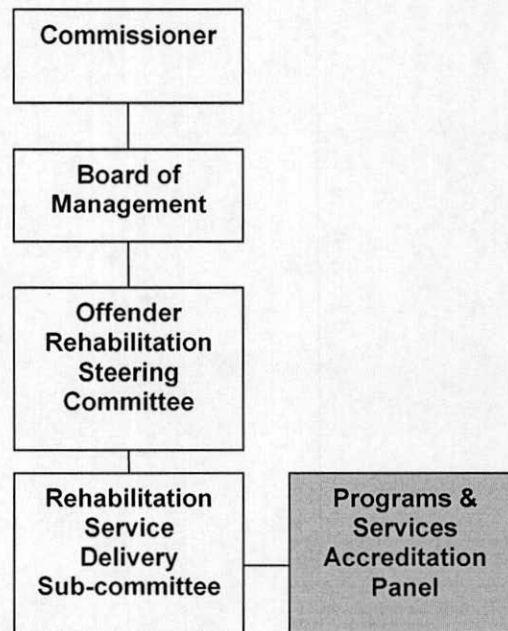| PROGRAMS AND SERVICES ACCREDITATION PANEL HANDBOOK	Appendix 4
Version: 01 Implement date: 31/03/2014 Availability: Public	

CORPORATE GOVERNANCE STRUCTURE
QUEENSLAND CORRECTIVE SERVICES

Introduction

The Programs and Services Accreditation Panel ensures that programs and services provided to offenders managed by Queensland Corrective Services (QCS) are measurable against the criteria outlined in the Programs and Services Accreditation Matrix. This process applies to Probation and Parole and Custodial Operations.

Role of the Programs and Services Accreditation Panel

The Programs and Services Accreditation Panel has been established to:

- review proposed programs and services against criteria endorsed by the Rehabilitation Service Delivery Sub-committee

- ensure that programs and other interventions have demonstrable value, achieve outcomes, are an efficient use of resources and any risk areas are identified and managed.

Programs and Services will be classified as:

- offending behaviour programs
- social responsibility/life skills programs
- transitional programs and services
- local services.

Membership of the Programs and Services Accreditation Panel

The Programs and Services Accreditation Panel consists of the following members:

- Manager, Offender Programs and Services (Chair)
- Senior Advisor, Offender Programs and Services (Secretariat)
- Operational Support Services directorate representative
- Manager, Throughcare and External Services Unit
- Custodial Operations directorate representative
- Probation and Parole directorate representative
- Nominated field representative – Probation & Parole
- Nominated field representative – Custodial Operations.

Other managers and officers may be invited to attend meetings of the Programs and Services Accreditation Panel for discussion where necessary.

Programs and Services Accreditation Panel Sittings

Meetings will occur on a monthly basis to consider any received applications for external organisations to deliver programs or services to offenders. Other individuals may be invited to attend panel sittings or provide advice based on need. Applications may also be considered out of session in order to expedite the accreditation process.

Scope

The Programs and Accreditation Panel is responsible for:

- reviewing applications for offending behaviour programs, social responsibility/life skills programs, transitional programs and services and local services against pre-defined criteria
- forwarding recommendations relating to the endorsement of offending behaviour programs and Transitional programs and services to the Rehabilitation Steering Committee for final endorsement, including a determination as to whether the program or service can be incorporated into QCS's reporting performance
- ensuring internal review of current approved programs on a six monthly basis for quality assurance purposes via a review of the respective Program and Service manual
- identifying where further approvals from the Rehabilitation Steering Committee or other authorising mechanisms may be required in relation to use of data gathered by external delivery bodies e.g. where research will be undertaken and published. Use of data for internal program review purposes is considered within the scope of program accreditation.

Agenda

An agenda for each Programs and Services Accreditation Panel sitting will be determined by the Chair, and prepared by the Senior Advisor.

Panel members will be provided with a meeting agenda and any application documentation for pre-reading before the meeting.

Minutes

Actions and decisions arising from the panel sittings will be recorded in official minutes.

Once endorsed, programs and services will be recorded in the relevant Programs and Services Resource Manual.

Executive Support

The Senior Advisor, Offender Programs and Services is responsible for administrative support for the panel and for making arrangements necessary for the effective and efficient functioning of the Programs and Services Accreditation Panel including:

- scheduling meetings
- maintaining and preparing agendas for meetings
- maintaining and distributing minutes from the meetings
- providing administrative and operational support for the panel.

Reports to the Offender Rehabilitation Services Sub-Committee

The Chair of the Programs and Services Accreditation Panel will be responsible for advising the Offender Rehabilitation Services Sub-Committee of sitting outcomes and any other matters arising as deemed necessary for noting.

PROGRAMS AND SERVICES ACCREDITATION PROCESS	Appendix 5
Version: 01 · Implement date: 31/03/2014 · Availability: Public	

The Programs and Services Accreditation process supports the availability and delivery of quality programs and services to offenders under the supervision of Queensland Corrective Services (QCS). This process applies to both Probation and Parole and Custodial divisions of Statewide Operations.

The accreditation process seeks to ensure that programs and other interventions have demonstrable value, achieve outcomes and are an efficient use of resources, both human and financial. The primary objectives of programs and other services include reducing the risk of recidivism amongst participants and assisting with the development of skills required to live socially responsible lives.

'Meaningful Activities' in corrective services facilities such as those that would generally be termed as recreational or hobbies are not incorporated into this process. Please note that 'Meaningful Activities' are not to be included as they sit within the management oversight of the General Manager of the corrective services facility in accordance with the Prisoner Entitlements Practice Directive.

For the purpose of accreditation, programs and services are separated into four categories. These are:

Local Support Services: typically systematic undertakings that provide offenders with practical assistance, knowledge and skills in living socially responsible lives, for example counselling services. In Probation and Parole settings, this category will apply to most services delivered by other agencies or organisations that offenders are referred to. Most of these services will reflect what is available broadly in the community to all community members and not necessarily services targeted specifically to offenders.

Transitional Programs and Services: support programs and services offered to prisoners prior, during and after release to assist with resettling into the community.

Life Skills/Social Responsibility Programs: programs targeting areas of need that provide prisoners with the skills and knowledge they need to lead socially responsible lives and desist from further offending in the community. They will generally be structured, time limited and group based learning with a defined and measurable outcome.

Offending Behaviour Programs: programs that specifically target offending behaviour and the criminogenic risk factors associated with it (for example sexual offending programs or violent offending programs). Offending behaviour programs may be acquired or developed internally or be delivered by an external agency on behalf of QCS.

Individual applications for program accreditation will be assessed by the Programs and Services Accreditation Panel using a predefined criterion. A detailed matrix to guide the accreditation process is contained on Pages 7 and 8.

Accreditation Process

- Corrective services facility/Region/District Office identifies a program or service for offenders they would like to utilise and support

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- Corrective services facility/Region/District Office categorises the program or service with assistance to be sought from Offender Rehabilitation and Management Services (ORMS), Specialist Operations where necessary
- Application to Provide a Program or Service Administrative Form 115 completed and forwarded through to ORMS in addition to any supporting materials including a program manual or service overview documents
- ORMS reviews the contents of the application and seeks clarification and further information where necessary
- ORMS accreditation panel reviews the application against pre-defined criteria
- in the event of the accreditation of Transitional Programs and Services or Offending Behaviour Programs, approval will need to be sought from the Rehabilitation Steering Committee
- location and provider advised of the outcome of the meeting in addition to any conditions associated with the accreditation where necessary
- ORMS external manuals and registers updated to reflect approval.

Local Support Services

This category applies to external services available in the community that support offenders in meeting the requirements of their offender management plans. This could include services provided by psychologists, counsellors, general practitioners or support agencies that address specific issues such as substance abuse, relationships, housing needs, employment, education and disability services.

Local Support Services will be assessed against the following criteria:

- the program considers the needs of priority groups such as female and Aboriginal or Torres Strait Islander offenders, and offenders with a disability where relevant
- the service provider is suitably qualified and experienced to deliver the service
- the service is consistent with agency values, ethics and goals
- if costs or other resources are involved, these can be supported by individuals participating in the program (with consideration of any adverse impact this may have), external funding sources, from within existing agency budgets or through in-kind support
- any risks related to the program have been identified and can be effectively mitigated
- appropriate mechanisms are in place to ensure critical information relevant to the safe management of an offender under community supervision is shared with Probation and Parole.

Probation and Parole: For local support services, the relevant Probation and Parole District Office will request that ORMS add the service in the Programs and Services Manual by submitting the Probation and Parole Programs and Services Manual Update Request form. If district office staff have any concerns regarding the suitability of the service they should contact ORMS for advice. The addition of the service will be reported to the Programs and Services Accreditation Panel. The district office is permitted to utilise the service prior to submitting the update request to ORMS.

Custodial Operations: For local support services, the relevant corrective services facility will submit Application to Provide a Program or Service Administrative Form 115 to ORMS. The General Manager of the corrective services facility will indicate endorsement of the service on this form. The proposed service and security clearance implications will be considered by the Programs and Services Accreditation Panel. Where applicable, ORMS will seek advice from relevant areas or stakeholders. Upon approval ORMS will add the service to the Custodial Programs and Services Manual. Once approved the corrective services facility can utilise the service.

Transitional Programs and Services

This category applies to support services offered to prisoners prior, during and following release from custody to assist with a smooth transition back into the community. This includes the Integrated

Transitional Support Model, which incorporates the Transitions Release Preparation Program, Transitional Support Service and Offender Reintegration Support Service.

Approved transitional support programs and services will be included as part the Australian Service Delivery Standards (ASDS).

Transitional Programs and Services will be assessed against the following criteria:

- the program considers the needs of priority groups such as female and Aboriginal or Torres Strait Islander offenders, and offenders with a disability where relevant
- the service provider is suitably qualified and experienced to deliver the service
- the program uses effective methods which have been shown to achieve primary objectives of the program
- the program addresses relevant areas of need related to safe and effective reintegration to the community
- the program links to services or supports in the community
- the program is consistent with QCS values, ethics and goals
- if costs or other resources are involved, these can be supported by individuals participating in the program (with consideration of any adverse impact this may have), external funding sources, from within existing agency budgets or through in-kind support
- issues related to overlapping services with existing QCS funded service providers can be resolved
- any risks related to the program have been identified and can be effectively mitigated
- mechanisms exist for reporting program participation and monitoring program performance; and
- appropriate mechanisms for reporting individual program outcomes are in place, with consideration of sharing information with Probation and Parole where relevant.

Custodial Operations: For transitional programs and services, the relevant corrective services facility will submit Application to Provide a Program or Service Administrative Form 115 form to OPS. The General Manager of the corrective services facility will indicate endorsement of the service on this form. The proposed service and security clearance implications will be considered by the Programs and Services Accreditation Panel. Where applicable, OPS will seek advice from areas such as the Throughcare and External Services Unit and/or Adult Education and Vocational Education and Training, and where necessary external agencies (e.g. State Chaplaincy Board for religious based services). Once approved, the service can be implemented.

Life Skills/Social Responsibility Programs
This process is likely to apply to both internally and externally developed programs which focus on a broad range of areas of need that support prisoners to live more socially responsible lives. Examples include interpersonal communication, problem solving, self-advocacy, cognitive skills, as well as relationship and parenting skills.

Approved life skills/social responsibility programs will be included as part of monthly reporting processes.

Offending behaviour programs will be assessed against the following criteria -

- The program considers the needs of priority groups such as female and Aboriginal or Torres Strait Islander prisoners, and prisoners with a disability where relevant
- The service provider is suitably qualified and experienced to deliver the service
- The program uses a valid model of change and effective methods which have been shown to achieve the program's stated aims

- The program addresses a relevant area of need that contributes to participants desisting from offending and living socially responsible lives
- The program is consistent with agency values, ethics and goals
- If costs or other resources are involved, these can be supported by individuals participating in the program (with consideration of any adverse impact this may have), external funding sources, from within existing agency budgets or through in-kind support:
  - o Any risks related to the program have been identified and can be effectively mitigated
  - o Mechanisms exist for reporting program participation and monitoring program performance
  - o Appropriate mechanisms for reporting individual program outcomes are in place, with consideration of sharing information with Probation and Parole where relevant; and
  - o If required, advice from subject matter experts supports the application for recognition of the service (for example State Chaplaincy Board).

Probation and Parole: For life skills and social responsibility programs, the District Office submits Application to Provide a Program or Service Administrative Form 115 form to OPS. The District Manager will indicate endorsement of the program on this form. The program will be assessed within OPS. The Senior Advisor will undertake to provide a completed assessment within two weeks of receipt of the form. Upon approval, the service will be added to the Programs and Services Manual. The addition will be reported to the Programs and Services Accreditation Panel. Once approved, the District can proceed with use of the program.

Custodial Operations: For life skills and social responsibility programs, the relevant centre will submit Application to Provide a Program or Service Administrative Form 115 form to OPS. The General Manager of the corrective services facility will indicate endorsement of the program on this form. The proposed program and security clearance implications will be considered by the Programs and Services Accreditation Panel. Upon approval, the program will be added to the Custodial Programs and Services Manual and the program can be introduced by the Centre.

Offending Behaviour Programs

This category focuses on evidence-based programs acquired or developed internally, or delivered by an external agency on behalf of QCS. These programs focus directly on the underlying causes of criminality, and seek to reduce risk of further recidivism. All offending behaviour programs must comply with the National Offender Program Standards. Examples include substance abuse programs, domestic violence programs, violent offending and sexual offending programs.

Approved offending behaviour programs will be included as part of monthly reporting against Agency program participation targets for "other programs".

Offending behaviour programs will be assessed against the following criteria -

- the program considers the needs of priority groups such as female and Aboriginal or Torres Strait Islander offenders, and offenders with a disability where relevant
- the service provider is suitably qualified and experienced to deliver the service
- the program uses a valid model of change which supports reduced reoffending, such as cognitive behavioural therapy
- the selection of offenders is justified on the basis of the principles of risk, need and responsivity
- the program targets a range of dynamic risk factors which have been shown to be related to offending behaviour for the target group
- the program uses effective methods of change which have been shown to reduce the risk of further reoffending
- the program is skills-orientated

- the intensity and duration of the program is matched to assessed risks, that is, programs targeting higher risk offenders are longer and more intensive, programs targeting lower risk offenders are less intensive
- the engagement and motivation of participants is assessed and addressed
- processes are in place to ensure program integrity, such as mandatory training of facilitators, supervision and regular monitoring
- procedures are in place to allow evaluation of individual and program level outcomes, i.e. pre/post test
- mechanisms exist for reporting program participation and monitoring program performance
- the program is consistent with agency values, ethics and goals
- any risks related to the program have been identified and can be effectively mitigated
- consideration of sharing information with Correctional Centre staff and Probation and Parole where relevant has been made
- if required advice from subject matter experts supports the application for recognition of the service (for example State Chaplaincy Board)
- if costs or other resources are involved these can be supported by individuals participating in the program (with consideration of any adverse impact this may have) external funding sources, from within existing agency budgets or through in-kind support.

Probation and Parole: For Offending Behaviour Programs, the District Office submits Application to Provide a Program or Service Administrative Form 115 form to OPS. The District Manager will indicate endorsement of the program on this form. The program will be assessed by the Programs and Services Accreditation Panel against the National Offender Program Standards. Upon approval, the service will be added to the Programs and Services Manual. Upon approval, the District Office can proceed with use of the program.

Custodial Operations: For offending behaviour programs, the relevant centre will submit Application to Provide a Program or Service Administrative Form 115 form to OPS. The General Manager will indicate endorsement of the program on this form. The proposed program and security clearance implications will be considered by the Programs and Services Accreditation Panel. Upon approval, the program will be added to the Custodial Programs and Services Manual. Once approved, the corrective services facility can proceed with use of the program.
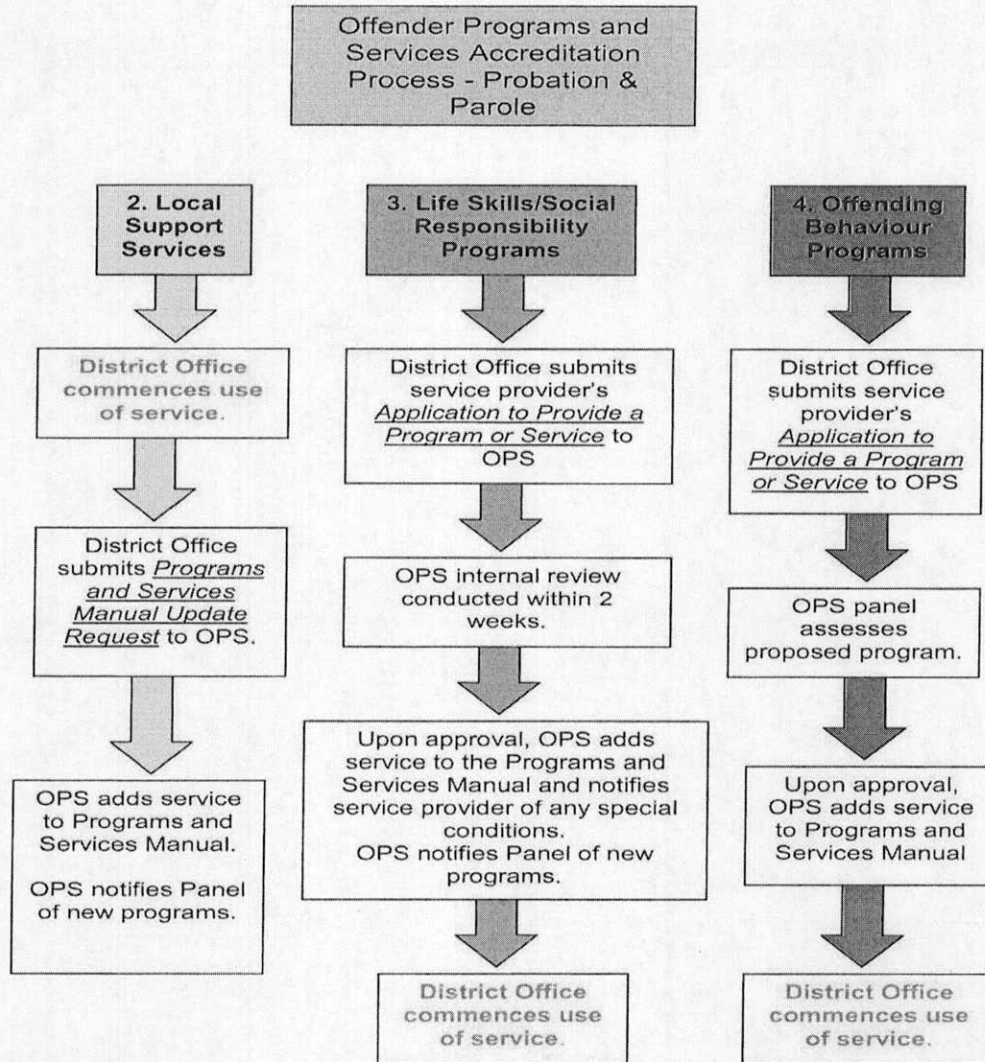
Matrix to Guide the Accreditation Process

Program/Service	Assessment Criteria
1. Local Support Services	- The service provider is suitably qualified and experienced to deliver the service. - The service is consistent with agency values, ethics and goals. - If costs or other resources are involved, these can be supported by individuals participating in the program (with consideration of any adverse impact this may have), external funding sources, from within existing agency budgets or through in-kind support. - Any risks related to the program have been identified and can be effectively mitigated. - Appropriate mechanisms are in place to ensure critical information relevant to the safe management of an offender under community supervision is hared with Probation and Parole.
2. Transitional Programs and Services	- The program considers the needs of priority groups such as female and Aboriginal or Torres Strait Islander offenders, and offenders with a disability where relevant. - The program uses effective methods which have been shown to achieve the program's stated aims. - The program addresses relevant areas of need related to safe and effective reintegration to the community. - The program links to services or supports in the community. - The program is consistent with agency values, ethics and goals. - If costs or other resources are involved, these can be supported by individuals participating in the program (with consideration of any adverse impact this may have), external funding sources, from within existing agency budgets or through in-kind

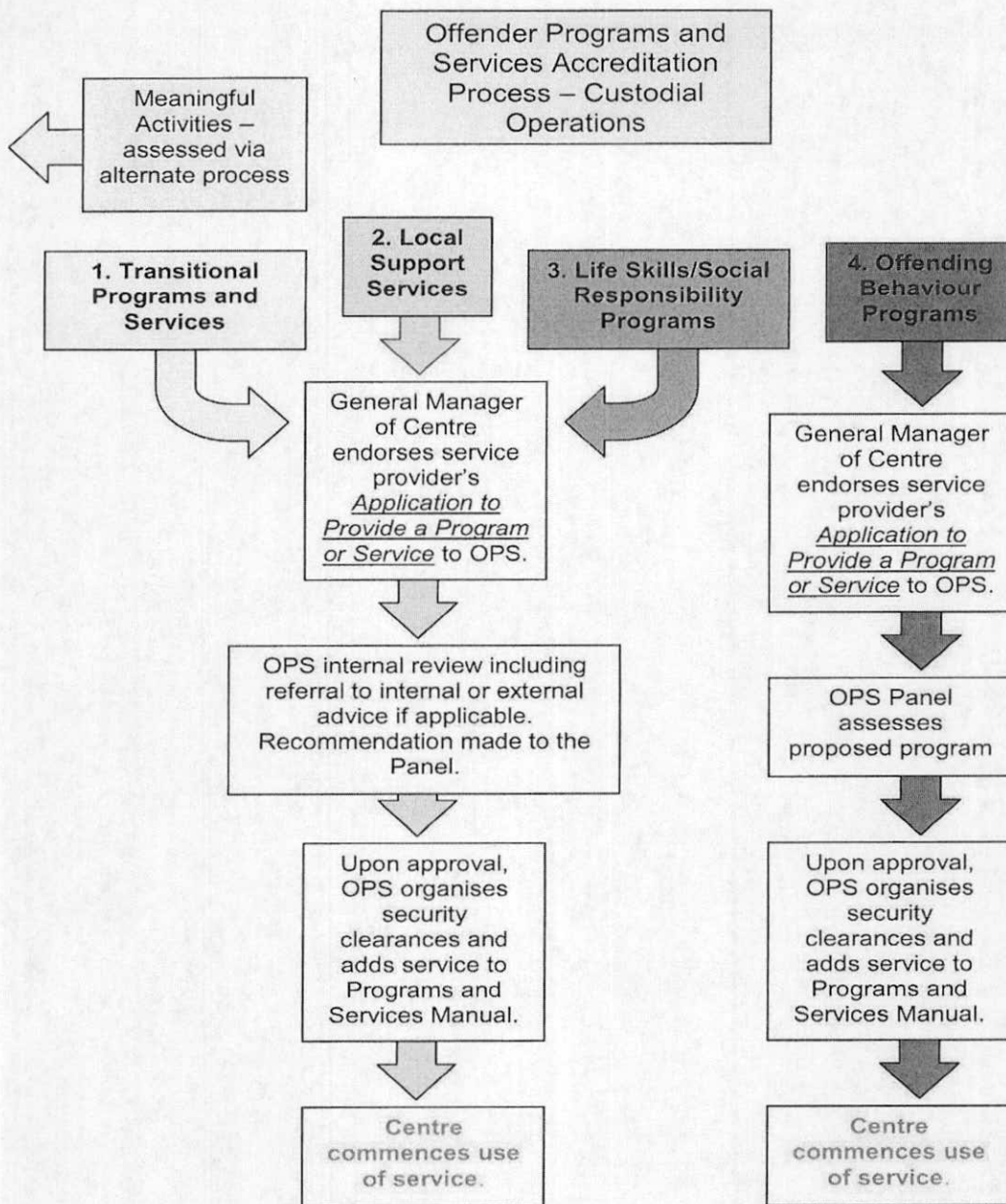|	
	support.
	• Issues related to overlapping services with existing QCS funded service providers can be resolved.
	• Any risks related to the program have been identified and can be effectively mitigated.
	• Mechanisms exist for reporting program participation and monitoring program performance.
	• Appropriate mechanisms for reporting individual program outcomes are in place, with consideration of sharing information with Probation and Parole where relevant.
3. Life Skills/ Social Responsibility Programs	• The program considers the needs of priority groups such as female and Aboriginal or Torres Strait Islander offenders, and offenders with a disability where relevant.
	• The program uses a valid model of change and effective methods which have been shown to achieve the program's stated aims.
	• The program addresses a relevant area of need that contributes to participants desisting from offending and living socially responsible lives.
	• The program is consistent with agency values, ethics and goals.
	• If costs or other resources are involved, these can be supported by individuals participating in the program (with consideration of any adverse impact this may have), external funding sources, from within existing agency budgets or through in-kind support.
	• Any risks related to the program have been identified and can be effectively mitigated.
	• Mechanisms exist for reporting program participation and monitoring program performance.
	• Appropriate mechanisms for reporting individual program outcomes are in place, with consideration of sharing information with Probation and Parole where relevant.
	• If required, advice from subject matter experts supports the application for recognition of the service for e.g. State Chaplaincy Board.
4. Offending Behaviour Programs	• The program considers the needs of priority groups such as female and Aboriginal or Torres Strait Islander offenders, and offenders with a disability where relevant.
	• The program uses a valid model of change which supports reduced reoffending, such as cognitive behavioural therapy.
	• The selection of offenders is justified on the basis of the principles of risk, need and responsivity.
	• The program targets a range of dynamic risk factors which have been shown to be related to offending behaviour for the target group.
	• The program uses effective methods of change which have been shown to reduce the risk of further reoffending.
	• The program is skills-orientated.
	• The intensity and duration of the program is matched to assessed risks, that is, programs targeting higher risk offenders are longer and more intensive, programs targeting lower risk offenders are less intensive.
	• The engagement and motivation of participants is assessed and addressed.
	• Processes are in place to ensure program integrity, such as mandatory training of facilitators, supervision and regular monitoring.
	• Procedures are in place to allow evaluation of individual and program level outcomes.
	• Mechanisms exist for reporting program participation and monitoring program performance.
	• The program is consistent with agency values, ethics and goals.
	• Any risks related to the program have been identified and can be effectively mitigated.
	• Consideration of sharing information with Correctional Centre staff and Probation and Parole where relevant has been made.
	• If required, advice from subject matter experts supports the application for recognition of the service. e.g. State Chaplaincy Board.
	• If costs or other resources are involved, these can be supported by individuals participating in the program (with consideration of any adverse impact this may have), external funding sources, from within existing agency budgets or through in-kind support.

Programs and Services Accreditation Process
Probation and Parole

Offender Programs and
Services Accreditation
Process - Probation &
Parole

2. Local Support Services	3. Life Skills/Social Responsibility Programs	4. Offending Behaviour Programs
District Office commences use of service.	District Office submits service provider's *Application to Provide a Program or Service* to OPS	District Office submits service provider's *Application to Provide a Program or Service* to OPS
District Office submits *Programs and Services Manual Update Request* to OPS.	OPS internal review conducted within 2 weeks.	OPS panel assesses proposed program.
OPS adds service to Programs and Services Manual. OPS notifies Panel of new programs.	Upon approval, OPS adds service to the Programs and Services Manual and notifies service provider of any special conditions. OPS notifies Panel of new programs.	Upon approval, OPS adds service to Programs and Services Manual
	District Office commences use of service.	District Office commences use of service.

Programs and Services Accreditation Process
Custodial Operations

Offender Programs and Services Accreditation Process – Custodial Operations

Meaningful Activities – assessed via alternate process

1. Transitional Programs and Services

2. Local Support Services

3. Life Skills/Social Responsibility Programs

4. Offending Behaviour Programs

General Manager of Centre endorses service provider's *Application to Provide a Program or Service* to OPS.

General Manager of Centre endorses service provider's *Application to Provide a Program or Service* to OPS.

OPS internal review including referral to internal or external advice if applicable. Recommendation made to the Panel.

OPS Panel assesses proposed program

Upon approval, OPS organises security clearances and adds service to Programs and Services Manual.

Upon approval, OPS organises security clearances and adds service to Programs and Services Manual.

Centre commences use of service.

Centre commences use of service.

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TRANSITIONS PROGRAM MANAGEMENT REQUIREMENTS	Appendix **6**
Version: 01 Implement date: 31/03/2014 Availability: Public	

The Transitions Program is a release preparation program that aims to engage participants in a proactive planning process to formulate realistic plans for release and set achievable goals for resettlement in the community. In particular, it focuses on linking participants with community based agencies and government departments that can continue to provide individuals with resettlement assistance in the post release period.

The content of the program is based on extensive national and international literature which has identified a number of key obstacles offenders typically face when returning to the community. The program aims to address these difficulties as a means of supporting a smooth re-entry to the community, thus reducing the likelihood of reoffending.

The core modules of the program focus on issues such as enhancing individual self-esteem, motivation and commitment to change; identifying participants' existing personal strengths, supports and skills that can aid the process of resettlement; the need for realistic expectations, planning, and identification of personal goals regarding release; timeframes; normalising fears and anxieties about release; facilitating an understanding of available services in the community; and assisting where possible to link participants to direct access to support services.

Program Structure:
The Transitions Program is one component of the broader Reintegration Support Model (RSM) aimed at providing offenders with pre-release support according to their assessed risk of reoffending and level of reintegration need. The program consists of five (5) core models, 10 elective modules and support sessions.

Participants in the Transitions Program are required to attend the following core modules in the program:

- Introduction: The Journey Ahead
- The Road to Change
- Getting Out: Planning My Journey
- Staying Out: Help Along the Way
- Reflections (delivered after all elective modules have been completed).

The elective modules address specific, practical areas of reintegration need. Participation in these elective modules is determined by an individual Reintegration Needs Assessment completed with each participant prior to program commencement to collaboratively identify the individual's reintegration needs. The elective modules are:

- Money Matters (Budgeting)
- Centrelink, CSA, Medicare and ID
- Reconnecting Relationships
- Education, Training and Employment
- Housing
- Breaking Habits (Addiction)
- Probation and Parole
- Healthy Bodies
- Healthy Minds
- Positive Parenting.

Weekly support sessions are also provided for participants by the Transitions Coordinator, occurring in each week that the program is delivered. These sessions are largely unstructured and are designed as an opportunity to consolidate learning from the elective modules, assist in the completion of a comprehensive personal Transitions Program Reintegration Plan and to provide more individualised assistance to those participants who require it due to various responsivity issues such as a low level of functional literacy.

Each occurrence of the Transitions Program must include the above core, support sessions and **all** elective modules. The numbers of participants in each of the elective modules is expected to fluctuate, given that the program pathway is individual to each participant. Transitional Support Service participants who have identified needs can access the elective modules of the Program only, in instances where available places exist.

Needs Assessment:
A Reintegration Needs Assessment should be completed prior to program commencement to identify individual reintegration needs and determine elective module enrolments. The assessed needs and elective module participation can be adjusted as required at any point in the program, however a structured review of the individual's needs is provided in core module four, *Staying Out: Help Along the Way*.

Program Delivery:
The Transitions Program should be completed only **once per episode** by each eligible prisoner as they approach release.

However in some circumstances repeating the program may be considered appropriate. If a previous participant who has been released to Probation and Parole is subsequently returned to custody following a reoffence and that reoffence results in a further period of custody greater than 12 months, they may benefit from participation in a further Transitions Program. Repeat participation in this instance would be considered suitable if the individual's plans for release will need to be significantly altered or if the individual's family or accommodation circumstances have substantially changed.

Offenders returning to custody from Probation and Parole who are subject to a further period of custody of less than 12 months, may have their original plan reviewed and updated in collaboration with the Transitions Coordinator, if required once they fall into the eligibility range of nine months prior to earliest release date. Transitions Coordinators should particularly note any needs related to the circumstances that lead to the return to custody.

Any proposed referrals to the program outside these requirements, must be case conferenced between the relevant Transitions Coordinator and staff from the Throughcare and External Services Unit. The Transitions Coordinator initiating the referral should use the Reintegration Support Case Conference form and email it to the Unit for consideration and endorsement if appropriate. Documentation can then be placed on the Offender File for access by other agency staff involved in offender management.

The first four core modules should be delivered in the order they are listed above. The final core module, *Reflections* should be delivered at the completion of the program after all core, elective modules and support sessions have been delivered.

The content of the elective modules can be delivered in a flexible manner to be negotiated between the Transitions Coordinator and the external organisation, however delivery must meet the stated learning objectives of that module. The elective modules do not have to be delivered in any particular order; however they must **all** be delivered to cater to the needs of the full group of participants.

Whilst participants should be encouraged to attend all elective modules of the Transitions Program, participants may elect to attend only those elective modules which address their specific needs as identified in the Reintegration Needs Assessment prior to program enrolment. The Transitions Program is intended to provide the opportunity for an individualized program pathway. As noted above, participants will be given the opportunity to revisit their Reintegration Needs Assessment in the core module *Staying Out: Help Along the Way* which may generate further enrolments in elective modules.

Upon completion of all core and elective modules for the program, a graduation ceremony must occur. This should run as a separate session to the provision of the final core module. The ceremony should involve participants, facilitators, stakeholders, engaged providers, centre management and family members of the participants, where operationally viable. At this ceremony a formal process of celebrating the completion of the program by participants can be facilitated by presentation of Program Graduation Certificates, using the standard template available on the Throughcare and External Service Unit intranet site under Program Resources.

Minimum Program Delivery Requirements:

- 1 week pre-program preparation
- 6 weeks program facilitation consisting of:
    o 5 x 2 hour core module sessions
    o 10 x 2 hour elective module sessions
    o 1 x 2 hour support session each week the program is delivered
- 1 week post-program reporting.

A Transitions Program Course Schedule has been developed to assist centres to schedule all necessary sessions, this template is available on the Throughcare and External Service Unit intranet site under Program Resources.

Program Duration:
Facilitation of the Transition Program should take approximately 6 weeks. Delivery is intended to be flexible and timeframes will vary according to differing operational environments and requirements, however should not exceed 8 weeks duration in order to maximise participant motivation and program retention rates.

Group Size:

- an average of 20 participants should be enrolled in the core modules
- a minimum of 6 participants is required to commence the program
- final group size should be determined by reasonable operational requirements at the discretion of the Transitions Coordinator in consultation with the relevant centre management and the Throughcare and External Services Unit (if required).

Referral:
Selection of eligible participants for participation in the Transitions Program should be determined by the Transitions Coordinator according to the set eligibility criteria detailed below. Offenders who are sentenced and do not meet the eligibility criteria for participation in the Transitions Program can access to the Transitional Support Service.

Note: Participants will be eligible for participation in either the Transitions Program or the Transitional Support Service. They are not be eligible for both.

Transitions Program Eligibility Criteria:

All prisoners who meet the following criteria are eligible to participate in the full Transitions Program (core modules and relevant elective modules as determined by the Reintegration Needs Assessment). Prisoners should only be placed on the waiting list for the Transitions Program if they meet the following criteria:

- the prisoner has any one (or more) of the following:
    o assessed as 16 or over on the Risk of Reoffending tool (RoR)
    o have a sexual offence in their current episode
    o are classified as a Serious Violent Offender; and/or
    o have significant reintegration needs (reporting will be homeless or at risk of homelessness upon release, has limited or nil community supports, has experienced repeat periods of incarceration, has served a term of significant imprisonment and/or has identified cultural or gender needs in relation to reintegration)

and

- they are a sentenced prisoner, eligible for board ordered parole, have a court ordered parole date or are due for full-time release within no more than nine months

and

- they are willing and able to undertake the program.

The Transitions Program has adapted content to meet the specific needs of Aboriginal and Torres Strait Islander and female participants. Consideration of eligibility for program referral for these particular target groups should focus upon significant reintegration needs (see 1d above) which can be sensitive to culture and/or gender needs, which may be outside those identified through criteria 1a-c, but are evident within the Reintegration Needs Assessment.

If a Transitions Coordinator wishes to place an offender on the Program outside of the stated eligibility criteria they are able to case conference these requests with the Throughcare and External Services using the Reintegration Support Case Conference form available on the Throughcare and External Services Unit intranet site under Program Resources. This process should only be used where the Transitions Coordinator believes there are compelling reasons for the offender's inclusion to ensure that the Program is appropriately targeted at higher risk and/or need offenders.

Physical Resources:

- program specific materials as per the program session plans (see Facilitator Manual for further information)
- an appropriate room with sufficient seating and lighting which allows for confidential disclosures
- Whiteboard, Data Projector, Computer, Television and DVD/Video Player
- Stationery including paper, pens, butchers paper, folders for work.

Facilitator Requirements and Training:
Two departmental facilitators are required for delivery of the core modules. The primary program facilitator will be the Transitions Coordinator. Primary facilitators must complete the Transitions Program training before commencing facilitation in this program. Secondary facilitators must also have a thorough understanding of the program and its intended outcomes prior to delivery. Some experience in general group program facilitation skills would also be beneficial.

One departmental facilitator is required for co-facilitation of the elective modules in conjunction with a representative from a community based agency/government department. It is acceptable for the community based facilitator to take the lead facilitation role when delivering elective modules, providing session plans have been developed in conjunction with the Transitions Coordinator to meet the stated learning objectives for that session. Departmental facilitators should also have access to program supervision where operationally viable.

Program Outcomes and Reporting:
The key outcome of the Transitions Program is completion of a comprehensive personal Reintegration Plan by each participant. Participants are only deemed and counted as a successful completion if they have completed all core modules (whether in group or through agreed one-one-one sessions) and completed a Reintegration Plan to an acceptable standard, as determined by the Transitions Coordinator.

Reporting for the Transitions Program should meet the requirements outlined within the Reintegration Support Model procedure and the Reintegration Support Model Accountability Standard 2 – Reporting and File Management.

A record of each Transitions Program course is to be created on IOMS. When the course is created, nominated standards for the entry of the name of the course should be followed. As each course is scheduled in IOMS, it should be provided a code for easy identification. This will include site name, program name, financial year, and program number (for example, if the program has been delivered twice in the current financial year, the next course would be 3). A course code would therefore look like:

Woodford.Transitions.11/12.3

LotusGlenFarm.Transitions.11/12.3

Other information to be recorded in IOMS includes collection and recording of attendance (a hardcopy template for recording attendance is provided on the intranet under Program Resources) and any reasons for non-attendance, program completion status or reasons for non-completion. For specific details please refer to the procedure and accountability standard as noted above.

The participants' original Transitions Program Reintegration Plan should be given to them, once a copy has been taken to place on the Offender File. The original Transitions Program Offer and Consent Form, Course Schedule and Course Attendance records should be placed on the Course File. The original Transitions Program Participation Summary for each participant should go on the Offender File with a copy placed on the Course File. The Participant Summary and a copy of the Transitions Program Reintegration Plan should be attached to IOMS with the participant's Course Completion record. A Reintegration Support Summary must be uploaded onto IOMS, under Offender Details, as an attachment once program completion has occurred. Uploading these documents to IOMS will ensure all reintegration support information is readily available to key Agency staff, including Sentence Management, professional staff, and Probation and Parole.

PROGRAM DELIVERY REQUIREMENTS (BASED ON AN AVERAGE SIX WEEK PROGRAM)

FUNCTION	TASKS	AVERAGE TIME PER PROGRAM	TOTAL AVERAGE HOURS PER PROGRAM
Pre-Delivery Preparation	Identification and interview (program offer) to eligible offenders, agency liaison and scheduling sessions, discussion with co- facilitator around roles/tasks.	Minimum three (3) days full time.	21.75 hours
Pre-Program Assessment	One on one interview for completion of Reintegration Needs Assessment and consent for participation and disclosure of information..	Minimum 30 minutes per participant (average of 20 participants per course).	10 hours
Pre-Session Preparation	Preparation of learning materials for sessions, preparation of room for each session, book external facilitator visit, arrange any resources required by external facilitator, including permission for them to bring materials into the Centre.	One (1) hour per core module. Minimum 30 minutes per elective module. Minimum 30 minutes per support session.	13 hours

FUNCTION	TASKS	AVERAGE TIME PER PROGRAM	TOTAL AVERAGE HOURS PER PROGRAM
Program Delivery	Five (5) core modules to be delivered by two (2) facilitators.	Two (2) hours per module per facilitator.	10 hours (per facilitator)
	Ten (10) elective modules to be delivered by two (2) facilitators, one departmental and an external agency representative for each module. Delivery of electives to occur of over average of 5 weeks.	Two (2) hours per module. Maximum of eight (8) hours delivery per week.	20 hours (per facilitator)
	Support sessions to allow for individual reintegration needs, responsivity issues and support for completion of a personalized Reintegration Plan. One support session per week of program delivery.	Two (2) hours per support session, one (1) support session per week for average of six (6) weeks.	12 hours
Administration	Tasks include program management on IOMS, collection and recording of data on IOMS, including attendance and reasons for non-attendance etc.	Two (2) hours per week for average of six (6) weeks.	12 hours
Agency Liaison	Networking with community agencies including phone contact, scheduling, preparation of communication, greeting and escorting visitors, coordinating security clearances etc.	Three (3) hours per week (calculated against the average six week program however it is anticipated that these hours occur over greater length of time versus purely during program weeks).	18 hours
Reporting and Post program Administration	File management including paper and electronic scanning and attachment within IOMS of program completion records including Reintegration Plans, Participant Summaries, creation of Certificates, etc.	6 hours per week over average of six (6) weeks	36 hours
	Monthly reporting of the number of courses and participants, including completed/incomplete/ declines to participate.		

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OVERALL ASSESSMENT OF DELIVERY REQUIREMENTS

PROGRAM DELIVERY AND ADMINISTRATION Note: Includes all program activities; excluding pre and post program work Total Facilitator Hours during the program	Minimum 72 hours
PRE AND POST PROGRAM WORK Total Facilitator Hours during the program	Minimum 80.75 hours
Total Hours Per Program	Minimum 152.75 hours

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TRANSITIONAL SUPPORT SERVICE MANAGEMENT REQUIREMENTS	Appendix 7
Version: 01 Implement date: 31/03/2014 Availability: Public	

The Transitional Support Service is available to prisoners who are not eligible for the Transitions Program, including short-term prisoners. To be eligible for participation, prisoners must be within no more than nine (9) months of their earliest release date, either parole eligibility, court-ordered parole release date or full-time release.

The Transitional Support Service aims to assist participants plan for their release through an assessment of their reintegration needs and provision of appropriate referral or support information. The Transitional Support Service is provided to ensure prisoners exiting custody receive assistance to plan for their resettlement in the community.

Consistent with the other programs and services in the Reintegration Support Model, the Transitional Support Service focuses on the reintegration needs identified in national and international literature as the primary obstacles prisoners typically face when returning to the community. The nature of the support provided will depend on the individual's type and level of resettlement need and available resources.

Transitional Support Service Assessment:
A Reintegration Needs Assessment should be completed with each participant to identify their individual reintegration needs. This should be conducted in the context of a strengths-based, motivational interview.

Transitional Support Service Delivery:
The Reintegration Needs Assessment is the primary method of delivery for the Transitional Support Service. The Transitions Coordinator or other appropriately trained staff member at the delivery site (such as Correctional Counsellor) should complete this document with the prisoner. Completion of this document leads to the identification of the prisoner's individual reintegration needs and a basic self-reported reintegration plan.

Addressing reintegration needs within the Transitional Support Service may include the provision of information regarding support services available in the community, referrals to centre-based services, such as regular Centrelink and Advance2Work, or referrals to external support services.

At the time of completing the Reintegration Needs Assessment, an individual may be identified for possible participation in the relevant elective modules the Transitions Program, if this is deemed to be an efficient and appropriate means of addressing the identified need.

The available elective modules include:

- Money Matters (Budgeting and Finances)
- Centrelink and Getting ID
- Reconnecting Relationships
- Education, Training and Employment
- Housing
- Breaking Habits (Addiction)
- Probation and Parole
- Healthy Bodies
- Healthy Minds
- Positive Parenting.

Access to the elective modules by Transitional Support Service participants is subject to availability. Access may be affected by participants' release or parole dates, scheduled delivery dates for the modules and existing Transitions Program participants already enrolled in the elective modules.

In situations of particularly complex needs, it may be appropriate to refer the prisoner to the Offender Reintegration Support Service for specialist support and assistance commencing pre-release and continuing upon their return to the community.

The Transitional Support Service should only be completed **once per episode** by each eligible prisoner.

In instances where a prisoner has previously completed the service, but has been released to community supervision (Probation and Parole) and subsequently returned to custody following a reoffence, these prisoners may have their original plan reviewed for updating if required with further information provided as needed. Transitions Coordinator may at this point further consider the individual for involvement in elective Transitions Program modules, if deemed necessary and subject to availability.

Service Duration:
Delivery of the Transitional Support Service is intended to be flexible and timeframes will vary according to differing operational environments and prisoner requirements, however should on average be delivered in a single assessment session. Brief follow-up activities may also be required to address identified support needs.

Group Size:
The Transitional Support Service should be delivered in an individual format via a one-on-one motivational interview using the Reintegration Needs Assessment. Following initial assessment it may be possible to address the identified support needs of multiple participants in group information session (e.g. a group of prisoners receiving assistance to apply for a birth certificate at the same time.

Referral and Eligibility Criteria:
All prisoners who are not eligible, or can not access a Transitions Program for operational reasons, are eligible for the Transitional Support Service. Prisoners must be sentenced and be eligible for Parole, court-ordered parole or full-time release within no more than nine (9) months.
The Transitions Coordinator is responsible for identifying those individuals through the Reintegration Needs Assessment, require more intensive support through the Transitions Program.

Note: Participants will be eligible for participation in either the Transitions Program or the Transitional Support Service. They are not eligible for participation in both.

Physical Resources:
To provide the Transitional Support Service, appropriate rooms which allow confidentiality of disclosures with appropriate seating and lighting must be provided.

Provider Requirements and Training:
The Transitions Coordinator will be the primary staff member responsible for the delivery of the Transitional Support Service, although other appropriate Agency staff (e.g. Correctional Counsellors) may administer the Reintegration Needs Assessment and/or facilitate access to necessary support and referral information.

Reporting Service Outcomes:
The key outcome of the Transitional Support Service is completion of the Reintegration Needs Assessment, including a basic self-reported reintegration plan recorded on that document, for each participant.

Reporting for the Transitional Support Service should meet the requirements outlined within the Reintegration Support Procedure and the Reintegration Support Accountability Standard 2 – Reporting and File Management.

An annual Transitional Support Service Course is to be created on IOMS. When the course is created, nominated standards for the entry of the name of the course should be followed. As each course is scheduled in IOMS, it should be provided a code for easy identification. This will include site name, program name, financial year. A course code would therefore look like:

Woodford.TSS.11/12
LotusGlenFarm.TSS.11/12

The original Transitional Support Service Program Offer and Consent Form should be placed on the Course File. A copy of the original Reintegration Needs Assessment should be given to the participant, with a copy placed on the individual Offender File and Course File. The Reintegration Needs Assessment should be scanned and attached to IOMS with the participant's Course Completion record. A completed Reintegration Support Summary should be uploaded onto IOMS under Offender Details as an attachment once the Transitional Support Service has been completed. Uploading these documents to IOMS will ensure all reintegration support information is readily available to key Agency staff, including Sentence Management, professional staff, and Probation and Parole.

SERVICE DELIVERY REQUIREMENTS		
FUNCTION	**TASKS**	**HOURS PER PARTICIPANT**
Pre-Delivery Preparation	Consideration of discharge lists and reports via Knowledge Place and IOMS to identify eligible participants.	Minimum 15 minutes
Service Delivery	One-on-one motivational interview to identify individual reintegration needs and complete the Reintegration Needs Assessment and a basic reintegration plan. Provision of information regarding post-release support options, referrals to service providers and external support services as appropriate.	Minimum 45 minutes
Agency Liaison	Networking with community agencies, phone contact, referrals, coordinating security clearances etc.	Minimum 15 minutes
Administration and Reporting	Arrangements for enrolment in elective modules as appropriate. Paper and electronic record keeping, including scanning and filing including Reintegration Needs Assessment, IOMS records. Monthly reporting of the number of prisoners participating/declining TSS.	Minimum 30 minutes
TOTAL TRANSITIONS COORDINATOR HOURS PER PARTICIPANT		Minimum 105 minutes

OFFENDER REINTEGRATION SUPPORT SERVICE MANAGEMENT REQUIREMENTS	Appendix
Version: 01 — Implement date: 31/03/2014 — Availability: Public	8

The Offender Reintegration Support Service (ORSS) is delivered by contracted non-government organisations (NGO) service providers and is a key component of the Agency's Reintegration Support Model (RSM). Transitions Coordinators are the nominated contact person for the delivery sites and are responsible for liaising with the appointed ORSS caseworkers from the NGO service providers and for identifying and referring eligible prisoners to ORSS.

ORSS provides a range of services that are tailored to the needs of each individual prisoner. ORSS workers commence working with the prisoner while they are in custody and continue to support them in the community after release. ORSS acts as a brokerage service, linking prisoners to longer-term support networks across a range of areas such as housing, alcohol and drug management, health, financial counseling and family support.

ORSS reflects QCS' strategic commitment to throughcare and is based on current principles of best practice in prisoner reintegration. ORSS incorporates robust accountability and reporting requirements and encourages positive partnerships between QCS and contracted external service providers.

Offender Reintegration Support Service Assessment and Referral:
Prisoners must complete either the Transitions Program or Transitional Support Service prior to being eligible for referral to the ORSS.

Following this participation the Transitions Coordinator will be able to identify those prisoners requiring further intensive reintegration support. Priority for referral to this service should be reserved for prisoners who:

- have <u>any one</u> (or more) of the following:
    - have been assessed as 16 or over on the Risk of Reoffending tool (RoR); and/or
    - have a sexual offence in their current episode (excluding prisoners sentenced under the DPSOA legislation); and/or
    - are classified as a Serious Violent Offender (SVO); and/or
    - have significant reintegration needs and/or a high risk of homelessness (reporting will be homeless upon release, has limited or nil community supports, has experienced repeat periods of incarceration, has served a term of significant imprisonment and/or identified cultural or gender needs in relation to reintegration); *and*
- they are a sentenced prisoner, eligible for Parole, have a court ordered parole date, or are due for full-time release within no more than nine (9) months of referral; *and*
- they are willing and able to participate in the service.

All prisoners subject to an order under the *Dangerous Prisoners and Sexual Offender Act 2003* (DPSOA) are excluded from eligibility for the Offender Reintegration Support Service. If a prisoner who has been referred to ORSS subsequently receives a DPSOA order, the participant should be transferred to management and support through the High Risk Offender Management Unit, and the ORSS Support Plan closed.

All prisoners who have been referred and are receiving support through the Transition From Correctional Facilities (funded by Department of Communities with referral coordinated by Prison

Mental Health Service), or through the Bridging the Gap provider, Interact Australia, are not eligible to also receive ORSS. If a prisoner has already commenced ORSS and is subsequently identified for either of these alternative support services a case conference should occur with all relevant parties, including the Throughcare and External Services Unit, to determine the appropriate service provider.

Offender Reintegration Support Service Delivery
The process for delivery of ORSS is outlined below:

- participants in the Transitions Program or Transitional Support Service will be considered for participation in the ORSS, if they have significant and outstanding reintegration needs requiring further support post release. A referral to ORSS can occur up to 9 (nine) months prior to anticipated release
- the Transitions Coordinator completes the initial section of the ORSS Provider Referral and Case Management Support Plan (including the Consent to Disclose Information script) as outlined in the Completion Guidelines
- the Transitions Coordinator refers the prisoner to ORSS by providing the ORSS worker with the ORSS Referral and Case Management Support Plan document, with a brief discussion regarding any particular points of note for the client or how to best work with them
- once the referral document has been received by the ORSS worker, they will meet with the prisoner in custody to discuss each of the identified reintegration needs and establish practical goals and action plans for addressing those needs. These will include actions to be taken by both the prisoner themselves and by the ORSS case worker to support the participant in meeting their identified needs and goals
- after determining a set of "Action Plans" to address each identified reintegration need, the ORSS caseworker records these in the ORSS Support Plan. Both the caseworker and the prisoner sign to indicate agreement and commitment to the planned service delivery
- the ORSS worker then meets with the Transitions Coordinator to briefly overview the action plans. The Transitions Coordinator should review the proposed actions to ensure they are appropriate and likely to adequately address the participant's identified needs. The Transitions Coordinator then signs off the Case Management Support Plan to indicate endorsement of the intended actions
- if the prisoner has been referred to or is currently working with Advance2Work, the ORSS caseworker must contact the Advance2Work caseworker to discuss agreed joint actions for education, training and employment needs and to ensure there is no duplication of service provision. This can be facilitated either by phone, fax, email or in person, as negotiated between the contracted providers
- upon release, the Probation and Parole Officer and the ORSS caseworker should liaise to discuss the assistance being provided to the prisoner
- ongoing contact between the Probation and Parole officer and ORSS caseworker should occur as relevant to support the individual to achieve their reintegration goals.
- the ORSS caseworker continues to support the prisoner for up to six (6) months after release from custody
- once all of the agreed actions in the Support Plan have been completed and the participant has sufficiently addressed all of their identified reintegration needs, the ORSS caseworker can complete and close the participant from the service. The ORSS caseworker must complete the back section of the ORSS Support Plan (Summary of Outcomes Achieved, Housing Outcomes, Final Contact and ORSS Participant Feedback sections)
- after the prisoner has exited ORSS, the caseworker sends all documents to the Throughcare and External Services Unit, who is responsible for conducting reviews of a random sample of Support Plans to ensure appropriate outcomes have been recorded

If a prisoner receiving ORSS has their parole application declined by the Parole Board, a discussion should occur with the Transitions Coordinator and participant to determine if they should be exited from the service. Where an exit occurs, the prisoner should be directed to advise the Transitions Coordinator when they re-apply for parole, at which time they may be re-referred to the service.

If a participant receiving ORSS breaches their parole order and is returned to custody for 28 days, the Service will remain in place for that prisoner. Wherever possible the prisoner should receive a visit from their ORSS worker whilst returned to custody to re-plan for the release.

Should a prisoner receiving ORSS commit a new offence and be remanded in custody, or if once in the community they move beyond the geographic boundaries of the service delivery region, or they refuse ongoing support from the ORSS provider they may be exited from ORSS. The exit should occur following discussion with the client about the reason and consequences of exit.

Should a prisoner referred to ORSS not make contact with the ORSS provider after release from custody, the ORSS provider should attempt to contact the prisoner on at least three separate occasions over a minimum six week period, using different method where possible, prior to exiting them from the service. This should be case noted in the ORSS Support Plan in the Final Contact section.

The early exit of a prisoner from ORSS for any other reason must be case conferenced with the Throughcare and External Services Unit and Transitions Coordinator (if it is prior to discharge), using the Reintegration Support Model Case Conference Form.

Service Duration
The delivery of ORSS is intended to be flexible and the length of support provided will vary according to the individual's level of reintegration need and community support networks. The ORSS caseworker will support the prisoner for up to nine (9) months pre-release and up to six (6) months post-release.

If the ORSS caseworker considers that there are exceptional circumstances and that the prisoner requires support for more than six (6) months post release, a case conference between the ORSS caseworker and the Throughcare and External Services Unit, must occur to determine ongoing support requirements and agreed timeframes.

If there is an instance where an ORSS provider has significant concerns regarding the ability to provide services post-release to a prisoner due to safety concerns for staff and /or ongoing unacceptable and/or dangerous behavior by a prisoner referred to ORSS, a case conference between at least the ORSS caseworker, the ORSS provider's Service Manager and the Throughcare and External Services Unit, is to occur to determine possible exit of such a prisoner from the Service.

When a case conference is to occur, a Reintegration Support Case Conference Form should be completed initially by the Coordinator and/or the ORSS caseworker and forwarded to the Throughcare and External Services Unit for review. Clarification may be sought either verbally or in writing prior to final approval. Once approved, the form should be placed with the participant's Support Plan. Upon finalization of ORSS support for a client under Probation and Parole supervision, the ORSS case worker should advise the relevant Probation and Parole officer of the exit or completion.

Service Targets
Each corrective services facility has agreed ORSS service delivery targets, comprising the number of new referrals each month, as specified in the contracted NGO service provider's Formal Instrument of Contract (FIC) and associated Key Performance Indicators (KPIs). Corrective services facilities, through the Transitions Coordinator, are responsible for referring sufficient numbers of clients to the contracted ORSS provider at their location. Achievement of these targets by the service provider is

reported on a monthly basis, by each provider, to Throughcare and External Services Unit. Quarterly contract management reviews occur to monitor service delivery quality and performance against the contracted KPIs.

Physical Resources
To provide this Service appropriate rooms which allow confidentiality of disclosures for the purposes of interviews and meetings between ORSS caseworkers and prisoners are required.

Provider Requirements and Training
The service provider will be the relevant contracted ORSS NGO service provider organisation for the delivery site/region. All training and support for individual ORSS caseworkers must be provided by the organisation they are employed by, in accordance with the FIC.

Queensland Corrective Services will provide ORSS case workers who are entering a correctional centre, with a general custodial awareness training session covering general topics relating to the management of correctional facilities in Queensland, including requirements in respect to operational and security processes.

Reporting Service Outcomes
Reporting for ORSS should meet the requirements outlined within the Rehabilitation and Education Practice Directive.

The Throughcare and External Services Unit will create an annual Offender Reintegration Support Service Course on IOMS for each location. When the course is created, nominated standards for the entry of the name of the course should be followed. As each course is scheduled in IOMS, it should be provided a code for easy identification. This will include site name, program name and financial year. A course code would therefore look like:

Woodford.ORSS.11/12
LotusGlenFarm.ORSS.11/12

All ORSS providers submit a monthly progress report to the Throughcare and External Service Unit regarding ongoing service delivery, including new referrals, ongoing service provision, transfers and prisoners who have completed or have been exited from the service.

The Throughcare and External Services Unit will utilise these reports to complete or exit ORSS clients from the course are reported by the ORSS provider.

A copy of the ORSS Referral and Case Management Support Plan document should be scanned and attached in IOMS and a copy placed on the prisoner's Offender File, to ensure all information is readily available to other key agency staff. A completed Reintegration Support Summary should be uploaded in IOMS under Offender Details as an attachment once a referral to ORSS has been confirmed by the provider.

DELIVERY REQUIREMENTS		
FUNCTION	TASKS	HOURS PER ORSS REFERRAL (PER PARTICIPANT)
Pre-Delivery Preparation	Identification of eligible prisoners for referral.	Minimum 15 minutes
Service Delivery	Consent for participation and disclosure of information. Interview to complete the ORSS Referral and Case Management Support Plan document. Confirmation and sign off of agreed actions in the ORSS Support Plan.	Minimum 45 minutes
Service Provider Contact	Handover of referral documentation, ongoing liaison with ORSS caseworker/s including phone contact, progress reports, advice, greeting and escorting, coordinating security clearances etc.	Minimum 30 minutes
Administration	Scanning and filing including ORSS documentation, monthly report of number of referred prisoners to ORSS.	Minimum 15 minutes
TOTAL TRANSITIONS COORDINATOR HOURS PER REFERRAL		Minimum 105 minutes

INTERVENTION PROGRAMS EVALUATION FRAMEWORK	Appendix 10
Version: 01 Implement date: 31/03/2014 Availability: Public	

Purpose

The purpose of the Intervention Programs Evaluation Framework is to outline a methodology that will ensure Queensland Corrective Services (QCS):

- establishes a process to enable sustainable and credible intervention program evaluation
- produces timely and relevant intervention program evaluation reports and data
- assesses that intervention program practices reduce recidivism, mitigate reoffending risk and are consistent with the evidence for effective programs.

Underlying Principles

Research in the past two decades has focused on identifying the characteristics of programs that contribute to reducing recidivism, forming a body of literature known as 'what works'. Rehabilitation programs consistent with 'what works' principles have been shown to be effective in reducing recidivism. Five of these principles underpin QCS Integrated Offender Management Strategy (IOMS).

These are:

- *Risk Principle*: that intervention should target higher risk offenders
- *Need Principle*: that intervention should target the underlying causes of reoffending
- *Responsivity Principle*: that efforts should be made to increase offenders' responsiveness to intervention
- *Program Integrity Principle*: that program delivery should be clearly manualised and facilitators should adhere to the manual
- *Professional Discretion Principle*: that there should be some scope for facilitators to use their professional discretion in participant assessment and program delivery.

The 'what works' literature highlights the importance of having evaluation procedures built into programs to ensure they meet their stated aims and objectives as part of a continuous process of review.

Governance

Programs and Services Governance Structure

The purpose of QCS Programs and Services Governance Structure is to provide a coordinated approach to intervention programs and services delivery.

Evaluation Responsibility

Evaluation responsibility rests with the Executive Director, Specialist Operations and the Executive Director, Operational Support.

Evaluation Reporting Requirements

Regular governance reporting will occur to the Rehabilitation Steering Committee which will ensure that:

- the framework is enabling sustainable and credible intervention program evaluation
- timely and relevant intervention program evaluation reports and data are being produced on:
    - program integrity
    - program effectiveness (short and long-term)
    - facilitator performance (to provide feedback for individual staff members and to aid clinical supervisors in identifying where further development would be beneficial)
    - location performance (to identify those programs that may need improvements and to allow lessons to be learned for those programs that are performing well above the average); and
- intervention program practices reduce recidivism, mitigate reoffending risk and are consistent with the evidence for effective programs.

Data routinely gathered as part of the Framework Methodology described below will provide the basis for any external evaluations of QCS programs required by Cabinet.

Framework Methodology

The general goal of evaluation is to measure effectiveness. A three-stage intervention program evaluation strategy has been ratified by CBRC, having the following components:

- program integrity (congruence with 'what works' principles)
- short-term impact (change in assessed recidivism risk)
- long-term effectiveness (program impact on recidivism rates).

The details of this framework are described in more detail below and as an aid to understanding the elements of the framework are presented diagrammatically in Figure 1.
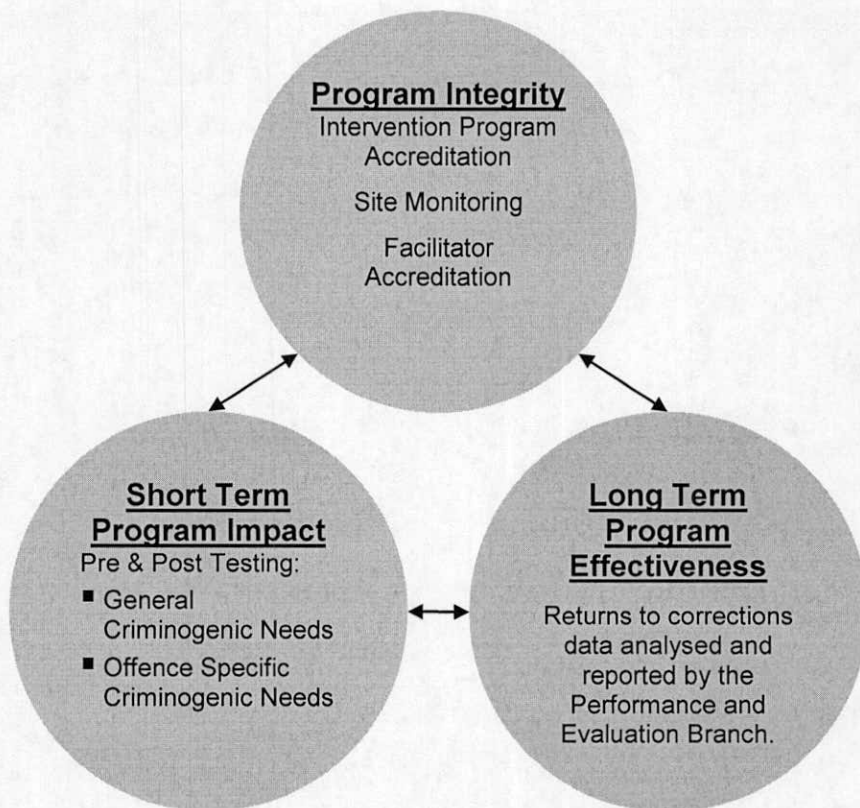
Program Integrity
Intervention Program Accreditation

Site Monitoring

Facilitator Accreditation

Short Term Program Impact
Pre & Post Testing:
- General Criminogenic Needs
- Offence Specific Criminogenic Needs

Long Term Program Effectiveness

Returns to corrections data analysed and reported by the Performance and Evaluation Branch.

Figure 1: Program Evaluation Framework Overview

Program Integrity

There are three main elements to ensuring that program integrity is maintained. These are *program accreditation, facilitator accreditation* and *site auditing.*

Program Accreditation

QCS Program Accreditation Standards have been informed by National Program Accreditation Standards which were developed through a consultative process with representatives from all Australian States and Territories and New Zealand.

An assessment protocol has been developed to measure QCS intervention programs against these standards. Accreditation is approved by the Programs and Services Accreditation Panel, based on advice from Offender Rehabilitation and Management Services. Intervention programs will be reviewed every two years to ensure continued consistency with contemporary rehabilitation principles.

Facilitator Accreditation

Facilitator competencies have been developed in consultation with QCS senior practitioners and guided by a literature review and consultation with other agencies. Facilitator accreditation includes general intervention program facilitator competencies and program specific competencies.

Observation data of facilitators conducting sessions will also be gathered via a standardised tool. Facilitators will be accredited by Offender Rehabilitation and Management Services according to their skill level and the requirements of each particular program. Development and maintenance of facilitator skills will occur through practice supervision and professional development planning.

Site Auditing

A site monitoring form has been developed to measure delivery of programs against these standards. Site audit visits will be regularly conducted by the Offender Rehabilitation and Management Services. Site audits monitor three issues:

- program facilitation – to ensure that accredited facilitators are conducting programs, facilitators are receiving adequate supervision, and there is adherence to the Program Manual specific to that program.
- program management – to ensure that sites are maintaining adherence to the Program Management Manual.
- program service delivery – to measure how well program demand is met and resources are used.

A report on each site audit including recommended remedial actions will be provided to:

- General Manager (corrective services facilities) or Regional Managers (probation and parole)
- Deputy Commissioner, Statewide Operations
- The Programs and Services Rehabilitation Services Delivery Sub-committee; and

Short-term Program Impact

Short-term measures of program impact make an important contribution to the evaluation process by:

- ensuring that the program is impacting the specified target criminogenic needs

- informing continued program improvements by identifying unmet needs in prisoner populations and in this way contributing to future intervention design, development and knowledge about the integration and sequencing of interventions
- measuring performance at local and state levels
- examining area and regional differences
- examining the effectiveness of the program for different types of prisoner
- ensuring that prisoners selected for a program are the most appropriate for that program.

Measuring Short-term Impact

Because interventions target the mutable risk factors of recidivism (criminogenic needs), effective programs will show a change in measures of these elements by program completion. In this way, programs that are congruent with the 'what works' principles of effective programs and that show an immediate impact on criminogenic needs are indicative of programs that are likely to reduce recidivism rates.

Pre- and post-program change in prisoners' assessed criminogenic needs targeted by the program provides an almost immediate indication of the likely effectiveness of a program, greatly enhancing the capacity of QCS to expediently identify and rectify program weaknesses.

Prisoners' criminogenic needs will be assessed using standardised psychometric instruments, structured interviews and behavioural observation prior to prisoners commencing a program, during a program, and again on completion.

Specific types of prisoners may then receive additional specialised assessment measures (for example, sexual offenders are given the Stable 2007 test to identify their particular criminogenic needs). In addition, some programs use specific tools to gauge participant progress. For example, in QCS sexual offender programs the Therapist Rating Scale (TRS) is used.

The Integrated Offender Management System (IOMS) does not currently have the capacity to record or analyse specialised assessment information. Additional data management tools have been developed to record this information and produce reports on individual and group changes. Data will be collected, scored, interpreted and recorded on site. The results will be managed, analysed, and reported by Offender Rehabilitation and Management Services on an ongoing basis in order for it to be available to facilitators as needed. Data will be analysed for individual prisoners, program groups, programs overall, sites and for the State. Normative data comparisons will be conducted to assess short-term impact wherever it is available.

Long-term program impact

Determination of the impact of programs on recidivism rates is, by its nature, a long-term strategy. Rehabilitation programs target high risk prisoners and as such, can take up to nine months to complete. It is also important to allow time for a sufficient number of prisoners to have completed the program for analyses to be undertaken. After program completion, prisoners must finish serving out the remainder of their sentences. Once released, the minimum period at liberty – used by most research studies, correctional organisations and government reporting agencies (for example, the ABS) at state, national or international levels – is two years. Research also recommends that data continue to be collected to allow recidivism rates to be calculated over variable periods.

Measuring Long-term Effects

The primary measure of recidivism will be conviction and return to corrections, although there may be scope for future consideration of other indices such as arrests and order breaches. Information on the

type of reoffence will be recorded to enable determinations of whether prisoners return for committing similar crimes to which they previously were convicted or whether it is another type of offending.

The Integrated Offender Management System (IOMS), implemented in August 2005, provides the means by which prisoner characteristics, program completion, and recidivism data are collected.

As the amount of data available increases, more elaborate analyses can be undertaken. For example:

- as date released and date returned to corrective services are known, survival analysis can be calculated. Survival analysis examines whether or not programs impact upon the length of time of prisoners stay crime free. For example, simply looking at re-offence rates may not reveal that a program increases the period between release and reconviction

- examining the seriousness of the re-offence. Simply examining re-offence rates may miss the fact that prisoners who have done the program are reoffending with much less serious offences

- examining multiple programs effects – that is, examining the impact of treatment on prisoners who have completed more than one program (for example, a sexual offending program and a substance misuse program)

- analysing the way prisoners with different characteristics respond to programs – when programs are found to be less effective with certain types of prisoners then modifications to or replacements of the program can be made for these prisoners

- examining the effects of aftercare programs and services on reconviction rates

- statistical tests of significance can be used to determine if a difference exists between the treatment and comparison groups. In addition, effect sizes will also be examined to ensure that not only is there a difference between the treatment and comparison group, but that this difference is of a magnitude to justify the investments being made in treatment

- confirming the observed short-term measures predict recidivism – if these measures are found to be good predictors then more confidence can be placed in these short-term measures when evaluating other newly introduced programs. The predictive validity for psychometric tests for specific treatment programs can be tested

- comparisons can also be made with recidivism trend data from other Australian jurisdictions and from international sources.
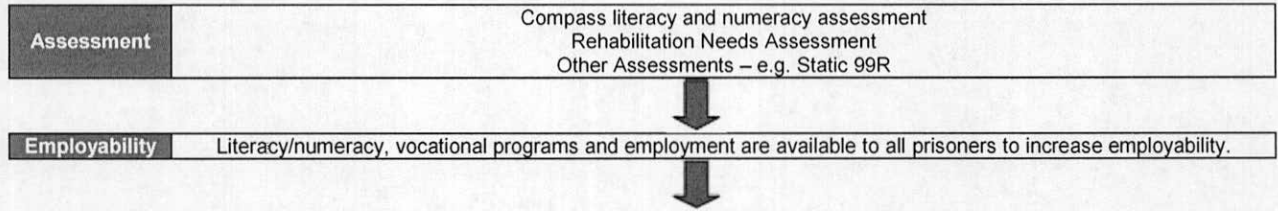
Timeframes for Data Gathering

While recidivism data for prisoners completing these programs will not be available for a number of years, program integrity and short-term effects measures will be available much sooner.

For further information contact the Director, Offender Rehabilitation and Management Services.

INTERVENTION PATHWAYS FOR MODERATE AND HIGH RISK MALE PRISONERS	Appendix 11
Version: 02 Implement date: 07/12/2015 Availability: Public	

Assessment	Compass literacy and numeracy assessment Rehabilitation Needs Assessment Other Assessments – e.g. Static 99R

Employability	Literacy/numeracy, vocational programs and employment are available to all prisoners to increase employability.

	Sexual Offenders	**Moderate and High Risk Violent Offenders**	**Moderate and High Risk Substance Abuse Related Offending**
Intervention Program Eligibility	All sexual offenders who have sufficient time remaining in custody to complete a sexual offending program, have a schedule 1 sexual offence conviction, or offence which is assessed as being sexually motivated **NB:** Where possible, prisoners with Domestic and Family Violence related offences should be prioritised for programs which can assist in targeting these offences: e.g., Pathways, CSCP, Sexual Offending programs, Positive Futures, substance abuse programs *NB: For program timing and locations, refer to the State wide Program Delivery Schedule held by all MODs*	11+ on the RoR with four or more violent offences over at least two offending episodes and have sufficient time remaining in custody to complete the program **NB:** Where possible, prisoners with Domestic and Family Violence related offences should be prioritised for programs which can assist in targeting these offences: e.g., Pathways, CSCP, Sexual Offending programs, Positive Futures, substance abuse programs *NB: For program timing and locations, refer to the State wide Program Delivery Schedule held by all MODs*	11+ on the RoR with offending related to substance abuse and have sufficient time remaining in custody to complete the program **NB:** The ASSIST is not required to refer prisoners in to the pathways program. The primary referral criteria is 11+ on the RoR **NB:** Where possible, prisoners with Domestic and Family Violence related offences should be prioritised for programs which can assist in targeting these offences: e.g., Pathways, CSCP, Sexual Offending programs, Positive Futures, substance abuse programs *NB: For program timing and locations, refer to the State wide Program Delivery Schedule held by all MODs*
Preparatory Program	Getting Started Program *This program is a mandatory recommendation for all sexual offenders prior to being recommended for a moderate or high intensity sexual intervention program.* *Duration: 6 Weeks*	No preparation program required.	Turning Point Program *This program can be undertaken if required but is not mandatory.* *Duration: 5 Weeks*
Intervention Programs	High Intensity Sexual Offending Program (Wolston only for protection prisoners and Townsville for mainstream prisoners deemed unsuitable for protection) Duration: 36 Weeks **Or** Moderate Intensity Sexual Offending Program *(Wolston and Maryborough for protection, Townsville for protection*	Cognitive Self Change Program *(Maryborough for protection and Woodford for mainstream prisoners)* **Duration: 25 Weeks** +Pathways Program *(Townsville, Southern Queensland, and Woodford for mainstream, and Capricornia, Maryborough and Wolston for protection prisoners)* Duration:22 Weeks	Pathways Program *(Townsville, Southern Queensland, and Woodford for mainstream, and Capricornia, Maryborough and Wolston for protection prisoners)* *Duration: 22 Weeks*

	and mainstream *Duration: Approximately 22 Weeks* **Or** Indigenous Sexual Offending Program *(Lotus Glen only)* *Duration: 36 Weeks* **Or** Inclusion for lower intellectual functioning sexual offenders *(Wolston only)* *Duration: 24 Weeks*		
Maintenance	Sexual Offending Maintenance Program *Can be completed in custody or in the community* *Duration: 12 Weeks*		Substance Abuse Maintenance Intervention *Can be completed in custody or in the community* *Duration: 12 Weeks*

Release Preparation & Transitional Support	Transitional Support Service (if insufficient time to complete the Transitions Program) Pathways2Employment Program Offender Reintegration Support Service (*based on assessed need*)	Transitions Program Pathways2Employment Program Offender Reintegration Support Service (*based on assessed need*)
	NB: Services under review	

INTERVENTION PATHWAYS FOR MODERATE AND HIGH RISK FEMALE PRISONERS		Appendix **12**
Version: 02	Implement date:07/12/2015	Availability: Public

Assessment	Compass literacy and numeracy assessment Risk Needs Assessment	

Employability	Literacy/numeracy, vocational programs and employment are available to all prisoners to increase employability.	

	All Offenders	**Moderate and High Risk Substance Abuse Related Offending**
Intervention Program Eligibility	11+ on the RoR and have sufficient time remaining in custody to complete the program. *NB: if the prisoner is suitable for low custody, alternate lower intensity interventions which target treatment areas in a combination of shorter programs and services should be considered* *NB: For program timing and locations, refer to the State wide Program Delivery Schedule held by all MODs*	11+ on the RoR with offending related to substance abuse and have sufficient time remaining in custody to complete the program. *NB: For program timing and locations, refer to the State wide Program Delivery Schedule held by all MODs*
Preparatory Program	Turning Point Program *This program can be undertaken if required but is not mandatory.* Duration: 5 Weeks	Turning Point Program *This program can be undertaken if required but is not mandatory.* Duration:5 Weeks
Intervention Programs	Making Choices Women's Program Duration:14 Weeks	Pathways Program Duration:22 Weeks
Maintenance	Making Choices Women's Maintenance Program Duration: 8 weeks	Substance Abuse Maintenance Intervention Duration: 12 weeks
Release Preparation & Transitional Support	Transitional Support Service (if insufficient time to complete the Transitions Program) Pathways2Employment Program Offender Reintegration Support Service (*based on assessed need*)	Transitions Program Pathways2Employment Program Offender Reintegration Support Service (*based on assessed need*)
	NB: Services under review	

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ADMINISTRATION AND HANDLING OF RENTAL COMPUTER EQUIPMENT	Appendix 13
Version: 01 Implement date: 31/03/2014 Availability: Public	

1. PRISONER REQUEST, APPROVAL AND CONTRACT

Responsibility:	Prisoner, Education Officer, Responsible Manager and General Manager of the corrective services facility

1.1 The prisoner is to complete the Request for Rental Computer Equipment Administrative Form 128 and submit the form to the Education Officer.

1.2 If approval for rental computer equipment is granted, the prisoner must receive, read and acknowledge that he/she understands In-Cell Rental Computer Contract Administrative Form 131. If necessary, the Education Officer should assist by explaining any areas in the contract and Rehabilitation and Education Practice Directive that the prisoner does not clearly understand.

1.3 When the prisoner has indicated that he/she fully understands the terms and conditions of the In-Cell Rental Computer Contract Administrative Form 131, he/she must sign and date the contract and provide his/her trust account details to the Education Officer. The prisoner is to provide approved additional software at the signing of the contract. This software will accompany the contract for installation on the computer by the Offender Rehabilitation and Management Services (ORMS). The software will be returned with the rental computer.

If additional software is required but not yet approved and owned by the prisoner, refer Request for Computer Software Administrative Form 129 to order software. Software, if approved, ordered and received must be provided with the contract and sent with the contract to ORMS. All software discs must be clearly marked with the prisoner's name and IOMS ID and remain the property of the prisoner. Software discs must be stored in the prisoner's property store when received with the rental computer.

1.4 The Education Officer must sign, date and process the In-Cell Rental Computer Contract Administrative Form 131 as follows:

     a) original contract to be placed on the prisoner's Offender File (together with the Request for Rental Computer Equipment Administrative Form 128)
     b) 1 copy sent to and retained by the Manager, Business Services
     c) 1 copy of contract and request for software (if applicable) to be sent to Offender Rehabilitation and Management Services, Queensland Corrective Services, GPO Box 1054, Brisbane, Queensland, 4001.

1.5 The Education Officer must liaise with the Accommodation Manager to make arrangements for the rental computer installation into the prisoner's cell i.e. desk to be provided if not already in cell and arrange for power source (power board) provided.

2. ORMS RECORDKEEPING AND SPREADSHEET MAINTENANCE

Responsibility:	ORMS

2.1 ORMS must maintain:

    a) an up-to-date spreadsheet of Education Officer contacts
    b) a detailed Rental Computers spreadsheet and file which include details:
        I.   from the In-Cell Rental Computer Contract Administrative Form 131 (including dates, offender name, IOMS ID, location, etc.)
        II.   regarding additional software (if applicable, from the Request for Computer Software Administrative Form 129)
        III. of rental computer serial numbers etc.; and
        IV. of any damage and additional information supplied by the supplier of the computers when they are returned from maintenance/repair (refer section 7).

3.   REQUISITION AND IMAGE INSTALLATION

Responsibility:	Information & Communication Services (ICS)

3.1   ICS must:

    a) after receipt of request from ORMS, arrange for the purchase of computers with the negotiated supplier of the rental computers using a Requisition form (Note: Requisition form must contain ORMS cost centre number to enable costs to be debited correctly); and
    b) arrange with ICT vendor that the standard image (includes operating system and core applications, e.g. MS Office, Deepfreeze, USB lockdown, and agreed/identified software for education purposes) is installed on the rental computer.

3.2   Request from ORMS and Requisition form must be retained as follows:

    a) original of Requisition is retained by ICS; and
    b) copy of Requisition to be forwarded to ORMS together with computers, power cords, and locking devices.

4.   ADDITIONAL SOFTWARE INSTALLATION AND DISPATCH/DELIVERY TO CORRECTIVE SERVICES FACILITY

Responsibility:	ORMS

4.1   ORMS is to install additional software (if required).

4.2   ORMS is to update relevant spreadsheet (refer section 2.1).

4.3   ORMS is to pack and dispatch/deliver rental computer, power cable, locking device and prisoner's additional software (if applicable) to the Education Officer of the relevant corrective services facility. Package must be clearly addressed and marked "Fragile – Computer Equipment".

5.   RECEIVING, INSPECTING, RECEIPTING AND DISPATCHING OF RENTAL COMPUTER AT CORRECTIVE SERVICES FACILITY

Responsibility:	Reception Store Officer, Education Officer, Accommodation Manager

5.1   On arrival at a facility, the Reception Store Officer must check if the packaging is damaged. If damaged, the delivery paperwork must be marked "accepted subject to check".

5.2   The rental computer/s must be delivered to Education Officer, as soon as possible. On receipt of rental computer/s, the Education Officer must:

    a) inspect the computer/s immediately for possible external damage; and

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b) turn the computer on ensure there is no internal damage and is functioning correctly.

If the computer appears to be damaged, contact the ORMS as soon as possible to report problems.

5.3 The Education Officer must send the prisoner's software disc/s (if any) to be stored in the prisoner's property store.

5.4 The Education Officer is to liaise with the Accommodation Manager who will be responsible for facilitating the issue of the rental computer to the prisoner's cell.

6. ADDITIONAL SOFTWARE REQUIRED FOLLOWING PRISONER'S RECEIPT OF RENTAL COMPUTER

Responsibility:	Prisoner, Education Officer, Responsible Manager, General Manager of the corrective services facility, ICS and ORMS

6.1 The prisoner must complete Request for Computer Software Administrative Form 129 to order software.

6.2 The additional software, if approved, ordered and received must be installed by the Education Officer. After software installation, the computer is to be returned to prisoner. All software discs must be clearly marked with the prisoner's name and IOMS ID and be stored in the prisoner's property store.

6.3 The Education Officer must advise ORMS of the type and installation of additional software.

7. RETURN OF RENTAL COMPUTER EQUIPMENT FOR REPAIR/MAINTENANCE

Responsibility:	Education Officer, Accommodation Manager, ORMS

7.1 If repair/maintenance is required, the Education Officer must arrange with the Accommodation Manager to remove the rental computer from the prisoner's cell and transport it to the Education Officer's office.

7.2 The Education Officer must liaise with the ORMS to arrange repair/maintenance with the supplier.

8. RETURN OF RENTAL COMPUTER EQUIPMENT AT END OF RENTAL CONTRACT

Responsibility:	Education Officer, Accommodation Manager

8.1 At the end of the rental contract, the Education Officer must arrange with the Accommodation Manager to remove the rental computer from the prisoner's cell and transport it to the Education Officer's office.

8.2 The Education Officer must clean the working data drive and remove all programs before the next rental.

8.3 The Education Officer must arrange the provision or computer equipment to the next prisoner waiting for a rental computer or store rental computer in **secure** storage until the next approved rental contract is received.

8.4 The Education Officer must advise ORMS of the details of the cancelled rental contract and provide:

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a) a copy of the new rental contract and other documents mentioned in 1.1, 1.2 and 1.3; or

b) advice on computer being held in storage until the next approved rental contract.

9. INSUFFICIENT FUNDS

Responsibility:	Manager, Business Services, Eduction Officer, Accommodation Manager, ORMS

9.1 If the prisoner does not have sufficient funds in his/her trust account to pay the rental fee, the Manager, Business Services must send the Notification of Insufficient Funds Administrative Form 134 to the prisoner. The prisoner has seven (7) working days to make funds available to settle the outstanding amount.

9.2 If the prisoner is unable to settle the outstanding amount and the rental contract is cancelled, the Manager, Business Services must advise the Education Officer that the rental contract is cancelled.

9.3 The Education Officer must arrange with the Accommodation Manager to remove the rental computer from the prisoner's cell and transport it to the Education Officer's office. The Education Officer will arrange provision to the next prisoner waiting on a rental computer or store the rental computer in **secure** storage until the next approved rental contract is received.

9.4 The Education Officer must advise ORMS of the details of the cancelled rental contract; and provide:

a) a copy of the new rental contract and other documents mentioned in 1.1, 1.2 and 1.3; or

b) advice regarding the computer being held in storage.

10. STORAGE OF ADMINISTRATIVE FORMS

Responsibility:	Manager, Business Services, Education Officer, Accommodation Manager, ORMS

DOCUMENT	ORIGINAL COPY RETAINED	DUPLICATES RETAINED
Request for Rental Computer Equipment Administrative Form 128	Offender File	ORMS
In-Cell Rental Computer Contract Administrative Form 131	Offender File	Manager Business Services; and ORMS
Request for Computer Software Administrative Form 129	Offender File	ORMS
Notification of Insufficient Funds Administrative Form 134	Offender File	

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QCS PRISONER HAIRDRESSING INFORMATION AND WORKPLACE HEALTH & SAFETY INDUCTION BOOKLET	Appendix 16
Version: 01 Implement date: 31/03/2014 Availability: Public	

Prisoner Hairdressing Information and Workplace Health and Safety Induction

1. BACKGROUND

Skin that is intact, and is without cuts, abrasions or lesions, is a natural defence against infection. Infections can enter the body through cuts and sores or on sharp objects which pierce the skin.

Hair cutting that does not penetrate the skin may spread superficial infections such as staphylococcal bacteria, cold sores, ring worm, scabies and head lice. These infections can be easily transferred from person to person, by contact with unwashed hands or via soiled instruments.

It should be assumed that all blood and body substances are potentially infectious and special care should always be taken to avoid direct contact with these substances. Even invisible traces of infected blood can potentially spread blood-borne diseases such as Hepatitis B and C and HIV.

1.1 Other Risks
Pediculosis or Head Lice
Head lice is obtained by direct hair-to-hair contact with someone who has head lice. They are fragile insects, easily killed by water greater than 60 degrees of temperature. No disinfection of the hairdressing area is required.

2. MATERIALS AND INSTRUMENTS

When dealing with materials and instruments used in providing services to prisoners:

- clean, disinfect or discard instruments and materials, depending on the instrument and its use
- apply materials (e.g. creams or powders) to a client with clean, single use equipment
- to avoid cross contamination, dispense sufficient material (e.g. cream) from the original container into another clean container (to be used for one person only) or onto a single use applicator
- place single-use disposable instruments (e.g. applicators) in a waste container after use on a person and do not re-use on another person
- do not apply materials to a person if it has been applied to another person
- handle, store and use all materials applied to a person in a way that minimises contamination; and
- clean and sterilise instruments that do not normally penetrate skin but which may become contaminated with blood and body substances (e.g. razors) before using them on another person. Exceptions include scissors and electric hair clippers

3. SMOKING, EATING AND DRINKING

While attending to people, or cleaning or disinfecting instruments, do not smoke, eat or drink. These activities allow close contact with the mouth and may transfer infectious agents to the hands, which can then be spread to the client, and vice versa.

4. WASTE MANAGEMENT

General waste:

- place waste into a container, which is smooth, impervious and has a suitable lid
- empty the container regularly
- use of a disposable liner is recommended and can reduce the need to clean the container.

4.1 Use and Disposal of Razors and Blades

All razors and blades should be considered as being contaminated with blood and body fluids after use. Single-use razors and blades are the most effective way of preventing the spread of these diseases. Razors and blades should not be used for two different people.

Sharps are considered to be clinical waste and should be disposed of in a similar manner. Suitable sharps containers need to be made available when hairdressing is occurring.

5. Infection Control Guidelines

Under the *(Infection Control for Personal Appearance Services) Public Health Act 2003,* Infection control guidelines are provided for personal appearance services to help minimise the risk of infection. These guidelines provide information on how to protect operators and clients, and are based on current infection control practice.

5.1 Standard Precautions

'Standard Precautions' are work practices required to achieve a basic level of infection control and are recommended when providing any hairdressing service. Standard Precautions assume that all blood and body substances are potentially infectious and aim to prevent transmission of infections including HIV, hepatitis B and hepatitis C.

Standard precautions involve work practices such as personal hygiene, particularly hand washing before and after contact with a person, appropriate reprocessing of re-usable equipment and instruments, management of contaminated waste.

5.1.1 How to Wash Your Hands

Method 1:

- use running water and liquid soap
- remove hand jewellery and watches
- wet hands
- use liquid soap with running water
- wash hands vigorously including backs of hands, wrists, thumbs, between fingers, and forearms for a minimum of 15 seconds
- rinse hands well with running water
- thoroughly dry hands with a single use clean dry material e.g. clean disposable paper towels; and
- if hand-controlled taps are used, turn the taps off with a paper towel. Do not contaminate hands by turning off the tap with clean hands or forearms.

Use this method:

- before providing the first hairdressing service for the working day
- when hands are contaminated with blood or body substances; and
- whenever possible throughout the working day.

Method 2:

- use appropriate hand sanitiser
- remove hand jewellery and watches
- dispense recommended amount of sanitiser into palm of one hand; and
- spread sanitiser over all surfaces of hands including backs of hands, wrists, thumbs, between fingers, forearms, and allow to dry without wiping

This method may be used, provided Method 1 is used before providing the first hairdressing service for the working day and when hands are contaminated with blood or body substances.

Other Hand Washing Tips

- use dispensers for liquid soap
- clean and dry dispensers before re-filling with fresh soap (do not top up dispensers)
- use clean, disposable, single-use paper towels or roller towels for drying hands; and
- place soap, paper towels and a waste receptacle near the hand basin.

Skin Lesions
Cover visible skin lesions (e.g. cuts, abrasions, and/or infections) on exposed parts of your body with an adhesive water-resistant dressing. Change the covering regularly or when the dressing becomes soiled.

Hand care is also important as a means of preventing rashes and lesions, because intact skin is a natural defence against infection.

Use hand cream to minimise sensitivity and irritation caused by repeated hand washing and wearing gloves.

Wear gloves whenever the skin of the hand is grazed, torn, cracked or broken (wearing gloves does not eliminate the need for hand washing).

Before using hand cream under gloves, check the label to see whether it is oil-based or aqueous. As oil-based hand cream can cause latex gloves to deteriorate, the use of aqueous hand cream is recommended.

5.1.2 Exposure to Blood and Body Substances

How to manage person bleeding
If a person bleeds during a procedure:

- put on clean disposable gloves (if not already wearing them)
- place a clean dressing on the wound and apply pressure to stop the bleeding
- *if necessary, contact your supervising officer for assistance*
- place soiled disposable sharp instruments into a sharps container
- place soiled re-usable instruments into a smooth surfaced impervious container to await cleaning and sterilisation
- dispose of soiled dressings into a waste bin
- clean work area surfaces (e.g. benches, chairs or floors) that have been soiled with blood or other body substances, as soon as possible, using water, detergent and a disposable cloth
- dispose of cloths used for wiping up blood

- remove gloves and dispose of them; and
- wash hands thoroughly.

How to Manage Operator Exposure to Blood or Other Body Substances
When you as an operator are cut or pricked, or are exposed to a client's blood or body substances the following applies:

- if the exposure involves a cut or puncture, encourage bleeding by applying gentle pressure, and wash with liquid soap and water
- if the exposure does not involve a cut or puncture, wash with liquid soap and water
- if your eyes are splashed, rinse open eyes several times with water or normal saline (gently but thoroughly)
- if blood or other body substance gets in the mouth, spit it out and then rinse out the mouth with water several times without swallowing the water
- if clothing is soiled, remove clothing and shower if necessary; and
- report any incident immediately to your manager or Queensland Health Centre.

5.2 Cleaning and Storage of Re-usable Instruments
Before re-using instruments, clean or decontaminate them.

Cleaning
Most instruments used in personal appearance services can be decontaminated by being washed in warm water and detergent, rinsed in hot running water and dried. Exceptions include instruments or parts of instruments that contain an electrical motor or component, or instruments used to penetrate the skin.

Disinfection
For some instruments, a higher level of decontamination is required if they penetrate the skin. In this instance all instruments which penetrate the skin need to be disposed of correctly.

For some instruments, disinfection is required because decontamination using water and detergent is not practical (e.g. Electric hair clippers which cannot be immersed in water with the exception of clippers with disposable heads).

Sterilisation (not to be utilised and instrument disposed of correctly)
This level of decontamination is required for instruments (or parts of instruments) which are:

- intended to penetrate skin, hair follicle or mucous membrane
- likely to have been in contact with blood or body substances; and
- able to undergo a sterilisation process.

5.2.1 Cleaning Instruments
Any instruments that are contaminated with blood should not be cleaned, but disposed of correctly.

Clean instruments by:

- using a dedicated sink/container for instruments only; and
- using instrument-grade detergent and warm water (**refer Cleaning Method 1, below**)

Useful cleaning aids include:

- small brush with firm plastic bristles eg. toothbrush (avoid wooden brushes)
- light-grade nylon or similar non-abrasive scouring pad

- disposable pipe cleaner
- where cleaning with water and detergent is not suitable for instruments that cannot be immersed in water, clean instruments with a disposable paper towel moistened with warm water and detergent (refer Cleaning Method 2, below); and
- for cleaning instruments like electric hair clippers and shaving razors see paragraph 5.2.2.

Cleaning Method 1

Use for all instruments or parts of instruments that can be immersed in water.

- when cleaning instruments, wear intact and water-resistant rubber or plastic gloves
- rinse the instrument in Luke-warm water to remove gross visible blood and body substances
- dismantle the items where necessary
- ensure equipment used to clean instruments is clean and in good condition
- fully immerse the instrument, where practical, in warm water and suitable detergent, and scrub with a clean brush or other suitable device, paying particular attention to interior surfaces. In the case of tubes, the brush should pass completely through the tube in one direction
- the formation of potentially hazardous aerosols is minimised when the scrubbing action is performed under water, or by agitation using an ultrasonic cleaner. Use ultrasonic cleaners in accordance with manufacturer's instructions
- rinse the instrument in hot running water
- dry instruments to be sterilised with a clean non-lining cloth. Dry other instruments by air drying or with clean disposable paper towels; and
- wash hands as per *hand* washing guideline before and after cleaning the instruments (refer section 5.1.1).

Cleaning Method 2

Use this method for instruments that cannot be immersed in water due to size and/or safety issues (eg. hair steamers and dryers, parts of electric powered instruments).

- wear water-resistant rubber or plastic gloves when cleaning instruments or equipment; and
- wipe the instrument with a disposable paper towel moistened with warm water and detergent, and allow it to air dry intact.

5.2.2 Cleaning Electric Hair Clippers and Razors

Routine Cleaning of Hair Cutting Scissors
Clean scissors as per Guideline 6.2. (Not applicable).

Cleaning hair cutting scissors after accidental contamination with blood should not occur and they should be safely disposed of.

Cleaning Electric Hair Clippers

Cleaning of electric hair clippers immediately after accidental contamination with blood should not occur and they should be safely disposed of.

- disconnect the clippers from the power source
- remove hair from the clipper teeth
- wipe over other visible accessible areas with a clean cloth dampened with detergent and water
- allow clipper teeth and other cleaned areas to air dry; and
- clean the cleaning brushes and cloths as per paragraph 7.

Cleaning and Sterilising Other Instruments Following Accidental Contamination with Blood
If other re-useable instruments become contaminated with blood, dispose of them correctly.

6. MANAGING AND STORING INSTRUMENTS

Remove re-useable instruments from the contaminated area to the cleaning area for cleaning and, when dry, move them to the clean storage area. This will help ensure that clean re-usable instruments are not contaminated by soiled instruments.

Instruments must be cleaned, disinfected, sterilised and stored to protect them from contamination, dust and vermin (e.g. in sealable, clean, impervious, smooth surface containers).

7. CARE OF CLEANING EQUIPMENT

After using equipment for cleaning instruments (e.g. cloths, scourers and brushes):

- wash in warm water and detergent;
- rinse in hot water; and
- allow to dry and store it in a clean dry place.

Maintain the equipment in a good condition and replace when it becomes unserviceable.

8. CLEANING AND MAINTENANCE OF PREMISES

The physical environment where hairdressing services are provided should be kept in a clean condition and enable good infection control practices to be implemented.

8.1 General Cleaning

- maintain working surfaces in a clean condition, particularly surfaces on which instruments to be used on clients are placed
- use detergent mixed with warm water to clean all work surfaces
- use cleaning equipment (e.g. cloths, mops and brushes) that is clean
- use a vigorous cleaning action when cleaning work surfaces
- allow the surface to dry; and
- maintain floors and walls in a clean condition through normal cleaning processes (e.g. sweeping and removal of visible dirt).

8.2 Cleaning Inanimate Surfaces (e.g. benches, floors) Soiled with Blood and Body Substances

Spot cleaning:

- wipe the spot with absorbent material (eg. paper towels) and then clean the surface with detergent and warm water.

Spills of blood or body substance:

- if a spill of blood or body substance occurs, obtain assistance from a Corrective services Officer;
- wipe the spill up with absorbent material (e.g. paper towels)
- clean the surface with detergent and warm water
- leave the surface for 10 minutes in contact with cotton wool or disposable towels soaked with chlorine-based disinfectant of approximately one part liquid household bleach to 10 parts water, freshly diluted; and
- dispose of contaminated materials used to clean up the spill in a waste container.

8.3 Cleaning Capes and wraps

Potential for infection is low if a previous client has neck skin lesions or infections. A new cape should be used for each client unless a clean towel or paper tape is used around the neck. Wash cape or wrap in warm water and detergent. Dry according to the type of material.

8.4 Spray bottles/nozzles

Contents may build up around the nozzle of spray bottles. As a result the cleanliness of the nozzle area needs to be maintained, as they are a potential source of contamination. Nozzles need to be cleaned frequently in warm water and detergent, then rinsed with hot water and allowed to dry.

9.   HOSPITAL GRADE DISINFECTANT

To Disinfect Barber / Salon Instruments and tools, follow these directions:
Mix an approved liquid cleaner/disinfectant in water in accordance with product directions/instructions to disinfect hard nonporous instruments and tools. Completely immerse combs, brushes, rollers, manicure and other salon instruments and tools for **10 minutes**. For heavily soiled instruments and tools, a preliminary cleaning is required. Rinse thoroughly and dry before use. Fresh solution should be prepared daily or more often if solution becomes diluted or soiled.

NOTE: Plastics may remain immersed until ready to use. Stainless steel shears and instruments must be removed after **10 minutes**, rinsed, dried and kept in a clean, non-contaminated receptacle. Prolonged soaking may cause damage to metal instruments.

To Sanitize Barber / Salon Instruments and Tools follow these directions:
Immerse pre-cleaned barber/salon instruments and tools (such as combs, brushes, razors, scissors, blades and manicure instruments) in a liquid cleaner/disinfectant in water in accordance with product directions/instructions. Rinse thoroughly and dry before use. Prepare a fresh solution **daily** or more often if solution becomes visibly diluted, cloudy or soiled.

NOTE: Plastics may remain immersed until ready to use. Stainless steel shears and instruments must be removed after **10 minutes**, rinsed, dried and kept in a clean, non-contaminated receptacle. Prolonged soaking may cause damage to metal instruments.

Corrective services facilities should have sufficient sets of clippers to ensure the minimum time taken to clean, disinfect and sanitise equipment is not compromised.

Cleaning Requirements for Hairdressing Equipment

	Equipment	Reason/Risk	When	How
High Risk	Single use razors. Safety razors.	Potential for skin infections or blood-borne virus transmission.	After each client.	Dispose of into a sharps container.
	Electric razors.		Do not use.	Dispose of blade into sharps container. Wash handle in warm water and detergent. Rinse in hot running water. Dry with lint-free cloth. If contaminated sterilize or dispose of into a sharps container.
Intermediate Risk	Shaving brushes.	Potential for infection if previous client has facial skin lesions or infection.	After each client.	Rinse free of hair and shaving cream. Wash in warm water and detergent. Rinse in hot running water. Dry thoroughly.
Low Risk	Scissors and clippers.	Potential for infection of infestation.	After each client.	Use lint-free cloth to remove hair. Wash in warm water and detergent. Rinse in hot running water. Dry with lint-free cloth.
	Haircutting razors.			Sterilise or dispose of if blood is drawn. Dispose of blades into sharps container.
	Combs, hairbrushes, hairnets, neck brushes, ear caps, hair pins/clips. Rollers: • regular • hot • hot tongs • crimpers.		After each client and when dropped on the floor.	Use lint-free cloth to remove hair. Wash in warm water and detergent. Rinse in hot running water. Dry with lint-free cloth.
	Bottles: • shampoo • conditioner. Dye mixing bowls.	Potential for contamination.	When empty.	Wash in warm water and detergent. Rinse in hot running water. Dry with lint-free cloth before refilling.
	Capes/wraps.	Potential for infection if previous client has neck skin lesions or infection.	After each client unless a clean towel or paper tape is used around neck.	Wash in warm water and detergent. Rinse in hot running water. Dry with lint-free cloth.
	Equipment trolley.	Prevention of dust and hairs from accumulating or contaminating clean equipment.	Weekly.	Wash in warm water and detergent. Rinse in hot running water. Dry according to type of material. Use lint-free cloth to remove hair. Wash in warm water and detergent. Rinse in hot running water. Dry with lint-free cloth.

Glossary of Terms

Cleaning
The removal of all foreign material (e.g. soil/organic material) from objects and the reduction of infectious agents from surfaces. Cleaning is normally done with water and detergents.

Detergent
A substance that enhances the cleaning action of water or other liquid.

Disinfectant
A substance that when applied to inanimate surfaces or instruments can kill or remove pathogenic micro-organisms.

Disinfect
To reduce the number of potentially infectious micro-organisms on an item or surface to safe levels.

Hairdressing
A procedure intended to maintain, alter or enhance a person's appearance involving facial or scalp hair. This includes cutting, trimming, styling, colouring, treating or shaving the hair.

Hepatitis B and C
Forms of viral hepatitis that can result in acute and chronic hepatitis, cirrhosis of the liver or cancer of the liver. A vaccine is available for hepatitis B.

Human Immuno–deficiency virus (HIV)
The virus that causes AIDS (Acquired Immune Deficiency Syndrome). This virus attacks white blood cells that are a vital part of the body's immune system.

Infection
For the purpose of these guidelines, infection means the entry of infectious agents into the body or the introduction of parasites into and onto the body that may or may not result in disease.

Infectious agent
An organism (virus, rickettsia, bacteria, fungus, protozoan or helminth) that is capable of producing infection or infectious disease.

Infectious disease
The harmful result of infection by micro-organisms.

Infection control
A way of minimising the risks of spreading infection.

Instruments
Includes sharps, tools and other items used in providing personal appearance services.

Pathogenic micro-organism
An organism capable of causing a disease in a susceptible person.

Sharps
Any object or device with rigid corners, edges or points designed and capable of cutting or penetrating the skin. This includes but is not limited to needles, punches, jewellery and razors.

Skin penetration
A procedure to alter or enhance a person's appearance that involves piercing, cutting, scarring, scraping, puncturing, or tearing a person's skin or mucous membrane with an instrument.

Soil
Dirt or debris which may protect or assist the growth of infectious agents and includes organic matter, blood and body substances.

Sterile
The absence of all infectious agents.

Barber/Hairdresser Confirmatory Test

1. What should you do if an instrument may have or has blood on it?

2. What method/s would you use to clean general use instruments?

3. When should you wash your hands?

4. How do you wash your hands?

5. How often should you clean the general work area?

6. How do you clean electric clippers?

7. How many times should you use a razor?

8. Should you be smoking, eating or drinking during the haircutting procedure?

9. What should you do if you are exposed to blood or body fluids during the hairdressing process?

10. What are blood borne viruses?

11. What is the part per millilitres of water to use for sanitizing items?

12. What is the maximum time permissible to leave blades soaking in sterilizing solution?

Prisoner's Name:		Signature:		Date:	
Corrective Services Officer's Name:		Signature:		Date:	

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PRISONER STANDARD JOB DESCRIPTION	Appendix 17
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JOB LEVEL 1

Focus of Role:

Perform the relevant, basic industry/service tasks under supervision.

Key Tasks:

- perform a sequence of routine tasks given clear direction
- receive and pass on messages/information
- undertake basic tasks and use relevant tools
- take part in a group with other prisoners to perform basic industry/service tasks
- perform any other duties allocated by the employment supervisor.

JOB LEVEL 2

Focus of Role:

Performance of a prescribed range of functions related to the relevant industry/service with some accountability for the quality of outcomes.

Key Tasks:

- perform basic industry/service tasks in a moderate range of areas
- apply a defined range of skills
- apply known solutions to a range of predictable problems
- record information as required
- take part in a group with other prisoners to perform industry/service tasks
- perform basic training under direction
- perform any other duties allocated by the employment supervisor.

JOB LEVEL 3

Focus of Role:

Performance of a prescribed range of skilled functions related to the relevant industry/service where some discretion and judgement is required and with some responsibility for other's performance as well as accountability for the quality of outcomes.

Key Tasks:

- perform industry/service name operations according to a relevant theoretical basis
- apply a range of well-developed industry/service skills
- perform processes that require theoretical knowledge and the exercising of discretion and judgement
- record information as required
- take limited responsibility for the formation of work groups of prisoners and the output of others
- perform training under direction
- perform any other duties allocated by the employment supervisor.

JOB LEVEL 4

Focus of Role:

Performance of a broad range of skilled functions related to the relevant industry/service where discretion, assessment and judgement as well as some responsibility for developing procedures is required.

Key Tasks:

- perform a broad range of (industry/service name) operations according to a relevant theoretical basis
- apply solutions to a range of unpredictable problems
- develop and perform processes that contribute to outputs to specified quality standards within designated timelines
- record information as required
- take limited responsibility for the organisation and formation of work groups of prisoners
- assess and report on other's performance
- take limited accountability for the quality and quality of the output of others
- perform training under direction
- perform any other duties allocated by the employment supervisor.

JOB LEVEL 5: INDUSTRIES SUPERVISOR

- applies to the unique positions of supervising cook in relevant facilities and to full time carers of infirmed and aged.

DUTY STATEMENT (EXAMPLE)	Appendix 18
Version: 01 Implement date: 31/03/2014 Availability: Public	

Examples of Duty Statements:

CLEANER (UNIT NAME)/MESS WORKER (LEVEL 1)

- Unit Cleaners are to ensure the Accommodation Unit/Exercise Yard and Unit Kitchen remain in a clean and hygienic condition at all times
- Serve all meals in a fair and unbiased manner
- Maintain kitchen hygiene standards as set by the corrective services facility's Food Safety Supervisor

(Demonstrates the key tasks of:
- perform routine tasks
- undertake basic tasks; and
- use relevant tools)

KITCHEN HAND (LEVEL 1)

- To unload and assist to store all food and non-food commodities purchased. To clean and wash all static Kitchen equipment including walls and floors
- Pan Wash - to wash and dry all cooking and serving equipment used in the kitchen
- To load and unload the unit trolleys with food and rations under the direction of a Trade Instructor Caterer

(Demonstrates the key tasks of Level 1 positions:
- perform routine tasks,
- undertake basic tasks and
- use relevant tools)

COOK ASSISTANT (LEVEL 2)

- Vegetable Preparers - to prepare the vegetables and salad items as per the daily menu under the direction of a Trade Instructor Caterer
- Officers Mess Salad Assistant Cook - to prepare salads for service in the Officers Mess in accordance with the daily menu, under the direction of a Trade Instructor Caterer

(Demonstrates the key tasks of Level 2 positions:
- perform basic food preparation tasks in a moderate range of areas;
- apply a defined range of skills,
- take part in a group to perform tasks, and
- perform basic training under direction)

COOK (LEVEL 3)

- To prepare and cook Officers mess food in accordance with the daily menu under the direction of the Senior Cook and Trade Instructor Caterer

- To prepare and cook the prisoners' food in accordance with the daily menu under the direction of the Senior Cook and Trade Instructor Caterer
- To train new workers under the direction of the Senior Cook and Trade Instructor Caterer
- To organise a group of workers to prepare a set volume of food according to a pre-set menu.

(Demonstrates the key tasks of Level 3 positions:
- perform cooking tasks according to a theoretical basis
- Take limited responsibility for the formation of work groups and output
- apply a range of well-developed cooking skills and
- perform training under direction.)

SENIOR COOK (LEVEL 4)

- To perform all the duties as required in levels 1 to 3 to ensure the safe and efficient running of the kitchen
- To organise workers into work groups and be responsible for identifying issues and planning responses
- To develop and implement processes that ensure the quality of food produced and that all hygiene requirements are met
- To organise a training process for workers under the direction of the supervising cook and Trade Instructor Caterer

(Demonstrates the key tasks of Level 4 positions:
- perform a broad range of cooking related operations,
- applying solutions,
- developing processes and
- taking responsibility for outcomes.)

INCENTIVE PAYMENT STREAMS AND RATES	Appendix 19
Version: 02 Implement date: 26/10/2015 Availability: Public	

STREAMS, JOBS, LEVELS AND RATES

JOB NAME	PAY LEVEL	PAY RATE
SERVICES STREAM		
CLEANING		
Cleaner	S1	$2.80
Senior Cleaner	S2	$3.50
STORES		
Stores Assistant	S2	$3.50
Senior Stores Assistant	S3	$4.25
Stores Clerk	S3	$4.25
Stores Team Leader	S4	$7.50
GROUNDS		
Groundsman	S1	$2.80
Landscaper	S2	$3.50
Senior Landscaper	S3	$4.25
Landscaping Team Leader	S4	$7.50
GYM / ACTIVITIES		
Activities Assistant	S1	$2.80
Gym Assistant	S2	$3.50
Senior Activities Assistant	S3	$4.25
CARER		
Carer (Animal)	S3	$4.25
EDUCATION / LIBRARY		
Clerk	S3	$4.25
Tutor / Peer Support	S3	$5.60
Student	S1	$2.80
Student (Sound Achievers)	S2	$3.50
Student (High Achievers)	S3	$4.25
Librarian	S3	$4.25
Librarian Assistant	S2	$3.50
MESS (Block Kitchens)		
Mess Worker	S1	$2.80
Senior Mess Worker	S2	$3.50
ACCOMMODATION		
Logistics Worker	S1	$2.80
Laundry Worker	S1	$2.80
Senior Laundry Worker	S2	$3.50
Laundry Team Leader	S3	$4.25
Barber	S2	$3.50
KITCHEN STREAM		
KITCHEN		
Kitchen Hand	K1	$4.50
Cook Assistant	K2	$5.60
Kitchen Stores Assistant	K3	$6.80

Cook	K3	$6.80
Senior Cook	K4	$7.50
Supervising Cook	K5	$8.45
INDUSTRIES STREAM		
CARER		
Carer (Aged and Infirm)	I5	$8.45
MAINTENANCE		
Maintenance Worker	I2	$5.60
Senior Maintenance Worker	I3	$6.80
INDUSTRIES		
Clerk (Industry)	I3	$6.80
Industries Worker	I1	$4.50
Senior Industry Worker	I2	$5.60
Industry Team Leader	I3	$6.80
Industry Overseer	I4	$7.50
FARM		
Farm Hand Assistant	I1	$4.50
Farm Hand	I2	$5.60
Senior Farm Hand	I3	$6.80
WORK CAMP STREAM		
WORK CAMP		
Remote Camp Worker	W5	$8.50
COMMUNITY SERVICE		
Community Service Worker	W4	$7.50
ALLOWANCES		
Unemployment	N/A	$1.30
Support	N/A	$1.30
Hygiene (weekly)	N/A	$9.55

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INCENTIVE PAYMENT RATES (BASIC)			
SERVICES STREAM			
Services L1	S1		$2.80
Services L2	S2		$3.50
Services L3	S3		$4.25
Services Supervisor (L4)	S4		$7.50
KITCHEN STREAM (Centre Kitchen)			
Kitchen L1	K1		$4.50
Kitchen L2	K2		$5.60
Kitchen L3	K3		$6.80
Kitchen L4	K4		$7.50
Kitchen Supervisor (L5)	K5		$8.45
INDUSTRIES STREAM			
Industries L1	I1		$4.50
Industries L2	I2		$5.60
Industries L3	I3		$6.80
Industries L4	I4		$7.50
Industries L5 (Carer)	I5		$8.45
WORK CAMP STREAM			
Work L4 (Community Service)	W4		$7.50
Work L5 (Remote Camps)	W5		$8.50
ALLOWANCES			
Unemployment allowance			$1.30
Support allowance			$1.30
Hygiene Allowance (weekly)			$9.55

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PAYMENT FOR ABSENT EMPLOYED PRISONERS

Appendix 20

| Version: 01 | Implement date: 31/03/2014 | Availability: Public |

Reason for Absence	Incentive Payment	Support Allowance	No Pay
Court		✓	
LOA		✓	
Sick with Certificate		✓	
Hospital		✓	
Public Holiday - Worked	✓		
Scheduled Staff Training Day		✓	
Public Holiday Closure		✓	
Sick No Certificate			✓
Failed to Attend			✓
Self-terminate from job			✓
Refused to Work			✓
Attending prescribed approved programs	✓		
Attend non prescribed programs (not in OMP)		✓	
Short Term Child Care	✓		
Suspension from work prior to determination by multidisciplinary committee		✓	
Termination by multidisciplinary committee			✓
Unscheduled Search / Contingency / Lockdown	✓		
Unscheduled closure due to industrial action by officers or employees of the Agency	✓		
Diversion of officers to other custodial duties	✓		
Machinery breakdowns	✓		
Work is not available due to unsafe conditions outside the prisoner's control	✓		
Closure due to staff absenteeism	✓		
Lack of work, not required at workplace		✓	
Closure for Christmas break (some Centres)		✓	
Legal and personal visits (return to work)	✓		
Legal and personal visits		✓	
DU - Beach			✓
DU – Safety Order		✓	

The principle is that those who are employed but not working should not receive the incentive payment given to those at work (e.g. kitchens, laundry).

However there are some exceptions relating to programs and corrective services facility driven exceptional closures.

GUIDELINES FOR COMMUNITY MEMBERS SUPERVISING WORK CAMP PRISONERS	Appendix 21
Version: 01 Implement date: 31/03/2014 Availability: Public	

Induction

A general manager will develop an induction program that will be provided by a work camp coordinator or field supervisor to all community members approved to supervise work camp prisoners. The program will advise community members of the Queensland Corrective Services (QCS) role in general and of the operation and function of work camps specifically. The obligations of the community member when supervising prisoners must also be addressed.

Supervision of Prisoners by Community Member

Prisoners must be supervised with regular direct checks of prisoners conducted. Prior to prisoners commencing work on a community service project the required level of supervision will be established by a work camp coordinator or field supervisor. A community member approved to supervise work camp prisoners must agree to provide the level of supervision required prior to prisoners commencing work on the community service project.

The following details will be provided by the work camp coordinator or field supervisor of the work camp to assist supervision:

- names of prisoners
- any information considered relevant for effective supervision
- name and telephone/pager number of the work camp coordinator or field supervisor of the work camp
- means and expected time for drop off/pick up of prisoners by work camp staff.

Surveillance by Work Camp Coordinator or Field Supervisor

The Work Camp Coordinator or Field Supervisor will conduct a surveillance check of work camp prisoners under a community member's supervision at least once in the a.m. hours and at least once in the p.m. hours.

Responsibilities of Community Members

A community member approved to supervise work camp prisoners must supervise prisoners in accordance with supervision levels established by a work camp coordinator or field supervisor and ensure that work on the community service project is conducted in a safe and reasonable manner.

This will include:

- supervising that prisoners remain at the project at all times
- supervising that prisoners wear appropriate work place health and safety equipment as instructed by a work camp coordinator or field supervisor
- where a prisoner can not be located a work camp coordinator or field supervisor must be contacted immediately.