



Inspector of
Custodial Services

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Kariong and Kirkconnell
Correctional Centres
and the Integration
Support Centre



Inspector of Custodial Services

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Foreword

Kariong Correctional Centre was a regional male medium security remand centre, Kirkconnell Correctional Centre is a regional male minimum security centre and the Integration Support Centre is a post-release residential facility providing accommodation and support. These facilities were selected for this inspection due to their similar inmate cohorts, which included inmates who have or have had placement and association restrictions.

This is the first time that Kariong CC, Kirkconnell CC and the Integration Support Centre have been inspected. The rising inmate population in NSW has presented service delivery challenges for Corrective Services NSW, requiring the repurposing of some centres, the re-opening of centres which had been closed, and the opening of new centres. In 2016, Kariong CC was repurposed to an adult correctional centre accommodating remand inmates. After being closed in 2011, Kirkconnell CC was reopened on 30 July 2015.¹ The Integration Support Centre at Campbelltown opened in 2016.

On 24 September 2019, the Minister for Counter Terrorism and Corrections announced that Kariong CC would be repurposed as an Intake and Transit Centre in 2020.² On 22 June 2020 Kariong CC began operations as an Intake and Transit Centre. Consequently, some of the recommendations in this report will have less significance. Some however will be even more important, such as the need to review the reception area, and transport routes. In September 2019, the Minister also announced the closure of a number of minimum security centres. Kirkconnell CC will remain open. It is therefore an opportune time to address some of the issues identified in the inspection relating to maintenance, programs, and information technology systems.

During a recent visit to Kirkconnell CC it was pleasing to see that many of the recommendations identified in this report were being addressed.

Fiona Rafter
Inspector of Custodial Services
November 2020

1 David Elliott MP, 'Kirkconnell Correctional Centre opens' (Media Release, 30 July 2015) <<https://www.justice.nsw.gov.au/Pages/media-news/media-releases/2015/Kirkconnell-correctional-centre-opens.aspx>>.

2 Anthony Roberts MP, 'Prisons to be retired as safer beds available' (Media Release, 24 September 2019) <<https://www.dcj.nsw.gov.au/news-and-media/media-releases/prisons-to-be-retired-as-safer-beds-available>>.

Acknowledgements

The Inspector would like to acknowledge the assistance and cooperation of staff, inmates and residents at the inspected correctional centres and residential facility. The assistance of Official Visitors and the Chief Inspectors Office, Queensland Corrective Services is also acknowledged. The assistance of the staff from the Corrections Research Evaluation and Statistics unit is also appreciated.

Glossary

Buy-up	Purchase by inmate of pre-approved items
CCTV	Closed circuit television
COPP	Custodial Operations Policy and Procedures
COSP	Community Offender Support Program
CSI	Corrective Services Industries
CSNSW	Corrective Services New South Wales
EQUIPS	Explore, Question, Understand, Investigate, Practice and Succeed programs
ICS	Inspector of Custodial Services
JH&FMHN	Justice Health and Forensic Mental Health Network
MPU	Multi-purpose Unit
NAIDOC	National Aborigines and Islanders Day Observance Committee
RIT	Risk Intervention Team
SAPO	Services and Programs Officer
SORC	Serious Offenders Review Council
Standover	A situation in which one inmate threatens or intimidates another inmate for their own personal benefit.

Executive summary

Kariong CC, Kirkconnell CC and the Integration Support Centre all play a role in accommodating people who are, or who have been, difficult to safely place while in custody. At the time of inspection Kariong CC accommodated remand inmates with placement and association restrictions. Kirkconnell CC accommodates sentenced inmates who have previously had placement and association restrictions. The Integration Support Centre is a residential facility providing post-release accommodation for offenders who have had placement and association restrictions in custody and are unable to find suitable post-release accommodation. Although there are clear distinctions in the roles of each facility, some of the issues relevant to their cohorts are similar.

The staff at all three facilities were clearly proud of the work that they do, and they should be. Overall, the inspection team considered the treatment of inmates and residents at these facilities to be respectful. The importance of professional interpersonal interactions between staff and inmates cannot be overstated and reflects contemporary correctional practice. It is also consistent with the Premier's Priority of Reducing re-offending and delivering a correctional centre environment that enables rehabilitation.

Safety and security

The inspection found that Kariong CC and Kirkconnell CC used a mix of static and dynamic security, resulting in a multi-layered approach to security.

Kariong CC and Kirkconnell CC manage inmates who are either in need of protection or who have been in protection in the past. No other inmate cohorts were managed at these centres. However Kariong CC was managing two distinct protection cohorts who needed to be separated from each other. The only inmates separated from the general population at Kirkconnell CC were those on a segregation order. All other inmates at Kirkconnell CC were no longer in protective custody. Minimising the practice of holding inmates with different separation requirements in one centre reflects sound correctional practice.

Reception, transfer, and discharge

The inspection found that the reception infrastructure at Kariong CC was not suited to its purpose. The management of two distinct protection cohorts requires that they are separated at all times, including during the reception and discharge process. To do this, staff used internal and external holding cells. As there are no CCTV cameras, the external holding cell could not be effectively monitored. The cell contained a number of potential ligature points, and despite Kariong CC's efforts to resolve this issue some potential ligature points are still present. This is an important issue that CSNSW will need to address at Kariong Intake and Transit Centre.

Inmate clerks were used in the reception areas of Kariong CC and Kirkconnell CC and although this is common practice, it is important that inmate reception clerks do not have access to confidential and personal information relating to other inmates. Personal and confidential information needs to be secure at all times, including during its disposal.

Clothing and bedding were provided to inmates at both correctional centres. However, the inspection team identified that Kariong CC had insufficient stock levels of shoes and some clothing items and inmates were not being issued with some personal hygiene items as prescribed in the policy. Inmates at Kirkconnell CC are not provided with a jacket and are able to purchase one with their own funds. However, it is the Inspector's view that CSNSW should provide clothing to inmates that is suitable for the climatic conditions at individual centres. Inmates at locations that experience very cold temperatures during winter should be routinely provided with a jacket and other warm clothing.

Inmates received an induction at Kariong CC and Kirkconnell CC, however no written induction material was provided to inmates at Kirkconnell CC. The inspection found that as a consequence, inmates were frustrated and lacked an understanding of local processes and procedures.

The inspection team identified that transfers for court appearances were an issue at both Kariong CC and Kirkconnell CC. Inmates at Kariong CC required to attend court locations on the Central Coast or in the Hunter region were being transferred via the Metropolitan Remand and Reception Centre (MRRC) and Parklea Correctional Centre prior to their court appearance. As a result, the inspection found inmates could be in transit for two weeks for a court appearance less than 30 minutes from Kariong CC. The repurposing of Kariong CC to an Intake and Transit centre is welcomed. It will necessitate a review of transport routes and reduce the number of inmates transiting through MRRC and Parklea each year to attend non-metropolitan courts.

The benefits of Audio Visual Link (AVL) facilities for court in a remand centre were highlighted at Kariong CC. The very well-run AVL suites reduced the number of transfers required for court appearances. However, Kirkconnell CC had no AVL facilities. Consequently, inmates were being transferred to Bathurst CC for legal visits, court appearances, or for appearances before the State Parole Authority (SPA). These transfers are disruptive to inmates and a cost to the system. It is possible for inmates to spend two weeks at Bathurst CC in order to facilitate a single court appearance due to transport routes and bed availability at correctional centres.

At both Kariong CC and Kirkconnell CC electronic monitoring equipment was being fitted to some inmates in advance of their release from custody. This posed safety concerns for some inmates. A robust policy position appears warranted to ensure the privacy and safety of inmates is maintained.

Care and wellbeing

The inspection found that inmates at Kariong CC and Kirkconnell CC were generally positive about their experiences. Both correctional centres are situated within regional areas of NSW and are surrounded by bushland. Inmates reported that the physical surroundings contribute positively to the overall environment. There were some maintenance issues at both correctional centres which needed to be addressed, however a lot of work had clearly been done to enhance the environment for staff and inmates.

The inspection found that inmates at Kariong CC and Kirkconnell CC experienced difficulties accessing a General Practitioner (GP). Although both correctional centres were scheduled to receive a GP service once per month, there was no replacement service if the GP was unable to attend. This resulted in extended periods between GP visits. Justice Health and Forensic Mental Health Network (JH&FMHN) have advised that they will continue to strive for improvements in service delivery. JH&FMHN is looking at the provision of telehealth clinics to ensure timely access, particularly to rural and regional areas that do not always have access to face to face clinicians. Improvements to systems related to the review of clinical waitlists at both a clinical and executive level are also expected to assist with this issue.³ The Inspector considers these initiatives to be a positive solution to ensure inmates can access GP and specialist services in regional locations where the number of health practitioners available to visit a correctional centre in person is limited.

Long out of cell hours at Kirkconnell CC assisted inmates to access various services and activities. There was a high level of inmate activity and both correctional centres had well equipped recreational spaces. At Kariong CC remand inmates were able to access the oval and basketball courts every day.

3 Information provided by Justice Health & Forensic Mental Health Network 9 September 2020.

Kariong CC and Kirkconnell CC were both equipped with an inmate library, however inmate access to the library at Kariong CC was limited. Following the inspection, the library was relocated, however this did not result in greater access for inmates. Access to the Kirkconnell CC library and its subsequent high level of use by inmates was impressive. It had two libraries to ensure equitable access to inmates residing inside and outside the secure perimeter and group reading activities promoted by Kirkconnell CC staff.

Inmates were able to receive visits at both correctional centres, with minimum security inmates at Kirkconnell CC able to receive extended visits.

Access to work, programs, and education

Kirkconnell CC had high levels of employment with inmates undertaking jobs in engineering, small motors, building maintenance, ground maintenance, food services, hygiene, community projects and work release. Kirkconnell CC is also to be commended on its efforts to deliver a diverse range of educational opportunities to inmates. At the time of the inspection it was delivering courses in literacy and numeracy, and digital literacy. There was also a high uptake of traineeships and distance education was facilitated by staff, with inmates undertaking tertiary and vocational courses. A peer tutoring program was also operating in addition to other educational programs. The Work Development Order (WDO) scheme was also operating well, allowing inmates to reduce unpaid fines through participation in programs and education.

Although there were limited employment opportunities for inmates at Kariong CC due to it being a remand centre, at the time of inspection there were plans to expand the number of employment opportunities available to inmates. Kariong CC also reported difficulties in the delivery of education to remand inmates, due to the high turnover of these inmates. However, there were high completion rates for short courses.

Distinct challenges were faced at Kariong CC and Kirkconnell CC in the delivery of programs. Kariong CC faced difficulties delivering remand programs. A shared programs/education room was also a challenge. A new programs room was created following the inspection. A lack of a suitable programs space was also reported at Kirkconnell CC, as well as a need for sex offender programs. At the time of inspection, it was anticipated that such programs would be delivered in the 2019–20 financial year, however this did not occur. On a positive note there was a high completion rate of EQUIPS programs at Kirkconnell CC.

Integration Support Centre

The Integration Support Centre can accommodate 26 residents. It provides community based accommodation for three months to assist residents develop living skills, engage in pro-social activities, and reintegrate into the community. Residents have access to essential facilities including, a bedroom, bathroom, laundry, kitchen and dining room. There is also a common lounge room, library, art room, exercise room, and a large vegetable garden and chickens.

The staff at the Integration Support Centre manage a complex group of residents and do so with professionalism. Staff identified the need for further training and access to relevant personal protective equipment. It would also be beneficial to collect and analyse data and information, to inform future practices and decision making.

Recommendations

1. The Inspector recommends that CSNSW develop policies and procedures in relation to fitting electronic monitoring equipment in correctional centres to ensure inmate safety.
2. The Inspector recommends that CSNSW provide staff with training to ensure that professional language is used that reflects contemporary correctional practice.
3. The Inspector recommends that CSNSW ensure furniture in inmate accommodation areas is fit for purpose.
4. The Inspector recommends that JH&FMHN ensure the GP service is provided on a regular basis.

Kariong Correctional Centre

5. The Inspector recommends that CSNSW ensure that Risk Intervention Team Management Plans are reviewed in accordance with the identified review timeframes.
6. The Inspector recommends that CSNSW review the adequacy of reception facilities and removes hanging points at Kariong Correctional Centre.
7. The Inspector recommends that CSNSW undertake a review of court transport routes.
8. The Inspector recommends that CSNSW removes and prevents mould in inmate accommodation.

Kirkconnell Correctional Centre

9. The Inspector recommends that CSNSW review CCTV coverage at Kirkconnell Correctional Centre.
10. The Inspector recommends that personal information relating to inmates should be confidential and not accessible by inmate reception clerks.
11. The Inspector recommends that CSNSW ensure that the 6.2 permit application process is consistent with legislation and policy.
12. The Inspector recommends inmates attending court via AVL at Bathurst Correctional Centre return to Kirkconnell Correctional Centre the same day, until a suitable AVL option is installed at Kirkconnell Correctional Centre.
13. The Inspector recommends that CSNSW provide specialist programs to address offending behaviour.

Integration Support Centre

14. The Inspector recommends that CSNSW collect data and statistical information about the Integration Support Centre and its operations.
15. The Inspector recommends that CSNSW analyse staff training needs, provide training, and ensure that staff are provided with necessary personal protective equipment.

Other Recommendations

16. This report is made public immediately upon being tabled in NSW Parliament, in accordance with section 16(2) of the *Inspector of Custodial Services Act 2012* (NSW).

1 Chapter 1 - Introduction

Inspection process

The office of the Inspector of Custodial Services was established by the *Inspector of Custodial Services Act 2012* (the ICS Act) in October 2013. The mandate of the office is to provide independent scrutiny of the conditions, treatment and outcomes for adults and young people in custody, and to promote excellence in staff professional practice.

The principal functions of the Inspector, as set out in section 6 of the ICS Act, are as follows:

- to inspect each custodial centre (other than juvenile justice centres and juvenile correctional centres) at least once every 5 years,
- to inspect each juvenile justice centre and juvenile correctional centre at least once every 3 years,
- to examine and review any custodial service at any time,
- to report to Parliament on each such inspection, examination or review,
- to report to Parliament on any particular issue or general matter relating to the functions of the Inspector if, in the Inspector's opinion, it is in the interest of any person or in the public interest to do so,
- to report to Parliament on any particular issue or general matter relating to the functions of the inspector if requested to do so by the Minister,
- to include in any report such advice or recommendations as the Inspector thinks appropriate (including advice or recommendations relating to the efficiency, economy and proper administration of custodial centres and custodial services),
- to oversee Official Visitor programs conducted under the *Crimes (Administration of Sentences) Act 1999* and the *Children (Detention Centres) Act 1987*,
- to advise, train and assist Official Visitors in the exercise of the functions conferred or imposed on them under those Acts,
- such other functions as may be conferred or imposed on the Inspector under this or any other Act.

In addition to the purpose and powers of the Inspector as detailed in the legislation, the Inspector also has a responsibility to ensure that ethical and professional practice is observed across the custodial environment in NSW.

Methodology

This inspection of Kariong and Kirkconnell Correctional Centres had regard to the standards for adult custodial services in New South Wales in conjunction with other relevant standards, legislation, policies and procedures.

The inspection examined the following five areas from the Inspection standards for adult custodial services in New South Wales and focused on elements relevant to each centre:

- a. Custody
- b. Care and wellbeing
- c. Rehabilitation
- d. Reparation
- e. Resources and systems

The inspection consisted of an onsite visit to each correctional centre by an inspection team over several days. The teams for each inspection consisted of four people and included the Inspector of Custodial Services, a Principal Inspection and Research Officer, a Senior Inspection and Research Officer, and an Inspection and Research Officer.

During each inspection, structured and semi-structured interviews were conducted with senior management and frontline staff, including the Manager of Security, Manager of Services and Programs, Offender Services and Programs staff, Education Services Coordinators, and Correctional Officers. The inspection team also interviewed inmate representatives on the Inmate Development Committees of each correctional centre and sought to speak to as many inmates as possible. Supporting documentation and data was provided by CSNSW concerning the operations of the correctional centres.

The inspection of the Integration Support Centre consisted of an onsite visit by a Senior Inspection and Research Officer and a Research Officer.

2 Chapter 2 – Kariong Correctional Centre

Centre overview

At the time of inspection Kariong Correctional Centre (Kariong CC) was a medium security remand centre located at Kariong on the Central Coast of NSW. It accommodated inmates who had placement and association restrictions. It was originally designed to accommodate juvenile detainees and served this purpose up until 2015. It was then repurposed as a short-term intensive assessment and intervention program for newly sentenced young adult offenders with a priority for Aboriginal and Torres Strait Islander inmates. Kariong CC became a remand centre on 24 January 2016.⁴

The original design capacity of the centre was for 44 juvenile detainees. At the time of inspection Kariong CC had an operational capacity of 96 inmates, achieved through the use of shared cells fitted with bunk beds. There were four accommodation units. Each accommodation unit had two cells that accommodated four inmates in each cell. The remaining cells generally accommodated two inmates.

There were two different cohorts of protection inmates managed at Kariong CC, who were not permitted to associate with each other. As a result the inmates were rotated throughout the various areas of the centre to prevent contact, whilst allowing equitable access to services and activities.

Employment opportunities were limited, with an inmate employment profile of 34 positions. A submission had been made to increase this to 48 positions. Educational opportunities were also limited which was attributed to it being a remand centre and the frequent movement of remand inmates.

As inmates were on remand and had not been convicted of a criminal offence, Kariong CC did not provide behaviour change programs designed to address offending behaviour. At the time of inspection there were plans to deliver the Remand Addiction and Remand Domestic Violence programs.

Kariong CC had a staffing profile of 60 staff, employed across the custodial area, Corrective Services Industries, Offender Services and Programs, and administration.⁵ A commitment to the ongoing training and development of staff was reported throughout the inspection and examples were given of staff engaging in various training activities.



Kariong Correctional Centre

⁴ Corrective Services NSW, *Management Plan for Kariong Correctional Centre*, (13 September 2017) 2.

⁵ Corrective Services NSW, *Management Plan for Kariong Correctional Centre*, (13 September 2017) 5.

2.1 Correctional centre security

Kariong CC had a multi-layered approach to correctional centre security to ensure that the good order and discipline of the centre was maintained.

Kariong CC was surrounded by an external perimeter fence and entry and exit were controlled through the gate. Staff and visitors entered through the gate and were subject to security screening. Movements in and out of the centre were recorded by a biometric security system.

Upon entry to Kariong CC both staff and visitors were searched to ensure that contraband was not brought into the centre. An x-ray machine was used to examine bags and other large items. There was also a walk-through metal detector and handheld metal detection wand used by correctional officers. Inmate visitors entered the centre through the gate and once they completed security screening, they were escorted to the visits area.

Kariong CC had an Immediate Action Team (IAT). The Custodial Operations Policy and Procedures (COPP) identifies that the primary role and function of an IAT is to support the Governor to maintain security and the good order of the correctional centre.⁶ The centre had a pool of Senior and First Class Correctional Officers who were trained to perform IAT functions.

Correctional officers undertake the Emergency Response Operators Course (EROC) in order to become certified to fulfil this role.⁷ It was reported that all staff were up to date with their training requirements and there were plans to have the IAT members undertake further training for their ongoing development.

Lightning protection was being upgraded in the centre as lightning strikes had adversely impacted some systems. The CCTV system had also been upgraded which enhanced security. An emergency management plan was in place, and work had commenced on an upgrade of the fire systems including the replacement of the Fire Indication Panel, and associated detectors.

The head count and lock-in process was observed by the inspection team. Inmates waited outside their cell and were formally identified and accounted for by correctional staff. This process occurred multiple times throughout the day in accordance with the minimum requirement outlined in the COPP.⁸

Correctional centre discipline

The *Crimes (Administration of Sentences) Act 1999* (the Act) and the *Crimes (Administration of Sentences) Regulation 2014* (the Regulation) make provision for correctional centre offences. Correctional centre offences are identified in the Regulation and may include any act or omission by an inmate (whether or not it is also a criminal offence) that occurs while the inmate is within a correctional centre or correctional complex or is taken to be in the custody of the Governor of a correctional centre.⁹

If it is alleged that an inmate has committed a correctional centre offence the Governor of the correctional centre may charge the inmate with the offence and conduct an inquiry into the allegation. If satisfied beyond a reasonable doubt that an inmate is guilty of a correctional centre offence the Governor may apply a penalty provided for in the Act.¹⁰ A range of penalties exist. Preventing inmates from accessing buy-ups was the most prevalent penalty at Kariong CC. Restricting phone calls or confining inmates to cells were also regularly applied.

6 Corrective Services NSW, *Custodial Operations Policy and Procedures, 16.13 Immediate action teams v.1.0* (16 December 2017) 4.

7 Corrective Services NSW, *Custodial Operations Policy and Procedures, 16.13 Immediate action teams v.1.0* (16 December 2017) 4.

8 Corrective Services NSW, *Custodial Operations Policy and Procedures, 5.3 Musters, lock in and let go v.1.0*, (16 December 2017) 4.

9 *Crimes (Administration of Sentences) Act 1999* s 51.

10 *Crimes (Administration of Sentences) Act 1999* s 52.

There were 227 incidents resulting in inmates being charged with one or more correctional centre offences at Kariong CC between 1 July 2018 and 30 June 2019. The most common correctional centre offences at Kariong CC include:¹¹

Most common correctional centre offences - Kariong	Number offences
Possess drug implement	58
Fight or other physical combat	34
Intimidation	31
Smoke/use tobacco/E-cigarette when in correctional centre	27
Fail to comply with correctional centre routine	20
Fail prescribed drug test	15
Disobey direction	14
Create/possess prohibited goods	13
Enter other cells	9
Interfere with correctional centre property	6
Possess drug	6
Assaults	5

The most common sanctions imposed on inmates for correctional centre offences at Kariong CC between 1 July 2018 and 30 June 2019 are identified in the table below.¹²

Most common sanctions - Kariong	Number of times imposed
Off buy-ups	153
Off contact visits	58
Confined to cells	40
Off phone calls	35
Partake at leisure time activity	30
Off amenities	23
Good Behaviour	14
Reprimand and caution	7
Compensation	6
Off television	6

¹¹ Information provided by Corrective Services NSW 18 September 2019.

¹² Information provided by Corrective Services NSW 18 September 2019.

Drug testing

CSNSW identifies drug use by inmates through targeted, random and program drug testing.¹³ Target testing was the approach implemented at Kariong CC. Target testing occurs where an authorised officer orders an inmate to be tested due to suspicion that an inmate is under the influence of drugs or has used drugs.¹⁴ Staff reported that drug use by inmates was not a significant issue at Kariong CC. Even so, officers described being vigilant in their efforts to find contraband including tobacco. Drug testing facilities were available and between 1 July 2018 and 30 June 2019, 65 drug tests were administered. Of these 37 or 57% of drug tests returned a positive result for drugs.¹⁵ The most detected drug was buprenorphine.¹⁶

It is a correctional centre offence for an inmate to have drugs present in their body or urine, including medication that is not lawfully administered. Refusal or failure to supply a drug test sample is also a correctional centre offence.¹⁷

Assaults and use of force

Staff reported that there were a minimal number of assaults at Kariong CC. Data provided by CSNSW identified that between 1 July 2018 and 30 June 2019 there were 29 incidents involving assaults/fights. There was only one assault on a staff member recorded during this period. Similarly, uses of force were also reported by staff to be low and this was attributed to good rapport between officers and inmates. Between 1 July 2018 and 30 June 2019 there were seven uses of force, and restraints were used in four of those incidents.

Segregation, separation, and protective custody

There were no segregation cells at Kariong CC. If an inmate needed to be segregated, they were confined to their own cell and then transferred to a correctional centre which is better equipped to manage an inmate requiring segregation. It was reported in April 2019 that the last time an inmate was required to be placed in segregation was in February 2019.

At-risk inmates

The *Guiding Principles for Corrections in Australia* state that 'Prisoners identified as being at-risk of self-harm or suicide are managed in the least restrictive manner based on an objective assessment of their individual risk, needs, health and welfare'.¹⁸ This principle is reflected in relevant CSNSW policy.

Once an inmate has been identified as being at-risk of suicide or self-harm staff must take immediate action. This includes a mandatory notification and the development of an immediate support plan (ISP). This notification is intended to ensure all staff are aware of the need for additional management strategies. The Risk Intervention Team (RIT) must convene and develop the Risk Intervention Team Management Plan. Review time frames are determined by the Risk Intervention Team.¹⁹

Kariong CC had two camera cells located on either side of the wing office in the accommodation block. A camera cell is a cell which can be constantly monitored on Closed Circuit Television (CCTV).²⁰ Both these cells are equipped with CCTV cameras for continued observation. There was a small outdoor courtyard; however, this was not accessible by inmates at-risk as there were multiple hanging points in the yard.

13 Corrective Services NSW, *Custodial Operations Policy and Procedures, Testing inmates for drug use v1.2*, (24 October 2019) 1.

14 *Crimes (Administration of Sentences) Regulation 2014* cl 159.

15 It is noted that there were 35 instances where drugs were detected through urinalysis, but there were only 15 recorded offences in custody. Not every detection of drugs through urinalysis will result in an offence in custody.

16 Information provided by Corrective Services NSW 12 December 2019.

17 *Crimes (Administration of Sentences) Regulation 2014* cl 153.

18 Corrective Services Administrators Council, *Guiding Principles for Corrections in Australia* (2018) 3.1.7, 15.

19 Corrective Services NSW, *Custodial Operations Policy and Procedures, 3.7 Management of inmates at risk of self harm or suicide v1.0*, (16 December 2017) 21.

20 Corrective Services NSW, *Custodial Operations Policy and Procedures, 5.2 Inmate accommodation v1.2*, 23 August 2019) 13.

During the inspection there was an inmate subject to a Risk Intervention Team Management Plan being held in one of the camera cells. A review of the RIT records held in the wing office revealed that a review had not occurred on one of the days as required.²¹

Recommendation 5: The Inspector recommends that CSNSW ensure that Risk Intervention Team Management Plans are reviewed in accordance with the identified review timeframes.

2.2 Reception and transport

Reception

Reception infrastructure was not suited to Kariong CC's purpose, however reception staff were an asset.

All inmates admitted to Kariong CC had been transferred from another correctional centre. No inmates were admitted directly to Kariong CC from court. There were two distinct protection cohorts placed at Kariong who could not mix. This necessitated two holding cells in the reception area. One of these holding cells was internal and one was external. The inspection team observed that the external holding cell had potential ligature points. This holding cell was located out of the sight of reception staff and there were no cameras. Since the inspection, work has been undertaken to remove some of the ligature points, however other potential ligature points remain.²²

There was a lack of basic amenities in the reception room. There were no toilet facilities, however the area used for searches had good screening to aid in maintaining the privacy and dignity of inmates. Despite the infrastructure limitations, the staff running the reception area were very knowledgeable and an asset to the centre.

The management of two protection cohorts presented a challenge in ensuring that the confidentiality of personal information is maintained in the small reception area. Inmate sweepers were used to assist in the reception area but did not have access to confidential information, which reflects good practice.

Newly received inmates were seen by the Services and Programs Officers (SAPO) and received an induction package. The induction package consists of an inmate diary, Nexus brochure, the CSNSW Male Inmate Handbook (2018) and the Kariong CC Inmate Local Information Booklet.

Kariong CC has now been repurposed to an Intake and Transit Centre. The area used for visits has been modified to the new reception room and has holding cells equipped with cameras. The old reception room is still being used in a limited way to manage risks associated with COVID 19. In conjunction with Justice infrastructure, CSNSW can seek access to a Minor Capital Works Program and request work be undertaken to address infrastructure requirements.²³

21 Corrective Services NSW, *Custodial Operations Policy and Procedures, 3.7 Management of inmates at risk of self harm or suicide v1.0*, (16 December 2017) 21.

22 Information provided by Corrective Services NSW 16 May 2019.

23 Information provided by Corrective Services NSW 24 March 2020.



Reception area - external holding cell

Recommendation 6: The Inspector recommends that CSNSW review the adequacy of reception facilities and removes hanging points at Kariong Correctional Centre.

Clothing and bedding

There was insufficient stock of some clothing items, however inmates identified that correctional staff were responsive to their needs when issues were raised.

The *Guiding Principles for Corrections in Australia* provides that 'Prisoners are provided with clean clothing, bedding and sanitation facilities appropriate to the climate, to support and maintain personal and group health and ensure decent living conditions in prison'.²⁴ Similarly the COPP provides that all newly received inmates should be issued with clothing and other items in accordance with the entitlements listed in the policy and the quantity of clothing issued to an inmate at initial reception into custody should be the minimum level maintained throughout their sentence.²⁵

Male inmates should receive the following clothing items at a minimum:²⁶

Item	Quantity
T-shirt (short or long sleeve)	4
Fleecy tracksuit top/sloppy joe	2
Fleecy tracksuit pants	2
Shorts	2
Singlets	4
Underpants	7
Socks	7
Shoes	1
Wash bags	2

²⁴ Corrective Services Administrators Council, *Guiding Principles for Corrections in Australia* (2018) 4.2.4, 22.

²⁵ Corrective Services NSW, *Custodial Operations Policy and Procedures, 1.5 Issuing correctional centre clothing and linen v1.0*, (16 December 2017) 4.

²⁶ Corrective Services NSW, *Custodial Operations Policy and Procedures, 1.5 Issuing correctional centre clothing and linen v1.0*, (16 December 2017) 5,7.

Male inmates should receive the following linen items at a minimum:

Item	Quantity
Pillowcases	2
Sheets	2
Blankets	2

The minimum issue of personal hygiene items for each inmate at the time of reception at a correctional centre should include:

- Soap
- Toothbrush
- Toothpaste
- Comb
- Disposable razor and shaving soap
- 2 x towels.

It was identified during the inspection that there were insufficient stock levels of some clothing items and shoes in certain sizes. Inmates were not being issued with two towels upon reception which is a hygiene issue.

Inmate clothing was laundered at Kariong CC which means that the loss of inmate clothing items was minimised. Linen was sent to Cessnock CC to be laundered. The quality of blankets and towels were mixed which often occurs when linen is laundered at another centre.

Inmates were able to purchase a doona and doona cover from the monthly activities buy-up. However, it was reported that there can be a delay from the time of purchase to the delivery of the doona to inmates in the winter months. Staff suggested that a doona rental scheme or second hand doona scheme could be implemented to address this delay.

The Inspector previously recommended in the report *Prison Greens: The clothing and bedding of inmates in NSW* that all inmates across the state are issued with the reception clothing entitlements stipulated in the CSNSW Operations Procedures Manual (now the COPP) and that CSNSW correctional centres and court cells introduce stock-management controls to maintain sufficient stock to meet inmate entitlements. It would appear that further attention in this area is warranted.²⁷

Although some clothing items were unavailable, and inmates were not being issued their prescribed allocation of towels, overall inmates felt that staff were responsive to their needs when issues were raised.

²⁷ Inspector of Custodial Services, *Prison Greens: The clothing and bedding of inmates in NSW* (June 2017) (Recommendations 1 & 18), 11.

Transport and court escorts

Inmates required to appear in court near Kariong were transported via the MRRC or Parklea CC.

It was estimated that approximately four to five inmates were transferred in or out of Kariong CC each day. This is not surprising for a remand centre. Records obtained during this inspection identified that 11 inmates had been recently sentenced and were waiting to be transferred to their gaol of classification.²⁸

During the inspection it was reported that when inmates were required to appear in court in person they were often transported to the Metropolitan Reception and Remand Centre (MRRC) or Parklea Correctional Centre, before being escorted to the relevant court. Concerns were raised that this practice was occurring for inmates appearing in Gosford District Court which is located about 15 minutes from the centre.

Data provided by CSNSW identified that between 1 July 2018 and 30 June 2019, there were 119 instances where inmates were transferred from Kariong CC to MRRC or Parklea CC in order to attend court. 64 of those instances were to facilitate an inmate to attend a large metropolitan court complex.

Court location	Instances of people transferred
Parramatta Supreme, District, Drug and Local Courts	20
Downing Centre District Court (Sydney)	19
Campbelltown District and Local Courts	10
Penrith District and Local Court	9
Central Local Court	6

There were 11 occasions between 1 July 2018 and 30 June 2019 where an inmate was transferred to the MRRC or Parklea CC in order to attend a court location that was proximate to Kariong CC.

Court location	Instances of people transferred
Gosford District Court	5
Wyong Local Court	5
Hornsby Local Court	1

The practice of conveying inmates to the MRRC or Parklea CC only to return to a court location close to Kariong CC appears to be inefficient, as well as being disruptive for both inmates and staff. At a minimum this movement process takes up to three days, however it can take up to two weeks. This places unnecessary pressure on movements and accommodation at MRRC and Parklea CC. It also elevates the risk of trafficking contraband between correctional centres, standovers and increases the risk to safety of inmates already identified as needing protection.

The centre has now been repurposed as an intake and transit centre and only houses inmates who are to be transferred through to the northern corridor and inmates pre-positioned for court at Newcastle, Wyong, Gosford or other satellite courts. The new operational model will relieve issues with inmates being transferred to the MRRC and Parklea. Only inmates from regional centres west and south will need to transition through the MRRC and Parklea CC.²⁹

Recommendation 7: The Inspector recommends that CSNSW undertake a review of court transport routes.

²⁸ Information provided by Corrective Services NSW 10 April 2019

²⁹ Information provided by Corrective Services NSW 24 March 2020.

2.3 Care and wellbeing

Accommodation and infrastructure

The standard of accommodation has improved.

There was one centralised accommodation building with four accommodation units. Upon entry to each of the accommodation units there was a small common area with tables and chairs, a kitchenette, and a television and lounge chairs. A secure landing connected the accommodation area to another building. This was accessible for inmates to obtain fresh air and exercise.

The majority of cells accommodated two inmates, with eight cells accommodating up to four inmates. There were small windows which could be opened or closed by inmates for ventilation. The cells accommodating four inmates were observed to have poor ventilation with visible signs of mould on the ceiling of one cell. Mould was also evident in another cell accommodating two inmates. Subsequent to the inspection CSNSW advised that the management team at Kariong CC had taken steps to remove and prevent mould in inmate accommodation areas. This included increasing the cleaning regime, paying particular attention to existing or new instances of mould in these areas.³⁰

Shower curtains had been installed in the cells to enable privacy whilst inmates shower. Mattresses and bedding were observed by the inspection team to be in reasonable condition.

Some of the modular lounge chairs in the common rooms were torn or damaged and in need of repair or replacement. Despite these issues the inspection team noticed improvements in the accommodation units since previous visits to Kariong CC.



Mould on ceiling in cell



Damaged modular chairs

At the time of inspection, the centre had a number of outstanding minor capital works projects. These projects included relocation of the library, an upgrade of the laundry and installation of gym equipment. Plumbing and electrical systems to cells were being upgraded, to improve water and energy efficiency and rectify known faults with these systems.

Recommendation 8: The Inspector recommends that CSNSW removes and prevents mould in inmate accommodation.

³⁰ Information provided by Corrective Services NSW 24 March 2020.

Healthcare

Health services were accessible to inmates, but GP wait lists need to be closely monitored.

Primary health services were provided by staff from Justice Health & Forensic Mental Health Network. The health centre operated seven days per week from 8:00am to 4:30pm. It was staffed by one Nurse Unit Manager (NUM) and two Registered Nurses who shared 1.1 Full Time Equivalent (FTE) positions.

Inmates received a comprehensive health screening in the health centre upon reception which included checking the inmate's upcoming health appointments. The health centre was considered to be generally accessible to inmates and was located in close proximity to inmate accommodation and recreational areas. Health centre staff reported good relationships with CSNSW staff. The small size of Kariong CC and the location of the health centre were considered to be conducive to good communication. Inmates reported health centre staff to be responsive to their health needs.

Kariong CC was classified as a 'remote' location which meant that there was limited access to specialist care. Accordingly, inmates needed to be assessed as suitable for placement at a remote location. This meant inmates could not have acute mental illness, chronic disease, or other conditions requiring regular specialist appointments. It was reported that only two medical escorts had occurred in the two months prior to the inspection and it was rare that prisoners were escorted off centre for medical reasons.

At the time of inspection a General Practitioner (GP) attended Kariong CC once per month. However, there was no replacement service if the GP could not attend for any reason. This could result in extended periods between GP visits and long waitlists. This needs to be addressed by JH&FMHN.

Custodial and JH&FMHN staff reported that telehealth was working well and is used mainly for appointments with the mental health nurse and psychiatrist. If greater mental health needs were identified, inmates were transferred to another correctional centre. Telehealth was identified as a way that JH&FMHN could address the service gap arising from the GP's absence. In addition, JH&FMHN has advised that it has improved processes relating to the review of waitlists on a daily basis at a clinical level and through monthly monitoring at an executive level.³¹

Kariong CC offered Opioid Substitution Therapy (OST) consistent with JH&FMHN policy in the form of methadone syrup or buprenorphine wafers. The number of inmates on OST fluctuated with admissions and transfers out of the centre. OST requires the supervision of inmates after dosing (15 minutes for methadone and 20 minutes or until dissolved for buprenorphine). Following dosing, inmates on methadone were held in an enclosed area for observation to prevent the diversion of medications to other inmates. At the time of inspection, it was reported that supervision of buprenorphine absorption was being undertaken by a nurse, however JH&FMHN policy allows for supervision to be undertaken by a correctional officer.

If an inmate was granted bail via Audio Visual Link (AVL) the health centre was notified and JH&FMHN could provide medication for up to seven days and book an appointment with a GP in the community.

The health centre reported meeting its population health Key Performance Indicators (KPI) in relation to screening and testing for blood borne viruses and administering the influenza vaccination. A variety of health promotion pamphlets were accessible to inmates in accommodation areas. An Aboriginal health worker was reported to assist with Close The Gap day.

Inmates could call the JH&FMHN Patient Health Inquiry Line and the Healthcare Complaints Commission through the inmate telephone system which is a free call service.

³¹ Information provided by Justice Health & Forensic Mental Health Network 9 September 2020.

Psychological services

A psychologist worked at the centre three days per week. The psychologist was not required to provide interventions to address offending behaviour as the inmates at the centre were held on remand.

Food

Inmates were provided with meals prepared by Corrective Services Industries

All inmate meals were prepared by Corrective Service Industries (CSI) and were re-heated in the centre kitchen. Although CSI meals are prepared to nutritional standards, the cooking, freezing, and re-heating of these meals can result in food that is unappetising. Moreover, reheated evening meals are distributed at 3:00pm. As a consequence, significant waste was evident.



Delivery of evening meal at 3pm



Evening meal

Spiritual and pastoral care

Chaplaincy services were available to inmates

At the time of the inspection a chaplain worked at Kariong CC two days per week. Two chapel services were held on a Sunday and it was reported 30 inmates attended the services. There were no services running for non-Christian faiths and it was reported that there was only one Muslim and one Buddhist inmate at the centre. This was confirmed through data provided by CSNSW.³²

The chaplain also ran the Positive Lifestyles course. At the time of the inspection there were five inmates participating in the course and two on a waiting list. The course is an eight week course, developed by The Salvation Army.

Out of cell hours and activities

Inmates at Kariong CC were engaged in recreational activity during out of cell hours.

Inmates at Kariong CC spent seven-and-a-half hours per day out of their cells, between 8:15am and 3:45pm and were secured into their accommodation units for lunch.³³ Inmates were observed to be predominately engaged in recreational activity throughout the day on either the oval or basketball court.

The oval within Kariong CC was well used throughout the inspection with inmates engaged in games of touch football. There was also covered seating within the confines of the oval where inmates engaged in passive activities such as playing cards. There was also a full size basketball court and a tennis court and

³² Information provided by Corrective Services NSW 18 September 2019.

³³ Corrective Services NSW, *Purposeful day Kariong Benchmarking*, (14 September 2017) 1.

tiered stairs/seating adjacent to the tennis court. The two distinct protection inmate cohorts were kept separate. One cohort used the oval in the morning while the other used the tennis court and basketball court. They then swapped in the afternoon. The gym at the centre had been removed. At the time of the inspection, there were plans to replace cable weights with outdoor body weight equipment, but this did not occur with cost being cited as the reason for the delay.

Cultural activities

Inmate cultural activities were supported by the centre; however, there is a need for more Aboriginal cultural activities.

At the time of inspection inmates at Kariong CC were planning for NAIDOC day celebrations. Assistance had been sought from the Regional Aboriginal Programs Officer (RAPO) for funding to have an Aboriginal Elder attend to perform a Welcome to Country and a smoking ceremony. The Inmate Development Committee (IDC) had an Aboriginal Delegate; however, there was a need for more cultural activities to be available at the centre.

Purchases and property

There were limited employment opportunities for inmates held at Kariong CC. If an inmate was unemployed, they would receive the base unemployment allowance of \$15.51 per week³⁴ with \$3.00 per week automatically deducted to pay for television rental.³⁵

Inmates were able to purchase pre-approved items while in custody. This is known as the inmate 'buyup'. There is a grocery buy-up each week through which inmates are able to purchase a fixed range of consumer items.

There are eight item categories on the buy-up list:

- Stationery and miscellaneous
- Confectionary, drinks and snack food
- Nicotine replacement products
- Toiletries and hygiene
- Healthier options
- Culturally friendly
- Grocery
- Products for special location inmates only

Inmates are also able to purchase a range of items from the generic activities buy-up list.³⁶

³⁴ Corrective Services NSW, *CSI Policy Manual 8.2 Inmate Wages System*, (July 2018) 18.

³⁵ *Crimes (Administration of Sentences) Regulation 2014* cl 177.

³⁶ Corrective Services NSW, *Custodial Operations Policy and Procedures, 8.14 Inmate buy-up v1.0*, (16 December 2017) 4.

External contacts and communication

Telephones were located in each of the accommodation units and there were also telephones in external recreation areas. Inmates had created their own system for managing the use of phones.

Inmates reported that they had been unable to make telephone calls to members of their family who utilise a Voice Over Internet Protocol (VOIP) service such as Skype. The Skype service provides what appears to be a landline telephone number for a subscription fee. Telephone calls to these numbers are therefore cheaper than a call to a mobile phone number.

CSNSW advised that inmates can make calls to approved telephone numbers including those utilising VOIP services. However, as VOIP services are often provided by overseas telecommunications carriers sometimes calls are blocked by those carriers and CSNSW cannot guarantee that calls to such a service will work. CSNSW should provide information to inmates and their families in relation to the use of VOIP services.³⁷

Visitors had good access to the centre and were treated well.

Visiting hours and duration of visits are at the discretion of the Governor of the correctional centre subject to the minimum requirements provided in the Act.³⁸ Visits to inmates occurred on the weekend for up to one hour and could be extended upon application. There were four visit sessions with up to 11 inmates per session.

Visits occurred in a small visits room within the centre which had vending machines and a small activities area for children. There was also a large outdoor area outside the visits room with tables and chairs which was being considered as another place for visits to occur.

Inmates were searched before and after visits and were required to wear white overalls during their visit. Inmates reported that visitors had good access to the centre and were treated well by the staff. The visits area was wheelchair accessible.

Complaints

Kariong CC had a functioning Inmate Development Committee

There was an Inmate Development Committee (IDC) operating that was used as a forum to raise issues and make suggestions to centre management. The IDC met regularly and had five delegates, one from each accommodation unit and an Aboriginal Delegate.

IDC representatives compared Kariong CC favourably with other correctional centres and expressed that they felt issues raised and suggestions put forward were considered and acted upon by the Manager of Security. They also found the staff to be respectful and supportive. Inmates were aware of the role of the NSW Ombudsman and were able to make contact through the inmate telephone system. Information provided by the NSW Ombudsman identified that inmates had made enquiries and complaints to them in 2018.³⁹

IDC representatives said that the Official Visitor attended IDC meetings. Inmates knew the Official Visitor and understood their role. The Official Visitor's quarterly report for the period prior to the inspection, 1 January to 31 March 2019 identified that there were nine complaints during that period.

³⁷ Information provided by Corrective Services NSW 6 August 2019.

³⁸ Corrective Services NSW, *Custodial Operations Policy and Procedures, 10.1 Visits to inmates by family and friends v1.2*, (21 January 2020).

³⁹ Information provided by NSW Ombudsman 11 March 2019.

Complaints to Official Visitor – 1 January 2019 – 31 March 2019

Topic	Number of complaints
Medical issues	3
Property	2
Activities	1
Segregation and protection	1
Unfair treatment	1
Other	1

Legal resources

Inmates were able to have contact with their legal advisors in person or by phone, and AVL was operating well.

Inmates at Kariong CC were able to receive legal visits Monday to Friday between 9:00am – 11:30am and 1:30pm – 3:00pm. Kariong CC had seven 'green' computers which were generally used for educational purposes and one 'red' legal computer located in a classroom. Inmates were able to access this computer to view legal material.⁴⁰

Kariong CC had AVL services available with two court suites, one dedicated Early Appropriate Guilty Pleas (EAGP) suite, and two professional suites. At the time of inspection, the EAGP suite was not being used and was reported to be inactive. A technical error was identified to be the cause of this which was resolved. Between 1 July 2018 to 30 June 2019, 433 court appearances occurred through AVL from Kariong CC. In addition, 574 scheduled professional video calls and 362 professional audio calls were also facilitated through the AVL system.⁴¹ Staff involved in running the AVL suites felt there were sufficient AVL suites to meet the needs of the inmate population at Kariong CC.

⁴⁰ Corrective Services NSW, *Custodial Operations Policy and Procedures, 8.3 Inmate computers v1.0*, (16 December 2018) 4.

⁴¹ Information provided by Corrective Services NSW 26 July 2019.

2.4 Employment, programs and education

Employment

Employment opportunities were limited

Employment opportunities at Kariong CC were limited. As the inmates held at this centre were on remand they were not obliged to work.⁴² The employment profile at the centre, was approved on 18 May 2015, and identifies that there were a total of 34 employment positions within the centre.

Employment Position	Number of positions
Food Services	12
Ground Maintenance	12
Laundry	4
Centre Hygiene	4
Education Clerk	1
Aboriginal Delegate	1
Total	34

It was reported that Kariong CC previously offered work in ration packaging, however this was transferred to Hunter Correctional Centre. At the time of the inspection a business case had been submitted to expand the inmate employment profile from 34 to 46 positions including inmate librarians and inmates employed to undertake building maintenance.

Employment Position	Number of positions
Food Services and Laundry	12
Ground Maintenance	11
Buildings Maintenance	8
Hygiene Operators	7
Accommodation Unit Sweepers	4
Education Librarian	2
Education Clerk/Cleaner	1
Aboriginal Delegate	1
Total	46

Food services employed the majority of inmate workers who were responsible for reheating and distributing meals to inmates throughout the centre.

At the time of the inspection a business case had been submitted to upgrade the laundry at Kariong CC. The upgraded laundry would have provided additional employment opportunities at the centre and would reduce the need for linen and towels to be laundered offsite at Cessnock Correctional Centre.

⁴² Crimes (Administration of Sentences) Act 1999 s 6.

Education

CSNSW provides educational opportunities on a needs based model.

The *Guiding Principles for Corrections in Australia* identify that prisoners should ‘have access to nationally recognised education programs’. These should be ‘matched to prisoners’ educational level and learning needs, and aligned with vocational training that assists them to gain employment post release’.⁴³

CSNSW provides educational opportunities to inmates, utilising a needs based model. The Vocational Indicator (VI) is the standardised Core Skills Assessment (CSA) tool used to determine an inmate’s reading and numeracy level in accordance with the Australian Core Skills Framework (ACSF) and was developed by the Australian Council for Educational Research (ACER).⁴⁴

In accordance with the needs based model remand inmates can participate in educational programs including Foundation Skills Programs (consisting of literacy and numeracy and digital literacy courses) or Vocational Training Programs if a need is identified. An Education and Employment Plan (EEP) is also developed and draws on the results of the CSA, LSI-R, and an inmate’s employment and educational history. The EEP is used to assist in identifying education and employment goals whilst in custody.

The Education Services Coordinator (ESC) is based at Cessnock Correctional Centre and managed Kariong CC remotely. An Assessment and Planning Officer (APO) worked at Kariong CC on a full-time basis. It was reported that the CSA was administered once a week to approximately two inmates per week. EEP assessments and reviews were reported to be done on a needs basis.

There were limited educational opportunities available to inmates at Kariong CC and the high turnover of remand inmates was cited as a challenge for the delivery of educational courses. BSI Learning is contracted by CSNSW to provide Foundation Skills Programs to inmates in NSW. At the time of the inspection BSI Learning was running a Digital Literacy course for inmates. The following table shows the education courses delivered at Kariong CC between 1 July 2018 – 30 June 2019.⁴⁵ There were high completion rates for the short courses.

Education delivered between 1 July 2018 – 30 June 2019

Education Course	Number of Participants	Participants who completed
Foundation Skills Level 1 – Digital Literacy	39	12
Food Safety	35	35
Cleaning Operations	23	23
CSI Workplace Health and Safety	11	11

Traineeships and distance education were not available at Kariong CC as these programs are not available to remand inmates.

There was limited access to the library.

The United Nations Standard Minimum Rules for the Treatment of Prisoners (The Nelson Mandela Rules) identify that:

*Every prison shall have a library for the use of all categories of prisoners, adequately stocked with both recreational and instructional books, and prisoners shall be encouraged to make full use of it.*⁴⁶

43 Corrective Services Administrators Council, *Guiding Principles for Corrections in Australia* (2018) 5.1.11, 24.

44 Corrective Services NSW, CSI Education Fact Sheet – Core Skills Assessment, (undated).

45 Information provided by Corrective Services NSW 22 July 2019.

46 United Nations Standard Minimum Rules for the Treatment of Prisoners rule 64.

The COPP identifies that all correctional centres with an average inmate population of 25 or more must have a library for the use of inmates, similar to a local public library and that all inmates should have access to library facilities and services, including inmates under different management regimes including those in protective custody.⁴⁷

Kariong CC had a library which was accessible to each inmate cohort at different times two days per week. However, the library was underutilised. The location of the library was problematic as a correctional officer was required to be present when inmates were in this area, limiting its accessibility. At the time of inspection, a business case to move the library into a different room to increase access had been submitted. Subsequent to the inspection CSNSW took action to relocate the library to an alternate location. But unfortunately this did not result in increased access.

Programs

The centre faced challenges in the delivery of remand programs.

Although there was an intention to run both Remand Domestic Violence and Remand Addiction programs, internal staffing challenges hindered the delivery of these programs. Alcoholics Anonymous and Narcotics Anonymous were facilitated on Tuesdays and Thursdays.

Between 1 July 2018 and 30 June 2019 the following programs were run at Kariong CC.⁴⁸

Unscheduled programs	Number of Participants
Narcotics Anonymous	119
Alcoholics Anonymous	53
Remand Addictions	11
Positive lifestyle program (individual)	7

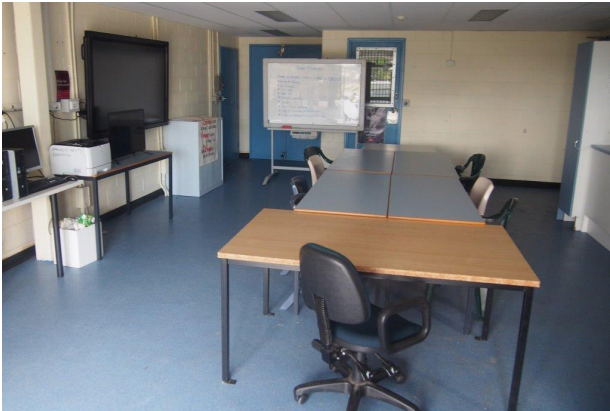
There was only one room available for delivering both education courses and programs, which was an obstacle for staff in providing these services. Following the inspection CSNSW advised that a new programs room had been created.

Access to interview rooms was also a challenge. One interview room was shared by staff and concerns were raised about the ability of staff to conduct interviews with appropriate levels of privacy. There were vacant rooms near the services and programs office which were previously classrooms when the centre accommodated juvenile detainees. These rooms were being used to store unused furniture.

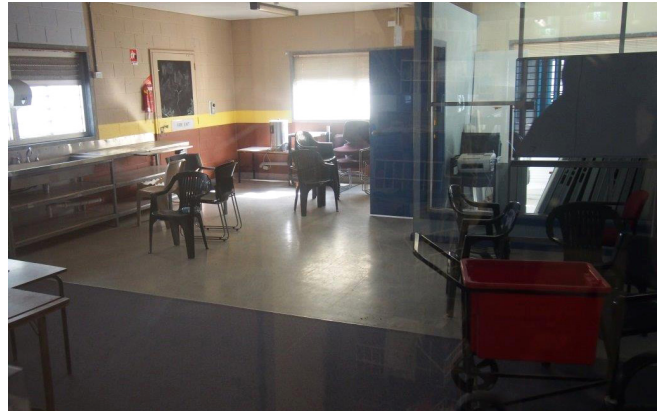
CSNSW has advised that due to the new role of the centre, Kariong CC will not deliver remand programs. Additionally, there will be limited need to interview inmates at the centre.

47 Corrective Services NSW, *Custodial Operations Policy and Procedures, 8.4 Inmate libraries v1.9*, (16 December 2017) 4.

48 Information provided by Corrective Services NSW 26 July 2019.



Room 5 – Shared Programs/Education space



Unused room

Classification and case management

All remand inmates had either a medium (B) or minimum (C) security classification. There were 11 sentenced inmates awaiting transfer to their gaol of classification at the time of the inspection.

Kariong CC did not have a Case Management Unit. When inmates were sentenced a review of their classification was undertaken and the inmate was transferred to another gaol according to their classification.

Preparation for release

Inmates granted bail or released were assisted to access transport

The reception area assisted inmates who had been granted bail or released to access transport. Inmates were provided with an OPAL card and release certificate to provide to Centrelink to gain prompt access to relevant financial support.

Recent legislative changes which have increased the use of electronic monitoring presented some challenges for Community Corrections staff. A Community Corrections Officer attended Kariong CC one day per week to complete sentencing assessment reports, prepare inmates subject to statutory parole releases, and fit electronic monitoring equipment. This had resulted in inmates wearing electronic monitoring equipment in the centre. This should not be occurring without appropriate safeguards to protect inmates. Other inmates may make inferences about the nature of their offending which may pose a risk to inmate safety. CSNSW have advised that a Standard Operating Procedure will be developed by Community Corrections and the Security and Intelligence divisions to address this issue.⁴⁹

Recommendation 1: The Inspector recommends that CSNSW develop policies and procedures in relation to fitting electronic monitoring equipment to ensure inmate safety.

49 Information provided by Corrective Services NSW 24 March 2020.

3 Chapter 3 – Kirkconnell Correctional Centre

Centre overview

Kirkconnell Correctional Centre (Kirkconnell CC) is a minimum security correctional centre located at Kirkconnell, NSW, approximately 180 kilometres west of Sydney. Built in 1958, the centre initially operated as the Kirkconnell Afforestation Camp. It was closed in October 2011 and reopened in 2015.

Kirkconnell CC can accommodate 260 male inmates including those who have previously had placement and association restrictions.⁵⁰ There are two accommodation areas. The main accommodation area consists of 10 accommodation units and a second accommodation area is located outside the secure perimeter, consisting of three accommodation units.

A range of educational and employment opportunities are available to inmates at the centre. Employment opportunities include engineering, small motors, food services, grounds maintenance and horticulture.

Kirkconnell CC has a staffing profile of 67 staff, employed across the custodial area, Corrective Services Industries (CSI), Offender Services and Programs and administration. It has been actively involved in supporting charities in the local area such as Farm Aid. Staff and inmates recently provided assistance to nearby drought-affected farms. Work was reportedly underway to establish a Community Consultative Group to facilitate communication with the owners and/or occupiers of surrounding properties and the local community.



Kirkconnell Correctional Centre - Gate and white house



Main accommodation area

3.1 Correctional centre security

The main compound of Kirkconnell CC is surrounded by a perimeter fence. All inmates are secured into their accommodation units at the end of the day and have access to common areas within their accommodation. CCTV systems are used in conjunction with other dynamic security measures. Staff identified that these measures are effective but could be enhanced.

The head count and lock in process was observed by the inspection team. Inmates are required to present at least three times throughout the day at Kirkconnell CC which reflects the minimum requirement outlined in the COPP.⁵¹

Recommendation 9: The Inspector recommends that CSNSW review CCTV coverage at Kirkconnell Correctional Centre.

⁵⁰ Corrective Services NSW, *Management Plan for Kirkconnell Correctional Centre*, (11 May 2018) 2.

⁵¹ Corrective Services NSW, *Custodial Operations Policy and Procedures*, 5.3 *Musters, lock in and let go v1.0*, (16 December 2017) 1.

Correctional centre discipline

There were 97 incidents resulting in inmates being charged with a correctional centre offence at Kirkconnell CC between 1 July 2018 and 30 June 2019. The possession or use of drugs was not considered by staff or inmates to be a significant issue. Nevertheless, information provided by CSNSW identified a number of drug related offences.

The most common correctional centre offences included:⁵²

Most common correctional centre offences - Kirkconnell	Number offences
Fail to comply with correctional centre routine	16
Fail to attend muster	9
Refuse/Fail drug sample	9
Fail prescribed drug test	8
Assaults	6
Intimidation	6
Create/possess prohibited goods	6
Damage destroy property	4
Possess drug	4
Deliver/Receive unauthorised article from visitor	3
Possess drug implement	3
Fight or other physical combat	3

The most common sanctions imposed on inmates for correctional centre offences between 1 July 2018 and 30 June 2019 are identified in the table below.⁵³

Most common sanctions – Kirkconnell	Number of times imposed
Off buy-ups	28
Off contact visits (DIU & Fail/Refuse)	18
Confined to cells	17
Off amenities	11
Off contact visits	7
Reprimand and caution	6
Good behaviour	5
Compensation	4
Warned	4
Off phone calls	2

⁵² Information provided by Corrective Services NSW 18 September 2019.

⁵³ Information provided by Corrective Services NSW 18 September 2019.

Drug testing

Drug testing facilities were available and between 1 July 2018 and 30 June 2019, 319 drug tests were administered. Of these, 34 or 11% of drug tests returned a positive result.⁵⁴ The most commonly detected drug was Mirtazapine.⁵⁵

Assaults and use of force

Data provided by CSNSW identified that between 1 July 2018 and 30 June 2019 there were 23 incidents involving assaults on inmates by other inmates or fighting. No assaults on staff and no use of force incidents were reported.

Segregation, separation and protective custody

Segregation and protective custody cells were in reasonable condition.

Kirkconnell CC has a Multi-Purpose Unit (MPU) with three cells which can house two inmates in each cell. These cells are used for punishment, protection and segregation. An adjoining area is used to provide exercise for inmates being held in these cells. If an inmate is to be transferred to another correctional centre due to poor behaviour or for their own protection, they will be held in the MPU until they are transferred. The cells were considered to be in reasonable condition.

The inspection team heard several staff refer to the MPU as 'The Pound'. The use of such language is both demeaning and unprofessional and not reflective of a contemporary correctional environment.

CSNSW has advised that the Brush Farm Corrective Services Academy (BFCSA) as part of Primary Training provides the following training, Code of Conduct, Doing the Right Thing; Professional Boundaries; and Ethical Conduct.

Training has also commenced for uniformed and non-uniformed frontline staff in correctional centres in *The Five Minute Intervention* technique to add quality and value to every conversation they have with inmates. It is designed to make every inmate contact an opportunity to motivate change and challenge negative and criminal thinking. It is one of the interventions CSNSW is utilising to meet the Premier's Priority of Reducing re-offending and delivering a correctional centre environment that enables rehabilitation.⁵⁶

Recommendation 2: The Inspector recommends that CSNSW provide staff with training to ensure that professional language is used that reflects contemporary correctional practice.

54 It is noted that there were 34 instances where drugs were detected through urinalysis, but there were only 18 recorded offences in custody. Not every detection of drugs will result in an offence in custody.

55 Information provided by Corrective Services NSW 18 September 2019 and 12 December 2019.

56 Information provided by Corrective Services NSW 24 March 2020.

3.2 Reception

All inmates at Kirkconnell CC are transferred from other correctional centres in NSW and have previously been through a reception process designed to identify any immediate risks. Only those inmates who are identified as being suitable for placement based on their security classification, and the absence of significant health problems are accommodated at Kirkconnell CC. Inmates who have previously had location and association restrictions may be placed there.

Issues were identified with access to and disposal of confidential information. CSNSW has advised they are committed to maintaining the confidentiality of personal information of inmates and that local centre management ensure processes are in place to maintain access controls and confidentiality of inmate information.⁵⁷

It is important that all centres including Kirkconnell CC maintain confidentiality and implement a secure method of disposal of confidential documents.

Recommendation 10: The Inspector recommends that personal information relating to inmates should be secure and confidential and not accessible by inmate reception clerks.

Induction

Inmates were inducted into the centre but no written induction material was provided.

All inmates are inducted into the centre however, no written material was provided to inmates. This process could be improved to include a handbook with information about the operation of Kirkconnell CC.

Kirkconnell CC has inmates with a range of minimum security classifications from C1 to C3. Inmates with a C2 or C3 classification with a 6.2 permit are permitted outside the secure perimeter. All other inmates must be escorted by a correctional officer if they leave the secure perimeter. A colour-coded card system has been implemented to identify which inmates are allowed outside of the secure perimeter. During induction inmates undergo a range of assessments to determine if they will be granted a 6.2 permit and which colour card they will receive.

Inmates with a red card are not allowed out of the secure perimeter unless escorted by a correctional officer. A yellow card means that an inmate can work outside the secure perimeter. Inmates who have a yellow card with 'slow' on it need to be at the centre for between 10 to 12 months and be assessed before they are considered for work outside a secure perimeter. It was reported that the card system is explained to inmates verbally, but not necessarily given to them in writing. Inmates must have their card with them at all times.

The results of the Level of Service Inventory – Revised (LSI-R) and Static 99R are considered in determining where an offender is placed in the centre and what colour card they will receive. Multiple staff are involved in the 6.2 permit application process and at times other functions can take priority. Inmates expressed frustration with the 6.2 permit process and attributed this to a lack understanding as to how the process works. It is important that the process is consistent with policy, transparent and understood by inmates.

Recommendation 11: The Inspector recommends that CSNSW ensure that the 6.2 permit application process is consistent with legislation and policy.

⁵⁷ Information provided by Corrective Services NSW 24 March 2020.

Clothing and bedding

Each inmate is provided with clothing and bedding upon admission. Inmates stated that they received adequate amounts of clothing, including shoes and personal protective clothing for work. However, warm clothing is needed during colder months and inmates have the option to purchase a jacket. These should be provided given the climatic conditions at Kirkconnell CC. The centre is very cold in winter and additional blankets are required. Doonas can also be purchased, however it can take at least four weeks for these items to be delivered.

3.3 Care and wellbeing

Accommodation and infrastructure

Some accommodation units require maintenance to ensure there is a consistent standard across the centre.

The main accommodation area was built in 1958. It consists of 10 accommodation units which house between 16 to 24 inmates per unit.⁵⁸ Generally two inmates are accommodated in a cell which contains two beds, a writing desk and a chair. Each cell is fitted with an alarm for use if an inmate needs to notify staff of an emergency.

Although the units are secured in the evening, the inmates have access to the living area, kitchen (including stove, microwave and fridge), as well as communal showers and toilets. The general state of the units was reasonable; however, there were units which required painting due to the age of the facility. The inspection team also observed walls which required repair due to holes or broken fibrous cement sheets. Furniture in the accommodation units in the main accommodation area had extensive wear and tear. Some chairs were badly damaged and were no longer fit for purpose. CNSW has advised that there is a centre based maintenance program and a minor capital works bid program to ensure furniture in accommodation areas is fit for purpose.⁵⁹ It is important to ensure inmates have decent living conditions if CSNSW is to deliver a correctional centre environment that enables rehabilitation.

The units are fitted with heaters for winter and fans for summer. There was an issue with TV reception in some units. A build-up of calcium on items such as kettles was observed. Staff assured inmates and the inspection team that the water is regularly tested to ensure it is safe to drink.



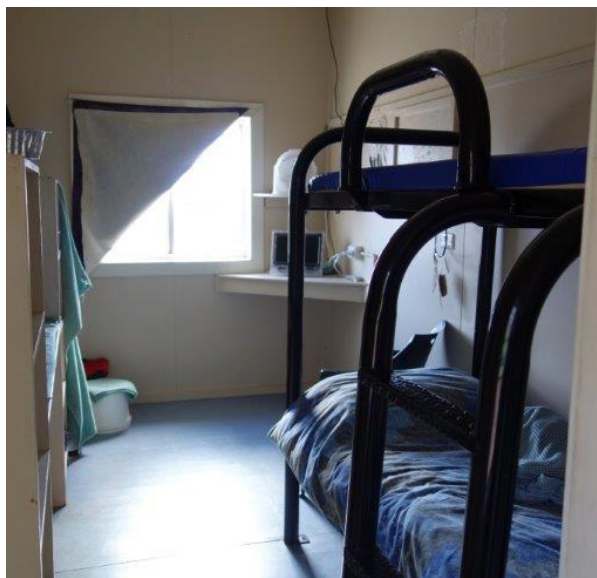
Common room – Main accommodation area



Damaged modular chairs – Main accommodation area

⁵⁸ Corrective Services NSW, (Safe Staffing Award) Benchmarking Kirkconnell CC, (8 May 2018) 1.

⁵⁹ Information provided by Corrective Services NSW 24 March 2020.



Cell in main accommodation area

Recommendation 3: The Inspector recommends that CSNSW ensure furniture in inmate accommodation areas is fit for purpose.

External accommodation units are of a high standard.

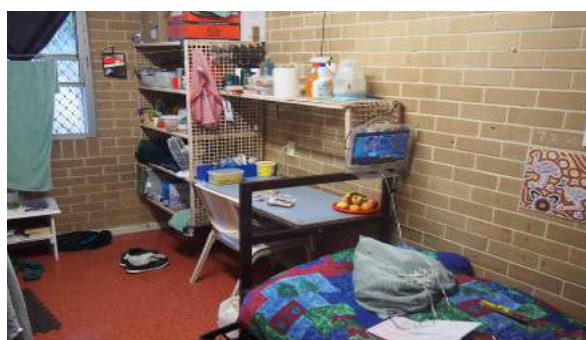
Accommodation units 11 – 13 are outside the secure perimeter fence of the main compound. Each unit houses 24 inmates with a C2/C3 classification and 6.2 permit.⁶⁰ The accommodation units consist of a common room, kitchen and cells. Inmates residing in these units have the opportunity to use fresh vegetables from the market garden and purchase meat and eggs in addition to the ordinary buy up.



External accommodation - Kitchen



External accommodation – Common room



External accommodation - cell

⁶⁰ Corrective Services NSW, (Safe Staffing Award) Benchmarking Kirkconnell CC, (8 May 2018) 1.

AVL is unavailable at Kirkconnell CC necessitating transfers to other correctional centres and inmates lose their place if they are temporarily transferred out of the centre.

AVL is unavailable at Kirkconnell CC. Consequently, if an inmate has to appear via AVL for a legal visit or court appearance they are transferred to Bathurst CC. Kirkconnell CC cannot hold a bed for inmates pending their return from Bathurst CC. This may result in inmates staying at Bathurst CC for up to two weeks before a bed becomes available again at Kirkconnell CC. If inmates are residing in accommodation outside the secure perimeter fence, they lose their place and return to the main accommodation area. Inmates and staff reported their frustration with this. As Kirkconnell CC does not have access to AVL facilities, the Serious Offenders Review Council was intending to travel to Kirkconnell CC to facilitate interviews, instead of having these inmates transferred to Bathurst CC.

The inspection team was advised that Kirkconnell CC is not currently being considered for the installation of AVL facilities. The centre's bandwidth has been the major limiting factor for the roll out of AVL. Current bandwidth is unsuitable to provide video conferencing capabilities and the costs of installing a fibre connection to the site were considered to be too expensive.⁶¹ The inspection team observed telehealth being utilised by JHFMHN. The use of alternate video conferencing options utilising less bandwidth were investigated by CSNSW, however it could not deliver the same picture quality. This was an issue for court appearances. Staff also reported issues with information technology systems at the centre. CSNSW should continue to investigate options to resolve issues with information technology systems at Kirkconnell CC. Until the technology issue is resolved, the issue should be addressed by inmates being transported to Bathurst CC for AVL and returning to Kirkconnell CC the same day. This would result in a much more efficient use of resources, reduction in the trafficking of contraband between centres, and prevent rehabilitation efforts at Kirkconnell CC being compromised.

Recommendation 12: The Inspector recommends inmates attending court via AVL at Bathurst Correctional Centre return to Kirkconnell Correctional Centre the same day, until a suitable AVL option is installed at Kirkconnell Correctional Centre.

Healthcare

A range of health services are provided to inmates, and telehealth is used, however there is limited access to a GP.

Healthcare is provided seven days a week, from 7:00am – 6:00pm Monday to Friday and 8:00am – 4:00pm on weekends. The health facility is managed by a Nurse Unit Manger and assisted by a Clinical Nurse. JH&FMH and custodial staff considered their relationship to be positive and supportive. This was reflective of observations made by the inspection team.

There is an ageing population at Kirkconnell CC which results in the prominence of age related illness like diabetes. Inmates who require additional health services are not considered suitable for transfer to Kirkconnell CC due to the absence of suitable infrastructure and health services.

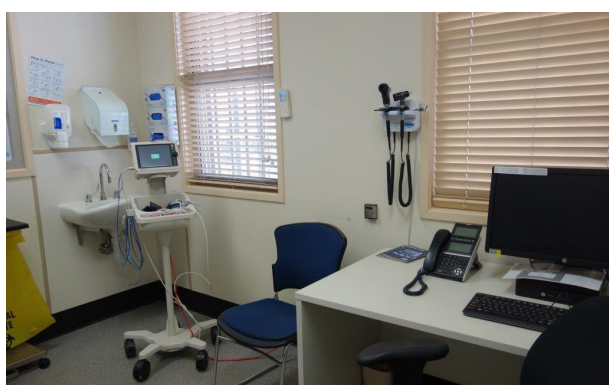
A GP visits once a month for four hours. However, at the time of the inspection these hours had not been met in the previous two months, due to the GP being ill. Staff and inmates were of the opinion that four hours per month is not adequate to meet the health needs of Kirkconnell CC's, 260 inmates. The inspection team was advised that historically the GP visited once a week, and this level of service was more in line with the needs and requirements of an older inmate population. The average time for an inmate to see a GP was 46 days and any inmate with acute pain is either transferred to hospital or to Bathurst CC, where additional medical facilities are available. At the time of inspection, it was reported that there were 33 people waiting to see the Nurse Practitioner and the waitlist for the Primary Health Nurse was 86 days. Telehealth was being

⁶¹ Information provided by Corrective Services NSW 26 July 2019.

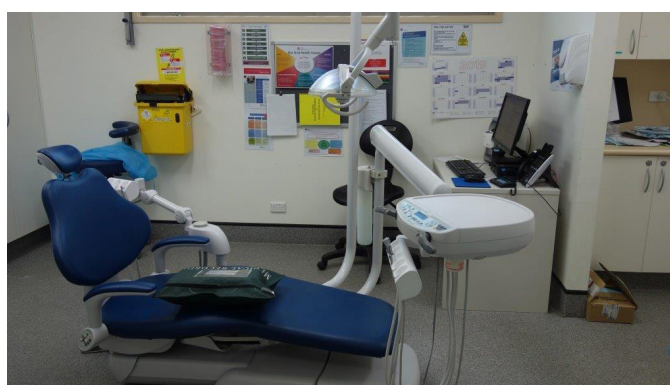
used at the centre and JH&FMHN has advised that they are looking at the provision of telehealth clinics to ensure timely access, particularly to rural and regional areas that do not always have access to face to face clinicians. Improved processes relating to the review of waitlists on a daily basis at a clinical level and through monthly monitoring at an executive level are also expected to assist with this issue.⁶²

Kirkconnell CC has a fully functional dental suite which allows inmates to be treated at the centre. However, the inspection team was advised that the dentist only visits once every two or three months. This results in dental services being based on a triage service rather than providing general dental care. Inmates from Oberon Correctional Centre who require dental treatment are transferred to Kirkconnell CC, which can impact on wait list times for inmates already at the centre.

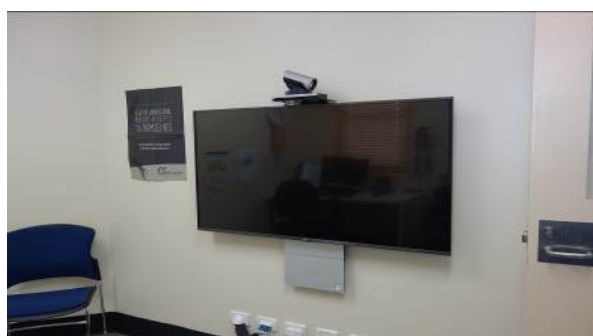
Recommendation 4: The Inspector recommends that JH&FMHN ensure the GP service is provided on a regular basis.



Examination room



Dental suite



Telehealth

Psychological services

CSNSW employs registered psychologists who meet the registration and professional development requirements of the Psychology Board of Australia, Australian Health Practitioners Regulatory Authority and the Australian Psychological Society. CSNSW provides psychological services under a cluster model allowing for services to be provided at a number of correctional centres and community corrections locations. A senior psychologist employed by CSNSW works at Kirkconnell CC 2-3 days per week and some services are provided remotely. Since the inspection, a provisionally registered post graduate student is undertaking a placement at the centre, under the supervision of a senior psychologist supervisor.⁶³

62 Information provided by Justice Health & Forensic Mental Health Network 9 September 2020.

63 Information provided by Corrective Services NSW 27 October 2020.

Food

Inmates are provided with CSI meals which are re-heated in Kirkconnell CC's kitchen. Inmates are able to purchase pre-approved items from the grocery buy-up each week and can purchase meat and eggs on alternate weeks that they can cook in their units. The development of daily living skills is important to prepare for reintegration into the community.

Spiritual and pastoral care

A chaplain works at the centre five days a week from Sunday to Thursday. The chaplain provides pastoral care and organises religious celebrations and services. A Christian based church service is held each Sunday, which approximately 40 to 50 inmates attend. The chaplain also coordinates religious support and visits for inmates from non-Christian faiths. An eight week life skills course for inmates was also being delivered by the chaplain.

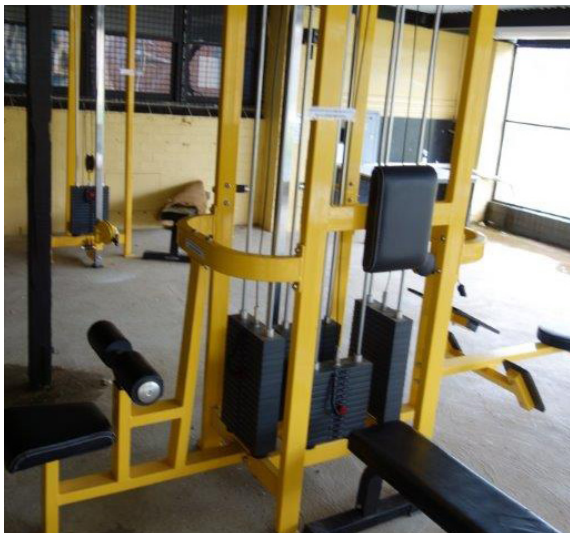
Out of cell hours and activities

Kirkconnell CC has well-equipped recreational spaces.

Inmates at Kirkconnell CC spend in excess of 10 hours out of their accommodation units each day. They are let out of their units at 7:10am and are secured into their accommodation units at 5:30pm.⁶⁴

The main accommodation area has a well-equipped gym, which at the time of the inspection appeared to be reasonably new and was in good working order. Numerous inmates were observed using the gym equipment throughout the inspection.

There is an oval which can be used daily by inmates residing outside the perimeter fence. Inmates residing in the main accommodation area who have been assessed as suitable are taken to the oval on the weekend and during the week under the supervision of a correctional officer. Inmates also had access to pool tables and musical instruments including guitars.



Gym equipment



Guitars

64 Corrective Services NSW, *Purposeful day Kirkconnell CC*, (25 February 2019) 1 -10.



Oval

Cultural activities

Access to cultural activities are limited.

At the time of inspection, the centre was planning NAIDOC day celebrations; however, concerns were raised about the availability of resources for these celebrations. The inspection team was informed that the centre does not have any connection with local Aboriginal Elders.

Inmates can purchase art supplies; however, there are limited places to paint. Education staff advised the inspection team that the centre had received \$500 from the Aboriginal Strategy and Policy Unit to assist Aboriginal inmates to purchase art materials and canvas.

External contact and communication

Inmates have access to telephones in accommodation and employment areas.

Inmates had good access to telephones, with phones located outside of accommodation areas and in employment areas. Phone lists were displayed near phones with information about available free call numbers.

Kirkconnell CC has a large visits area and permits indoor and outdoor visits.

Kirkconnell CC facilitates visits on weekends between 8:30am and 3:00pm. Up to 35 visits can be facilitated on any one day, with four adults per visit and no more than 4 to 5 children. The visits area is quite large and consists of an indoor and outdoor visiting area, and a non-contact visits suite. Inmates are allowed to wear centre-issued clothing, rather than white overalls, to visits.

Inmates who have a C2/C3 classification with a 6.2 permit may use the outdoor visits area with BBQ facilities. Inmates have the opportunity to buy a meat pack for visits to cook and share with their visitors. Wrist bands are used to identify which inmates and visitors are permitted outside.



Visits room



Outdoor visiting area

Complaints

IDC members said that the Official Visitor attended IDC meetings. Inmates know the Official Visitor and understood their role. The most recent Official Visitor's quarterly report data for the period prior to the inspection, 1 July to 30 September 2018 identifies that there were 250 complaints during that period. The majority of complaints related to activities.

Complaints to Official Visitor – 1 July – 30 September 2018

Topic	Number of complaints
Activities	231
Phone	6
Facilities	4
Interstate/International matters	4
Parole/Release	2
Programs	2
Offender Services & Programs	1

3.4 Rehabilitation

Employment opportunities

Kirkconnell CC provides numerous employment.

There are a total of 237 inmate employment positions at Kirkconnell CC.⁶⁵ This is a high rate of employment, with only 23 inmates not employed. This variance allows for population fluctuations and for inmates who are unable to work.⁶⁶

Kirkconnell CC provides work opportunities for inmates across a number of areas including:

Employment Position	Number of positions
Engineering	60
Centre Hygiene	30
Group Program Activity (Programs/Horticulture)	30
Grounds Maintenance	25
Small Motors	20
Education	20
Building Maintenance	15
Community Projects	15
Lithgow Grounds Maintenance	10
Clerks	6
Foods Services	5
Aboriginal Delegate	1
Total	237

Engineering has an employment profile of 60 inmates and is the biggest employer of inmates at Kirkconnell CC.⁶⁷ Inmates generally commence work in engineering and are involved in manufacturing various steel products including furniture for correctional centre construction projects. Inmates can progress to other work outside of the perimeter fence such as grounds maintenance or community projects upon obtaining the relevant classification and leave permits.

Kirkconnell CC provides a number of traineeships to inmates working across the various industries. A Certificate II in Engineering and Certificate III in Engineering Fabrication Trade is available to inmates working in this area. Inmates are given the opportunity to undertake TAFE projects in the workshop when they are not involved in production.

65 Corrective Services NSW, *Inmate Employment Profile*, (17 June 2015).

66 Corrective Services NSW, *Inmate Employment Profile*, (17 June 2015).

67 Corrective Services NSW, *Inmate Employment Profile*, (17 June 2015).



Privacy screens fabricated by inmates



Inmate TAFE project

The Small Motors Workshop has an inmate profile of 20 inmates, which is attached to the engineering workshop. Inmates service a variety of machines including ride on lawn mowers, push mowers, and line trimmers. Inmates are able to undertake a Certificate II in Outdoor Power Equipment Technology while working in this area.



Small motors workshop



Ride on lawnmowers to be serviced

Kirkconnell CC has a small kitchen onsite which reheats and distributes meals to inmates and employs five inmates.⁶⁸

Inmates with a C2/C3 classification and a 6.2 permit may work outside the secure perimeter under supervision, maintaining the grounds at either Kirkconnell CC or Lithgow CC. 25 inmates provide ground maintenance at Kirkconnell CC and 10 inmates provide ground maintenance at Lithgow CC.

Inmates are able to work in Kirkconnell CC's market garden and undertake a traineeship leading to a Certificate II in Horticulture. At least one inmate was undertaking a traineeship in horticulture at the time of inspection and was focused on growing flowers. Other inmates were growing fruit and vegetables including strawberries and tomatoes which were used by the centre.

⁶⁸ Corrective Services NSW, *Inmate Employment Profile*, (17 June 2015).



Horticulture – Green house



Horticulture – Flower beds

Community projects employs up to 15 inmates. The community projects team works at a number of sites throughout the local community performing various tasks under the supervision of a Senior Overseer. In 2017–18 inmates worked for six months on the refurbishment of the Blackheath Community Hall and in 2018 were involved in Farm Aid. One of the constraints identified with community projects is that the work is seasonal resulting in less work in the winter months.

On 17 October 2013 the Zig Zag Railway, which is located ten kilometres east of Lithgow, was adversely affected by fire.⁶⁹ The community projects team was assisting with the restoration of the Zig Zag Railway attending the site one day per week. Members of the inspection team visited Bottom Points Station where the community projects team were painting the station, constructing, and hanging a new gate, replanting garden beds, and refurbishing a historic telephone box.



Zig Zag Railway - Bottom Points Station



Zig Zag Railway - Bottom Points Station – Painted by inmates

During the inspection there were two inmates with community-based employment participating in work release. Staff transported the two inmates between their place of employment and Kirkconnell CC. Inmates were contributing to the costs associated with this arrangement.

⁶⁹ <https://www.zigzagrailway.com.au/FireOct13.php>, accessed 13 February 2020.

Education

Kirkconnell CC supports inmates to pursue educational opportunities

Kirkconnell CC has an ESC and an APO. Inmates are provided with access to a range of educational and vocational programs at the centre. At the time of inspection BSI Learning was delivering Foundation Skills Programs – a literacy and numeracy course and two digital literacy courses.

Education delivered between 1 July 2018 – 30 June 2019⁷⁰

Education Course	Number of Participants	Participants who completed
CSI Workplace Health and Safety	201	201
FSP Level 1 – Digital Literacy	83	26
FSP Level 1 Literacy and Numeracy	39	15
Welding	39	39
Chainsaws	33	30
Chemical Handling Certification	32	32
Food Safety	29	24
Forklift	29	29
Construction	22	19
VTP - Agriculture	13	13
Tractor Driving	8	8
FSP Level 2 Literacy and Numeracy	2	0

There was also a high uptake of traineeships at Kirkconnell CC with 89 inmates enrolled between 1 July 2018 and 30 June 2019 and 58 completing a qualification. Distance education was also facilitated by staff. Three inmates were undertaking university level studies in areas including Engineering, English Literature and Tertiary Preparation. Two inmates were also completing Certificate IV level studies.⁷¹

Traineeships	Number of Participants	Participants who completed
Certificate II in Outdoor Power Equipment Technology	89	58
Certificate II in Horticulture		
Certificate II in Engineering		
Certificate III in Engineering – Fabrication Trade		

There was also a Peer Tutoring program which involves inmates tutoring other inmates in various subjects. The tutoring is additional to any scheduled educational programs and assists inmates to improve their skills and knowledge in subjects including, mathematics, literacy, numeracy, resume writing, yoga, meditation, Spanish, and guitar.

⁷⁰ Information provided by Corrective Services NSW 22 July 2019.

⁷¹ Information provided by Corrective Services NSW 22 July 2019.

All inmates undertaking education were registered for Work Development Orders. Staff also assist inmates to obtain or renew their drivers licence whilst in custody.

There are 12 inmate computers in the classroom, two in the library, one in engineering and two legal portal computers. Computers at Kirkconnell CC were reported to be slow for both staff and inmates.

The libraries were accessible and well used.

The access and level of patronage of libraries at Kirkconnell CC was impressive. It was estimated that approximately 60 inmates use the library on a daily basis. The library is open for two hours in the morning and one hour in the afternoon from Monday to Friday and for one-and-a-half hours each day on the weekend. An inmate librarian is employed to operate the library.

Inmates residing outside the perimeter fence also have access to a library in a demountable building in between the accommodation units and industries area. Staff facilitate a book club for inmates to discuss a book as a group. This activity assists in promoting reading and literacy.

Programs

Equips program completion rates were high, but there is a need for offence targeted programs at Kirkconnell CC.

The Offender Services and Programs Team at Kirkconnell CC consists of a Manager of Services and Programs (MOSP), a Senior SAPO and three SAPOs. The MOSP is also responsible for service provision at Bathurst CC. A lack of program and interview rooms was considered to be a barrier to program delivery at Kirkconnell CC.

Between 1 July 2018 and 30 June 2019 the following programs were run at Kirkconnell CC:⁷²

Programs	Number of programs	Number of participants	Participants who completed	Completion rate
Equips Foundation	2	22	17	77%
Equips Addiction	2	23	19	83%
Equips Aggression	2	21	16	76%
Equips Domestic Abuse	1	10	9	90%

Unscheduled programs	Number of Participants
Positive lifestyle program (individual)	20

Notwithstanding the lack of programs rooms, a number of EQUIPS programs had been delivered. There was a high completion rate for these programs. However, the need for sex offender programs was identified. Due to a lack of sex offender programs at the centre, some inmates faced barriers to progressing to a C3 classification at Kirkconnell CC. At the time of inspection, it was anticipated that sex offender programs would commence at Kirkconnell CC in the 2019–20 financial year. However, this is no longer the case. CSNSW advised it has taken steps to progress programs for inmates convicted of sexual offences accommodated at Kirkconnell.⁷³

Recommendation 13: The Inspector recommends that CSNSW provide specialist programs to address offending behaviour.

⁷² Information provided by Corrective Services NSW 26 July 2019.

⁷³ Information provided by Corrective Services NSW 24 March 2020.

Classification and case management

There was a Classification Officer based at Kirkconnell CC responsible for undertaking classification reviews. A newly formed Case Management Unit was also operating at the centre with a focus on case planning and motivating inmates to engage in activities and programs to reduce reoffending.

Preparation for release

Reintegration support is offered to inmates.

The NEXUS program is offered by SAPOs to aid inmates with reintegration into the community. Inmates being considered for release to parole have contact with community corrections officers, located at Kirkconnell CC. One of the challenges identified for community corrections staff was ensuring that offenders had been assessed for, or undertaken relevant treatment prior to making release recommendations. Delays in assessments were impacting the ability of staff to make informed recommendations for or against release on parole. Community Corrections Officers were also responsible for fitting electronic monitoring equipment. CSNSW needs to ensure appropriate safeguards are in place to protect those inmates who are fitted with electronic monitoring equipment whilst in custody.

4 Chapter 4 – Integration Support Centre

Centre overview

The Integration Support Centre (ISC) is a 26 bed residential centre with 13 full-time employees. Its objective is to provide supported community-based accommodation and individualised reintegration support plans. Residents are able to reside at the ISC for three months after their release from custody. The ISC is also able to provide offenders with emergency accommodation.⁷⁴

The ISC is located in Campbelltown, NSW and commenced operation on 30 May 2016. The site on which it is located previously operated as the Campbelltown Periodic Detention Centre, and more recently as the Campbelltown Community Offender Support Program (COSP).



Dining room



Men's Shed – Garden Project

Offender eligibility and referral

Referrals to the ISC are made by Community Corrections Officers in circumstances where it is difficult to secure suitable post-release accommodation for an offender. It also provides crisis accommodation where an individual's living arrangements in the community have changed and no other suitable options are available.

The referral form used by Community Corrections for the ISC can also be used to refer offenders to the Nunyara COSP. The combined referral form is a new initiative of CSNSW and a number of additional layers of questions have been added to ensure that residents are able to live independently, and their health and other care needs do not exceed the capacity of the service.

Community Corrections Officers must select the most appropriate location for the offender they are intending to refer and must not submit dual referrals. The centre accommodates offenders with a diverse range of offences and order types, who have difficulties finding suitable post release accommodation.⁷⁵

In order to be eligible for placement at the ISC an offender must be medium, medium-high, or high risk of reoffending (as measured by the LSI-R). They must have the ability to live independently without intensive support. Residents must pay \$150 per week or 25% of their income if they are employed.⁷⁶

At the time of inspection there were 18 residents at the ISC. Ten were on parole and eight were on an extended supervision order. Twenty-five of the beds at the ISC were allocated with a further seven men due to arrive in the future.

⁷⁴ Information provided by Corrective Services NSW 14 November 2019.

⁷⁵ Information provided by Corrective Services NSW 14 November 2019.

⁷⁶ Corrective Services NSW, ISC information sheet for residents, (undated) 6.

4.1 Care and wellbeing

Accommodation and infrastructure

The Integration Support Centre provides essential facilities to aid residents develop living skills, and reintegrate into the community, whilst they seek alternate accommodation.

The ISC consists of one single-level administration and accommodation building and other smaller peripheral buildings. All residents must enter the accommodation building through the main entrance into the reception area where staff are located.

Resident accommodation within this building runs off a central corridor with shared bathroom facilities at the end of the corridor. The shared bathroom facilities were clean and tidy and include an ambulant toilet and shower. Resident rooms consist of a single bed, chair and desk, and a cupboard. Residents are permitted to have a television in their room.



Resident accommodation room



Resident bathroom

During their stay at the ISC residents are expected to contribute to the program. Each week residents are allocated tasks from a roster to aid in the development of living skills. These tasks include cooking, cleaning and gardening.

The ISC has a large shared kitchen where food provided by the centre is prepared by the residents. A shared laundry with washing machines, clothes lines, and irons is also available.



Resident kitchen



Resident kitchen



Resident laundry



Outdoor area and clothesline

Pro-social activities

Opportunities are provided at the Integration Support Centre for residents to engage in pro-social activities.

The original program design for the ISC incorporated a Men's Shed program. The Australian Men's Shed Association (AMSA) identifies that not all Men's Sheds are the same. It defines a Men's Shed to be a:

... a community-based, non-profit, non-commercial organisation that is accessible to all men (or restricted residents of private facilities) and whose primary activity is the provision of a safe and friendly environment where men are able to work on meaningful projects at their own pace in their own time in the company of other men....⁷⁷

The Men's Shed program at the ISC consists of a gardening project with a number of large vegetable gardens and a chicken coop. The produce and eggs are used by residents of the ISC. Gardening related activities form part of the rostered tasks. The success of the gardening project was reported to be largely influenced by the individual residents at any time. When residents have a keen interest in gardening, the garden was reported to thrive.



Garden project



Chicken coop

In addition to the gardening project residents have access to a small exercise area, art room, and a common lounge room and library.

⁷⁷ Australian Men's Shed Association, *By-Laws*, (2017) 3.1b, 3.



Resident exercise area



Art room

Case management

The case management structure and processes at the ISC consist of two key workers being allocated to a resident and an Integration Support Plan or case plan being developed within two weeks of entry. This plan is reviewed on a monthly basis. Residents have a responsibility to work with their key workers to develop this plan.

Integration Support Plans cover the following key service domains:

- Life/living skills
- Collaboration with CSNSW and other government and non-government agencies
- Alternative, suitable accommodation.

Searching for alternate accommodation

Residents are encouraged to begin searching for suitable alternate accommodation from their arrival at the ISC. Residents are required to submit a record of accommodation searches they have undertaken. The ISC staff provide information each week about affordable rental properties.

Consideration has been given to the provision of shared computers to allow residents to undertake searches for accommodation, and employment. However due to concerns around legal conditions that restrict some residents from accessing computers, this has not progressed. Residents are permitted to have a mobile phone subject to the conditions of their legal order, which they must register with staff upon admission to the centre.

Strengths and challenges

The inspection team found that staff were motivated, enthusiastic and great communicators. Staff acknowledged challenges associated with working with such a complex cohort of offenders, and they should be commended on their professionalism.

The inspection team sought statistical information in relation to the centres operations. However collection and retrieval of data or statistical information at the ISC is limited and could be improved with the view to using this information to inform service delivery and decision-making.

Staff employed at the ISC undertake mandatory online courses and on the job training including buddy shifts. The initial staff group were reported to have received two weeks of face-to-face training which included information relating to the Standard Operating Procedures (SOP), and presentations by the Extended Supervision Orders (ESO) team, parole staff and sex offender training. The two week face-to-face training program is no longer provided to new staff. At the time of the inspection the SOP were under review. Staff identified the need for training in room searches, drug testing, self-defence, and offender management. The CSNSW Security Operations Group was scheduled to provide search training. Staff

would also benefit from being able to access personal protective equipment such as puncture resistant gloves for room searches. Staff were acutely aware of the unique situation in which they work in managing offenders in a residential setting as opposed to a custodial one, and any training provided to ISC staff must reflect this distinction.

Recommendation 14: The Inspector recommends that CSNSW collect data and statistical information about the Integration Support Centre and its operations.

Recommendation 15: The Inspector recommends that CSNSW analyse staff training needs, provide training, and ensure that staff are provided with necessary personal protective equipment.



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