36	<p>OUT OF CELL ACTIVITY</p> <p>Prisoners have regular and equitable access to a range of out of cell activities that are not cancelled unnecessarily.</p> <p><i>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.</i></p> <p>Observations</p> <p>As noted in connection with Standard 35, each unit is scheduled to attend the gym once per week and twice per week for the oval. Each visit is scheduled for one hour.</p> <p>For various reasons access to the oval sessions has been restricted recently. This has resulted in prisoners not receiving their full allocation of scheduled oval time. (See 3. Lack of out of unit activity later in this Report).</p>	High

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Standard	Finding - Area for Improvement	Priority Rating
	<p>Representatives from C6 and D1 claimed at a PAC meeting attended by Inspectors that their units hadn't been to the gym for 2 months. Inspectors checked the log books for units C6 and D1 and found that in unit D1 50% of gym and oval activity had been cancelled for the previous two weeks and that in unit C6 no activity had been provided.</p> <p>On average, prisoners were spending less than 1.5 hrs out of 70 hrs out of cell carrying out activity away from the unit. This needs to be improved as it is leading to frustration amongst prisoners and could potentially be a risk to safety and good order.</p> <p>Management advice was that restrictions were due to construction work, the sheer number of units at the centre, interaction with other activities, and the limited availability of staff to supervise.</p> <p>Also as noted in connection with Standard 35, AGCC has engaged a Fitness Coordinator to provide physical activity programs for prisoners.</p> <p>PAC members also claimed some units lacked basic recreational equipment such as punching bags. However it is understood that recently prisoners used parts of a punching bag as weapons.</p> <p>ROOT CAUSE/S</p> <ul style="list-style-type: none"> • Ineffective strategy to provide consistent and equitable out of unit activity area. • Insufficient resources to ensure availability of out of unit activity. • Inadequate activity equipment in unit exercise yards. <p>REMEDIAL EXAMPLES</p> <ul style="list-style-type: none"> • Explore the utilisation of alternative space for out of unit activity. • Provide dedicated officer position to support the fitness coordinator. • Identify and implement suitable constructive activity equipment in the unit exercise yards. • Offer more employment, courses or recreational activities to prisoners who are currently not in employment or undertaking courses but are able to do so. 	
37	<p>CONTACT WITH THE OUTSIDE WORLD 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. <i>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.</i></p> <p>Observations Visits are available as per normal correctional centre arrangements, subject to the normal security and surveillance.</p> <p>Even though AGCC is a remand centre with a relatively high turnover of prisoners, the imperative to facilitate relationships between prisoners and their families remains.</p> <p>Average visits per month (to 30 June 2017) were</p>	Meets standard

CCC EXHIBIT

Standard	Finding - Area for Improvement	Priority Rating
	<ul style="list-style-type: none"> • Mainstream – 1039 • Protection – 309. 	
38	<p>CONTACT WITH THE OUTSIDE WORLD Prisoners can access the outside world through regular and easy access to visits in a clean, respectful and safe environment. Prisoners are aware of the visit procedures and visit entitlements with flexibility afforded in special circumstances. <i>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.</i></p> <p>Observations An actual visit session was not observed. The visits area was inspected and it was clean and tidy. Prisoners are made aware of their visit entitlement at induction.</p> <p>Inspectors observed visitors being processed and they were treated with dignity and respect by the processing staff.</p> <p>Visits were disrupted during the recent industrial action however under normal operating conditions there are 14 visit sessions per week for mainstream prisoners consisting of 9 x 2 hr sessions and 5 x 1 hour sessions.</p> <p>Protection prisoners have 4 x 2 hr sessions and 2 x 1 hour sessions per week.</p> <p>There is transport available to visitors facilitated by Prison Transport Group.</p>	Meets standard
39	<p>REMUNERATION AND EMPLOYMENT 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. <i>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. childbirth.</i></p> <p>Observations Inspectors noted large numbers of prisoners in units visited not obviously gainfully occupied. Management indicated that employment was offered primarily to prisoners who wanted to work, and that remand prisoners (the bulk of the prison population) couldn't be directed to work and many didn't want to.</p> <p>According to QCS data 98 prisoners were on a waiting list for work as at 31 May 2017.</p> <p>Statistics</p>	High

CCC EXHIBIT

Standard	Finding - Area for Improvement	Priority Rating
	<p>Prisoner employment data shows that on average in 2016-17, 1176 prisoners were detained at the centre. Of these –</p> <ul style="list-style-type: none"> • 196 were in education, and • 330 were employed. <p>As such, on average 526 prisoners (or 45 %) were in education or working. Conversely 650 were not in education or employment. Of these, 14 were remandees who refused to work (remandees are not obliged to work or do courses), 74 were on a waiting list for work, and 563 were classified as unable to work due to medical conditions, protection status, short stays (less than one month), or fine defaulters.</p> <p>This issue is discussed more fully in s.36 preceding.</p>	
40	<p>TRANSITION 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.</p> <p><i>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.</i></p> <p>Observations Transitions are managed by ASCO. The transitions officer assists in the preparation of forms for prisoners to engage with agencies when released. Services accessed include Medicare, Centrelink, emergency accommodation etc.</p> <p>The transitions coordinator attends inductions daily and also has a schedule where he visits units on a daily basis in order to attend every unit within a weekly period. Prisoners may also access the services of transitions through the prisoner request form process.</p> <p>The biggest challenge faced by the transitions coordinator is the uncertainty of a prisoners' release date and the associated short turn around. ASCO currently has twenty one prisoners registered who are due for release within a four month period.</p> <p>In saying that the transitions coordinator has assisted prisoners in cases where they have sought support with release pending on the following day. In circumstances such as this he ensures that the prisoner has the relevant forms and the contact details of the agencies required.</p>	Meets standard
41	<p>TRANSITION 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.</p>	Meets standard

CCC EXHIBIT

Standard	Finding - Area for Improvement	Priority Rating
	<p><i>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.</i></p> <p>Observations Aside from transitions detailed in s.40 of this report, Probation & Parole also visit the centre.</p>	

COMMENT

Based on the Inspectors' observations at the centre as outlined above, combined with a review of relevant statistical data, three main issues arise. These are –

- Assaults/violence
- Drugs and substance abuse and possession
- Out of unit time.

While these issues are discussed separately below, it is quite possible they are linked.

1. Assaults/violence

(a) Statistical indicators

The incidence of violence at the Centre appears to be increasing quite markedly, somewhat more than the increase in prisoner numbers would suggest.

As noted, prisoner numbers increased 28% between 2013 and 2016. In that time the following increases in violent incidents were recorded –

- Serious assault/prisoner on prisoner: 11 to 64 (500% increase)
- Assault/prisoner on prisoner: 122 to 472 (300% increase)
- Assault other/prisoner on prisoner: 45 to 244 (450% increase)
- Sexual assault: 2 to 16 (700% increase)
- Threats against prisoner: 6 to 27 (350% increase)
- Major disturbances – violent demonstrations: 1 to 2 (not statistically significant but currently running at 5 for 2017 so far).

These increases coincided with the introduction of “doubling up” at the centre which commenced in 2013. However whether there is a causal link has not been ascertained.

As noted in s.20 of this Report, AGCC currently has a high rate of prisoner on prisoner assaults in comparison to other centres. In 2016 the rate of prisoner on prisoner assault at AGCC was more than twice the rate of the next highest. Refer table for various categories of assault:

2016

Centre	Assault -	Rate per	Assault -	Rate per	Assault -	Assault -
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	Prisoner on Prisoner	100 prisoners*	Serious - Prisoner on Prisoner	100 prisoners*	Prisoner on Staff	Serious - Prisoner on Staff
AGCC	472	40	64	5.5	2	0
BCC	131	19	41	5.9	10	3
CCC	54	10	28	5.3	3	0
LGCC	132	17	19	2.5	8	1
MCC	109	17	32	4.9	3	0
SQCC	52	13	8	2	8	0
TCC	80	12	15	2.3	5	1
WCC	70	10	26	3.5	6	1
WFDCC	163	13	41	3.3	8	0

**as per prisoner populations at 13.8.17 (see following table; assuming constant populations 2016-17)*

Similar rates are occurring in 2017:

01 January – 21 July 2017

Centre	Prisoner population as at 13.8.17	Assault - Prisoner on Prisoner	Rate per 100 prisoners*	Assault - Serious - Prisoner on Prisoner	Rate per 100 prisoners*	Assault - Prisoner on Staff	Assault - Serious - Prisoner on Staff
AGCC	1171	238	38	41	6.5	3	0
BCC	699	98	26	22	5.8	1	1
CCC	528	87	30	30	10.5	2	1
LGCC	772	54	13	7	1.6	1	2
MCC	658	81	23	27	7.5	6	0
SQCC	399	31	14	7	3.2	0	0
TCC	651	39	11	17	4.8	2	1
WCC	736	49	12	15	3.7	6	1
WFDC	1233	126	19	24	3.6	6	1

**all rates annualised*

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The “*Assault*” category includes those assaults where some physical harm has occurred but hospitalisation or ongoing medical treatment is not required. “*Serious assaults*” are those that require some form of hospitalisation or ongoing medical treatment. As can be seen, by comparison with other centres in Queensland, AGCC has recently had, by a significant margin, the highest rate of prisoner on prisoner assault, and close to the highest rate of serious prisoner on prisoner assault, of all centres. In particular –

In 2016 –

- the AGCC incidence of ***prisoner on prisoner – assault*** was 40 per 100 prisoners, compared to 19 at BCC (the next highest) and 138% above the average for all centres (16.8). All other centres were between 10 and 17.
- the AGCC incidence of ***prisoner on prisoner - serious assault*** was 5.5 per 100 prisoners, second only to BCC (5.9) and 41% above the average for all centres (3.9).

Between 1 January 2017 and 21 July 2017 –

- the AGCC incidence of ***prisoner on prisoner - assault*** was 38 per 100 prisoners, compared to 30 at CCC (the next highest) and 84% above the average for all centres (20.6). All other centres were between 11 and 26.
- the AGCC incidence of ***prisoner on prisoner - serious assault*** was 6.5 per 100 prisoners, third behind CCC (10.5) and MCC (7.5) and 25% above the average for all centres (5.2).

Based on current (2017) statistics and in comparison to 2016 figures, AGCC is trending toward a 7% reduction for *assault (prisoner on prisoner)* but a 17% increase for *serious assault (prisoner on prisoner)* by the end of 2017.

The Centre believes that the increase in sexual assaults (from 2 to 16 from 2013 to 2016) “*does not necessarily indicate an increase in the level of violence*” at the Centre. It contends that –

- since the recent Royal Commission into Child Sexual Abuse, prisoners have been more willing to report historic sexual offences
- all allegations are recorded regardless of validity, and
- some prisoners may falsely allege sexual assault to qualify for single cell accommodation.

In this case the alleged assaults are prisoner on prisoner, so it is debatable whether the Commission, which dealt with child abuse, would be relevant, although it could conceivably have made prisoners more prepared to complain when sexual assault happened to them during adulthood (i.e. in prison). Presumably all allegations have always been recorded regardless of ultimate validity, so that should not affect trend comparisons; whether prisoners are attempting to manipulate cell accommodation is difficult to assess.

While it is accepted that prisoner on prisoner assaults will inevitably occur in most centres, and each centre has a different offender profile and possibly different classification and reporting practices which may affect the data, strategies must be incorporated into everyday practice to reduce the mitigate the opportunity for and the likelihood of prisoner assaults occurring.

Other violence indicators

111 incidents were recorded as threats against staff in 2016 and are trending at a higher rate for 2017 (at 106 to 21 July 2017).

5 recorded incidents of Major Disturbance–Violent Demonstration/Riot have been recorded for 2017. While there does not appear to be any direct connection between the incidents, the

minimal out of unit activity together with seemingly ineffective violence reduction strategies, as discussed below, may be contributing factors.

Inspectors considered a number of possible contributing factors, including the following:

(b) Violence Prevention Coordinator (VPC) position

Immediate remedial action is required in relation to the creation of a dedicated Violence Prevention Coordinator with the intended purpose of analysing high risk areas and times, identifying and targeting groups or individuals with propensity for violence, identifying causal links and providing management with strategies for implementation to arrest the high rate of assault.

This position is currently shared by two Supervisors. The Supervisors perform this role in addition to their regular operational duties and receive no extra remuneration. Due to rostering patterns, there are occasions where neither Supervisor is at the centre to fulfil the role. Violence prevention Strategies were not discussed with the VPC as both Supervisors sharing the position were off duty on the day the inspection team had scheduled to meet. QCS should consider options to change contract terms to fund this position which could then become more effective in reducing violence in the centre.



(c) Out of unit activity

As noted in relation to Standards 9, 35 and 36 of this Report, prisoners in almost every unit complained about the lack of time out of the unit. This was particularly evident in units D4 and D5 where there was a heightened level of frustration at the lack of opportunity to receive some respite from overcrowding. At the time of inspection, Units D4 and D5 had a state of 68 prisoners. The capacity for each unit is 48.

At present each unit is scheduled to attend the gym once per week and twice per week for the oval. Access to the oval sessions has been restricted which has resulted in prisoners not receiving their full allocation of scheduled oval time. As noted, on average, some prisoners were spending less than 1.5 hours out of 70 hours out of cell time carrying out activity away from the unit.

This is further discussed in **3 Lack of out of unit activity** following.

(d) Staffing arrangements

The Centre advises that it maintains 57.5 full time equivalent staff more than required in its Management and Operation Agreement. Although over the contract requirement, it is not clear what impact the extra staff have had in the units. According to officers, they are frequently called away to deal with external escorts or used to replace staff absences.

As noted in s.9 of this Report, officers observed one officer supervising a unit on her own due to her unit partner having his lunch break. Both unit officers (on his return from lunch) expressed

concerns for officer safety but also prisoner safety when one officer is left alone in a unit. The officers said that not having a “rover” attend a unit when one officer is away was an ideal time for prisoner assaults to occur as a single officer would not be able to intervene. The response to an assault would take time and therefore place prisoners’ safety at risk.

The prisoners accommodated in the unit were elevated in behaviour and the officer’s anxiety was evident when expressing her concern about being left without any support.

Most staff interviewed expressed no concerns in relation to personal safety and that can be evidenced to a degree by the low number of prisoner on staff assaults with no serious assault on staff recorded for 2016 and 2017 to date. In saying that, a small number of staff held the perception that the lack of extra staff on the ground made them feel exposed and fearful for their personal safety and that of the prisoners. There were 111 incidents of threats against staff in 2016 and that figure is trending higher in 2017.

Officers representing union members on site made strong representations to the OCI separately regarding what they claimed was a serious threat to officer safety due to current staffing levels within units. Such staffing currently involves, in the main, 2 CSOs in charge of each unit of between 35 to 70 prisoners, with a “rover” (i.e. another CSO) rotating between periodically. The union members claimed that the rover system was not working as it was supposed to, as mentioned above and in s.9 of this Report. In particular, they claimed that -

- instead of assisting in the units, rovers were often unavailable because they were attending to administrative or personal matters for management
- rovers were often inexperienced and not selected on merit
- due to the lack of assistance from rovers unit officers were unable to conduct cell searches or checks on sick prisoners, or to respond to prisoner requests as quickly as they should, thus leading to anger by prisoners, and
- due to the current staffing levels officers were in fear, and prisoners were appeased and effectively ran the units.

As noted, statistical data for prisoner on officer assaults at AGCC indicate as follows:

- 2016: 2 assaults, neither serious – fewer than any other centre
- 2017 to date: 3 assaults, none serious – similar to most but lower than 3 other centres and higher than only one.

On the other hand, threats against officers have escalated from 19 in 2012 to 41 in 2013 and 111 in 2016. It appears however that in the main these threats have not translated into actual violence.

Nonetheless, it is understandable and no surprise that staff would feel fearful for their safety, given the significantly high rates of prisoner on prisoner assaults compared to other centres, as well as the troublingly increasing level of threats against staff – particularly in situations where staff (especially female staff) might be left alone or with minimal additional support in some circumstances in a unit. The level of staff concern is also understandable given higher levels of prisoner frustration due to the impact of overcrowding and limited out of unit activities.

Union members also claimed that -

- they were reluctant to use force to deal with violence by prisoners because they may be found at fault by management, whereas other officers who were “favoured” were not penalised for excessive use of force, and
- staff had on occasions been bullied by managers.

The OCI is aware that as required by law, the Ethical Standards Unit of the Department of Justice and Attorney-General has referred these latter allegations to the Crime and Corruption Commission. In light of that referral, and to avoid duplication, I have not pursued the allegations at this stage.

Overcrowding

As noted, centre management advised Inspectors that the Centre was at near capacity, with 1180 inmates and an approved maximum capacity of 1187. They advised further that QCS had asked the centre to take more but the centre had declined to do so “*because it can’t*” due to the risks anticipated in increasing the centre’s population beyond current capacity, which is in the order of 155%.

Also as noted, the centre’s prisoner population has increased approximately 28% since 2013 (from 920 to 1180), and 35% since 2012, with 315 double up beds currently. Prisoners were doubled up in cells to varying extents in most units inspected.

Prisoners have access to basketball, table tennis, TV (movie channel) in cells and in unit, video, Xbox, playing cards and board games.

While in unit activities are available, due to overcrowding in some units it is difficult, if not impossible, for all prisoners to equitably and comfortably utilise the activities as the units are noisy and there is competition for comfortable space. The exercise yard space appears dominated by the younger, fitter and stronger prisoners which confine the rest of the prisoners in the unit to the restricted space within the common area. Their only respite being oval or gym time which are consistently cancelled due to construction work, and the limited availability of staff to supervise.

While numerous varied courses and programs are available for prisoners, restrictions such as available classroom space limit the number of prisoners who can access the services. Due to the waitlists for programs and courses many prisoners will be released or transferred without being afforded the opportunity to participate. This also further limits the opportunity for prisoners to have some respite outside of their unit.

Officers who are union members claim, in the words of one -

“The tensions have increased because they’ve ... been doubled up. There’s more fights.”

2. Drugs/Substance abuse

As noted in s.16 of this Report -

- the prisoner population increased approximately 35% between 2012 and 2016
- positive drug tests doubled from 152 to 313 between 2012 and 2016 (176 in 2013), with 150 to date in 2017 – an average currently of 6 positive tests per week
- the incidence of detected prisoner substance possession at AGCC increased from 23 in 2012 to 196 in 2016, a sevenfold increase, and is continuing at that level
- the incidence of non-prisoner supply/possession of illicit substances (presumably involving visitors detected trying to bring drugs into the centre) rose 200% from 539 in 2012 (537 in 2013) to 1469 in 2016.

As further noted in s.16 of this Report, it is difficult to speculate as to what is causing this increase. The figures could indicate a greater skill or effort by AGCC in detecting and/or recording drug related offences. Alternatively (or as well) it could be due to a lack of employment or other out of unit activity, as discussed above, or to the need for more drug treatment programmes within the centre, or to some other at this stage unknown factor.

In the absence of any explanation as to what has changed in the centre's drug detection techniques, and even allowing for a not insignificant increase in its prisoner population and doubling up, the data suggest the centre may have an increasing drug problem.

3. Lack of out of unit activity

This is discussed above in the context of a possible root cause for the apparent increase in assaults in recent years in excess of the increase in prisoner numbers at the centre. Even if it isn't a root cause of the increase in assaults, it appears to be an issue in its own right.

As noted in connection with Standards 9, 35 and 36, various factors appear to have led or contributed to the situation where prisoners can spend on average less than 1.5 hrs out of 70 hrs out of cell per week carrying out activity away from their unit. This appears to be causing frustration amongst prisoners and could potentially be a risk to the safety and good order of the centre.

Some officers said that the heightened level of frustration of prisoners in their unit was largely due to oval and gym access being constantly restricted or cancelled.

Management advice was that the restrictions and cancellations were due to construction work, the number of units at the centre, interaction with other activities, and the limited availability of staff to supervise.

More particularly the Centre advises that oval access has been restricted due to the need to "*ensure an appropriate security envelope*" around heavy machinery being used adjacent to the ovals in connection with two major infrastructure upgrades involving 70 contractors on site daily. This work commenced in May 2017 and is due to continue until May 2018.

The Centre further advises that the engagement of a full time Fitness Coordinator in February 2017 had facilitated programs for approximately 73 prisoners (in a centre holding approximately 1180 prisoners) and it had increased rover numbers to "*support prisoner activities such as attendance at the gym or oval*".

While these measures are noted, the clear impression gained by Inspectors from speaking to staff and prisoners and reviewing unit logs, was, as noted, that access to out of unit physical activity can be as brief as 1.5 hours per week and is a recurring issue. While the appointment of a Fitness Coordinator is commendable, her effectiveness is impacted by the restricted use of the ovals and gymnasium. This is further compounded by the availability of custodial staff in that the fitness coordinator must be accompanied by a custodial officer when supervising prisoners.

The minimal out of unit access currently available to prisoners is further exacerbated by the limited opportunity for employment. As noted, records indicate that as at 30 June 2017, 620 prisoners were unemployed (i.e. not in employment within the centre or undertaking courses). A considerable number of idle prisoners are being confined for lengthy periods at close quarters with nothing much to do. Even though remand prisoners cannot be required to work or to do programmes, and many choose not to do so, it would seem highly desirable, particularly in a centre at capacity where incidents are increasing markedly, that if possible more out of unit activities be offered than is currently the case.

Even prisoners undertaking courses may spend only one day each week doing so.

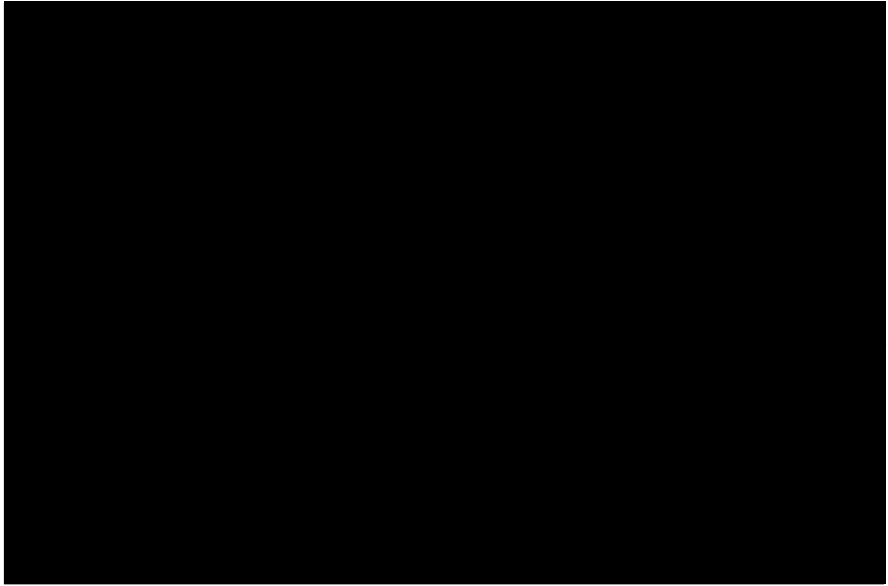
The recent industrial action at the centre has limited the centre to basic operational staffing and therefore limited meaningful activities for prisoners. While the industrial action may be viewed as an additional contributing factor, the rate of prisoner on prisoner assault has been consistently high over a substantial period of time. Even without cancellations, and whatever the physical limitations, prisoners not undergoing employment or study are entitled to only 3 hours out of unit (2 hours oval, one hour gym) per week, which seems somewhat minimal.

RECOMMENDATIONS

It is recommended that AGCC fully implement the areas of improvement that Inspectors consider to be a medium or high risk, namely:

Standard	Recommendations/areas for improvement	Business Unit
4	<p>FIRST DAYS IN CUSTODY Prisoners are treated with respect on arrival at the prison <i>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.</i></p> <p>Recommendation Review available reception/induction infrastructure and implement required modifications to provide for enhanced -</p> <ul style="list-style-type: none"> • storage capacity, and • confidentiality of prisoner interviews. 	Centre
9	<p>ACCOMMODATION 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. <i>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.</i></p> <p>Recommendations</p> <ul style="list-style-type: none"> • Explore the utilisation of alternative space for out of unit activity. • Provide a dedicated officer position to support the fitness coordinator. • Explore the acquisition and placement of portable (demountable) classrooms • Review request tracking system to ensure requests (especially medical requests) are actioned and a response is provided to prisoners in a timely manner. 	Centre
10	<p>SUICIDE AND SELF-HARM PREVENTION The prison provides a safe and secure environment which reduces the risk of self-harm and suicide and effectively manages the</p>	

CCC EXHIBIT

Standard	Recommendations/areas for improvement	Business Unit
	<p>specific needs of different prisoner groups and levels of risk <i>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.</i></p> <p>Recommendations</p> <ul style="list-style-type: none"> • More rigorous initial psychological assessments • More frequent observations • Quicker or more accessible professional help • More use of “buddy” system • In depth analysis of incidents to discern underlying common or systemic themes (if any) • More out of unit activity • More contact with family, friends etc • Better staff training to identify at-risk prisoners. 	Centre
15		Centre
16	<p>SUBSTANCE ABUSE</p> <p>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. <i>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.</i></p> <p>Recommendations</p>	Centre

CCC EXHIBIT

Standard	Recommendations/areas for improvement	Business Unit
	<ul style="list-style-type: none"> Review the effectiveness of current preventative measures Provide prisoners with greater access to out of unit activities Provide prisoners with greater access to drug treatment programmes 	
17	<p>DISCIPLINE, USE OF FORCE AND SEGREGATION</p> <p>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</p> <p><i>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.</i></p> <p>Recommendation</p> <ul style="list-style-type: none"> Clarify whether Form 23, the Breach of Discipline Directive, the Guidelines for Breach Hearing, and the "Deciding Officer Preamble" (Admin Form 74) comply with s.116 (3)(b)(ii) of the Corrective Services Act. 	Centre
19	<p>DISCIPLINE, USE OF FORCE AND SEGREGATION</p> <p>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 prisoners. Their individual needs are recognised, given proper attention and monitored to ensure their safety</p> <p><i>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.</i></p> <p>Recommendations</p> <ul style="list-style-type: none"> Increase the number of powered cells in the detention unit Increase the amount of natural and artificial light in cells in the detention unit Increase the availability of reading material and other diversions to prisoners in the detention unit Consider other options for confinement if privileges are to be allowed but can't be provided due to a lack of power. 	Centre
20	<p>BULLYING AND VIOLENCE REDUCTION</p> <p>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</p> <p><i>To protect the safety and welfare of prisoners accommodated within a correctional facility through the implementing of strategies to prevent,</i></p>	QCS

CCC EXHIBIT

Standard	Recommendations/areas for improvement	Business Unit
	<p><i>identify and respond to violence, abuse and intimidation.</i></p> <p>Recommendations</p> <ul style="list-style-type: none"> • QCS require GEO Group Australia to reduce the level of violent incidents at AGCC and, in doing so, consider meeting key performance targets • QCS introduce additional reporting oversight in regard to AGCC so as to mitigate the risk of incorrect reporting arising from a focus on meeting key performance targets. • AGCC appoint an appropriately qualified person to the Violence Prevention Coordinator (VPC) position. • AGCC develop a violence prevention framework connecting ICR team, VPC and Intelligence section that will deliver practical, sustainable and measurable violence prevention strategies. • AGCC explore the utilisation of alternative space for out of unit activity (as per Standard 9 above). 	Centre
23	<p>LEGAL RIGHTS</p> <p>Prisoners are supported and provided with assistance and appropriate information to freely exercise their legal rights <i>To ensure access to legal services and information is not restricted for prisoners due to their incarceration.</i></p> <p>Recommendations:</p> <ul style="list-style-type: none"> • Amend photocopying policy to specify fee and turnaround time for requests • Implement recommendations of PLS review, if appropriate, as soon as possible. 	Centre
35	<p>PHYSICAL ACTIVITIES, ARTS, CRAFTS AND HOBBIES</p> <p>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. <i>To maintain the safety and security within the correctional facility with prisoners provided routine scheduled and meaningful activities to gyms including access, art and craft and hobbies.</i></p> <p>Recommendations:</p> <ul style="list-style-type: none"> • Explore the utilisation of alternative space for out of unit activity. • Provide a dedicated officer position to support the fitness coordinator. • Identify and implement suitable constructive activity equipment in the unit exercise yards • Offer more employment, courses or recreational activities to prisoners who are currently not in employment or undertaking courses but are able to do so. <p>See Standard 39 as well.</p>	Centre

CCC EXHIBIT

Standard	Recommendations/areas for improvement	Business Unit
36	<p>OUT OF UNIT ACTIVITY</p> <p>Prisoners have regular and equitable access to a range of out of cell activities that are not cancelled unnecessarily. <i>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.</i></p> <p>Recommendations (as per Standard 35):</p> <ul style="list-style-type: none">• Explore the utilisation of alternative space for out of unit activity.• Provide a dedicated officer position to support the fitness coordinator.• Identify and implement suitable constructive activity equipment in the unit exercise yards• Offer more employment, courses or recreational activities to prisoners who are currently not in employment or undertaking courses but are able to do so.	Centre

CONCLUSION

Arthur Gorrie Correctional Centre (AGCC) is performing well in most of the areas inspected in accordance with the terms of reference for this review. However, areas where some improvement may be required have been identified. These areas relate primarily but not exclusively to –

- Prisoner on prisoner assaults
- The detection of drugs/unauthorised substances
- Out of unit time for prisoners.

Overall, it does appear that the level of overcrowding plus limited out of unit activity might be contributing to a relatively high level of prisoner frustration, which in turn is leading to increasing rates of assault by prisoners on other prisoners and threats by prisoners against staff. The relatively high rate of drug detection may also be due to similar factors.

These issues are discussed in more detail in the **Comments** section of this Report.

APPENDIX

[Appendix A](#) – *Instrument of Appointment of Inspector and Terms of Reference.*