



OFFICE OF THE  
**CUSTODIAL INSPECTOR**  
TASMANIA

# Annual Report 2018-19



### *About this report*

This report describes the functions and operations of the Custodial Inspector for the year ending 30 June 2019.

It is available in print or electronic viewing format to optimise accessibility and ease of navigation. It can also be made available in alternative formats to meet the needs of people with a disability.

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## I From the Custodial Inspector

I was appointed inaugural Custodial Inspector effective from 31 January 2017 following the passing and proclamation of the *Custodial Inspector Act 2016*. That Act requires me as Inspector to carry out a mandatory inspection of each custodial centre in the State at least once every three years and to report to the responsible Minister and Parliament. “Custodial centre” is defined in the Custodial Inspector Act to include a prison within the meaning of the *Corrections Act 1997* and a detention centre within the meaning of the *Youth Justice Act 1997*.

This has been the third year of operation for the inspectorate. As can be seen from the following report, the work of the inspectorate continues to be demanding. This is especially so given the limited resources with which the team operates.

In 2018-19, inspections were undertaken against the full suite of Rehabilitation and Reintegration inspection standards, for both adults and young people, at all six custodial centres. The Ashley Youth Detention Centre was also assessed for compliance with the inspection standards relating to Equal Opportunity. A further themed inspection of Ashley was undertaken in relation to Families, Community and Partnerships. This inspection considered the relationships maintained by young people in detention, and the working relationships and agreements the Centre has in place, with respect to assisting young people with reintegration and preparation for release.

The following reports have now been finalised and, following consultation with the responsible Department, were delivered to the relevant Ministers for tabling in both Houses of Parliament:

- *Inspection of Youth Custodial Services in Tasmania, 2018: Custody Inspection Report;*
- *Inspection of Adult Custodial Services in Tasmania, 2018: Custody Inspection Report;*
- *Inspection of Youth Custodial Services in Tasmania, 2019: Equal Opportunity Inspection Report;* and
- *Inspection of Youth Custodial Services in Tasmania, 2019: Families, Community and Partnerships Inspection Report.*

The consultation process ensures that the Minister and the Departments are well aware of my findings and recommendations before the reports become public. The Custodial Inspector Act imposes a minimum 30 day embargo period after a report is delivered to the relevant Minister, before tabling in Parliament. This means the public release of all inspection reports is delayed for over a month after they are finalised.

The Rehabilitation and Reintegration inspection reports for all six custodial centres are currently being finalised and it is hoped that they will be completed by the end of the 2019 calendar year.

My inaugural inspection reports covering the entire suite of Care and Wellbeing inspection standards for adult custodial services and youth custodial services were tabled in Parliament on 29 November 2018. I have published details of the stakeholders’ responses to the



recommendations contained in those inspection reports, in addition to reporting on actions taken to address my concerns. The Department responses are located at Appendices 1 to 3 of this report.

Richard Connock  
**Custodial Inspector**

October 2019



## 2 Overview

### 2.1 Background

The *Custodial Inspector Act 2016*, which establishes the office of Custodial Inspector, was passed by the Tasmanian Parliament, received Royal Assent on 9 September 2016 and was proclaimed by the Governor to commence on 16 November 2016.

The Custodial Inspector is an independent statutory officer appointed by the Governor. When performing his functions, the Inspector must act independently, impartially and in the public interest.

The Custodial Inspector provides oversight of all aspects of prison and youth detention centre services in Tasmania. External scrutiny is provided through onsite inspections, and the subsequent publication of reports detailing findings and recommendations, and regular monitoring of custodial centre systems and records. The Inspector's focus is on issues relating to the management, control and security of the State's prisons and youth detention centre as well as the care and welfare of prisoners and detainees.

As noted, the Act provides that each custodial centre must be inspected against all inspection standards at least once every three years.

### 2.2 Staffing and Resources

#### 2.2.1 Staff

The permanent staffing establishment of the office remains the Inspector, one Principal Inspection Officer (0.9 full time equivalent) and one Inspection and Research Officer (0.6 full time equivalent).

As well as being Custodial Inspector I also hold a number of statutory appointments including the Ombudsman, Health Complaints Commissioner, Principal Mental Health Official Visitor and Coordinator of the Prison Official Visitors Scheme. I am primarily responsible for receiving Public Interest Disclosures and Right to Information external reviews. As a result, I can only dedicate ten percent of my time to the inspectorate. I have therefore formally delegated all of my functions and powers under section 6 and 8 of the *Custodial Inspector Act* to both members of staff.

As indicated in my last annual report, the current staffing establishment is inadequate. Having now completed three years of operation, this is even more apparent.

#### 2.2.1 Budget

The inspectorate's budget submission for the 2019-20 financial year requested an increased budget allocation which, at the time, was thought to be adequate; regrettably, the request was not successful. A request for additional funding is being prepared which will outline what the Inspectorate considers is required in terms of an adequate, functional budget to allow it to fulfil its ongoing responsibilities.



The work of the inspectorate is set to increase with the State Government's approval of the construction of the Southern Remand Centre at the Risdon site, and the announcement that a new prison will be built in northern Tasmania. These new facilities will increase the number of custodial centres in Tasmania by a third, from six to eight.

The existing staff establishment with current financial constraints will struggle to meet the three year legislative timeframe for inspection of all custodial centres against all standards. It is almost certain that with two additional custodial centres to inspect, and without additional resourcing in terms of both financial resources and staffing, the three year mandatory inspection timeframe will not be met.

### 2.2.3 Consultants

To enhance the capacity of the office to inspect specialised areas in custodial services, expert consultants have been engaged. The use of consultants is vital to provide independent expert advice and opinion to assist with and support inspections. Engagement of consultants by prison inspectorates is an accepted practise both nationally and internationally, with other custodial inspectorates in Australia and Her Majesty's Inspectorate of Prisons for England and Wales using expert consultants in this way.

Each consultant engaged by the inspectorate is named in the relevant inspection report. The Inspector acknowledges the contribution of these consultants and is extremely grateful for the assistance provided.

Fees associated with consultancies are a major but necessary expense for the inspectorate, given the broad range of expertise required to inspect against all standards. To date, expert consultants with the following specialties have been engaged:

- physical health care;
- mental health care;
- diet and nutrition;
- hygiene and environmental health;
- custody; and
- education.

The inspectorate has also engaged a consultant to assist with the Resources and Systems inspection to be undertaken in August 2019.

Engagement of expert consultants for inspections has continually highlighted the inspectorate's funding limitations, specifically with regard to consultancy fees. It is not always possible to locate a local consultant with relevant expertise and the inspectorate has engaged specialists from interstate. Doing so incurs extra costs for travel and accommodation.

Additionally, consultancy fees are increasing and it is becoming increasingly difficult to locate suitable accommodation at reasonable rates in the Hobart CBD. It is reasonable to expect that such increases will continue and funding for consultancies will require continual reassessment for adequacy.



## 2.3 Functions and Powers

### 2.3.1 Jurisdiction of the Inspector

The Custodial Inspector has jurisdiction over all custodial centres in Tasmania. A custodial centre is defined as a prison within the meaning of the *Corrections Act 1997*, and a detention centre within the meaning of the *Youth Justice Act 1997*.

The sites currently included in the Custodial Inspector's jurisdiction are:

- Risdon Prison Complex, medium and maximum security (RPC);
- Ron Barwick Minimum Security Prison (RBMSMSP);
- Mary Hutchinson Women's Prison (MHWP);
- Hobart Reception Prison (HRP); and
- Launceston Reception Prison (LRP)

which are operated by the Tasmania Prison Service (TPS).

Additionally, Ashley Youth Detention Centre (AYDC), which is managed by Child and Youth Services, an operational unit of the Department of Communities Tasmania (CT) is within the jurisdiction of the Custodial Inspector, as are prisoner and detainee transport vehicles.

As noted above, the Tasmanian Government has announced plans for a new prison in northern Tasmania and work on the Southern Remand Centre at the Risdon site has recently commenced. Once completed, these facilities will also come within the Custodial Inspector's jurisdiction.

The Inspector does not respond to individual complaints but where appropriate, may refer complaints received to relevant agencies and/or oversight bodies for resolution.



### 2.3.2 Functions of the Inspector

The functions of the Inspector are set out in section 6 of the *Custodial Inspector Act* as follows:

#### 6. Functions

(1) *The Inspector has the following functions:*

- (a) *to carry out a mandatory inspection of each custodial centre at least once every 3 years;*
- (b) *to carry out an occasional inspection and review of any custodial centre at any time, of his or her own accord or as requested by the responsible Minister;*
- (c) *to prepare and publish guidelines and standards in relation to the conduct of inspections;*
- (d) *to report to the responsible Minister or Parliament on the various inspections carried out by the Inspector;*
- (e) *to report to the responsible Minister or Parliament on any particular issue or general matter relating to the functions of the Inspector if, in his or her opinion, it is in the interest of any person or in the public interest to do so;*
- (f) *to report to Parliament on any particular issue or general matter relating to the functions of the Inspector if requested to do so by either House of Parliament or a Committee of either House of Parliament;*
- (g) *to provide an annual report to Parliament;*
- (h) *to include in any report such advice or recommendations as the Inspector thinks appropriate including, but not limited to –*
  - (i) *advice or recommendations relating to the safety, custody, care, wellbeing and rehabilitation of prisoners and detainees; and*
  - (ii) *information relating to education and programs to assist in the rehabilitation of prisoners and detainees;*
- (i) *such other functions as may be conferred or imposed on the Inspector under this or any other Act.*

(2) *The Inspector may from time to time amend the guidelines and standards prepared and published under subsection (1).*

### 2.3.3 Powers of the Inspector

The powers of the Inspector are set out in section 8 of the *Custodial Inspector Act*:

#### 6. Powers

*The Inspector has the following powers:*

- (a) *to visit and examine any custodial centre, and any vehicle, equipment, container or other thing in a custodial centre, at any time the Inspector thinks fit;*
- (b) *to obtain full access to all documents, including health records, that –*
  - (i) *are in the possession of a Department, public authority or any other body or person prescribed by the regulations; and*



*(ii) relate to any custodial centre or persons in custody or detained, or residing, at a custodial centre –*

*and to make copies of, or take extracts from, those documents or records and to remove and retain those copies or extracts;*

*(c) to require, in any reasonable manner that the Inspector considers appropriate, a person whose work is concerned with the operation of a custodial centre to provide any information that is relevant to the performance or exercise of the Inspector's functions or powers under this Act;*

*(d) to enter and examine any equipment or container outside a custodial centre which is used in connection with the custodial centre, and any vehicle used to transport prisoners or detainees, at any time the Inspector thinks fit and with any assistance or equipment that the Inspector thinks is reasonably necessary;*

*(e) to require any member of the staff of the custodial centre or other person who provides services to prisoners or detainees to –*

*(i) supply information or produce documents or other things relating to any matter, or class of matters, concerning the custodial centre's operations; and*

*(ii) attend before the Inspector to answer questions or produce documents or other things relating to a custodial centre's operations;*

*(f) to refer matters relating to a custodial centre to an appropriate agency for consideration or action;*

*(g) to obtain access to, and communicate with, persons in custody or detained or residing at a custodial centre;*

*(h) to do all things necessary or convenient to be done in connection with the performance and exercise of his or her functions and powers under this Act.*

## 2.4 Relationships

### 2.4.1 Primary Stakeholders

The office of the Custodial Inspector maintains regular communication with TPS, Correctional Primary Health Services<sup>1</sup> and Children and Youth Services. Inspectorate staff also liaise closely with appropriate officers in these agencies when planning and undertaking inspections. Information sharing occurs between the office and stakeholder agencies to support the research and inspection activities of the office.

Regular meetings are held with TPS management.

The Custodial Inspector is not in any way connected to, or influenced by, TPS or Children and Youth Services.

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<sup>1</sup> Correctional Primary Health Services is part of the Tasmanian Health Service and is responsible for healthcare provision at all custodial centres in Tasmania.



## 2.4.2 Other Stakeholders

Inspectorate staff meet, as and when needed, with the following stakeholders:

- the Secretary and Deputy Secretary (Director of Corrective Services) of the Department of Justice;
- the Secretary and senior management of the Department of Communities Tasmania;
- staff from the offices of the Minister for Corrections and the Minister for Human Services;
- the Commissioner for Children and Young People and her staff;
- staff from the Tasmanian Auditor-General's office; and
- the Prisoners Legal Service.

The office has ongoing communication with the Office of Ombudsman Tasmania, the office of the Health Complaints Commissioner and the Prison Official Visitors regarding complaint trends and areas of interest for inspection.

Staff from the inspectorate also maintain close relationships with similar inspection entities in other states. These relationships are a resource for learning about alternative processes and best practice in an evolving custodial environment. Previously, staff from inspection entities in other states have assisted with inspections and in the 2018-19 financial year, inspectorate staff attended a national Youth Detention Oversight Workshop and visited adult and youth custodial facilities in the Adelaide region. Fostering inter jurisdictional relationships such as these will continue to assist in the exchange of information, and build upon the expertise and knowledge of inspectorate staff.



### 3 Inspections

Inspection standards are key to the inspection process and need to cover every aspect of each facility from reception to reintegration following release. Standards facilitate the assessment of performance against objective criteria to ensure facilities are operating safely and efficiently and have a focus on positive outcomes and human rights.

When it was first established, the inspectorate's work included the development of two sets of inspection standards for Tasmania; one relating to adult custodial services and the other for custodial services for young people in detention.

All inspections of Tasmanian custodial centres are conducted against the Custodial Inspector's published inspection standards, which are based on international human rights instruments and cover matters considered essential to the safe, respectful and purposeful treatment of detainees and prisoners in custody. The inspection standards for Tasmania are closely aligned to those used by the custodial inspectorates in Western Australia and New South Wales.

During an inspection a number of sources of evidence are used to evaluate the custodial centre against the standards. These include: onsite visits; meetings with senior management; individual interviews and group discussions with staff, prisoners and detainees; survey results; examination of documentation, policies and procedures; and observation by inspectors. Where relevant, and particularly when inspections cover specialised areas, the office engages external consultants to supplement internal expertise.

Tasmania is a small jurisdiction and many services at adult custodial centres, such as education and training courses, healthcare, catering and information management, are centralised. To respond to legislative obligations using its limited resources, the inspectorate undertakes themed inspections of custodial centres, focussing on particular inspection standards. This also enables the inspectorate to make best use of consultancies across all custodial centres, when required.

At the end of a three year cycle, all facets of custodial centres will have been inspected against the full set of inspection standards.

In the 2018-19 financial year the following inspections were undertaken:

- Rehabilitation and Reintegration at all custodial centres, adult and youth;
- Families, Community and Partnerships at AYDC; and
- Equal Opportunity at AYDC.

Draft reports covering the entire suite of Rehabilitation and Reintegration standards and outlining preliminary findings will be completed shortly<sup>2</sup>.

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<sup>2</sup> To better reflect the *Inspection Standards for Young People in Detention in Tasmania* relating to Rehabilitation and Reintegration, the report on inspection of the Ashley Youth Detention Centre will be titled 'Education and Programs Inspection Report'.



The *Inspection of Youth Custodial Services in Tasmania, 2019: Equal Opportunity Inspection Report* has been finalised and a draft report outlining the preliminary findings from the Families, Community and Partnerships inspection has been delivered to CT for consultation. All inspection reports will be published on the Custodial Inspector's website following tabling in Parliament.

### 3.1 Rehabilitation and Reintegration

In October 2018, an inspection against the Rehabilitation and Reintegration standards at all custodial centres was undertaken. The inspection was conducted across all TPS sites and at AYDC.

Consultancy services for this inspection were provided by Ms Grazia Pagano, Training and Quality Consultant.

The inspection focussed on the quality of education, employment, programs and case management offered to prisoners and detainees. These are important to the reintegration of prisoners and detainees into the community post-release.

### 3.2 Families, Community and Partnerships

An inspection at AYDC against the Families, Community and Partnerships standards was undertaken in March 2019.

The inspection considered how AYDC works with families, support networks and cultural networks of young people to seek to reduce reoffending. It also examined the partnerships established by AYDC with government and community organisations to ensure the provision of integrated services to young people in detention. These networks and services are key to the successful reintegration of young people into the community.

### 3.3 Equal Opportunity

In March 2019, an inspection at AYDC against the Equal Opportunity standards was also undertaken.

This inspection examined AYDC against inspection standards relating to equity, diversity, discrimination, disability and bullying (in particular inspection standards 1.3 and 1.4 of the *Inspection Standards for Young People in Detention in Tasmania*). Generally, the standards seek to ensure that young people at AYDC are treated fairly and equitably; that disabilities and special needs are quickly identified with strategies to manage those needs put in place; and that vulnerable and at-risk young people are protected from discrimination and bullying.



### 3.4 Resources and Systems

In May 2019, the inspectorate commenced planning for the Resources and Systems onsite inspection to be undertaken in August 2019. Initially, this work involved: the engagement of a consultant; scoping of documents and information required to assess custodial centres against the relevant standards; and the development of staff surveys. Inspection preparation will continue into the 2019-20 financial year, with the review of documentation; identification of relevant key stakeholders for consultation and interview; general information gathering; and inspection scheduling.



## 4 Key Observations

In previous annual reports, continually increasing prisoner numbers were identified as seemingly the biggest challenge for TPS. Growth in prisoner numbers creates system pressures such as:

- double bunking in cells intended for one person occupancy and triple bunking in cells intended for two person occupancy, which can create tension between prisoners and creates work for staff in identifying and monitoring prisoners who can be safely accommodated together;
- minimum security rated prisoners being located at the medium and maximum security prisons;
- availability of, and access to, programs for prisoners to prepare them for release; and
- high demand on all services including health care and post-release services in the community.

In the 2018-19 financial year, the biggest challenge for TPS appears to have shifted towards staffing shortages with daily 'holes' in the roster creating pressures for staff, ultimately resulting in an increase in overtime costs and a generally fatigued workforce.

Of considerable concern, and highlighted in the *Inspection of Adult Custodial Services, 2018: Custody Inspection Report* is the issue of lockdowns at RPC due to staff shortages. That is to say, TPS is unable to meet the agreed prisoner to custodial staff ratio and to mitigate safety and security risks the prison is locked down.

Lockdowns restrict prisoners' time out of cell and have an impact on a wide range of services normally available to them such as education, rehabilitation and reintegration activities, therapeutic counselling and criminogenic programs. Planned visits with family and friends are sometimes cancelled at short notice and it is difficult for prisoners to access telephones during lockdowns.

Ageing infrastructure at RBMSP and LRP in particular combined with an apparent lack of funding for maintenance and equipment replacement remains a concern. It is acknowledged that the Tasmanian Government is actively working towards the construction of the Southern Remand Centre on the Risdon site, which will provide 140 dedicated remand beds, as well as a new prison in northern Tasmania. It is hoped that these facilities, when completed, will alleviate some of these system pressures.

At AYDC, there are issues with the availability of, and access to, electronic systems for staff. In particular, youth workers – who have frontline supervision of young people – cannot enter case notes directly into the Youth Custodial Information System to record information about those young people. Without being able to do so, it is questionable whether youth workers always have up to date information about the young people in their custody.

Incident reporting at AYDC is also a concern. It was noted across several inspections undertaken in 2018-19 that it was unclear whether incident reports were written contemporaneously with the incidents they record.



My inspection reports for the 2018-19 financial year identified the following issues:

### 4.1 Custody – Adult Custodial Services

- The inspection identified concerns relating to the transparency, consistency and procedural fairness in decisions relating to TPS' disciplinary process for prisoners and detainees.
- There were deficiencies in reporting, and the maintenance of accurate records and registers.
- Incorrect or uncertain calculation of prisoner sentences and remission was contributing to poor prisoner behaviour and mental health.
- Poor prisoner behaviour appeared to be managed by the prisoner classification scheme and separate confinement rather than alternative strategies to deescalate challenging behaviours and bring about compliance.
- Staff working in special high security units were not adequately trained, nor were they rotated to other units which resulted in staff fatigue.

### 4.2 Custody – Youth Custodial Services

- Many standard operating procedures relating to the custody of young people are outdated and past their review date.
- Electronic reporting and recording processes need to be implemented at AYDC to provide accurate, up to date and reliable records and reports.
- It was recommended that the complaints mechanism for young people at AYDC be reviewed to protect confidentiality and where requested the anonymity of young people wishing to make a complaint.
- Training for staff in use of force and de-escalation techniques was not up to date.

### 4.3 Families, Community and Partnerships

- There is no electronic communication to facilitate family and community contact available to young people at AYDC.
- Little privacy is afforded to young people making telephone calls to family and friends, and professional calls.
- Whilst AYDC has established excellent relationships with external agencies who provide a range of services to young people and the Centre encourages young people to maintain contact with family and friends, there is little external activity conducted in the community outside the Centre.
- Family members, significant others and community supports should be invited to participate and have input into case management for young people at AYDC.



## 4.4 Equal Opportunity

- Staff are not adequately trained in diversity, equity and disability awareness.
- There is no clear information for staff and young people at AYDC promoting equity or diversity.
- There is a risk that a young person's concerns may not be adequately addressed, or taken seriously, if they display difficult or challenging behaviours.
- Ideally, Centre specific policies relating to equity, diversity, discrimination, disabilities and bullying should be introduced at AYDC.



## Appendix I – Department of Justice – Update on Responses to Recommendations – Care and Wellbeing Inspection Report

### Update Response to Custodial Inspectorate Care and Well-being Inspection Report – September 2019

1

Ref No	Description	Initial DoJ (TPS) Response	Corrective Action Taken	Current Status
1	Tasmania Prison Service (TPS) reviews all Director's Standing Orders to ensure that the information they contain is current and up to date, and that processes and procedures at all custodial centres reflect those orders.	Supported - Existing Initiative	The process of reviewing all TPS Director's Standing Orders has been underway for some time and is continuing.	Open
2	TPS establishes a means to regularly review the equal opportunities and outcomes for different prisoner groups.	Supported in Principle	<p>TPS will review this recommendation with an aim to address issues identified in the Inspection Report.</p> <p>TPS does not presently capture data to identify different prisoner groups and their specific offending behaviour needs. It is also noted, that there would be significant budget implications to deliver all programs/services to all prisoner groups in all facilities.</p> <p>Full implementation would require additional funding through normal budgetary processes and will be considered in conjunction with other budget priorities.</p>	Open
3	TPS introduces system-wide strategies to promote anti-discriminatory practices.	Supported - Existing Initiative	<p>The TPS has included decency modules and other training for all staff not limited to but including diversity and discrimination in their mandatory training package. The Department already has an anti-bullying and harassment policy available through the Department of Justice intranet.</p> <p>TPS Supervisors and managers have received anti-discrimination training from Equal Opportunities Tasmania (EOT). White Ribbon training has also been completed for the majority of TPS management and Supervisors. The TPS Senior Management Team (SMT) notes that this is an ongoing requirement and as such closes this recommendation.</p>	Closed
4	TPS provides a systemic approach to training staff to assist with the identification of, and appropriate strategies for, dealing with disabilities.	Supported	A review of current TPS and other jurisdictional training practices is to be undertaken to identify areas of improvement in the current training package. Recruit Training contains a session around identifying and dealing with prisoners who have cognitive disabilities and mental health issues.	Open



## Update Response to Custodial Inspectorate Care and Well-being Inspection Report – September 2019

2

Ref No	Description	Initial DoJ (TPS) Response	Corrective Action Taken	Current Status
			<p>The review of Tasmania Prison Service (TPS) training and practices in other jurisdictions has not been completed. However, a number of other initiatives have occurred to address this recommendation:</p> <ul style="list-style-type: none"> <li>• Screening processes for intellectual disabilities and acquired brain injuries have been developed.</li> <li>• The TPS and Correctional Primary Health Services (CPHS) are working together to flag prisoners who might have functional issues resulting from an intellectual disability, an acquired brain injury or a psychosocial disability.</li> <li>• Regular meetings have been established between the TPS and CPHS to discuss prisoners with mental health issues.</li> </ul>	
5	TPS considers a more efficient process to allow Mary Hutchinson Women's Prison staff to purchase urgently required baby items.	Supported	New baby items including toys and books were purchased as part of the new mother and baby unit. A more efficient process to allow staff to purchase urgent items when a prisoner comes into custody with a child or baby has been implemented.	Closed
6	TPS provides additional socks and new underwear on reception to facilitate the needs of the prisoners to have clean clothing on a daily basis.	Supported	<p>The Department will implement a reception pack that will provide additional socks and underwear for prisoners upon reception. TPS will add underwear and socks to the canteen list to enable prisoners to purchase these over and above prison allocated undergarments.</p> <p>A model is being developed that will provide prisoners with fresh socks and underwear for a 7 day period.</p>	Open
7	TPS ceases the process of redistributing washed second hand underwear at Launceston Reception Prison.	Implemented	This process has now ceased.	Closed
8	TPS provides male prisoners with sleepwear.	Supported	<p>Family members are permitted to send pyjamas to prisoners. TPS has added sleepwear to the canteen list for purchase by prisoners. In addition, sleepwear will be made available to prisoners upon reception for those who wish to use them.</p> <p>There is now the mandatory allocation of sleepwear for persons</p>	Closed

## Update Response to Custodial Inspectorate Care and Well-being Inspection Report – September 2019

3

Ref No	Description	Initial DoJ (TPS) Response	Corrective Action Taken	Current Status
			over 65 years of age and others where special needs deem appropriate. This includes prisoners housed in RBMSP Division 7.	
9	TPS provides additional clothing on reception to facilitate the needs of the prisoners to have clean clothing on a daily basis.	Supported in Principle	The Department will implement a reception pack that will provide additional clothing for prisoners upon reception. Prisoners also have the ability to purchase additional clothing from the canteen.	Open
10	TPS provides a pair of shorts for sport and recreational use.	Supported in Principle	Prisoners are currently able to purchase shorts from the canteen list. Family members are also permitted to send shorts into prisoners.	Closed
11	TPS issues all prisoners with suitable clothing to keep warm such as a polar fleece jumper or similar, in addition to the tracksuit jumper already provided.	Already in Place	All prisoners are currently issued with a polar fleece jumper and a tracksuit top. Prisoners are also able to receive additional clothing from family members.	Closed
12	TPS procures robust and durable footwear as the standard prison issue and provide a secondary pair of footwear such as thongs to all prisoners.	Supported in Principle	TPS has reviewed the footwear list to ensure shoes available for prisoner purchase are durable. Prisoners are currently able to purchase thongs through the canteen.	Closed
13	TPS provides suitable discharge clothing to prisoners who do not have any civilian clothing.	Supported - Existing Initiative	TPS has initiated a project to address these issues.	Open
14	TPS reviews stock-management controls and implements changes to ensure sufficient clothing stock is maintained to meet prisoner entitlements.	Implemented	Processes have now changed in that clothing stock is made in advance rather than once an order is placed.	Closed
15	TPS implements a quality-control process to assess the condition of clothing items before they are returned to the store to be reissued.	Supported	TPS will review clothing issue and return process.	Open
16	TPS procures clothing items from another external supplier if the prison tailor shop is unable to meet demand.	Supported	TPS will review stock control processes with an aim to meet prisoner demand.	Open
17	TPS implements a process for issuing replacement clothing to prisoners, particularly those with lengthy sentences.	Supported	TPS will review stock control and issue and return processes for prisoner clothing.	Open
18	TPS introduces a mattress replacement strategy so that mattresses can be proactively replaced in each facility on a regular basis.	Implemented	TPS current processes ensure that mattresses are replaced every three years, with one third of mattresses replaced in each facility	Closed



## Update Response to Custodial Inspectorate Care and Well-being Inspection Report – September 2019

4

Ref No	Description	Initial DoJ (TPS) Response	Corrective Action Taken	Current Status
			yearly. Prisoners can request a replacement mattress where the need arises earlier than the routine replacement period.	
19	TPS implements processes to ensure staff inspect mattresses, doonas and pillows regularly for defects, moisture and mould and replace where necessary.	Implemented	TPS currently undertakes daily cell inspections, part of which is to identify damage to property - including mattresses. Prisoners are also able to contact Correctional Staff where they identify a need to replace a mattress. Mattresses should be placed on their sides daily where they are not on slats to allow them to air, and this should be verified during daily cell checks. This process will prolong the lifespan of the mattresses.  Further to this recommendation, every bed in all prisons will have mattress slats installed to prolong the life of the mattresses and improve air circulation.	Closed
20	TPS implements a quality-control process to assess the condition of bedding items before they are returned to the store to be reissued.	Supported	TPS has reviewed the prisoner transfer or release process as it relates to in-cell property - particularly mattresses - to ensure required checks are carried out in line with procedural requirements.	Closed
21	TPS explores alternative options for bedding supplies and implements changes in order to meet the standard that requires bedding to be fire retardant.	Supported	Currently under way as part of the project to have Risdon Prison Complex (RPC) Medium laundry work done by the commercial laundry.	Open
22	TPS explores alternate laundry bag options, to prevent loss of items during the laundry process.	Supported – Existing Initiative	Process being explored in conjunction with RPC Superintendents; several options have been identified for further consideration.	Open
23	TPS ensures that adequate laundry services are available to provide all prisoners in all custodial centres throughout the State the ability to wear clean clothing on a daily basis.	Supported - Existing Initiative	Currently under way as part of the project to have RPC Medium laundry work done by the commercial laundry. TPS will review laundry processes to ensure prisoners in all custodial centres throughout the State have the ability to wear clean clothing on a daily basis.	Open
24	TPS inspects all cells in Ron Barwick Minimum Security Prison regularly and those identified with any visible condensation or mould should be left unoccupied.	Supported – Existing Initiative	Currently part of the daily cell inspections. Mattresses need to be turned on their sides daily to avoid mould caused by condensation. TPS to review cell inspection processes to ensure staff and prisoners are reminded to check cells and mattresses for mould daily. TPS has reviewed processes for to ensure prompt cleaning of cells that are identified with mould.	Closed

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Ref No	Description	Initial DoJ (TPS) Response	Corrective Action Taken	Current Status
			DSO to be reviewed to ensure mattresses and mould are a part of daily cell inspections by Correctional Officers.  Condensation issues are monitored. Any cells identified with mould are closed pending rectification.	
25	TPS ensures that complaints of prisoner thermal discomfort are addressed in a timely manner.	Supported in Principle	Prisoners are able to have thermal clothing provided to them by family members and it is also available for purchase from the canteen list. Prisoners are able to make verbal requests of Correctional Staff as well as follow written complaints processes, which will be addressed as received.	Closed
26	TPS introduces education and procedures to ensure that all prisoners are advised to run taps for 30 seconds prior to using the water for drinking, washing and preparing food, and brushing teeth.	Supported - Existing Initiative	TPS has introduced a communication strategy aimed at advising prisoners to run taps for 30 seconds prior to using the water for drinking, washing and preparing food, and brushing teeth. Signage has been installed in every cell in the MHWP, with similar action taken in other facilities.	Closed
27	TPS undertakes regular testing to ensure that the water filter that has been installed at Mary Hutchinson Women's Prison is delivering safe drinking water.	Implemented	MHWP water filters are changed semi-annually (June and December). Whole of site water is tested every 6 months at 52 locations (February and December).	Closed
28	TPS facilitates further water sampling by the State Water Officer.	Supported in Part	Whole of site water is tested every 6 months at 52 locations (February and December).	Closed
29	TPS seeks advice and direction from the Department of Justice's Consumer Building and Occupational Services Technical Regulation Unit in relation to the plumbing configuration in cells located in Risdon Prison Complex (Maximum).	Not Supported	Risdon Prison Complex was constructed in a joint venture between John Holland and Fairbrother in 2006 that met building and plumbing codes at the time. We have sought the advice and can confirm the above statement.	Closed
30	TPS ensures that temperature checks of fridges in all units and divisions in all custodial centres are occurring on a regular basis.	Implemented	Prisoners' domestic refrigeration inspections occur as part of daily unit and cell inspections. Domestic units are repaired or replaced when they fail.  Main Kitchen fridge and freezer temperatures are regularly checked and recorded as part of the kitchen staff QA process.	Closed



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Ref No	Description	Initial DoJ (TPS) Response	Corrective Action Taken	Current Status
31	TPS ensures that the food safety program includes a reference to the protocol for identifying/screening prisoners for food allergies when first taken into custody.	Supported	The existing food safety program will be amended to include processes for identifying / screening prisoners for food allergies.  Tier one and reception processes ensure allergies are identified upon reception.	Open
32	TPS upgrades the kitchenettes in Divisions 2, 3 and 4 of the Ron Barwick Minimum Security Prison.	Infrastructure consideration	This recommendation is supported in principle, however has significant budgetary implications and is a decision for Government through normal budget processes.	Open
33	TPS ensures that all prisoners in Ron Barwick Minimum Security Prison have access to food safety training.	Supported	TPS notes that all prisoners being transitioned to RBMSP through the induction prison have received their food handling (Safety) training as part of their induction. We are providing food safety training to any prisoner who may be employed in the kitchen or handling food prior to them starting their employment, moving forward all new prisoners are receiving this training as part of their induction.	Closed
34	TPS increases the canteen storage area to enable more efficient ordering processes and storage.	Infrastructure consideration	This recommendation is supported in principle, however has significant budgetary implications and is a decision for Government through normal budget processes. Alternative options being explored by Agency Infrastructure Team.	Open
35	TPS provides extra shelving and storage space for dry goods such as cereals in Risdon Prison Complex (Medium) and kitchenettes.	Supported	Shelving is to be fitted by the current maintenance crew in Medium.	Open
36	TPS ensures that damaged food preparation equipment such as microwaves, toasted sandwich makers and fridges is repaired and/or replaced as soon as possible.	Implemented	Equipment checks form part of daily unit and cell inspection requirements. Identified issues are required to be reported as part of that process.	Closed
37	TPS makes microwave containers available to all prisoners to purchase through canteen regardless of their security classification.	Supported in Principle	TPS to consider this recommendation and costs involved with implementation, noting also that microwave containers may be purchased by prisoners through the canteen.	Closed

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Ref No	Description	Initial DoJ (TPS) Response	Corrective Action Taken	Current Status
38	TPS ensures that Mary Hutchinson Women's Prison kitchen is covered by the food safety program.	Supported – Existing Initiative	TPS notes that this recommendation is part of an existing initiative. Prisoners received into the MHWP receive food safety training as part of their induction. MHWP is part of the TPS food safety plan and food safety program. All associated documents are maintained by the Assistant Catering Manager and form part of the external audit process.	Closed
39	TPS provides food handler training to all prisoners working in kitchens in all custodial centres.	Supported	TPS has reviewed current processes in lieu of this recommendation, and any prisoner required to work in a food handling area now receives food safety training prior to commencing work. This is currently part of the Induction process for all prisoners, including those working in kitchens. Inmates who work as food handlers are provided with an induction process including a video.	Closed
40	TPS ensures Hobart Reception Prison is registered as a food business with the Hobart City Council as required under the Food Act 2003.	Supported	HRP is already registered as a food business with the Hobart City Council as required under the Food Act 2003.	Closed
41	TPS considers options to increase access to showers for those prisoners that work within the prison commercial laundry and are accommodated within the Risdon Prison Complex medium security precinct.	Supported - Existing Initiative	TPS already provides prisoners with ready access to showers. Prisoners in the Medium Security Prison - including those working in the laundry - have access to showers at lunch time, after evening lock up, and of a morning before work in the communal pods.	Closed
42	TPS reviews procedures and implements changes relating to hair clippers and barbering services in Risdon Prison Complex (medium and maximum security precincts) to ensure that proper infection control measures are being followed by prisoners in order to reduce the risk of transmission of blood borne viruses.	Supported	TPS has implemented this recommendation in all prisons.	Closed
43	TPS allows all prisoners to buy basic toiletries, such as soap, toothpaste and toilet paper, out of their private account, regardless of contract levels, if prison issued toiletries are not sufficient to maintain personal hygiene.	Supported - Existing Initiative	TPS notes that prisoners are already supplied with an extra toilet roll each week and a bar of soap, which is over and above what they purchase themselves for their own use. Prisoners are already provided with earnings to enable them to purchase toiletries, irrespective of contract levels.	Closed
44	TPS addresses plumbing issues at the Launceston Reception Prison, particularly in relation to the limited	Supported in Principle	TPS accepts the recommendation in principle, noting that the facilities are not owned by the TPS and require approval from	Closed



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Ref No	Description	Initial DoJ (TPS) Response	Corrective Action Taken	Current Status
	shower facilities, issues with shower drainage, and no access to hot water to wash hands after using the toilets.		Tasmania Police and Courts. Downstairs prisoner shower remains closed due to poor drainage and ventilation. A new prisoner shower area was constructed upstairs along with the cell upgrades, approximately four years ago. This recommendation is likely to have significant budgetary implications and is a decision for Government through normal budget processes, also taking into account that planning work has commenced on a new Northern prison. Hand sanitiser is available to wash hands after use of toilets.	
45	TPS replaces the wooden benches in the Launceston Reception Prison day yard with metal benches.	Implemented	Wooden benches have been removed and replaced with steel benches.	Closed
46	TPS should explore options to address the hygiene issues caused by in-cell toilets with no lids.	Supported – Existing Initiative	TPS to install toilet seats on all toilets where appropriate based on the cohort of prisoners in the relevant locations in lieu of health and safety implications. This recommendation has budgetary implications. TPS is sourcing a solution that considers issuing portable toilet seats to prisoners in line with those designed and implemented in the Ravenhall Correctional Centre, Victoria. The Assistant Director is currently liaising with Ravenhall Correctional Centre in relation to this Item and will provide further updates.	Open
47	TPS takes steps to reduce and control the rabbit population at the Risdon site.	Supported - Existing Initiative	Various humane methods have been, and continue to be, taken to address the increasing rabbit population on the Risdon Prison Complex Site. Ongoing initiative with various regular strategies in place to humanely control the rabbit population.	Closed
48	TPS review the current Quality Assurance Program for Horizon Laundry to ensure procedures for the transportation of used linen complies with ASNZS 4146: Laundry Practice and ensure that the Transport of Laundry/Final Inspection Checklist specifies requirements for cleaning of prison escort vehicle pods that used linen has been stored in.	Supported in Principle	TPS will continue to consider this recommendation.	Open
49	TPS introduces procedures to clean prison escort vehicle pods after every use whether linen is transported or not.	Supported	TPS will review escort processes with an aim to address this recommendation.	Open

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Ref No	Description	Initial DoJ (TPS) Response	Corrective Action Taken	Current Status
50	TPS contacts Tasmania Fire Service for advice and direction in relation to the placement of the fire alarm and fire extinguisher on the lowest, basement, level of Launceston Reception Prison.	Supported in Principle	The LRP meets Building Code of Australia (BCA) requirements, with a Form 55 annual audit undertaken by Johnstone McGee & Gandy Engineers and Planners.	Closed
51	TPS improves access to prisoners for CPHS staff.	Supported in Principle	TPS has facilitated non-escorted access of CPHS staff – subject to risk assessments - to prisoners to facilitate medical or related appointments and consultations.	Closed
52	TPS introduces a process to enable prisoners to return medical request forms directly to the health clinic whilst maintaining confidentiality.	Supported - Existing Initiative	TPS notes that prisoners are able to lodge confidential medical request forms daily in each facility - sometimes twice a day - during labour parades. The new complaints system introduces a confidential access process which allows prisoners to submit their complaints confidentially when appropriate.	Closed
53	TPS introduces an awareness campaign to encourage prisoner patients to provide more detail on the medical request forms so that nurses can triage effectively.	Supported	TPS to consider a communication strategy, in consultation with CPHS, to increase prisoner awareness of the need to provide more detail on the medical request forms.	Open
54	TPS introduces measures to assist prisoners that are illiterate and cannot complete a medical request form.	Supported in Principle	<p>TPS will consider this recommendation, noting that, in order to maintain confidentiality, this responsibility may fall to CPHS. Existing prisoner request forms have diagrams to communicate with prisoners who are less literate. Prisoners also can speak directly with Nurses to communicate conditions and receive assistance in completing medical forms.</p> <p>TPS SMT has referred the matter to CPHS for advice, given medical implications and the CPHS Medical Form used to make medical requests.</p>	Open
55	TPS undertakes a work safety audit in the Mary Hutchinson Women's Prison health clinic.	Supported	TPS will consider this recommendation in consultation with CPHS.	Open
56	TPS reviews the physical layout of the Ron Barwick Minimum Security Prison health clinic to ensure there is an exit door in the clinic.	Supported in Principle	TPS will consider this recommendation in consultation with CPHS. Work has commenced to re model the Clinic area to include a dispensing area, S8 Dosing area and a dental suite.	Open



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Ref No	Description	Initial DoJ (TPS) Response	Corrective Action Taken	Current Status
57	TPS ensures that proper and detailed consideration is given to the specific high needs of the increasing number of elderly, frail and disabled prisoners in prison forward planning. Consideration should be given to including a geriatric nurse on staff.	Supported in Principle	<p>TPS will work to address this recommendation in consultation with CPHS. This recommendation also has budgetary implications requiring a decision through normal budget processes.</p> <p>RBMSD Division 7 has been created specifically for elderly, infirm, disabled and medically unwell prisoners. The ELCMG (End of Life Case Management Group) and Division 7 Panel will be combined to specifically consider the needs of these prisoners.</p> <p>ELCMG considers the broader prisoner population in relation to the above matters. The Disability Justice Plan for Tasmania (2017 - 2020) relating to prisoner disabilities is currently underway.</p> <p>The Strategic Infrastructure Projects Branch of DoJ gives ongoing consideration to these issues during planning for new infrastructure or refurbishments.</p>	Open
58	TPS ensures that prisoners have access to the immediate supply of EpiPens where there is a documented life threatening allergy.	Supported in Principle	TPS will look to introduce EpiPens in consultation with CPHS.	Open
59	TPS considers implementing procedural changes to provide timely access to Paracetamol after hours for prisoners.	Supported in Principle	TPS will consider this recommendation as it relates to all prisons, noting that RBMSD prisoners already have access to Paracetamol after hours.	Open
60	TPS reviews and implements changes to the strip searching process for hospital escorts to improve the process and reduce strip searching of prisoners.	Not supported at this time.	Given that robust personal search procedures are in place to maintain the security and good order of prisons in line with legislative and local procedural requirements, the TPS has requested and is awaiting further clarification of the intent of this recommendation.	Open
61	Until access to all health services for most prisoners is ensured, TPS minimises escorts for private medical consultations in order to reduce lock downs which disadvantage many others and result in diminished treatment time in the prison clinic.	Not Supported	Private medical consultations are required for procedures not undertaken by CPHS in TPS prisons - such as specialised dental, optical and hearing appointments - and TPS cannot interfere with a prisoner's access to health services where their condition requires treatment, including by external medical agents.	Closed

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Ref No	Description	Initial DoJ (TPS) Response	Corrective Action Taken	Current Status
62	TPS provides all prisoners unhindered access to condoms and lubricant.	Implemented	Already undertaken across all TPS prisons. As noted in the report, restock schedules have been amended and regular restocks undertaken.	Closed
63	TPS reviews, risk-assesses and considers introducing a needle exchange for prisoners given the high transmission rate of blood borne viruses in the Tasmanian prison system. The inclusion of an education component in any such program is vital.	Not Supported	While TPS understands the intent of this recommendation, it notes the complex issues around re-offending behaviour that rehabilitative programs are working to address, specifically with respect to the use of needles. Initial inquiries indicate that this issue is not widely supported across custodial centres in Australia. The TPS continues to monitor developments in other jurisdictions.	Closed
64	TPS ceases the process of requiring nursing staff to maintain a sharps register in health clinics.	Not Supported	TPS requires the use of a sharps register to ensure accountability relating to the use of dangerous items in a prison environment in locations that are also frequented by prisoners. This is a safety measure to protect both prisoners and staff.	Closed
65	TPS undertakes a review of the medical chit process, with consideration given to the division of responsibilities between TPS and CPHS, and implements changes to improve the process.	Supported – Existing Initiative	Meetings between TPS and CPHS have commenced to discuss this issue.	Open
69	CPHS explores with TPS the funding and commissioning of a radiology suite on the Risdon campus.	Infrastructure consideration	This recommendation is supported in principle, however has significant budgetary implications and is a decision for Government through the normal budget processes. The existing CPHS facilities would require expansion and extra funding would be required for the building, staffing and equipment.	Open
70	CPHS explores with TPS the funding and commissioning of a physiotherapy suite on the Risdon campus.	Infrastructure consideration	This recommendation is supported in principle, however has significant budgetary implications and is a decision for Government through the normal budget processes. CPHS has a Physiotherapist provide service one day per week. The existing CPHS facilities would require expansion and extra funding for the building and additional staffing and equipment.	Open
76	TPS and CPHS together review the responsibility and processes for cleaning of the inpatients facility to ensure adequate and timely sanitation and infection control.	Supported	Meetings between TPS and CPHS have commenced to discuss this issue. Agreement has been reached that CPHS is responsible for cleaning inpatient facilities. Training to be provided.	Open
77	TPS and CPHS together consider options for implementing an appropriate forum to improve	Implemented	This recommendation has been implemented. Senior management of TPS and CPHS (the ADON) meet on a monthly basis to discuss	Closed



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Ref No	Description	Initial DoJ (TPS) Response	Corrective Action Taken	Current Status
	communications and discuss and resolve issues on a regular basis.		and resolve any ongoing issues. Regular meetings are also occurring for various specific issues including multidisciplinary meetings for mental health and disability case management meetings. CPHS currently attends TPS SMT meetings weekly, meets with Superintendents daily and has weekly meetings with the Superintendent responsible for the health centre area. In addition, there is close collaboration between TPS Therapeutic Services and the CPHS mental health team. The Northern CPHS Nurse Unit Manager also meets with TPS to discuss various issues.	
78	TPS considers establishing a mental health leadership position for the prisons to provide oversight, strategic planning, and coordination of mental health services (e.g., Director of Mental Health Services). This position should work closely with the existing medical director of the Correctional Primary Health Service.	Supported in Principle	This recommendation is supported in principle, however has budgetary implications and is a decision for Government through normal budget processes.	Open
79	TPS establishes and identifies dedicated spaces that are conducive for the provision of mental health care in the prisons.	Supported in Principle	TPS will work with CPHS to consider how to best address this recommendation, noting opportunities provided by the already announced infrastructure upgrades and new facilities. This matter is being considered as part of the Prisoner Mental Health Care Taskforce.	Open
80	TPS considers the training needs of prison officers to identify, communicate and de-escalate prisoners with mental illnesses. Based on the prison officers' needs, a training package should be developed and delivered.	Supported - Existing Initiative	<p>Already part of recruit training. The TPS acknowledges the need for refresher training. It notes that staff in the Needs Assessment Unit have been provided with additional training. The TPS delivers Verbal Judo training (de-escalation) and has recently endorsed the implementation of trauma informed practice. These initiatives also address this recommendation.</p> <p>This recommendation has also been addressed through the introduction of Connecting with People (CwP) training and the appointment of a High Needs Support Counsellor at Risdon Prison accredited as a CwP trainer in June 2018.</p>	Closed
85	TPS and CPHS together consider establishing a service agreement with the Forensic Mental Health Services for the provision of psychiatric services.	Implemented	CPHS is currently within the same management structure as Forensic Mental Health Services (FMHS). An existing Memorandum of Understanding between TPS and CPHS also incorporates FMHS.	Open

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Ref No	Description	Initial DoJ (TPS) Response	Corrective Action Taken	Current Status
			To be considered as part of the Mental Health Services Review.	
86	TPS and CHS together give further consideration to the structure and role of mental health professionals. The development of a multidisciplinary team with clear roles in the assessment, treatment, and monitoring of prisoners with mental illnesses is required.	Implemented	As outlined above CPHS falls within the auspices of FMHS and it is part of an existing multidisciplinary team within that structure. Considered as part of the Mental Health Services Taskforce Review.	Closed
87	TPS and CPHS together undertake planning for a dedicated mental health unit within the prison to serve as a step down facility: a. For prisoners returning from hospitalisation; and b. to assist in managing and providing treatment to prisoners who require dedicated mental health care but do not meet the requirements for involuntary hospitalisation in a secure forensic mental health facility.	Infrastructure consideration	This recommendation is supported in principle, however has significant budgetary implications and is a decision for Government through the normal budget processes. To be considered as part of the Mental Health Services Taskforce Review.	Open
88	TPS and CPHS together develop a community integration program to identify and bridge prisoners with mental illnesses to appropriate community mental health services when preparing for their release	Supported in Principle	This recommendation is supported in principle, however has significant budgetary implications and is a decision for Government through normal budget processes. To be considered through the Prisoner Mental Health Services Taskforce Review.	Open
89	TPS, CPHS and Forensic Mental Health Services work together to model service demand to help identify the nature and extent of mental health services and capacity required now, over the short term and longer term, to meet the needs of prisoners with mental illnesses	Supported in Principle	This recommendation is supported in principle, however has significant budgetary implications and is a decision for Government through normal budget processes. To be considered through the Prisoner Mental Health Services Taskforce Review.	Open
90	Engages an Accredited Practising Dietician to provide food and nutrition education to employed prisoners and staff at the Mary Hutchinson Women's Prison kitchen.	Supported in Principle	A Dietician has been made available to assist with any nutritional support in all prisons.	Closed
91	TPS considers reinstating the kitchen in Mary Hutchinson Women's Prison as a fully functioning kitchen as soon as possible so that it is a self-catered facility.	Supported - Existing Initiative	TPS has existing plans to reinstate the MHWP Kitchen. These will be dependent on budget considerations.	Open
92	TPS explores options for a central kitchen facility to be built onsite at Risdon Prison Complex.	Supported - Existing Initiative	A central kitchen facility at Risdon Prison Complex is part of the already announced Southern Remand Infrastructure Project.	Open



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Ref No	Description	Initial DoJ (TPS) Response	Corrective Action Taken	Current Status
93	TPS considers options, appropriate to their security and behavioural status, for prisoners to prepare their own meals from ingredients supplied by the Risdon Main Kitchen – these would be in place of the pre-cooked meals currently supplied.	Supported in Principle	TPS will further consider this recommendation. To be introduced in line with Recommendation 91, subject to budgetary considerations.  Prisoners in the Vanessa Goodwin and O'Hara units will have the capacity to order produce in its raw form and prepare meals from scratch.	Open
94	TPS explores options and makes changes to introduce more menu variation.	Supported in Principle	TPS Catering services has developed and introduced a 6 week cyclic menu to replace the current 4 week cyclic menu. These menu changes are have Dietician approval.	Open
95	TPS implements all recommendations of the 2016 TPS Menu Nutrition Assessment prepared for TPS. Those recommendations are set out in the Appendix to the Report from the Consultant Dietitian provided in Appendix 3.	Supported - Existing Initiative	TPS Catering services has progressed recommendations from the 2016 TPS Menu Nutrition Assessment:  . Bread has been changed to multi grain/sour dough. . Decrease from 7 to 4 slices of bread - this has not been changed as the offering of 7 slices enables prisoners to have Supper (item noted in report as requesting prisoner supper) . Decrease in sugar intake – this has been achieved through new menus . Increase of vegetable intake – this has been achieved through new menus .Traffic light system - has been referred to Head of Finance for action Diabetic Education – Prisoner Education and Training (PEaT) delivers a healthy eating course and DHHS advice on diabetic education. Medical advice is received via DHHS to the Catering service on specific dietary requirements.  As per 94.  Permission to engage a private dietician has been received. Meeting between dietician and Catering Manager will be held for planning of the implementation of the menu reviews.	Open
96	TPS engages an Accredited Practising Dietitian to reassess the prison menus following implementation of	Supported in Principle	See recommendation 90.	Closed

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Ref No	Description	Initial DoJ (TPS) Response	Corrective Action Taken	Current Status
	recommendations 1-6 and 8 of the 2016 TPS Menu Nutrition Assessment.			
97	TPS engages an Accredited Practising Dietitian to assess the nutritional status of pregnant and breastfeeding prisoners (with respect to recommendation 7 of the 2016 TPS Menu Nutrition Assessment).	Supported in Principle	Recommendation of extra milk has been added. Engagement with consultant dietician is underway. Also noted DHHS inform the catering service of specific cohort needs and information re specialist dietary requirements.	Closed
98	TPS develops processes for Risdon Prison Complex to reduce the time between meals being removed from reheating oven to consumption. That is, reducing the time meals are kept in hot boxes before serving.	Supported in Principle	TPS will consider this recommendation, noting the potential infrastructure and costs associated with meeting it. Refer also to Recommendation 92.  TPS Catering Service has purchased new food thermal boxes that will maintain a higher food quality.	Open
99	TPS reassesses its menu to include more microwave friendly meal options to reduce the likelihood of excess water in reheated meals.	Supported in Principle	TPS Catering Service has developed new menu offerings in reference to this recommendation.	Closed
100	TPS reassesses meals containing vegetables high in water content and consider supplying instead a salad separately to meat and starchy vegetables.	Supported in Principle	TPS Catering Services has changed the cyclic menus to incorporate the above action item.	Closed
101	TPS reviews recipes for casseroles, wet dishes, gravies and sauces with a view to making them more palatable.	Supported in Principle	TPS Catering services has developed and reviewed new menu offerings that comply with this recommendation.  Recipes are reviewed regularly over the course of a year as part of routine processes.	Closed
102	TPS reviews the supply of crumbed fish to ensure that meals made using it achieve the same protein content as meals made using fresh meat (that is, 100-140g cooked meat per serve).	Supported in Principle	TPS Catering Services has changed this product to reflect this recommendation. Crumbed fish has been removed from the menu and replaced with the more popular beer battered fish.  Fish is provided under the Government food contract and procurement process and is selected by the food service provider.	Closed



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Ref No	Description	Initial DoJ (TPS) Response	Corrective Action Taken	Current Status
103	TPS implements processes so that sandwiches are provided to prisoners for consumption on the day that they are made.	Supported in Principle	TPS Catering Services has considered this recommendation and currently, due to space both physical and logistical issues, this is not possible. However, with the new prison kitchen this recommendation will be reviewed. Currently if sandwiches are made at lunch time on a Monday they are consumed by lunchtime on a Tuesday, that is, within 24 hours.	Closed
104	TPS supplies Hobart Reception Prison with ingredients for fresh sandwiches to be made onsite. Alternatively, sends fresh sandwiches direct to Hobart Reception Prison for same day consumption.	Supported in Principle	The HRP kitchen is currently being upgraded, awaiting funding. Current food licensing covers reheating and pureeing only. Once the upgrade has been completed, this will provide the capacity for sandwiches to be made on site. All sandwiches sent to HRP are consumed within 24 hours of being made.	Open
105	TPS considers sourcing fresh bread for Launceston Reception Prison from a local northern supplier.	Supported in Principle	TPS Catering Services has completed this recommendation. Delivery of fresh bread, milk and vegetables have all been implemented.	Closed
106	TPS adds extra fresh vegetables (carrot sticks, celery, dried fruit etc. depending on availability and budget) to lunch meals when sandwiches contain limited vegetables/salad.	Supported in Principle	TPS will consider this recommendation in conjunction with the review of the existing menu.  TPS Catering Services has added this as part of the new menu reviews, and is currently awaiting the Dietician's approval.	Open
107	TPS reduces the amount of salted, processed meat used in sandwiches.	Supported	TPS Catering Services has implemented this recommendation as part of the recent changes.	Closed
108	TPS ensures potatoes entering the Vegetable Processing Facility are kept cool and away from light at all times.	Supported	TPS Industry area - Vegetable Processing - has completed this recommendation - covers have been purchased.	Closed
109	TPS explores options for an alternate hot drink to be provided to prisoners.	Supported - Existing Initiative	Options to implement this recommendation are already being pursued. Milo and coffee are available to prisoners in all prisons, and teabags are available to prisoners in MHWP and RBMSP. The	Open

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Ref No	Description	Initial DoJ (TPS) Response	Corrective Action Taken	Current Status
			possible introduction of teabags into the RPC is under consideration.	
110	TPS reviews the vegetarian menu to ensure that meals and recipes used provide an adequate supply of protein for prisoners who are vegetarian.	Supported in Principle	TPS Catering Services has reviewed the menu and plans to implement this recommendation as part of the new menu development, currently awaiting dietician approval.	Open
111	TPS initiates an education program for prisoners on healthy eating involving the input of an Accredited Practising Dietitian.	Supported in Principle	Prisoner Education and Training delivers education in healthy eating. DHHS also provides advice re dietary requirements for prisoners as part of diagnosis or treatment plans. TPS Catering Services have included healthy eating programs as part of the catering business case for MHWP, subject to central funding being made available.  A Dietician has been made available to assist with the recommendation and to provide advice to catering staff on request.	Closed
112	TPS engages an Accredited Practising Dietitian to offer individual consultations on the recommendation of medical staff, to ensure the needs of those on special diets are met, to offer education to staff and prisoners, and to support TPS food services in recipe development and selection of canteen items.	Supported in Principle	TPS Catering Services engages dietician advice when changing menu options. DHHS provide individual consultations to prisoners with special dietary requirements.  TPS will work to introduce this recommendation in conjunction with Recommendation 95.	Open
113	TPS reviews the canteen with a view to directing prisoners towards higher nutritional value food choices through incentives and reducing the variety of high salt, high sugar foods on offer and replacing with healthier alternatives.	Supported in Principle	TPS will further consider this recommendation in conjunction with Recommendation 90.	Open
114	TPS provides more education about healthy choices so that when prisoners are released from prison they have the information to be able to make the right decisions and choices regarding food options.	Supported in Principle	TPS will further consider this recommendation in conjunction with Recommendation 90.  TPS has a number of initiatives currently addressing this recommendation. These include the MHWP Business Case, training delivery through the creative learning staff and learning options through TAFE.	Open



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Ref No	Description	Initial DoJ (TPS) Response	Corrective Action Taken	Current Status
115	TPS implements changes in the sugar distribution process at Risdon Prison Complex to ensure equal portions for all prisoners.	Supported in Principle	TPS will further consider this recommendation in conjunction with Recommendation 95, noting that prisoners will only be allocated sugar as part of their daily food pack, and will not be able to purchase sugar through canteen or purchase bulk packs.	Open
116	TPS makes available an equivalent alcohol and drug treatment program, such as the Apsley Unit, for women prisoners.	Supported in Principle	This recommendation is supported in principle, however is likely to have significant budgetary implications and is a decision for Government through the normal budget processes.	Open
117	TPS advises prisoners that the full impact of smoking substances other than tobacco, such as dried vegetable and plant matter, is unknown and that smoking these products may be addictive and inhaling smoke-based products or substances is harmful to the lungs and respiratory system.	Supported in Principle	TPS will further consider this recommendation in consultation with the Safer Prisons Manager, CPHS and other awareness and education recommendations identified as part of the Inspection Report. Part of development of the Safer Prisons program. This matter is to be included in the Induction package of the Safer Prisons Program.	Open
118	TPS introduces a separate dosing area for the pharmacotherapy program to improve access for prisoners to medical services provided by CHS in the clinic area.	Supported - Existing Initiative	TPS will consider this recommendation, noting the need for funding to meet this requirement which is planned to be addressed as part of the Southern remand build project. TPS also notes that this recommendation is already underway in the RBMSP.	Open
119	TPS considers introducing a secure accommodation area for those prisoners undergoing treatment in the pharmacotherapy program.	Infrastructure consideration	This recommendation is supported in principle, however has significant budgetary implications and is a decision for Government through the normal budget processes.	Open
120	TPS facilitates an independent review of the Department of Health and Human Services state-wide community, and TPS, Alcohol and Drug models of care.	Department of Health	This recommendation sits outside the scope of TPS.	Closed
121	TPS facilitates an independent appraisal of the pharmacotherapy program noting the need, the integrity of any program, and the appropriate policies and procedures that should underpin an agreed program.	Supported in Principle	The pharmacotherapy is managed by CPHS. TPS provides security for staff administering and supervising, as well as prisoners participating in the program. The TPS will provide input on this issue as required.	Closed
122	TPS reviews the current line management/administrative supervision arrangements for Alcohol and Drug Counsellors, noting that external clinical supervision and formal peer supervision has ceased.	Implemented	The concept of peer supervision referred to in the draft Inspection Report was trialled from Dec 2016 to around mid-2017. Staff were surveyed and the majority indicated not wanting to continue the scheme. As such it was not transitioned into a permanent arrangement. External supervision for AOD Counsellors was undertaken on a quarterly basis. At the end of December 2017 this	Closed

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Ref No	Description	Initial DoJ (TPS) Response	Corrective Action Taken	Current Status
			was replaced by monthly in-house supervision. In 2018 the TPS recruited a permanent fulltime Team Leader. This, along with the transition of a Senior Facilitator position to a 0.6FTE clinical support role, has increased the capacity to provide support to the AOD Counsellors. In August 2018, an Alcohol and Drug Management Team was established within the TPS Intervention Programs Unit in order address the significant number of referrals for AOD interventions, and alleviate the waitlist for the AOD Counsellors. This management team works to assess and triage prisoners into appropriate AOD treatment, including individual counselling, group based interventions and the residential facility, Apsley. This management team also provides an opportunity for peer support and case discussion with the programs staff currently delivering AOD interventions, including AOD Counsellors and Programs Facilitators.	
123	TPS reviews and adjusts the recurrent funding for sport and recreation to adequately cover the replacement of larger sporting and exercise equipment when no longer fit for purpose.	Supported - Existing Initiative	An audit of equipment was completed in 2017 and a replacement schedule developed. Introduction of new equipment is underway. Currently purchasing and installing equipment.	Closed
124	TPS addresses and rectifies the lack of art, craft and music in RPC maximum.	Supported in Principle	This recommendation is supported in principle, however needs to be reviewed in lieu of TAFE's involvement in education service delivery.  Work continues to be developed in this area as part of the broader core day rosters.	Open
125	TPS introduces music programs/activities in the Mary Hutchinson Women's Prison.	Supported in Principle	TPS Activities Coordination Unit is currently investigating delivery options through the Creative Learning Team This recommendation is supported in principle, however needs to be reviewed in lieu of TAFE involvement in education service delivery.	Open
126	TPS considers reviewing the recurrent funding provided for art and craft across all facilities.	Supported in Principle	This recommendation is supported in principle, however needs to be reviewed in lieu of TAFE involvement in education service delivery.	Open



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Ref No	Description	Initial DoJ (TPS) Response	Corrective Action Taken	Current Status
127	TPS introduces funded programs and financial systems that will encourage prisoner saving.	Supported in Principle	This recommendation is supported in principle, however has budgetary implications and is a decision for Government through normal budget processes. Anglicare currently counsels prisoners on financial management strategies during prison visits.	Open
128	TPS explores options and introduces an electronic deposit system allowing funds to be distributed to prisoners' private cash accounts or returned if deposit limits are exceeded.	Supported in Principle	This recommendation is supported in principle, however has budgetary implications and is a decision for Government through normal budget processes.	Open
129	TPS makes available more hobby items through the canteen.	Supported in Principle	TPS will review the list of available hobby items.	Open
130	TPS makes hobby items available to wardsmen at the Launceston Reception Prison.	Supported	TPS has further considered this recommendation.  Hobby items are now available to wardsmen and other prisoners (as appropriate to risk levels and classification) through sport and recreation canteen forms. SMT considers this item closed.	Closed
131	TPS explores options and introduces a centrally located property area at the Risdon site, as well as a centralised system to manage and track prisoner property.	Supported - Existing Initiative	This proposal is already being investigated with a potential site identified, however has budgetary implications and is a decision for Government through normal budget processes.	Open
132	TPS implements systems to reduce prisoner concerns regarding lack of confidentiality of mail.	Not Supported	TPS has security processes in place for the screening of incoming prison mail that also maintains confidentiality for legal or comparable mail. All incoming non-legal mail is screened to maintain the security and good order of prisons. To reduce this process would increase the risk of the trafficking of items - including contraband - into TPS facilities.	Closed
133	TPS explores the possibility of introducing the email-a-prisoner system in Tasmanian custodial centres.	Supported in Principle	TPS will consider this recommendation.	Open
134	TPS reviews the Arunta telephone system call costs, explores options, and implements changes to reduce call costs.	Supported - Existing Initiative	TPS has developed new specifications for the provision of telephone services to prisoners, including greater access, additional phones and review of call costs. This is currently out for tender.	Open
135	TPS increases the number of telephones available in Risdon Prison Complex Medium so that there is one telephone per unit.	Supported - Existing Initiative	Refer to Recommendation 134.	Open

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Ref No	Description	Initial DoJ (TPS) Response	Corrective Action Taken	Current Status
136	TPS explores options and introduces changes to address the privacy issues with the telephones located in the central area of Risdon Prison Complex Medium.	Supported - Existing Initiative	Refer to Recommendation 134.	Open
137	TPS explores options and introduces changes to increase access to telephones in Risdon Prison Complex Medium for prisoners who work.	Supported - Existing Initiative	Refer to Recommendation 134.	Open
138	TPS explores options and introduces changes to best facilitate prisoners' access to urgent incoming telephone calls in Risdon Prison Complex medium security precinct during lockdown times.	Supported - Existing Initiative	Refer to Recommendation 134.	Open
139	TPS provides an additional professional telephone, and a room to house that phone, in the medium security precinct.	Supported - Existing Initiative	Refer to Recommendation 134.	Open
140	TPS installs an additional telephone for personal calls within the Derwent units.	Supported - Existing Initiative	Refer to Recommendation 134.	Open
141	TPS installs an additional telephone for personal calls in Mary Hutchinson Women's Prison Hartz Unit.	Supported - Existing Initiative	Refer to Recommendation 134.	Open
142	TPS reviews options and implements changes that will allow more flexibility for booking interstate and intrastate visits.	Supported in Principle	TPS already facilitates interstate and intrastate visits, and uses technological options to facilitate international visits via media where practicable.	Closed
143	TPS provides more information in the Visitor Reception Centre including, but not limited to, the location of bus stops; the Metro website, phone number and bus service numbers; and taxi phone numbers.	Supported	TPS will review processes and infrastructure already in place. Development of a pamphlet or signage in the Visits Centre to resolve this recommendation is planned.	Open
144	TPS updates its website to include more detailed information regarding transport options to assist persons wishing to visit a prison.	Supported	TPS will meet this recommendation.	Open
145	TPS provides refreshments including drinking water at visits areas in all custodial centres and the Visitor Reception Centre.	Supported	TPS will meet this recommendation.	Open
146	TPS reviews the Mary Hutchinson Women's Prison visits area so that the area includes appropriate visitor	Supported - Existing Initiative	Plans underway to convert the Roland Unit into a multi-purpose unit – including visits – will address this Recommendation.	Open



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Ref No	Description	Initial DoJ (TPS) Response	Corrective Action Taken	Current Status
	amenities, is more child friendly and incorporates an adequate children's play area.			
147	TPS reviews the visits areas for the reception prisons and implements changes to ensure that there are resources to occupy children during a visiting session.	Infrastructure consideration	This recommendation is supported in principle, however has significant budgetary implications and is a decision for Government through the normal budget processes. The construction of the new Southern Remand Centre and North Prison will address this recommendation.	Open
148	TPS addresses concerns regarding prisoner privacy in the visits area at Launceston Reception Prison.	Supported in Principle	TPS has considered this recommendation, noting the need to balance privacy with security when facilitating appropriate visits between prisoners and others. New visits facilities at the LRP were opened in June 2019. This item is now considered closed.	Closed
149	TPS makes available healthy food options in all visiting areas.	Supported	TPS currently makes healthy food options available in visiting areas.	Closed
150	TPS explores options and implements changes to provide a replacement booking system for visits that is flexible, simple, and accessible.	Supported in Principle	TPS will consider this recommendation, noting the need for funding to meet this requirement. TPS notes that a new visits booking system is being considered as part of the Justice Connect project.	Open
151	TPS explores options and implements changes to provide for improved data collection, collation and reporting on prisoner requests to attend funerals, particularly data detailing numbers of requests made, broken down into allowed and disallowed requests.	Supported in Principle	TPS will meet this recommendation as part of the Justice Connect project.	Open
152	TPS significantly increases prisoner access to Skype (or other similar technologies) to further facilitate family and community contact in all prisons.	Supported in Principle	TPS will consider this recommendation for prisoners who qualify for access to these privileges (services) as part of the Justice Connect project.	Open
153	TPS ensures the toilets are cleaned on a regular basis in Risdon Prison Complex as children should be able to use these facilities at the weekly homework club sessions and quarterly Kids' Days.	Supported - Existing Initiative	Toilets are cleaned by wards men on a daily basis. No further action required.	Closed
154	TPS explores and provides an incentive-based visit program aimed at reducing the gap that develops when a family member is in prison.	Supported in Principle	TPS will consider this recommendation further as part of a review of the prisoner contract system and in conjunction with our partnership with Red Cross and Onesimus.	Open

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Ref No	Description	Initial DoJ (TPS) Response	Corrective Action Taken	Current Status
155	TPS considers the recent publication of Lord Michael Farmer’s review, ‘Importance of Strengthening Prisoners’ which outlines recommendations on strengthening family ties for prisoners to prevent reoffending and reduce intergenerational crime.	Supported	TPS is developing its own local framework.	Open



## Appendix 2 – Department of Health – Update on Responses to Recommendations – Care and Wellbeing Inspection Report

### AYDC - Health and Wellbeing Inspection - Recommendations

Recommendation	DOH Response	Progress
5. Introduces procedures so that the health record of a young person in detention at AYDC follows the young person if that young person enters a Tasmanian adult custodial centre.	<b>Supported in Principle -</b> CPHS support this recommendation in principle as per the report.	The TIER 1 assessment process upon admission to custodial centres enables all existing medical records to be checked and captured, meaning a health record of a young person from AYDC would be captured as part of this process if they were to enter a Tasmanian adult custodial centre.  The Prison Health Pro program holds prisoner health records, and is employed at both AYDC and adult custodial centres. The data is separate between the two facilities. Notes from AYDC can be moved into the adult program where required and kept as an attachment for reference, although it is noted they are no longer in real time once this occurs.

### TPS - Care and Wellbeing Inspection - Recommendations

Recommendation	DOH Response	Progress
65. Undertakes a review of the medical chit process, with consideration given to the division of responsibilities between TPS and Correctional Primary Health Services, and implements changes to improve the process.	<b>Supported in Principle -</b> This process is currently being discussed by the TPS and CPHS.	Discussions are ongoing between CPHS and TPS.

<p>66. Seeks a rotation from Royal Hobart Hospital and Launceston General Hospital of a Junior Resident Medical Officer to assist with burgeoning workloads of CPHS Medical Officers.</p>	<p><b>Supported in Principle -</b> The possibility of CPHS seeking a rotation from the Royal Hobart Hospital of a Junior Resident Medical Officer to assist with burgeoning workloads of CPHS Medical Officers has already been explored by the current CPHS Head of Department and the Royal Hobart Hospital. CPHS agrees an agreement of this nature would be mutually beneficial; options for rotation with Launceston General Hospital will also be explored.</p>	<p>While a placement has yet to be secured, CPHS is continuing to explore the possibility of a rotation from the Royal Hobart Hospital and Launceston General Hospital of Junior Resident Medical Officers.</p>
<p>67. Develops a nurse-based workforce that reflects the diverse health needs of the complex client group (i.e. not all generalist nurses), specifically mental health and drug and alcohol nurses.</p>	<p><b>Supported - Existing Initiative -</b> CPHS is already a nurse based workforce. A proportion of CPHS nursing staff are dual classified with both generalist and mental health qualifications. Dedicated mental health nurses and a Clinical Nurse Consultant (CNC) – Co-morbidity are already employed. The CNC – Co Morbidity position is a conduit for mental health and drug and alcohol work within CPHS. While some nurses at CPHS have mental health qualifications, CPHS do not employ drug and alcohol nurses as a speciality. The CPHS establishment review will explore the services currently being provided.</p>	<p>Continued as per original response.</p>



<p><b>68.</b> Enters formal arrangements with the Aboriginal Community Controlled Health Organisations in the south and north of the State, or recruits Aboriginal Health Workers to the service.</p>	<p><b>Supported in Principle -</b> CPHS supports entering formal arrangements with the Aboriginal Community Controlled Health Organisations in the south and north of the state, or recruitment of Aboriginal Health Workers to the service.</p>	<p>CHPS continues to support entering formal arrangements with the ACCHO in the south and north of the state, though these have yet to be formally arranged.</p> <p>CPHS currently liaises with the Tasmanian Aboriginal Centre for clients with alcohol and drug issues.</p>
<p><b>69.</b> Explores with TPS the funding and commissioning of a radiology suite on the Risdon campus.</p>	<p><b>Supported -</b> CPHS will explore with TPS the funding and commissioning of a radiology suite on Risdon campus, noting that infrastructure changes to the Risdon campus would be required.</p>	<p>Discussions have continued between CPHS and TPS in relation to the funding and commissioning of a radiology suite at the Risdon campus. Where radiology services are required, these have continued to be provided to prisoners via outpatient services.</p>
<p><b>70.</b> Explores with TPS the funding and commissioning of a physiotherapy suite on the Risdon campus.</p>	<p><b>Supported -</b> Noting the CPHS establishment review, this recommendation can be explored by CPHS and TPS. The Department of Health notes CPHS currently employs a physiotherapist to provide services one day per week.</p>	<p>Discussions have continued between CPHS and TPS in relation to the funding and commissioning of a physiotherapy suite at the Risdon campus. CPHS has continued to employ a physiotherapist to provide services one day per week.</p>
<p><b>71.</b> Reviews the governance for pharmacists, with a view to changing the structure so that the pharmacists report directly to a senior pharmacist.</p>	<p><b>Supported -</b> The Department of Health notes CPHS senior management has enquired into the possibility of this occurring. Discussions are ongoing with Pharmacy Services, THS.</p>	<p>A senior pharmacist currently works within CPHS. Discussions remain ongoing around wider pharmacy governance in the THS, and there remains a close working relationship between CPHS and the Pharmaceutical Services Branch within the Department of Health.</p>

<p><b>72.</b> Introduces the community-accepted standard for medication management, which is to allow medications to be provided to prisoners, where it is appropriate, on a weekly basis.</p>	<p><b>Supported - Existing Initiative -</b> This is currently completed where possible within Minimum Security. CPHS senior management is investigating whether this would be manageable in the broader prison environment.</p>	<p>This has continued to be completed where possible within Minimum Security. It has been expanded to the Women’s Prison, and CPHS senior management will continue to monitor whether further expansion can occur.</p>
<p><b>73.</b> Ensures that all medications distributed to prisoners are signed for by nursing staff contemporaneously to distributing the medication.</p>	<p><b>Supported in Principle -</b> A CPHS Medication Management Review has been developed on behalf of the Electronic Medication Management Project, in order to review the prescription and pharmacy functions of the CPHS.</p>	<p>The CPHS Medication Management Review remains ongoing and advice will be provided to the THS executive for consideration.</p>
<p><b>74.</b> Ensures that when a prisoner refuses a regular order, the appropriate notation is made on the prisoner’s medication chart.</p>	<p><b>Supported - Existing Initiative -</b> CPHS staff record each refusal within the existing record management system (Prison Health Pro). The recording of a medication refusal on Prison Health Pro is not the same as recording this on a medication chart. Recording medication refusals on medication charts is impracticable using CPHS’ current system due to the volume of medications administered each day. Prison Health Pro is the primary clinical record at CPHS and is accessed by all clinicians.</p>	<p>Continued as per original response.</p>



<p><b>75.</b> Reviews the processes relating to blood tests taken as part of the admission screen/assessment and implements changes to ensure that this screening does not cease during busy periods.</p>	<p><b>Supported - Existing Initiative -</b> CPHS currently takes all bloods at the TIER 1 assessment upon admission.</p>	<p>Continued as per original response.</p>
<p><b>76.</b> Review the responsibility and processes for cleaning of the Inpatients facility to ensure adequate and timely sanitation and infection control.</p>	<p><b>Supported in Principle -</b> This process is currently being discussed by the TPS and CPHS.</p>	<p>Discussions between CPHS and TPS around the responsibility of and processes for cleaning inpatient facilities have progressed, and agreement has been reached that CPHS is responsible for cleaning inpatient facilities.</p>
<p><b>77.</b> Consider options for implementing an appropriate forum to improve communications and discuss and resolve issues on a regular basis.</p>	<p><b>Supported - Existing Initiative -</b> TPS and CPHS senior management currently meet on a monthly basis to discuss and resolve any ongoing issues. The Assistant Director of Nursing (ADON), CPHS, attends TPS Senior Management Team meetings weekly, meets with superintendents daily and has weekly meetings with the superintendent responsible for the health centre area. There is also close collaboration between TPS Therapeutic Services and the CPHS Mental Health Team. The Northern CPHS Nurse Unit Manager (NUM) meets with TPS to discuss various issues.</p>	<p>Continued as per original response. The ADON, CPHS attends TPS Senior Management meetings on a monthly basis.</p>

<p><b>80.</b> Considers the training needs of prison officers to identify, communicate, and de-escalate prisoners with mental illnesses. Based on the prison officers’ needs, a training package should be developed and delivered.</p>	<p><b>Supported -</b> There are discussions underway to identify opportunities to deliver Connecting with People (CwP) training to TPS staff. The Department of Health can collaborate with the TPS to identify suitable and evidence-based training programs and to facilitate delivery of CwP subject to available resources.</p>	<p>There has been significant progress towards achieving this recommendation with respect to CwP training, with a High Needs Support Counsellor at Risdon Prison accredited as a CwP trainer in June 2018. Two CwP modules – Suicide Awareness and Emotional Resilience – were also delivered to 36 Correctional Officers in February 2019.</p> <p>In May 2019, a further 13 Tasmanians were accredited to deliver CwP training. There are now CwP accredited trainers within Justice, CPHS and FMHS who are well-placed to plan further roll-out of the CwP modules across both the Departments of Health and Justice.</p>
<p><b>81.</b> Commences planning immediately to meet the need for additional dedicated mental health professionals to work in the prisons. Service levels should be modelled on existing and anticipated demand, taking into consideration the developing national standards.</p>	<p><b>Supported in Principle -</b> The Department of Health notes the CPHS establishment review may also make recommendations to this extent. The service is committed to the formulation of a strategic plan which meets national standards. The Prisoner Mental Health Care Task Force, established on 18 September 2018, will urgently examine procedures relating to prisoner psychiatric care assessments and prisoner discharges. As part of this work, the Task Force will identify options aimed at ensuring prisoner health assessments and prisoner discharge processes are as rigorous as possible.</p>	<p>The Prisoner Mental Health Care Taskforce prepared a Final Report in March 2019 which has been provided to the Ministers for Corrections and Health. The Final Report makes 19 recommendations to improve the delivery of mental health services to prisoners and people who are remanded. The recommendations apply to resourcing, information management, documentation and processes. Across both the Departments of Health and Justice, several of the Report’s recommendations are already in the process of being implemented.</p> <p>The Government is not releasing the Taskforce’s Final Report as the Coronial Inquest into the death of Ms Delios remains ongoing. A copy of the Final Report has however been provided to the Coroner for consideration.</p>



<p><b>82.</b> Includes in strategic planning for mental health services workforce development, professional development, and succession planning to ensure growth and stability of the workforce overtime.</p>	<p><b>Supported in Principle -</b> See response to Recommendation 81.</p>	<p>See response for Rec 81.</p>
<p><b>83.</b> Considers formalising the mental health screening by using a dedicated and validated mental health screening form, and engaging qualified mental health nurses to conduct the mental health screening, separate to the general health screening assessment.</p>	<p><b>Supported in Principle -</b> See response to Recommendation 81.</p>	<p>See response for Rec 81.</p>
<p><b>84.</b> Reviews the process and content of their approach to triaging prisoners with mental illness, in order to move towards a more systemic and formalised approach.</p>	<p><b>Supported in Principle -</b> See response to Recommendation 81.</p>	<p>See response for Rec 81.</p>
<p><b>85.</b> Consider establishing a service agreement with the Forensic Mental Health Services for the provision of psychiatric services.</p>	<p><b>Supported - Existing Initiative -</b> CPHS is currently within the same management structure as FMHS. The draft Memorandum of Understanding between TPS and CPHS also incorporates FMHS, though this is yet to be ratified.</p>	<p>Continued as per original response.</p>

<p><b>86.</b> Give further consideration to the structure and role of mental health professionals. The development of a multidisciplinary team with clear roles in the assessment, treatment, and monitoring of prisoners with mental illnesses is required.</p>	<p><b>Supported - Existing Initiative -</b> As outlined above, CPHS falls within the auspices of FMHS and it is part of an existing multidisciplinary team within that structure.</p>	<p>Continued as per original response.</p>
<p><b>87.</b> Undertake planning for a dedicated mental health unit within the prison to serve as a step down facility:</p> <ul style="list-style-type: none"> <li>a. for prisoners returning from hospitalisation; and</li> <li>b. to assist in managing and providing treatment to prisoners who require dedicated mental health care but do not meet the requirements for involuntary hospitalisation in a secure forensic mental health facility.</li> </ul>	<p><b>Supported in Principle -</b> See response to Recommendation 81.</p>	<p>CPHS remains supportive of this recommendation. While this recommendation is a joint TPS and CPHS responsibility, DoH notes work on a dedicated mental health unit within the prison would be led by DoJ, with input from DoH.</p>
<p><b>88.</b> Develop a community integration program to identify and bridge prisoners with mental illnesses to appropriate community mental health services when preparing for their release.</p>	<p><b>Supported in Principle -</b> The Department of Health notes that CPHS will look into appropriate services and engage with the TPS.</p>	<p>Meetings have been held between CPHS and Community Mental Health in regards to the referral pathway.</p> <p>To date, key personnel have been identified for involvement in a communications process, for when prisoners are released or brought into custody. It has been agreed CPHS will use the Digital Medical Records alert system for community information.</p>



<p><b>89.</b> Work together to model service demand to help identify the nature and extent of mental health services and capacity required now, over the short term and longer term, to meet the needs of prisoners with mental illnesses.</p>	<p><b>Supported in Principle -</b> See response to Recommendation 81.</p>	<p>See response for Rec 81.</p>
<p><b>120.</b> Facilitates an independent review of the Department of Health and Human Services state-wide community, and TPS, Alcohol and Drug models of care.</p>	<p><b>Supported in Principle -</b> The Department of Health has recently commissioned a review of the delivery of alcohol and drug services in Tasmania, as it is undertaking consultation of a draft 'Reform Agenda for Alcohol and Drug Services in Tasmania'.</p>	<p>People in, or leaving, the criminal justice system were identified in the review of the delivery of alcohol and drug services in Tasmania as a specific population group at greater risk of alcohol and other drug-related harm. They are likewise identified as such in the draft Reform Agenda for Alcohol and Drug Services in Tasmania.</p> <p>Reform Direction 4 of the draft Reform Agenda is concerned with responding to specific population groups and has a specific action to 'work closely with Correctional Primary Health Services and the Department of Justice to better support people in or leaving the justice system'. The public consultation period for the draft Reform Agenda closed in late 2018, and it is expected the final Reform Agenda will be released in late 2019.</p>
<p><b>121.</b> Facilitates an independent appraisal of the pharmacotherapy program noting the need, the integrity of any program, and the appropriate policies and procedures that should underpin an agreed program.</p>	<p><b>Supported in Principle -</b> The ADS is currently undertaking an internal review of the Tasmanian Opioid Pharmacotherapy Program (TOPP). Recently released prisoners are identified as a priority access group under the TOPP. Given the high risk of overdose and death for recently released prisoners who are opioid dependent, it is important the care provided is assertive and well-coordinated. There is also a requirement for planned, timely and effective communication between CPHS and ADS to ensure a seamless clinical handover and</p>	<p>Work to review the TOPP is continuing.</p>

	<p>manage this priority group safely and within each service's resources. Objectives of the TOPP Review include reviewing the current operation of the TOPP to identify barriers and gaps to its operation.</p>	
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## Appendix 3 – Department of Communities Tasmania – Update on Responses to Recommendations – Care and Wellbeing Inspection Report

Health and Wellbeing Inspection - Recommendations		
Recommendation	AYDC Response	Progress
1. Develops a clear policy concerning consent to medical treatment for minors which provides guidance to staff to assist with assessing a young person's capacity to legally consent to medical procedures and treatment.	<b>Supported -</b> This will be added to the Children and Youth Services workplan and prioritised alongside other policy imperatives.	This work has been included in the CYS workplan and completion will be based on priority and competing work demands. Work will include the development of an implementation plan outlining responsibilities for implementation.
2. Provides condoms and basic toiletries in the 'exit pack' provided to young people on release.	<b>Supported in Part -</b> A backpack or bag is currently provided on exit for personal belongings. The provision of essentials, including toiletries, is dependent upon the type of living arrangements the young person is returning to. Education on safe sex is delivered onsite by various providers. It would not, however, be appropriate for AYDC to provide condoms to a 12-year-old resident on release.	Completed in accordance with the 'supported in part' response to the recommendation
3. Engages the services of an adolescent physician on a regular basis.	<b>Supported in Principle -</b> While there is in principle support for increased service levels, the implementation of this recommendation is subject to new funding being made available. Work will also need to occur to make sure the service mix and delivery model is the right one. This will need to be determined in collaboration with Department of Health (DoH) taking into account the range of reforms and initiatives already underway. These are detailed at the end of the recommendations.	This will be considered as part of the development of a service level agreement with the Tasmanian Health Service
4. Engages the services of an Aboriginal health worker on a regular basis.	<b>Supported in Principle -</b> AYDC is currently supported by the Tasmanian Aboriginal Centre, visiting Elders and the Circular Head Aboriginal Community. The federally funded Corner Stone Youth Services also provides a worker who attends AYDC with a specific focus on aboriginal residents. While there is in principle support for increased service levels, the implementation of this recommendation is subject to new funding being made available. Work will also need to occur to make sure the service mix and delivery model is the right one. This will need to be determined in collaboration with Department of Health (DoH) taking into account the range of reforms and initiatives already underway. These are detailed at the end of the recommendations.	This will be considered as part of the development of a service level agreement with the Tasmanian Health Service
5. Introduces procedures so that the health record of a young person in detention at AYDC follows the young person if that young person enters a Tasmanian adult custodial centre.	<b>Correctional Primary Health Services (CPHS)</b>	This action is the responsibility of the CPHS which has provided the following advice: The Prison Health Pro program holds prisoner health records, and is employed at both AYDC and adult custodial centres. The data is separate between the two facilities. Notes from AYDC can be moved into the adult program where required and kept as an attachment for reference, although it is noted they are no longer in real time once this occurs.  All existing medical records are checked and captured as part of the TIER 1 assessment upon admission to custodial centres.
6. Considers introducing drug and alcohol testing where a young person appears affected by alcohol and/or other drugs, or there is some intelligence that indicates that a young person has been consuming alcohol or drugs, or has these items in their possession.	<b>Supported in Principle -</b> Nursing staff do suggest and conduct some testing. Introduction of testing in response to suspected contraband will be considered in the review of the Personal Searches procedure. This will include consideration of the legal basis for directing a young person to submit to testing for controlled substances or alcohol. The review of the Personal Searches procedure will be added to the Planning and Program Support Unit's workplan and prioritised alongside other policy imperatives.	The review of the searches procedure identified that the issue of testing for controlled substances extended beyond the parameters of the legislative framework governing searches. The issue of testing for controlled substances requires additional legal considerations and will be explored as part of the 2021-22 Quality Improvement Plan for AYDC when a drug strategy will be considered.

## Appendix 3

<p>7. Increases the dedicated psychiatry time for young people in detention and links to external psychiatry services to assist young people upon release.</p>	<p><b>Supported in Principle -</b> While there is in principle support for increased service levels, the implementation of this recommendation is subject to new funding being made available. Work will also need to occur to make sure the service mix and delivery model is the right one. This will need to be determined in collaboration with Department of Health (DoH) taking into account the range of reforms and initiatives already underway. These are detailed at the end of the recommendations.</p>	<p>This will be considered as part of the development of a service level agreement with the Tasmanian Health Service</p>
<p>8. Increases the dedicated clinical psychology time for young people in detention.</p>	<p><b>Supported in Principle -</b> While there is in principle support for increased service levels, the implementation of this recommendation is subject to new funding being made available. Work will also need to occur to make sure the service mix and delivery model is the right one. This will need to be determined in collaboration with Department of Health (DoH) taking into account the range of reforms and initiatives already underway. These are detailed at the end of the recommendations.</p>	<p>This will be considered as part of the development of a service level agreement with the Tasmanian Health Service</p>
<p>9. Minimises the use of sweets, icy poles and other snack foods as incentives.</p>	<p><b>Supported - Existing Initiative -</b> Icy poles and other such snacks have been withdrawn from Units. Whilst it is acknowledged that some young people occasionally make poor food choices, they do have some insight into this. The availability and choice of food is frequently brought up for discussion at Resident Advisory Group meetings. One such meeting was the catalyst to reduce desserts to twice per week and provide healthier food options in the Units.</p>	<p>Completed</p>
<p>10. Develops and implements a strategy to limit the amount of flavouring in the form of bottles of topping, milo or similar milk flavouring, icy poles and ice cream available to the units.</p>	<p><b>Supported - Existing Initiative -</b> Cordial was significantly reduced at Ashley as a health initiative and replaced with ingredients for making fruit smoothies. Icy poles have been withdrawn from Units.</p>	<p>Completed</p>
<p>11. Reduces the availability of less nutritious items in the units, offering instead items such as yoghurt, cheese, fruit, nuts, tuna, eggs, baked beans, wholegrain biscuits, and possibly precooked rice dishes in sachets.</p>	<p><b>Supported - Existing Initiative -</b> Healthier options have replaced unhealthy options and snacks are not automatically provided on request. Baked beans, bread and condiments are always available in the Units.</p>	<p>Completed</p>
<p>12. Introduces a "traffic light" system to categorise foods and drinks on the canteen lists according to their nutritional value and levels of energy, saturated fat, fibre, sugar and salt.</p>	<p><b>Supported in Part -</b> AYDC has made a lot of progress to ensure 'everyday foods' are nutritious and come from the five food groups. The canteen provides young people with the opportunity to purchase 'occasional foods'. These are foods that should only be consumed sometimes and in small quantities. As the report indicates, canteen is held once per week and the amount a young person can spend is limited by the 'colour' they are on in the Behaviour Development Scheme. Items available in the canteen are frequently discussed at Resident Advisory Group Meetings.</p>	<p>In progress - Work is underway on obtaining dietary advice on traffic light categorisation and amending the canteen list as appropriate. This will include seeking advice on food types that can be added to each traffic light colour. It is anticipated that this work will be completed by the end of December 2019.</p>
<p>13. Considers moving dining back to a central area for evening meals so that kitchen staff could work on presentation to make the meals more visually appealing to encourage consumption and thus reduce wastage.</p>	<p><b>Supported in Part -</b> The reinstating of evening meals in the dining room during daylight savings hours, will be considered. Outside of daylight savings, there are safety and security issues, with the movement of residents in the dark. The kitchen is now open for longer to reduce the time between preparation and consumption of evening meals. This means fresher meals, leading to reduced wastage.</p>	<p>As noted in the initial response to the recommendation, this is unable to be implemented at the current time due to safety and security concerns.</p>
<p>14. Recommences, and makes available to all residents, a cooking course, focussed on preparing wholesome food that is not excessively high in sugar or salt.</p>	<p><b>Supported - Existing Initiative -</b> The AYDC Program Co-ordinator has recently established weekly cooking classes at the School learning kitchen. Cooking and nutrition are discussed and followed. Additionally, AYDC's vegetable gardens are now back in use, as a joint enterprise with the School.</p>	<p>Completed</p>



<p>15. Engages ongoing dietician services to support AYDC nutrition education initiatives, to provide education on the nutritional needs of young people to staff and residents, and to provide one-on-one counselling support to residents where needed.</p>	<p><b>Supported in Principle -</b> While there is in principle support for increased service levels, the implementation of this recommendation is subject to new funding being made available. Work will also need to occur to make sure the service mix and delivery model is the right one. This will need to be determined in collaboration with Department of Health (DoH) taking into account the range of reforms and initiatives already underway. These are detailed at the end of the recommendations.</p>	<p>In progress - Information is being sourced to support nutritional planning at AYDC. Further work is required around identifying food triggers for young people, including identification of food allergies and the way in which such information is obtained and recorded. This work is expected to be completed by the end of December 2019.</p>
<p>16. Implements the recommendations contained in the student dietician report Identifying priority area for improvement to support healthy eating promotion within the Ashley Youth Detention Centre setting (2016), with the exception of complete removal of the less nutritious food options provided in the units.</p>	<p><b>Supported in Principle -</b> Following on from recommendation 15, if the services of a Dietician were secured, it would be appropriate for the incumbent to determine an overarching strategy for healthy eating at AYDC.</p>	<p>In progress - see response to rec 15.</p>
<p>17. Includes in its food safety program a reference to the protocol for identifying young people with food allergies when first taken into custody.</p>	<p><b>Supported -</b> Food allergies and health needs, more broadly, are identified during Induction. Induction commences when the young person arrives at AYDC. The Induction procedure and food safety program will be amended to ensure that any allergies identified are reported to the kitchen. To address non-food allergies, AYDC has upgraded to a better washing detergent and is considering on-site laundering to remove health issues around dry-cleaning chemicals.</p>	<p>In progress - see response to rec 15.</p>
<p>18. Ensures that both an admissions unit staff member and the young person to whom property belongs sign the property sheet listing signed-in property.</p>	<p><b>Supported - Existing Initiative -</b> The personal property on admission form supports signatures from both the young person and admission unit staff. This form is kept with the property and a copy on the residents' file. Information from the form is also entered into the Youth Custodial Information System. If gifts are received, for example Christmas and Birthdays, they are stored with personal property and the property list is amended. These forms are now subject to audits.</p>	<p>Completed</p>
<p>19. Provides additional healthy food options for purchase through the canteen.</p>	<p><b>Supported in Part -</b> Items on the canteen list are subject to occasional review. These reviews take into consideration the preferences of the young people on site, historical demand, shelf life, cost as well as those items freely available in the Units. If there is an expressed demand for a healthy item, that can be provided safely (no metal ring pulls), consideration will be given to making these freely available in the Units. The provision of baked beans is an example of this.</p>	<p>In progress - see response to rec 12</p>



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