



OFFICE OF THE
CUSTODIAL INSPECTOR
TASMANIA

Annual Report 2019-20



About this report

This report describes the functions and operations of the Custodial Inspector for the year ending 30 June 2020.

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 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 fourth year of operation for the inspectorate. As I have reported in previous years, the work continues to be demanding and this is especially so given the inspectorate’s limited resources.

In 2019-20, inspections were undertaken against the full suite of Resources and Systems inspection standards, for both adults and young people, at all six custodial centres. This inspection considered a range of topics including custodial centre workforces, prison regimes, and strategic plans. It also considered the community engagement activities and environmental sustainability measures implemented at custodial centres.

Inspections were also planned for the entire suite of Care and Wellbeing inspection standards at all custodial centres from March through to June 2020. These inspections were postponed due to the COVID-19 pandemic and will be rescheduled as soon as it is practicable to do so.

In 2019-20, the following reports were finalised and tabled 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 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 Adult Custodial Services in Tasmania, 2018: Rehabilitation and Reintegration Inspection Report;*
- *Inspection of Youth Custodial Services in Tasmania, 2018: Education and Programs Inspection Report;* and
- *Inspection of Adult Custodial Services in Tasmania, 2019: Resources and Systems 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 the consultation process is finalised.



The Resources and Systems inspection report for the Ashley Youth Detention Centre is currently being finalised and it is hoped that it will be completed and tabled by the end of the 2020 calendar year.

Attached at Appendix 1 to 6 of this report are details of stakeholder responses to recommendations contained in all my inspection reports tabled in Parliament to date. The attachments also detail actions taken by the relevant department to address my concerns. Commencing the 2020-21 reporting year, progress reports will not be included in my annual reports. Rather, there will be a dedicated section on the Custodial Inspector website for these reports.

Richard Connock
Custodial Inspector

October 2020



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 that of 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.

Having now completed a three-year cycle of inspections it is overwhelmingly apparent that additional staff are required. The inadequacy of staffing is reflected by the long delays between onsite inspections and the publication of reports.

With a total of 1.5 fulltime equivalent (FTE) staff the inspectorate has six custodial centres and transport vehicles to inspect. Considering custodial centres only, that is a ratio of 4 prisons to each staff FTE. By way of comparison, the Office of the Inspector of Custodial Services in Western Australia has a staffing establishment of 20, with 17 of those positions being permanent full-time. That Office's jurisdiction includes 17 prisons, five work prison camps, one juvenile justice centre and all court custody centres, with a ratio of 1.15 prisons to each staff FTE.



All inspections at all custodial centres are undertaken by both staff, together. Inspectorate staff have unfettered access to custodial centres and prisoners and detainees and for safety and security reasons, inspection activities are never undertaken by one staff member alone. This restricts the time that at least one staff member could be using to undertake other tasks such as report writing, research etc. The absence of one or the other of the two staff members has a significant impact on productivity.

The current 0.6 FTE Band 5 Inspection and Research Officer has undertaken only one research task since taking up the position. This is simply due to workload demands from inspection tasks. There are many research tasks which would assist the inspectorate in its understanding of best practice to provide well researched advice and recommendations. Other administrative tasks such as budget management, records management and planning have also been given less priority than required due to inspection workload demands.

Sick leave, recreation leave and long service leave are unable to be covered with the current staffing establishment. Additional staff resources would ensure that the inspection and reporting schedule could continue year round to ensure the Inspector's legislative mandate is met, despite any leave taken.

In an effort to address the resourcing constraints that the inspectorate operates with, I have highlighted staffing as an issue with the Department of Treasury and Finance in requests for funding through the budget process. I have also advised the Minister for Corrections on a number of occasions in our regular meetings. In addition, I have advised the Parliamentary Standing Committee of Public Accounts of my concerns.

2.2.1 Budget

Under section 36 of the Act, "the administration of this Act is assigned to the Minister for Corrections". Administration of the Act includes providing adequate funding for staff and other resources reasonably needed for the inspectorate to fulfil its functions.

The inspectorate started in 2016 with an initial "establishment budget" which has since continued as the funding model. It was, and continues to be, inadequate for the inspectorate to adequately function.

Since its establishment, in each financial year the inspectorate's budget submissions have requested an increased allocation for adequate funding. Additional funding requests have also been submitted outlining what the inspectorate considered to be an adequate, functional budget to allow it to fulfil its ongoing responsibilities. Regrettably, these have all been declined.

The continuation of the establishment budget has direct implications on not only the inspection process, but on the monitoring and review functions of the inspectorate. A physical inspection provides a snapshot of a custodial centre at a particular time, whereas ongoing monitoring of systems and processes provides a broader picture and better identifies systemic issues. This is because patterns and repeat behaviours are more easily identified through desktop audits. Because the inspectorate is inadequately resourced, monitoring is undertaken on an ad hoc basis, which limits its ability to proactively identify systemic issues



which may otherwise go undetected during an inspection. After completing the first three year cycle of inspections, it has become clear that monitoring supports the inspection process as it identifies areas of focus.

Reviews are undertaken when significant issues are identified, either during an inspection or through monitoring, that are so concerning that they should not be left to be addressed through the inspection cycle. To date, the inspectorate has identified several significant issues for reviews which should be undertaken, but it has no resources to do so. These reviews are outlined at 5 Key Observations. Any work in this regard can only be done around inspections to which priority has to be given due to the legislated three year time frame.

To put it simply, regular and timely reviews and monitoring, whereby issues are raised by the inspectorate with custodial centres at the time they are identified, would most likely result in better inspection outcomes – shorter reports with more positive comments where identified issues have already been addressed.

The work of the inspectorate is only set to increase with the commencement of 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 is stretched to its limits and will continue to struggle to meet its 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. I acknowledge the contribution of these consultants and am extremely grateful for the expertise they provide.

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;



- education; and
- resources and systems.

The engagement of expert consultants to assist with inspections continues to highlight 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.

Consultancy fees continue to increase, and it is difficult to locate suitable accommodation at reasonable rates in the Hobart CBD. It is expected that these cost increases will continue and funding for consultancies will require continual reassessment for adequacy.

The inspectorate completed the first three year inspection cycle in 2019. In preparation for the next inspection cycle, consultants were engaged to assist with inspections against the Care and Wellbeing suite of inspection standards including mental health care, physical health care, food and nutrition and hygiene and environmental health. Inspections were scheduled to be undertaken from March to June 2020, but have been postponed due to the outbreak of COVID-19. These will be rescheduled as soon as is practicable, taking into account that some consultants are from interstate and are affected by State border restrictions.

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 Prison (RBP)¹;
- Mary Hutchinson Women's Prison (MHWP);
- Hobart Reception Prison (HRP); and
- Launceston Reception Prison (LRP)

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

Ashley Youth Detention Centre (AYDC), which is managed by Child and Youth Services, an operational unit of the Department of Communities Tasmania (CT) is also 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.

¹ Formerly known as the Ron Barwick Minimum Security Prison. In late 2019 TPS advised that Ron Barwick Prison is now a medium security prison.



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

Section 8 provides that 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 Services² 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 functions of the office.

Regular meetings are held with the Deputy Secretary (Director of Corrective Services) of the Department of Justice.

² Correctional Primary Health Services is part of the Tasmanian Health Service and is responsible for healthcare provision at all custodial centres in Tasmania.



Currently, the inspectorate meets with TPS management as and when needed and there are no regular meetings with either the Director or Assistant Director of Prisons. Regular meetings were previously held between inspectorate staff and the Assistant Director of Prisons to raise concerns and issues with consistent themes, however, TPS has recently ceased this arrangement. Inspectorate staff have suggested that the arrangement be reinstated but at this stage, this has not occurred. The inspectorate is of the view that regular engagement with TPS is essential for both agencies and encourages TPS to reconsider its position, recognising that:

- overall, the inspectorate wants TPS to succeed, especially for the benefit of its staff, prisoners, prisoners' families and the community; and
- the purpose of the Custodial Inspector is to provide independent, proactive, preventative and systemic oversight of custodial centres and, at times, this will involve reporting negatively on performance and providing constructive feedback.

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

2.4.2 Other Stakeholders

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

- the Secretary 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; 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.

Inspectorate staff also meet with prisoners and custodial centre staff, as individuals and groups, as and when required. This occurs during and outside the inspection process. Inspectorate staff consider it a privilege that both stakeholder groups consult with them and trust them with the information they provide. For custodial centre staff especially, it is important for them to know that the inspectorate's scope includes them, not just prisoners.

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 2019-20 financial year, inspectorate staff attended a national conference in Brisbane. Whilst there, they took the opportunity, with staff from the Office of the Chief Inspector at Queensland Corrective Services, to visit adult custodial facilities in the Brisbane 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 independent custodial inspectorates in Western Australia and New South Wales. I note, however, that New South Wales recently issued revised standards for adult custodial services to incorporate the most up to date *United Nations Standard Minimum Rules for the Treatment of Prisoners* (The Mandela Rules) and the *2018 Guiding Principles for Corrections in Australia*. This is a task that must also be undertaken by the Tasmanian inspectorate, but it is an example of the type of work that cannot be done with the current resources as priority has to be given to inspecting and report writing.

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. As noted, 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 has undertaken themed inspections of custodial centres, focussing on particular inspection standards. At the end of a three year cycle, all facets of custodial centres will have been inspected against the full set of inspection standards. This has enabled the inspectorate to make best use of consultancies across all custodial centres, when required.

As indicated in 2.2 above, COVID-19 has resulted in the Inspectorate postponing inspections where expert consultants from interstate are required to assist. The Inspectorate acknowledges that without a vaccine, the impacts on travel and State borders will continue and for the foreseeable future, it is proposed that apart from those themes where expert consultants are required, inspections will be undertaken on a whole-of-facility basis. That is, apart from expert themes such as physical health, mental health, environmental health and hygiene and food and nutrition, the Inspectorate will report on each facility against the remainder of the inspection standards. Inspections against the expert themes will be undertaken across all facilities, with timeframes subject to the availability of the relevant



consultant/s. This will enable the inspectorate to meet its legislative timeframes as much as it is possible to do so.

In the 2019-20 financial year, all custodial centres, adult and youth, were inspected against the entire suite of Resources and Systems inspection standards. The draft report covering the inspection of adult custodial services and outlining preliminary findings has been finalised and is currently with the Department of Justice for consultation. The draft report relating to the inspection of youth custodial services will be completed shortly.

Other inspection reports finalised in 2019-20 were:

- *Inspection of Adult Custodial Services in Tasmania, 2018: Custody Inspection Report* tabled in Parliament on 17 October 2019;
- *Inspection of Youth Custodial Services in Tasmania, 2018: Custody Inspection Report* tabled in Parliament on 17 October 2019;
- *Inspection of Youth Custodial Services in Tasmania, 2019: Equal Opportunity Inspection Report* tabled in Parliament on 17 October 2019; and
- *Inspection of Youth Custodial Services in Tasmania, 2019: Families, Community and Partnerships Inspection Report* tabled in Parliament on 19 November 2019.

My annual report for 2018-19 outlined my findings for these inspections and all inspection reports are published on the Custodial Inspector's website following tabling in Parliament.

3.1 Resources and Systems

In August 2019, an inspection against the Resources and Systems standards at all custodial centres was undertaken including all TPS sites and AYDC.

Consultancy services for this inspection were provided by the BelRose Group.

The inspection involved onsite observations, staff surveys, interviewing key stakeholders and review of documentation to assess custodial centres against the relevant standards which, generally, seek to ensure that:

- custodial centre workforces are multidisciplinary, with staff appropriately trained, accredited, led and supported;
- custodial centre management understands the centre's role and target population and provides appropriate regimes directed at outcomes for those populations;
- appropriate strategic, business and financial plans are in place as well as robust records management systems and practices;
- the community is engaged with prisons and prisoners to prepare prisoners for release, provide opportunity for prisoners to contribute to the community and foster greater understanding and support for the work of prisons; and
- the prison implements environmental sustainability measures and contributes to government environmental sustainability objectives.



4 Audit of implementation of recommendations – Inspection of Adult Custodial Services in Tasmania, 2017: Care and Wellbeing Inspection Report

My annual report for 2018-19 included stakeholder responses to the recommendations contained in all my inspection reports tabled in Parliament to date. These responses outlined the actions taken by the relevant department to implement my recommendations, or address my concerns.

The Department of Justice was advised that its responses to recommendations made in my *Inspection of Adult Custodial Services in Tasmania, 2017: Care and Wellbeing Inspection Report* would be included in my annual report for 2018-19 and I relied on the information it provided in good faith when doing so.

Following the tabling and publication of my annual report for 2018-19, my staff were advised by prisoners during an onsite visit that what had been reported by the Department of Justice in its *Update on Responses to Recommendations - Care and Wellbeing Inspection Report* was not accurate. As a result, in January 2020, my staff audited the corrective action taken as reported by the Department of Justice. The audit confirmed the information provided by prisoners to be correct. Many of the recommendations had not been progressed.

On raising the audit outcomes with the Secretary of the Department of Justice, a response to the audit was provided which indicated:

- a number of recommendations had been re-opened;
- additional action had been taken in response to others; and
- TPS has convened monthly management meetings to address matters raised in my inspection reports and review outstanding recommendations.

The Department of Justice response to the audit is attached at Appendix 7.

Additionally, it is noted that many of the Department's responses in relation to the *Inspection of Adult Custodial Services in Tasmania, 2018: Custody Inspection Report* do not reflect the operational environment at TPS. For example, some of the responses refer to Director's Standing Orders that address concerns that I have raised, yet the DSOs are not always adhered to in practice. Similarly, in relation to a recommendation for self care living arrangements, the TPS response indicates that these are already in place with accommodation units such as the Vanessa Goodwin units at MHWP and the O'Hara cottages. Whilst these units are set up to facilitate self care living, the operational framework does not allow this. Generally, in this regard, the progress against recommendations will be a primary focus for the inspectorate in 2020-21 to ensure that my reporting accurately reflects the operational reality in custodial centres.



5 Key Observations

As I have reported in previous years, increasing prisoner numbers continue to challenge 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.

Lockdowns and staff shortages also continue to be ongoing issues for TPS. Staff shortages create pressures such as increased overtime costs and a generally fatigued workforce while lockdowns restrict prisoners' time out of cell and impact the availability of services such as education, rehabilitation and reintegration, therapeutic counselling and criminogenic programs. TPS has advised that ongoing recruitment will address both issues. Despite correctional officer recruitment, the inspectorate has noted that lockdowns have continued and, in particular, have been exacerbated by the COVID-19 pandemic. TPS implemented a split roster of two teams for its custodial staff to ensure adequate staffing for the pandemic, but even after restrictions eased and TPS moved back to its regular roster, lockdowns are common.

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 construction of the Southern Remand Centre on the Risdon site has commenced, and the Tasmanian Government has plans for a new prison in northern Tasmania. These facilities, when completed, will alleviate some of the system pressures for TPS, however it is noted that the Southern Remand Centre will accommodate only male prisoners. There is no allocation of cells for women and with the women prisoner population increasing, and approximately one third of women prisoners on remand, plans should be made to address this need.

Additionally, the facilities at MHWP do not provide for a crisis support unit where women prisoners with severe mental health issues and those at risk of suicide and/or self harm (SASH) can be safely accommodated for their needs to be addressed. Nor can women prisoners access drug and alcohol treatment programs similar to those offered to male prisoners. Plans should be made to address these inequities.

Other issues of concern are:

- **Canvas bedding for prisoners in solitary confinement**

The inspectorate's monitoring of prisoners in solitary confinement highlighted that all prisoners in the Franklin unit are issued with canvas bedding, rather than the standard



bed pack issued to mainstream prisoners. This is the case, even if the prisoner is not at risk of SASH.

The inspectorate's view is that unless prisoners are at risk of SASH, they should be provided with regular bedding and the requirement of canvas bedding for prisoners in solitary confinement could be viewed as further punishment when, for most prisoners, moving to solitary confinement and being subject to its restricted regime is punishment enough.

When this issue was raised with the Director of Prisons, the inspectorate was advised that the decision to provide canvas bedding to prisoners in solitary confinement is based on factors including prisoner safety, staff safety and historical experiences and practice, but that TPS would undertake a jurisdictional review to consider what other states and territories do.

The inspectorate awaits the outcome of this jurisdictional review.

- **Use of force continuum**

The inspectorate regularly reviews use of force incidents and is concerned that de-escalation measures are not always employed before force is used on prisoners.

Ideally, the inspectorate should undertake a review of the use of force continuum, but this has not been possible due to the inspection and report writing workload. The inspectorate's review would consider the training for use of force for custodial officers, relevant operating procedures and audit samples of use of force footage to determine compliance. In the meantime, use of force will continue to be monitored by the inspectorate on a regular basis.

- **Disciplinary processes and contract levels**

The inspectorate is not satisfied that TPS staff always follow proper process in accordance with the provisions of Director's Standing Orders relating to disciplinary processes and contract levels. The inspectorate has identified several prisoner case studies which highlight the following issues:

- prisoners being subject to discipline and sanctions when no prison offence has been proven;
- investigating officers adding offences during an investigation when they were not physically present and did not witness the incident, resulting in increased sanction time; and
- despite advice from TPS that the contract system is not linked to the disciplinary process, prisoners are being sanctioned and having their contract levels reduced contemporaneously.

The inspectorate will continue to monitor prison disciplinary processes and raise issues with TPS as and when required.



- **Prisoner relocations**

The inspectorate is not satisfied that proper processes are always followed when prisoners are transferred to the Franklin and Tamar separate confinement units at the Risdon Prison Complex (RPC). As indicated above, prison capacity is concerning and the Tamar and Franklin units in RPC are commonly bed locked³. The inspectorate has identified the following issues:

- prisoners have been transferred to these units for reasons other than separate confinement;
- the decision to transfer prisoners to these units is not always supported by documented evidence, including appropriate authorisation for separate confinement; and
- prisoners are not always informed in writing of the reasons for their confinement in these units, the period of confinement and the right to appeal the decision to place him there.

The inspectorate's view is that regardless of the reason they are accommodated there, all prisoners in Tamar and Franklin are effectively in separate confinement. Proper process, in accordance with the relevant Director's Standing Orders, should be followed and this is particularly so in relation to documenting the authority for separate confinement.

The inspectorate will continue to closely monitor prisoner transfers and raise issues with TPS as and when required.

- **Section 42 leave resumption**

As reported in my *Inspection of Adult Custodial Services in Tasmania, 2018: Rehabilitation and Reintegration Inspection Report*, TPS temporarily cancelled all section 42 leave following an escape from the Ron Barwick Minimum Prison in late 2019.

TPS recently announced the resumption of section 42 leave for prisoners to undertake external employment, on the condition that the prisoners who undertake this leave are isolated from the general prison population and are accommodated in the O'Hara cottages at Ron Barwick Prison.

While the inspectorate acknowledges the risks posed by COVID-19 are real, it is understood that onsite visits from family and friends have been reinstated and there is every chance that visitors could transmit the virus into the prison as much as someone on section 42 leave returning to the prison could. Additionally, TPS staff are daily entering prisons while at the same time freely moving about the community so they too could transmit the virus into the prison.

³ In this context, 'bed locked' means that prisoners are not able to be moved from separate confinement units because mainstream accommodation units are full.



As indicated in 2.2.1, the inspectorate has identified several issues at TPS which, when it has the resources available, it intends to review. These include:

- **Funeral attendances for prisoners**

Many prisoners have indicated to the inspectorate that their requests to attend funerals for significant family members or relationships are refused. Further, there appears to be an over-reliance on external service providers to facilitate funeral attendance by means of Skype rather than escorting prisoners to funerals.

The reason given for funeral attendance being refused is usually that TPS is short staffed. My staff have been told that, in many instances, prisoners are not advised of the outcome of their application to attend a funeral in time for Skype attendance to be arranged, if the application is not approved.

The inspectorate's review would seek to ascertain statistics for funeral attendances by prisoners, and consider and compare statistics, policies and procedures of other jurisdictions.

- **Medical examinations**

Prisoners continue to report that custodial staff remain in the room when they undergo medical examinations, including internal examinations, contrary to international human rights standards and provisions in relevant TPS standard operating procedures.

The inspectorate has raised this issue on several occasions and there appears to be some confusion as to whether:

- TPS or the medical officer should request privacy for the prisoner; and
- the standard procedure for TPS includes advising the prisoner of his/her rights to request privacy, that is for custodial staff to remain outside of the room;

for these examinations.

The inspectorate's review would include gathering experiences from the perspective of both prisoners and custodial staff, and a consideration of current international standards, and the arrangements in place for prisoner medical examinations in other jurisdictions.

- **High Risk Assessment Team (HRAT) access to prisoners in solitary confinement**

The inspectorate has observed that, especially during periods of extensive lockdowns, therapeutic staff may not be able to access prisoners to review them. These reviews are essential for the HRAT team to determine management plans and goals for the prisoner to progress to less restrictive regimes.

The inspectorate's review would seek to determine the reasons therapeutic staff cannot have access to prisoners to undertake the required review.

- **Prison capacity**

There are significant capacity pressures particularly in the maximum security units at RPC, with the Tamar unit, usually used for the separation of prisoners, being used to



accommodate the overflow of prisoners from mainstream maximum units, which are 'doubled up' with two prisoners occupying cells.

The Franklin unit is also experiencing bed lock, with prisoners who have been subject to separation orders unable to move out of the unit when their separate confinement is finished due to capacity pressures in Tamar and the mainstream maximum units. Prisoners who are accommodated in the Tamar and Franklin units due to bed shortages in mainstream maximum security units should not be subjected to the restricted regimes of the separation units. Rather those prisoners should be able to access the common areas of the Tamar unit when they are not being utilised by other prisoners accommodated there under separation orders.

The Apsley unit in RPC usually operates as a drug and alcohol treatment unit but its program has been temporarily suspended and it is also being used to accommodate the overflow of maximum prisoners. Apsley cells are also doubled up, with one prisoner sleeping on a mattress on the floor. The cell design is for one prisoner and is compact, such that the inspectorate has been advised that the mattress is quite often wet by the use of the shower in the cell and that one end of the mattress is located very close to the toilet. The Director of Prisons was asked when the unit would recommence operating as a drug and alcohol treatment unit and he advised that this would not be possible in the current climate due to the acute bed pressure in the maximum units, combined with the impact of COVID-19 isolation strategies. The inspectorate has since been advised that Apsley will not operate as a drug and alcohol unit again until such time as the Southern Remand Centre is in operation.

SASH prisoners have also been doubled up in the specialist services unit, which the inspectorate notes is highly unusual.

Prisoners in the maximum security units at MHWP are also being doubled up.

The inspectorate is also concerned that TPS reporting relating to prison capacity does not reflect the reality of the accommodation pressures it faces. This is because temporary beds are added to units as and when required to increase operational capacity, and these temporary beds, which are generally only mattresses, are included in capacity figures as design capacity beds.

The inspectorate's review would seek to determine the reasons for these accommodation pressures and clarify how prison capacity is reported by TPS.

- **'Protection' prisoners**

Whilst TPS has in place processes and assessments which might identify some, though not all, prisoners who require protection, the inspectorate is concerned that their associated risks cannot be managed when those prisoners are placed in accommodation units. There is no accommodation set aside for protection prisoners at TPS facilities and TPS does not specifically categorise prisoners who require protection so that their risks can be managed.



The inspectorate's review would consider policies and procedures for protection prisoners in other jurisdictions.

- **Lockdowns**

There are concerns that actual data for lockdowns and out of cell hours as reported by operational staff differs to that reported by TPS for the purposes of the Productivity Commission's *Report on Government Services*.

The inspectorate's review will seek to determine whether this is the case, and if it is, why it is.

- **Security classifications and reviews**

The inspectorate has raised with TPS issues surrounding security classifications including:

- the reclassification of many prisoners who had previously been rated minimum security for many years and displaying good behaviour; and
- recommendations by custodial officers for prisoners to be reviewed and reclassified at lower security levels being declined.

Higher classifications impact prison capacity, and appear to be contributing to the accommodation pressures in the maximum security units at RPC and MHWP referred to above.

The inspectorate has also noted that for some prisoners, there is a significant wait time, sometimes several months, for the Sentence Management Review Panel to consider recommendations that their security classifications be lowered. This too links in with prison capacity, as these delays contribute to bedding pressures in maximum security areas.

The inspectorate's review would consider TPS's classification and review processes and seek to determine the reasons for these delays.



Appendix I – Department of Justice – Update on Responses to Recommendations – Custody Inspection Report 2018

No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
1.	That TPS implements measures to improve performance and accuracy in record keeping, particularly in relation to the maintenance of registers, including educating staff and introducing procedures to ensure quality assurance of documentation.	Supported - Existing Initiative Much has been achieved with respect to all aspects of this recommendation since the date of the inspection, and it can continue to be described as a work in progress. The ongoing development and implementation of our Compliance Framework will improve consistency in this area.	Work in this area is ongoing. Compliance reviews are regularly undertaken to improve record-keeping and completion of accurate registers across all facilities. These compliance checks will continue to be developed under the Compliance Framework, and it is envisaged that Justice Connect will further improve record-keeping practices.
2.	That TPS takes steps to address the physical environment in which prisoners are admitted in both reception prisons to ensure prisoner confidentiality is maintained.	Supported - Existing Initiative One cell at HRP has been identified to be converted into a Reception room. Staff are exploring options to improve this situation.	Consideration of options to address this recommendation continues, pending the approval of a budget allocation in the HRP. Signage is being developed in HRP to remind staff of the importance of confidentiality for prisoners in what is a busy and noisy environment, and the ongoing message to staff is to consider confidentiality issues before speaking openly. Steps to address this matter in the LRP are outlined in the response to Recommendation 24.
3.	That TPS implements a procedure to ensure that prisoners' personal clothing items that are worn on admission to a facility are cleaned before being placed into the prisoner's property box	Supported The TPS is currently exploring options in this regard. MHWP, RBMSP, RPC and LRP all have laundry washing facilities and the HRP is currently seeking to install a washing machine and dryer in order to routinely wash clothes worn on admission.	Action against this recommendation has now been completed by both Reception Prisons. All new prisoner clothing is laundered and placed in property boxes.



No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
4.	That TPS explores options to allow, to the extent that it is practicable, daily visits for remand prisoners	Supported Visits are available every day at the HRP (but not every day at the Risdon site). This reform will be enhanced with the provision of the Southern Remand Centre.	No further update at this time. As noted the increase of visits for remandees will be addressed with the opening of the Southern Remand Centre.
5.	That TPS introduces a broader range of short courses, and explores options for longer courses that can be broken down into stand-alone short units for remand prisoners	Supported in Principle Investigations will be conducted into the availability of suitable courses within existing budgetary constraints.	This is part of the broader strategy with TasTAFE which is exploring options for providing skill sets to clients. This should enable greater access to a broader range of offerings along with an increased number of short courses currently being offered through TPS. The Service Level Agreement between TPS and TasTAFE is being finalised and is due to be signed and implemented by 1 October 2020. This agreement sets out the Education Delivery Plan which features education and training programmes via Skill Sets, providing a flexible learning pathway to full qualifications. This design allows a higher number of students to access education and training and enhances work skill development for employment opportunities or further study post-release.

No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
6.	That TPS provides clear information to released prisoners regarding the options for collection of money held by TPS on their behalf	<p>Supported in Principle</p> <p>This recommendation will be addressed by the provision of information in alternative / accessible formats if required. This will include adding a permanent entry to 'The Insider' magazine; amending pamphlets held at Reception where required; and exploring the provision of a 'Getting Out' A4 sheet or business card with pertinent contact details including information about the collection of money on release.</p>	<p>Ongoing action on this recommendation continues. Information relating to the newly implemented process of providing monies via bank accounts is explained to prisoners during the Tier 1 process and has been included in 'The Insider' magazine for the last few weeks.</p>
7.	That TPS implements measures, and assigns resources, to ensure all prisoners, including those on remand, are case managed and assigned a planning officer	<p>Supported in Part</p> <p>This recommendation will be addressed as part of the planned internal review of case management. Support to remandees is not currently provided by a planning officer, but a Correctional Officer is allocated to case manage the immediate needs of all prisoners held on remand.</p>	<p>Internal review of Case Management provision is continuing and will continue to be a focus of the proposed operating model for the Southern Remand Centre.</p>
8.	That TPS introduces a formal risk assessment, and procedures to ensure it is completed, and recorded on the Custodial Information System, before allocating prisoners to share a cell	<p>Supported</p> <p>Further investigation into best practice examples from other jurisdictions (such as the UK's Cell Sharing Risk Assessment in Place tool) will be undertaken in order to inform our decision-making with respect to this Recommendation.</p>	<p>Action against this recommendation is being further developed as part of the current review of the Accommodation and Placement Director's Standing Order being undertaken by the A/Vacancy Management Manager.</p>



No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
9.	That TPS implements a procedure/practice for removing a prisoner from the top bunk safely and provides training for all correctional staff in this area	Supported A 'safe system of work' operational procedure has been drafted for removing a prisoner from the top bunk of a bunk bed. The draft includes training considerations.	Consideration of options to address this recommendation continues.
10.	That TPS identifies and implements alternative strategies to managing challenging prisoner behaviour outside of using the prisoner classification scheme, whenever it is appropriate and possible	Supported - Existing Initiative The current review of our Prisoner Contract System will address this Recommendation.	Action against this recommendation was delayed due to the TPS response to COVID-19. Weekly meetings to progress the development of the Contract System and associated Standing Orders have now recommenced.
11.	That TPS introduced a central body or person to coordinate the accommodation placement of prisoners in accordance with formally documented processes to ensure consistency in decisions	Supported - Existing Initiative Plans are well advanced for the introduction of a centralised vacancy management model.	Vacancy Management has now been incorporated into the primary functions of the Sentence Management Division. The position of Vacancy Management Manager is now established and as per response to recommendation 8, work continues on the development of associated policies and procedures.
12.	That TPS introduces procedures to advise prisoners of the reason and the length of time in custody	Supported - Existing Initiative The introduction of the Sentence Management Division (SMD) has allowed the TPS to review all procedures in order to ensure that accurate information with respect to sentence length is provided to all prisoners.	Prisoners are currently advised of their sentence length as early as possible following sentence. The TPS does not have the resources to provide every prisoner on remand with information as to their charges and next appearance date. It is also important to note that the TPS is reliant on the information provided at the Court when the orders are made. Prisoners are aware of their next appearance date and custody status as it is stated by the judge/magistrate when they appear before the Court.

No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
13.	That TPS undertakes a review of the quality assurance processes for sentence calculations to ensure that it is robust and not simply a 'tick and flick'	Supported - Existing Initiative This is underway as part of the response to Recommendation 12 above.	Action against this recommendation has been finalised. The Sentence Management Division (SMD) is now established and processes have been routinely strengthened and additional checks and balances put in place. Sentence calculations are subject to three independent verifications and are later subject to compliance checks from a member of Performance and Compliance Unit. Professional development will continue in this area, ensuring the Sentence Management Division staff remain up-to-date with changes in the law and judicial authority, whilst awaiting the introduction of Justice Connect.
14.	That TPS explores options to ensure that no prisoner is released without the means to pay for transport and some food	Supported in Principle The TPS is exploring the options in regard to this recommendation as it will have budgetary implications. It is noted that it will be practically difficult to provide payment to those released directly from courts.	Consideration of options to address this recommendation continues. It is noted that the TPS does have a Payment of Transport Costs Standing Order that addresses aspects of this recommendation.



No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
15.	That TPS implements alternate payment options to posting cheques to ensure that prisoners without a forwarding home address are able to receive any remaining balance from their TPS prisoner account without having to present at the Risdon site	Supported in Principle Payments are currently issued from LRP, Hobart and Risdon. If a prisoner identifies as having no forwarding address and is unable to present to LRP, HRP or the Risdon site, the TPS is prepared to make the payment to an alternative location, determined on a case-by-case basis. Options could include Service Tasmania, a local Post Office or a local Tasmania Police station.	As noted above, due to recent changes to previous practice, the TPS can now deposit monies into prisoners' bank accounts.
16.	That TPS revises and amends the <i>Remission Policy</i> as a matter of urgency to reflect the correct legislative references and update out of date information	Supported - Existing Initiative Work to address these issues has commenced through the review of the Remission Policy.	Review of the Remission Policy continues, as does work to implement the Corrections (Prisoner Remissions) Amendment Bill 2018 when proclaimed.
17.	That TPS ensures that the timeframes within the <i>Remission Policy</i> are complied with, to allow prisoners sufficient time to appeal full or partial loss of remission thereby ensuring procedural fairness for prisoners	Supported - Existing Initiative As per the response to Recommendation 16 above.	As per the above response.
18.	That TPS considers options for providing prisoners with a general induction to the prison and its services by way of an audio/visual format to assist prisoners with low levels of literacy.	Supported in Principle The feasibility of using an iPad to facilitate the induction process will be explored.	Consideration of options to address this recommendation continues.

No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
19.	That TPS considers an alternate design layout in the entrance at LRP to make the area more functional and ensure optimal barrier protection	Supported in Principle A review of the area will be conducted in order to identify suitable options.	Discussion has commenced with Tasmania Police regarding the possible updating of the area (shared space).
20.	That TPS considers options and implements a solution to preserve prisoners' privacy and dignity when using the toilets in the two observation cells at LRP	Supported Privacy screens are to be designed and installed.	Action against this recommendation was finalised in November 2019.
21.	That TPS provides chairs for the desks in the LRP cells	Supported - Existing Initiative New desks are to be manufactured and installed and suitable chairs are to be sourced and placed in every cell.	Action against this recommendation has now been completed.
22.	That TPS installs privacy measures for the LRP day yard telephone	Supported - Existing Initiative Design and construction options will be considered in order to provide privacy for telephone calls.	Consideration of options to address this recommendation continues.
23.	That TPS remodels beds in LRP cells to allow circulation of air around mattresses	Supported - Existing Initiative A design has been developed in order to address this issue in every cell within the TPS. This will continue be rolled out to all prisons, including the LRP.	Action against this recommendation has now been completed, with bed slats being installed on all beds to allow appropriate circulation of air.



No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
24.	That TPS installs privacy measures around the area used for strip-searching male prisoners at LRP	Supported Privacy screening is to be designed and installed in order to create two search cubicles in the LRP.	<p>The TPS has reconsidered the original response to this recommendation and it has been determined that the creation of two search cubicles is no longer a viable option. This is for the following reasons:</p> <ul style="list-style-type: none"> • A barrier in the middle of the area would necessitate a second camera; • The creation of two separate cubicles would not provide sufficient space for appropriate social distancing or Use of Force response capabilities; • Benches against the walls would no longer be able to be used to complete prisoner property searches which cannot be conducted elsewhere without blocking corridors; • The prisoner temperature scanner is secured to the wall in this area, which has been identified as the optimal space for it to be installed; • The processing room door at the rear of the proposed search cubicle is the door that locks a prisoner into the processing booth in the processing room; and • Current rostering does not provide sufficient staff to allow for two personal searches to be undertaken at the same time. <p>A privacy curtain which can be used to maintain privacy as required has been installed into the area to separate the entry from the sally port area and to block the view of a personal search being undertaken.</p>

No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
25.	That TPS considers options, and implement solutions, to ensure a safe and secure reception and administration area, and an improved area to facilitate adequate searching at HRP	Supported - Existing Initiative One cell at HRP has been identified to be converted into a Reception room.	This recommendation remains under consideration. Works to establish a safe searching area are subject to a budget allocation.
26.	That TPS reviews the training of TRG officers and implements changes to provide them with the ability to extract persons from razor wire, both at ground level and at height, safely. TRG members should also be provided with ongoing refresher training in this area	Supported This will be considered as part of a Use of Force review.	The finalisation of the Use of Force review has been delayed due to the TPS response to the COVID-19 pandemic.
27.	That TPS considers the inclusion of a specialised young offenders accommodation unit when planning future infrastructure projects	Supported in Principle Analysis of the breakdown of prisoner cohorts in preparation for the opening of the Southern Remand Centre and beyond includes how to better accommodate 18 to 25 year old prisoners.	No further comment/update on this recommendation at this stage.



No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
28.	That TPS introduces a separate dosing area for the pharmacotherapy program to improve access for prisoners to medical services provided by Correctional Primary Health Services in the clinic area	Supported - Existing Initiative Work is already underway to address this within RPC as part of the Southern Remand Centre build. Discussions are also progressing on the introduction of a separate dosing area within RBMSP.	Action has been taken to address part of this recommendation with the introduction of a dosing area in the Ron Barwick Prison in early 2020. The Southern Remand Centre will provide a new purpose built health centre, which will have two clinics and a separate pharmacotherapy dispensing area. This will significantly reduce the impact on RPC health services.
29.	That TPS installs screening on the Crisis Support Unit exercise yards to ensure prisoner privacy	Supported in Principle Designs and costs are to be sought.	The commencement of the independent review has been delayed due to the COVID-19 pandemic. In the interim, a quote has been sought for the installation of screening options, noting that the current level of natural light should ideally not be diminished.
30.	That TPS considers design changes to the Crisis Support Unit to provide a softer environment and improvements to line of sight	Supported in Principle An independent review of the operation of the CSU is planned for 2019/20. Consideration is currently being given to a suitable party to undertake the review.	The commencement of the independent review has been delayed due to COVID-19. Consideration is being given to painting and the colour scheme within the unit and the TPS is purchasing new soft furnishings.
31.	That TPS reviews the operating procedures for the Crisis Support Unit to ensure a good level of amenity and activity, and high levels of social interaction for prisoners	Supported in Principle These matters will also be considered as part of the independent review of the operation of the CSU planned for 2019/20.	The commencement of the independent review has been delayed due to COVID-19.

No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
32.	That TPS makes available independent or self-care living accommodation for appropriately security-classified male and female prisoners	Supported in Principle This is already in place. 16 existing O'Hara beds for men will be expanded to 32 by January 2020. 25 Vanessa Goodwin Cottage beds are currently available for pregnant women and those with babies, and this accommodation provides a level of independence from the MHWP. A review of the operating model of these units will be conducted in order to ensure an appropriate core day structure is provided.	No further comment on this recommendation at this stage
33.	That TPS displays the State Service Code of Conduct in the Visitor Reception Centre, the visits area of all prisons and on the TPS website	Supported Signage will be reviewed in order to ensure appropriate staff expectations are displayed. Signage is to be designed, sourced and installed.	An example of the signage has been ordered, and will be considered by the Senior Management Team.
34.	That TPS introduces codes of conduct for prisoners and visitors to the prison	Supported These are being developed in conjunction with all key stakeholders and will be displayed as per the response to Recommendation 33 above.	Consideration of options to address this recommendation continues.
35.	That TPS ensures that prison rules are prominently displayed in appropriate areas of all prisons	Supported Signage is to be designed, sourced and installed in order to meet this requirement.	An example of the signage has been ordered, and will be considered by the Senior Management Team.



No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
36.	That TPS updates the procedural documents relating to anti-bullying as a priority	Supported - Existing Initiative Our Safer Prisons Senior Officer has developed a draft policy that the TPS Senior Management Team is scheduled to review at their September 2019 meeting. DoJ also has Departmental policies that all employees are expected to observe.	Consideration and development of the anti-bullying strategy continues, however was delayed due to the COVID-19 response and a period of leave undertaken by the Safer Prisons Senior Officer.
37.	That TPS implements anti-bullying strategies in all custodial centres, covering both staff and prisoners, tailored to the specific prison environment	Supported - Existing Initiative As per the response to Recommendation 36 above, with respect to staff.	As per recommendation above. Noting that the Safer Prisons Senior Officer's anti-bullying strategies, specific processes and statistics will only refer to prisoners given that DOJ HR manages staff bullying in accordance with Departmental policies and procedures.
38.	That TPS ensures that statistics of all bullying incidents are collected and maintained	Supported - Existing Initiative This will be incorporated into the draft policy (as per the response to Recommendation 36 above). Records of staff complaints are already maintained.	As per response to recommendation above.

No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
39.	That TPS ensures all unlock and lockup times for prisoners are accurately recorded by correctional staff each morning and afternoon to ensure true records are maintained for statistical and reporting purposes	Supported - Existing Initiative The ongoing development and implementation of our Compliance Framework will improve consistency in this area.	With the assistance of a staff member from the DOJ Reporting and Analysis Unit, the Performance and Compliance Unit will soon be implementing a new Out of Cell Hours (OOCH) and lockdown reporting process, with the development of new easy to use reporting workbooks which will assist staff to report OOCH and lockdowns information more easily and accurately. Workbooks were presented to the Senior Management Team on 28 July 2020, with the anticipated roll-out to facilities to occur in October 2020.
40.	That TPS ensures, for maximum-security units, case notes to record individual prisoners' time out of cell – whether alone or in a walk group - accurately reflect the start time and total time to ensure true records are maintained	Supported The review and re launch of the Case Management system will ensure that all prisoners have an assigned case worker who will engage effectively with all prisoners on their caseload and will record appropriate details, including time out of cells, in case notes.	This issue has been further considered by the TPS. Making daily individual CIS entries for all prisoners' time in and out of cells would have significant resource and logistical impacts on staff, although staff endeavour to undertake this in Tamar and Franklin Management Units. Operational requirements may sometimes prevent this from occurring. This matter continues to be discussed through processes to review case management, and the recommendation is not supported in its current format



No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
41.	That TPS amends its procedures to ensure that counts are conducted by at least two correctional officers and photographic identification is referred to during the count process	Supported A review of muster procedures will be undertaken to ensure a consistent and appropriate process is in place. The new procedures will include consistent use of photo identification and the completion of musters by two staff.	No further comment on this recommendation at this stage.
42.	That TPS implements a security- testing program, ensuring that records of the security tests are kept and the results made available to relevant staff	Supported - Existing Initiative The development of a series of covert security tests is underway in order to appropriately test our ability to maintain a safe and secure environment.	No further comment on this recommendation at this stage.
43.	That TPS implements additional presumptive drug testing of prisoners	Supported - Existing Initiative Implemented - since 1/7/19 the TPS increased random drug testing to 10% of the prisoner population.	Action against the recommendation has been finalised.

No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
44.	That TPS researches and implements various scanning technology that will detect not only metal but also drugs and other items. This technology should be introduced into areas of the prisons where it best helps detect and reduce the supply of illicit drugs and other contraband	Supported in Principle A number of technological solutions are being explored as part of our redevelopment work and new builds across the TPS.	No further comment on this recommendation at this stage.
45.	That TPS introduces x-ray scanning technology that can support x-raying of items entering the commercial laundry	Not Supported The use of x-ray scanning technology is not supported, but the TPS has employed three staff whose dedicated role is the searching and separation of laundry items prior to any access by prisoners. This initiative has proven to be a great success in the reduction of contraband entering the TPS.	No further comment on this recommendation at this stage.
46.	That TPS updates all operating manuals/models and Standard Operating Procedures relating to vehicle searches to ensure that they cover the searching requirements set out in the Director's Standing Order relating to Searches	Supported This is an ongoing project. We have recently reviewed the way in which vehicle searches have been undertaken, and a new model of operation is currently under development. It is anticipated that implementation of this model will commence from 1/1/20.	No further comment on this recommendation at this stage.



No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
47.	That TPS ensures that all procedures in the searching process are followed for all vehicle searches, particularly searching underneath vehicles using a wheeled mirror or scanning equipment	Supported An internal audit of searching procedures is scheduled for 2019 and these matters will be addressed as part of the audit.	The scheduled 2019 audit was not undertaken due to limited resources. The TPS is currently in the process of reviewing and developing further compliance checks and the Audit schedule going forward.
48.	That TPS implements a process for actively monitoring search procedures	Supported This recommendation will be supported by the new Compliance Framework that is anticipated to be rolled out over the next 12 months.	As per above response.
49.	That TPS implements staff training to ensure that all other options for managing non-compliant prisoner behaviour are fully explored before separate confinement is considered	Supported - Existing Initiative Completed – this Recommendation has been addressed as part of recruitment and ongoing Use of Force training which includes de-escalation techniques for managing non-compliant prisoner behaviour (such as Verbal Judo).	Action on this recommendation has been finalised, as per the original response provided to the Inspectorate.
50.	That TPS implements a process to ensure that prisoners are notified in writing of the reason for administrative segregation and advised of their rights to a review of the decision to segregate	Supported - Existing Initiative Completed – the separation orders now include a 'Part B' which is issued to the prisoner upon their separation.	Action on this recommendation has been finalised, as per the original response provided to the Inspectorate.

No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
51.	That TPS ensures that prisoners in the transitional units in RPC are visited daily by a member of the prison management team	<p>Supported</p> <p>The Superintendent RPC Maximum will take lead responsibility for ensuring that this practice occurs daily. Other RPC Superintendents will undertake this function in the absence of the Superintendent RPC.</p>	<p>While this recommendation remains supported in principle, the TPS is currently reviewing accommodation strategy options (as per response to recommendation 57) and the Inspectorate will be advised of this in due course.</p> <p>Current practice is for the Superintendent to visit prisoners in separation as per the Operating Manual (a minimum of 3 visits per week) and for visits to the other maximum and specialist units once per week. As noted by the Inspectorate in the report, Supervisors maintain daily operation within the units. The TPS considers that the Supervisor rank represents 'prison management' with respect to this recommendation.</p>
52.	That TPS fences off the protective units from mainstream prisoners in the medium-security precinct.	<p>Supported in Principle</p> <p>Consideration of this issue is ongoing in the broader context of the management and placement of different prisoner cohorts within the existing infrastructure and planned new infrastructure. The development of the new Southern Remand Centre presents a number of new options to isolate particular cohorts such as protective units.</p>	<p>No further comment on this recommendation at this stage.</p>



No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
53.	That TPS considers options to include a purpose built secure area for the protection of prisoners in the design of any future prison infrastructure	Supported in Principle As per the response to Recommendation 52 above.	No further comment on this recommendation at this stage.
54.	That TPS implements a formal process for protective custody which includes a requirement for protective custody directions to be in writing and to advise the prisoner of the reason for protection and their right to seek a review of the decision	Supported - Existing Initiative This matter will form part of the Safer Prisons Strategy which is currently in draft form and due for SMT endorsement and implementation in September 2019.	Consideration of options to address this recommendation continues. The Safer Prisons Strategy has been endorsed by SMT. The Safer Prisons Senior Officer and the A/Manager Vacancy Management will be working in collaboration to develop a Protection/Vulnerable Persons Standing Order with associated assessments and processes.
55.	That TPS explores options to provide a safer environment for transgender prisoners and ensure better protection of transgender rights	Supported - Existing Initiative As per the response to Recommendation 54 above. The relevant DSO (2.15) was implemented from 4 August 2017 and amended in May 2018.	Action has been finalised on this action, noting that ongoing review and assessment to ensure the appropriate treatment and safety of transgender prisoners will continue as standard practice.

No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
56.	That TPS ensures staff working in special high security units receive specialist training, including regular refresher training, and are rotated into other duties at appropriate intervals	<p>Supported - Existing Initiative</p> <p>The recent review of the Maximum Security units identified a number of new initiatives including the development and implementation of a new selection and training strategy for staff working in the prison's high security units. Implementation of this strategy is scheduled to begin in August 2019.</p>	<p>The Staff Development and Engagement Unit conducted what was called the Tamar/Huon training based on the risk assessment completed in 2019 on 11 - 14th February 2020 for all substantive Correctional Officers on the Tamar/Huon staff establishment. A total of 12 Officers attended the February 2020 training.</p> <p>The Staff Development and Engagement Unit conducted additional Tamar/Huon training in June of 2020 for an additional 12 Officers.</p> <p>Training will continue as required.</p>



No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
57.	That TPS implements a procedural document outlining appropriate information including the purpose, role, function, placement and exit criteria for special high security units and the appeals process for decisions to accommodate prisoners in such units	Supported - Existing Initiative This items forms part of the review and subsequent actions outlined in response to Recommendation 56 above.	Work continues to address and implement a number of the recommendations made in the 2019 review into the Maximum Security Units. The TPS is currently in the process of reviewing accommodation strategy options for Maximum Security Units and other units across the prison service. This review will possibly result in changes to the operational purpose of some units. The Inspectorate will be advised of the outcome of this review in due course. The TPS notes that a draft Separate Confinement DSO and Tamar and Franklin Operating Manual were released for consultation in December 2019 as a result of the maximum security review and this particular recommendation. Due to COVID-19, the trial and consultation process was interrupted and the TPS has needed to re-examine its accommodation strategies. It is envisaged that when the review of accommodation options and strategies is concluded and the prison system returns to normal operations post COVID-19 the abovementioned policies in particular, will undergo a short trial and consultation period before being implemented in the first half of 2021.
58.	That TPS issues an operating model for the Tamar Unit as a priority	Supported - Existing Initiative This item forms part of the review and subsequent actions outlined in response to Recommendation 56 above.	As per above response – current review into accommodation options.

No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
59.	That TPS reviews and actions recommendations 1, 3, 4 and 5 contained in the Ombudsman's 2010 report, Risdon Prison Complex Tamar Unit and Behaviour Management Program	Supported This item forms part of the review and subsequent actions outlined in response to Recommendation 56 above.	As per above response – current review into accommodation options.
60.	That TPS considers options to minimise the period of time that prisoners spend in cell whilst in administrative segregation in the Tamar Unit	Supported The new operating models for all management units will include detailed core days schedules setting out access to services for all prisoners held in these units.	As per above response – current review into accommodation options.
61.	That TPS provides prisoners in the Tamar Unit with more opportunities for work and other constructive activities such as education and recreation	Supported As per the response to Recommendation 60 above.	As per above response – current review into accommodation options.
62.	That TPS updates the operating model for the Huon Unit, including clarifying the primary purpose of the Unit	Supported As per the response to Recommendations 56 to 61 above.	As per above response – current review into accommodation options.
63.	That TPS reviews the contract system that is in place in Huon, particularly relating to protective custody prisoners	Supported As per the response to Recommendations 56 to 62 above.	As per above response – current review into accommodation options.



No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
64.	That TPS as a priority, ensures prisoners in the Huon Unit are appropriately case managed and provided with constructive activities such as further opportunities for work, education and recreation	Supported As per the response to Recommendations 56 to 63 above.	As per above response – current review into accommodation options.
65.	That TPS provides information on the complaints and grievances process by way of an induction video or similar audio/visual format	Supported - Existing Initiative A new complaints and grievances process is under development. The provision of information about the process to prisoners will be explored as the new model is developed.	Consideration of options to address this recommendation continues. A revised Complaints DSO is due to be rolled out within the second half of 2020. The draft policy was provided to the Custodial Inspector on 24 August 2020. Actions to address this recommendation will occur outside the issuing of this documentation, noting that the Standing Order does incorporate the need for officers to provide explanation of the complaints process to prisoners through the induction process. Upon the issuing of the complaints policy, the TPS will be incorporating communication to prisoners through posters and news bulletin articles that have been developed taking into consideration relevant accessibility guidelines to assist prisoners who experience difficulties reading and writing.
66.	That TPS reviews the existing complaints policy and introduces measures to ensure the complaints and grievances processes maintain prisoner confidentiality	Supported - Existing Initiative The new complaints model includes a 'confidential access' process.	As noted above, the revised Complaints Policy has been developed, incorporating feedback from staff during the consultation process.

No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
67.	That TPS considers options to allow prisoners to lodge a complaint about the conduct of correctional officers outside of the existing unit management framework	Supported - Existing Initiative As per the response to Recommendation 66 above.	The revised Complaints Policy does include a confidential complaint process, allowing prisoners to confidently raise concerns relating to staff conduct.
68.	That TPS explores options, and implements measures, to ensure all prisoners have access to a regularly updated library of law resources	Supported Discussions with a view to providing this service have commenced with Libraries Tasmania as part of the renewal of the Memorandum Of Understanding between the two agencies.	Consideration of options to address this recommendation continues.
69.	That TPS introduces a checklist to ensure all steps of the disciplinary process for prison offences have been completed	Supported - Existing Initiative A review of internal disciplinary processes has recently been completed. This matter will be addressed as the outcomes of the review are implemented.	A review of the Disciplinary Process was completed in July 2019 and a checklist has been created and will be placed on the TPS staff intranet as a supplementary resource. It is hoped that the Disciplinary Process can be completely electronically formatted and incorporated within Justice Connect.



No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
70.	That TPS implements a quality assurance process to ensure the disciplinary process for prison offences is adhered to	Supported - Existing Initiative As per the response to Recommendation 69 above. The new Compliance Framework will establish appropriate assurance measures for disciplinary procedures.	The TPS does undertake monthly compliance checks relating to Incident Reporting, that registers compliance with the following:- <ul style="list-style-type: none"> • completion of processes within allowable timeframes • ensuring that all officers have submitted reports and that they are correctly filled out • that the reporting / investigating / hearings officers are different • whether case notes have been added • that the register of offences has been completed correctly.
71.	That TPS implements training for correctional officers in the disciplinary process on a regular basis to improve transparency, consistency and procedural fairness in decision making.	Supported - Existing Initiative As per the response to Recommendations 69 and 70, a training package for all Managers who undertake disciplinary procedures will be implemented. Managers will not be authorised to undertake disciplinary hearings until they have completed this training.	The TPS is currently in the process of reviewing and developing further compliance checks and the Audit schedule going forward. Further quality assurances process on the disciplinary process will be included in this review. Training has previously been delivered to Correctional Officers when changes to the Disciplinary Process DSO have occurred. A revised Disciplinary Process Training package has been drafted and provided to the TPS Training Unit to include in the First Class Officer and Supervisor Training.

No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
72.	That TPS includes a Reasons for Decision section on all disciplinary process forms	Supported - Existing Initiative As per the response to Recommendations 69 to 71 above.	The 'Outcome of Investigation' section included on the Disciplinary Process Forms includes a description which states "detail information obtained during the investigation that supports your reasonable belief that a prison offence has been committed or will be relied upon to prove the charge if the matter is referred to a Hearing". The officer must complete this section when making a determination based on their findings. The TPS believes this section provides the same value as a 'reasons for decision' section.



No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
73.	That TPS reviews the use of force register on a regular basis to ensure greater accuracy in reporting	Supported - Existing Initiative Use of force is routinely reviewed by the Superintendent of each facility. Additionally, the TPS has introduced a further review to be undertaken by the Performance and Compliance team.	<p>Action has been taken to finalise this recommendation, noting that the review process is ongoing. Current practice is for all Use of Force (UoF) incidents to be reviewed by the Superintendent of the relevant facility. Where the Supt. is involved in the UoF, a Supt. from another facility will undertake the review.</p> <p>All UoF incidents are recorded on a central register which is maintained by the Performance and Compliance Unit (and available to the Inspectorate Team). When UoF reviews are received, each criterion is scored for compliance, non-compliance or not applicable and a final score is obtained. Any action taken is also recorded.</p> <p>The P&C team will flag any significant issues identified as part of the weekly Compliance Senior Management Team meeting.</p> <p>On a weekly basis the P&C team will provide a list of all UoF incidents requiring a review to the Superintendents and Senior Management Team to ensure that all reviews are conducted within the required timeframe.</p>

No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
74.	That TPS establishes the TRG as a standalone group with its own supporting internal structures, or that the pool of TRG members is increased	<p>Not Supported</p> <p>This is not regarded as appropriate use of the TRG, which is trained to manage high level significant incidents. However, the introduction of the Dedicated Response Team (DRT) in September 2019 will address this recommendation.</p>	No further comment on this recommendation at this stage.
75.	That TPS reviews the refresher training provided to correctional officers generally and takes immediate steps to ensure all Superintendents and Supervisors have completed current refresher training	<p>Supported - Existing Initiative</p> <p>The implementation of the new rosters allows for greater and more frequent training of all staff. A specific training package for Supervisors and Superintendents is under development and will be introduced later this year.</p>	A Senior HR Manager has now been assigned to the TPS and is undertaking a review of staff training across the TPS.
76.	That TPS ensures only correctional officers that are up to date with chemical agent training are permitted to draw, carry and use chemical agents	<p>Supported - Existing Initiative</p> <p>This is current practice.</p>	No further comment on this recommendation at this stage.



No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
77.	That TPS introduces a checklist or set criteria to assist correctional officers in determining whether force used was reasonable and appropriate in the circumstances	Supported - Existing Initiative This is part of the review of all Use of Force and will be enhanced by the introduction of the Performance and Compliance reviews.	As noted above, the TPS has an implemented UoF review processes. Further options to address this recommendation (such as review at Correctional Officer level) continue.
78.	That TPS implements a process to ensure that correctional officers check prisoner records before planned use of chemical agents or electric shock devices	Supported in Principle This is only possible if the use of force is planned. The Use of Force review and amendments to our training package will accommodate this Recommendation.	The planned review into Use of Force was delayed due to the TPS response to the COVID-19 pandemic. The review has now recommenced.
79.	That TPS implements a process for notification of a prisoner's registered primary contact when an injury has been sustained during use of force and health attention is provided to the prisoner	Not Supported The TPS contacts relevant parties on a case by case basis in all cases of serious injury. However, it does not believe it is appropriate or standard practice in other jurisdictions with respect to minor injuries.	No further comment on this recommendation at this stage.
80.	That TPS ensures that a medical examination occurs immediately (or as soon as is practically possible) after the use of chemical agent	Supported - Existing Initiative This is current practice and will be further considered as part of our Use of Force training review.	As noted above the Use of Force review is continuing. The requirement to ensure a medical examination occurs after the use of chemical agent is reinforced in annual fresher (Use of Force) training for all staff.

No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
81.	That TPS reviews the training provided to non-uniform staff and Correctional Primary Health Services staff in relation to emergency codes	Supported - Existing Initiative The current review of Emergency Management Plans will address this recommendation.	The Emergency Management review continues, with a delay occurring due to the TPS response to COVID-19. The Assistant Director of Prisons is in the process of obtaining relevant training information from other correctional jurisdictions regarding 'partner training'.
82.	That TPS ensures that emergency codes and announcements are broadcast over all radios and, where appropriate, through the public announcement system	Not Supported The TPS maintains that security reasons dictate that it is not always appropriate to announce the occurrence or nature of an incident.	No further comment on this recommendation at this stage.
83.	That TPS considers installing a gate at MHWP at the bottom of the stairs from the processing area through to the administration area	Supported in Principle TPS will explore appropriate and achievable options to address this recommendation.	Upon further review of this recommendation it has been determined that an installation of a gate is not necessary and that doing so would not prevent or hinder access by any person to any area of the prison. This recommendation is no longer supported, and no further action will be taken by the TPS regarding this recommendation.
84.	That TPS reassesses the need to strip search at the end of a journey if a prisoner was strip searched immediately prior to being transported	Supported - Existing Initiative The TPS's Directors Standing Order (DSO) in relation to searches (8.3.7) has been amended to reflect the circumstances and conditions for personal searches of juveniles, and the entire DSO is currently under review.	No further comment on this recommendation at this stage.



No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
85.	That TPS considers better storage options on escort vans for prisoner property when procuring the next fleet of vehicles	Supported in Principle The recommendation will be noted when new vehicles are procured. The current plans to create a central property store for prisoners will assist to address this Recommendation.	No further comment on this recommendation at this stage.
86.	That TPS reviews the training provided to correctional staff in relation to the transport of prisoners to ensure it is adequate, specific and detailed and ensure that periodic refresher training is routinely scheduled	Supported - Existing Initiative As noted in response to previous recommendations, the new rosters allow for far greater access to training and will facilitate improvement in the delivery of refresher training to all staff.	The review of staff training is continuing.
87.	That TPS explores options for ensuring that prisoners are able to access toilet facilities whilst travelling between Hobart and Launceston.	Supported in Principle TPS will initiate discussions with Tasmania Police to consider options to address this recommendation.	Initial discussions with Tasmania Police have determined that access is able to be provided to the Campbell Town Police Station when Police staff are available. As Campbell Town is not a 24 hour station, further discussions are required to identify a permanent solution.
88.	That TPS updates as a matter of urgency the Director's Standing Order relating to external escorts to include all information contained in staff internal memoranda issued between 2015 and the present time	Supported - Existing Initiative All DSOs are to be reformatted and updated over the next 12 months.	This review is currently being prioritised by the TPS and is expected to be completed by the end of 2020.

No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
89.	That TPS reviews the format and content of registers used for recording information relevant to prisoner transportation	Supported - Existing Initiative This review is currently underway as part of our internal audit process.	As noted above, the TPS is in the process of updating the DSOs and this will include a review of associated registers.
90.	That TPS implements a policy and procedure for use of force in transportation of prisoners	Supported - Existing Initiative This Recommendation will be addressed as part of the Use of Force review.	As noted previously, the Use of Force review is continuing.



Appendix 2 – Department of Communities Tasmania – Update on Responses to Recommendations – Custody Inspection Report 2018

No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
1.	That CT implements electronic reporting and recording systems and processes at AYDC to provide an accurate and trustworthy reporting mechanism.	<p>Supported</p> <p>AYDC has an electronic reporting and recording system. Network upgrades at AYDC have been completed. Further work on the software is required to enable it to talk to the recently upgraded CT operating system (Windows 10). It is noted that the data system in itself will not provide accurate and trustworthy reporting as this is dependent on the accuracy of the data entry. Upskilling of staff will occur to ensure they have the appropriate skills to use the electronic reporting system.</p>	<p>In Progress</p> <p>The implementation of Ashley Incident Monitoring System (AIMS) has been revitalised in 2020. AIMS will require further work hyperlinking Use of Force and Isolation reports however this work was not part of the 2018 scoping. This will commence as soon as funding and time become available.</p> <p>AIMS training for AYDC staff commenced in July 2019 and two operational teams have now been trained. This training will be ongoing for new and existing staff as required.</p>
2.	That CT provides youth workers at AYDC with complete access to YCIS to enable up to date information about young people at AYDC to be readily available to all staff.	<p>Supported</p> <p>Youth Workers currently have 'read only' access to YCIS. Further upskilling of staff will occur to ensure they have the appropriate skills to use the information system.</p>	<p>Completed</p> <p>Youth Workers have complete access to, and are using, YCIS. Training will be ongoing to ensure Youth Workers develop and maintain their skills as required.</p>

No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
3.	That CT reviews all AYDC procedures to ensure that the information they contain is current and up to date, and that processes at AYDC reflect those procedures.	<p>Supported</p> <p>CT engages in a continuous improvement program which includes ongoing review of all AYDC procedures. Procedural reviews are completed based upon priority and balanced with competing work demands.</p> <p>Reviews also include the development of an implementation plan for new procedures outlining responsibilities for implementation.</p>	<p>In Progress</p> <p>CT continue to review AYDC procedures. This is an ongoing process which is based on priority and resources. Thirteen procedures have been reviewed and updated since the inspection was undertaken in February 2018.</p>
4.	That CT reviews the AYDC induction process for young people and implements changes which result in a more informative and reliable process, including a tour of the Centre.	<p>Supported in Part</p> <p>The current induction program was reviewed in 2017 and was deemed to be sufficiently rigorous to meet the needs of new residents. Staff actively engage with residents regarding AYDC services and structure during the induction process. The process of undertaking a tour for each new admission has the potential to disrupt the operation of AYDC. The Induction procedure is scheduled to be reviewed in 2020 and relevant areas of the facility may be considered at this time. Further consideration of this recommendation will occur at that time.</p>	<p>Completed</p> <p>AYDC has reviewed the induction program and some minor changes, including an explanation of the layout of the centre and detailing areas like the school and gym etc., have been introduced.</p> <p>The AYDC <i>Information for Young People and Families</i> booklet is currently being updated and includes general information about AYDC. This will be completed by the end of September 2020.</p> <p>Incorporating a tour of the Centre as part of the induction program was not supported as the information provided during induction is deemed sufficient and residents are always escorted around the centre.</p>



No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
5.	That CT provides signage on the highway to indicate the entrance to AYDC.	Not Supported It is not considered that additional signage on the highway is required. AYDC is visible from the highway and the placement of signage on the road would only draw further attention to the site, decreasing privacy and potentially creating additional security issues.	
6.	That CT moves the boom gate at AYDC closer to the highway and provides a turnaround bay at this point.	Not Supported There would be little benefit to moving the boom gate especially given the cost that this would involve. When the boom gate is closed there is a carpark on the entrance side that can be used as a turnaround bay.	
7.	That CT provides better signage for visitors to AYDC to indicate the entrance gate, processes for entry and behaviour expected of visitors.	Supported - Existing Initiative Improved signage for visitors to indicate entry processes and procedures will be implemented as part of the infrastructure upgrade.	No Change The redevelopment at AYDC includes footpaths and signage to direct visitors to the front entrance where they will be met by an AYDC staff member.

No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
8.	That CT reviews all current recording practices at AYDC and implements changes to provide a robust electronic and record keeping system for incidents and risk assessments.	Supported in Principle As part of Communities Tasmania's continuous improvement program, reviews of recording practices are completed depending upon priority and work demands. Implementation of electronic recording practices is also dependent upon resolving the operating system issue as discussed in response to Recommendation 1.	In Progress An electronic search register was introduced on 1 July 2020. The development of an information and intelligence smart form which will be linked to an intelligence register is underway. Work on the Ashley Incident Monitoring System (AIMS) is progressing. Linking the Use of Force and Isolation forms into the system will progress as resources become available.
9.	That CT erects or attaches signs on AYDC's boundary fence line to identify land use, displaying 'No Entry' and possible penalties for unauthorised access.	Supported AYDC will erect appropriately worded signs on the boundary fence.	Completed
10.	That CT reviews the integrity of AYDC's perimeter fence, investigates possible detection systems, and implements changes to prevent young people from unlawfully leaving the Centre undetected.	Not Supported The February 2019 AYDC Site Infrastructure Strategy has deemed the perimeter fence to be sufficient to the needs of the centre.	



No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
11.	<p>That CT reviews monitoring practices for cameras within AYDC and implements changes that:</p> <ul style="list-style-type: none"> • best ensure the safety of staff and young people; and • best provide management of risk in the blind spots of camera coverage. 	<p>Supported in Principle</p> <p>In the Monitoring practices within AYDC will be considered as part of the 2021-22 Quality Improvement Plan for AYDC and hardware changes will be considered as part of the infrastructure upgrades.</p>	<p>In Progress</p> <p>Since the inspection was undertaken, additional cameras have been added in known blind spots. The AYDC redevelopment includes a CCTV upgrade which will allow for more cameras to be installed.</p>
12.	<p>That CT installs security devices in the shelter and storage shed at AYDC to prevent access by unauthorised persons.</p>	<p>Supported</p> <p>AYDC will install appropriate security devices to upgrade the security of the shelter and storage shed.</p>	<p>Completed</p>
13.	<p>That CT investigates and implements a drug strategy at AYDC.</p>	<p>Supported</p> <p>AYDC will consider a drug strategy as part of the 2021-22 Quality Improvement Plan for AYDC. Communities Tasmania will consult with the Department of Health for input into this. AYDC currently has adequate controls and procedures in place when a young person is admitted while affected by drugs.</p>	<p>No Change</p> <p>AYDC does not have a standalone drug strategy.</p>
14.	<p>That CT implements measures to ensure that AYDC records all area searches.</p>	<p>Supported</p> <p>The procedure governing area searches is currently under review and the introduction of an area search register will be considered as part of this work.</p>	<p>Completed</p> <p>An electronic search register was introduced to AYDC in July 2020. The electronic search register includes 'area searches'.</p>

No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
15.	That CT ensures that AYDC undertakes background checks, including obtaining police clearance, prior to granting contractors entry to AYDC.	<p>Supported in Part</p> <p>For major infrastructure works at AYDC this requirement will be built into the contract. For urgent and day to day maintenance, contractors who are on site are always accompanied by a member of staff. Requiring background checks for day today contractors, prior to entering AYDC, is not deemed practical as it would create significant delays in having work completed and would be particularly problematic for the completion of urgent works.</p>	<p>Completed</p> <p>AYDC have a 'Site Regulations' information booklet that is sent to contractors prior to their first site visit. All contractors are inducted on to the work site and are escorted by AYDC staff at all times.</p>
16.	Rather than undertaking personal unclothed searches of young people on a routine basis, that CT carries out these searches on the basis of a rigorous risk assessment to prevent contraband entering AYDC.	<p>Supported - Existing Initiative</p> <p>Under the newly revised personal searches procedure, a risk assessment must be undertaken and inform any decision to conduct a personal search of a young person.</p>	<p>Completed</p> <p>The Personal Searches procedure was updated in September 2019. It now requires that <u>all</u> personal searches must be based on reasonable grounds and that the type of search is aligned with an assessment of risk.</p>



No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
17.	That CT considers best practice processes for conducting personal searches of young people including providing young people with clear information, including illustrations, about how the search will be performed.	Supported - Existing Initiative As part of the review of the personal searches procedure, the revised procedure provides information regarding how to undertake each type of personal search. The training materials provide more explicit instructions on how to perform each search, including illustrations as appropriate.	In Progress The new Personal Searches procedure requires staff to explain to the young person the reasons for the search and how it will be conducted. The young person is also given the opportunity to ask questions. Written and descriptive information will be included in the AYDC <i>Information for Young People and Families</i> booklet which is currently being revised and will be completed by the end of September 2020.
18.	That CT considers installation of metal detectors and x-ray machines at the AYDC Admissions Unit to prevent contraband entering AYDC and to minimise the need for personal searches	Supported in Principle Further consideration of technology will occur as part of the infrastructure upgrade.	No Change – updated information The AYDC redevelopment includes funding for walk through and baggage metal detectors. Staff, visitors and residents will need to enter the facility via a metal detector and their belongings will pass through X-Ray machines.

No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
19.	That CT implements processes at AYDC to ensure all vehicles and persons, including staff, entering and leaving the Centre (including through the sally port) are searched.	<p>Supported in Principle</p> <p>All staff have background checks, including national police checks and working with vulnerable people clearances prior to being employed by Communities Tasmania. Only permitted vehicles are admitted into the Centre. If there was intelligence to indicate contraband was coming in via this method, this will be acted on accordingly. This will also be a consideration of the drug strategy (Recommendation 13).</p>	<p>No Change – updated information</p> <p>The AYDC redevelopment will reduce vehicle traffic into the Centre as the store will be located outside of the perimeter.</p>
20.	That CT implements a central register of contraband detected at AYDC, and undertakes analysis of trends and statistics in regard to the introduction of contraband.	<p>Supported</p> <p>As part of the review of the searches procedures, the searches register is being updated to include details of any contraband that are located as a result of a search.</p>	<p>Completed</p> <p>An electronic search register has been developed and is in use as of 1 July 2020. The search register includes details of any contraband located as a result of the search. There is also a paper based prohibited items register in the Fire, Safety and Security Managers office. Trends and statistics regarding contraband can be drawn from either register.</p>



No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
21.	That in the interests of security, CT considers recording telephone calls made by young people at AYDC, apart from calls to legal representatives and other professionals.	<p>Not Supported</p> <p>This recommendation appears to be contrary to recommendation 31 which provides for the installation of private spaces for making phone calls. Recording of the calls itself does not provide increased security without monitoring of the recordings and while Communities Tasmania is happy to explore what other jurisdictions do in this space, does not support any immediate changes.</p>	
22.	That CT ensures suitable AYDC staff are appropriately trained to relieve the Fire, Safety and Security Manager.	<p>Supported - Existing Initiative</p> <p>There are arrangements in place to ensure that an appropriately trained staff member is available to relieve the Fire, Safety and Security Manager. In his/her absence, the duties of the position fall to the AYDC Manager.</p>	<p>In Progress</p> <p>The Fire, Safety and Security Manager has worked reduced hours 0.6FTE since 2019. There is a recruitment process underway to cover the remaining 0.4FTE which will relieve the 0.6FTE and vice versa.</p>
23.	That CT implements a security policy at AYDC which meets the requirements of the inspection standards.	<p>Supported in Principle</p> <p>CT considers that current policies, practices and procedures, combined with the proposed infrastructure upgrades, are sufficient to provide appropriate security arrangements at AYDC. Notwithstanding this, the development of a security policy will be considered as part of the 2021-22 Quality Improvement Plan for AYDC.</p>	<p>No Change</p>

No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
24.	<p>That CT reviews the AYDC complaints mechanism and implements changes to protect, when necessary, the anonymity of young people who wish to make a complaint about their treatment and/or conditions. This mechanism should:</p> <ul style="list-style-type: none"> • be robust in its procedures and recording of complaints; • provide a trusted and accountable way for young people to put forward complaints with confidence; • allow complaints to be made and not read by AYDC staff where applicable; • not jeopardise a young person's safety or wellbeing; and • provide young people access to the complaints system without fear of discrimination, punishment or reprisal. 	<p>Supported</p> <p>This will be addressed as part of the overall agency commitment to upgrade the complaints process.</p>	<p>In Progress</p> <p>There is a major project underway to review and revise the existing complaints procedure consistent with this recommendation. CT has recently approved a business case to develop a whole of agency system that will provide a centralised approach to managing complaints, concerns and compliments from anyone who has contact with the Department as a service user or recipient. The new system will provide the Executive with information about areas that receive complaints and concerns as well as timelines for responses to areas that require development and quality improvement.</p> <p>Children, Youth and Families (CYF) is also developing a more structured system for complaints management which will ensure that any person wanting to make a complaint or raise a concern about services provided by CYF can do so easily and confidentially.</p> <p>The new process will enable the recommendations from the CI's report to be implemented. It will be child/young person friendly and accessible. The development process will involve reviewing current and internal policies and procedures for managing complaints, including at AYDC.</p>



No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
25.	That CT ensures all AYDC staff undertake regular refresher training in emergency management.	Supported - Existing Initiative Regular emergency management training is part of the training schedule being implemented by the Learning and Development Officer.	No change
26.	That CT establishes an incident control room at AYDC for emergency situations.	Supported - Existing Initiative	Completed
27.	That CT maintains a record of maintenance checks of outdoor equipment at AYDC.	Supported - Existing Initiative The only outdoor equipment is located within the outdoor gym. This equipment is checked and recorded.	Completed A register of maintenance checks has been implemented.
28.	That CT ensures young people who are being transported from AYDC undergo a prior medical assessment to determine their fitness to travel.	Supported in Part Due care and diligence are taken in providing health care for young people within AYDC including a full health assessment within 24 hours of admission. It is not necessary for a young person to be routinely assessed prior to each transport, however there are some circumstances where an assessment may be necessary.	No change

No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
29.	That CT develops a Memorandum of Understanding with Tasmania Police with respect to scheduled and unscheduled transport stops at Police stations and lockups for the use of bathroom facilities and other reasons that may arise.	Supported Communities Tasmania is supportive of the development of an MOU, however, will need to consult with Tasmania Police regarding this.	No Change – updated information An MOU with the Department of Police, Fire and Emergency Management (DPFEM) has not yet been developed. Residents travelling to Hobart are advised to use the toilet facilities prior to leaving the centre. If a break is required during transport (for bathroom facilities or other reasons), the secure escort vehicle staff will contact AYDC and advise the location of the transport stop.
30.	That CT implements procedures to protect young people at AYDC from media exposure during transports, and includes these in the contract with secure transport service provider/s.	Supported Section 31 of the Youth Justice Act 1997 provides protection to all residents of AYDC from media exposure. A fine not exceeding 100 penalty units applies to any breach of this section of the Act. Communities Tasmania will review the induction package for the security transport service to ensure it is aware of this requirement.	In Progress Residents that gain the attention of the media will use alternate entrances and exits at the courts. Wilson Security staff are briefed prior to an escort.



No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
31.	That CT considers options for installing private spaces with appropriate confidential settings in each unit at AYDC for young people to make professional and personal telephone calls.	Supported in Principle Both Huon and Franklin units currently have private spaces which could be utilised for this purpose. Additional spaces are being considered as part of the planned infrastructure upgrade.	No Change The AYDC redevelopment will include the installation of private telephone areas in some units. These areas will allow for direct observation from staff.
32.	That as a priority, CT ensures all AYDC staff are up to date with training in use of force and de-escalation techniques.	Supported - Existing Initiative AYDC staff trainers have recently been qualified as Protective Tactics Instructors through the NSW Juvenile Justice Academy and are in the process of rolling out this training to staff. The NSW Juvenile Justice de-escalation program 'Connect, Redirect, Resolve' will also be rolled out commencing in early 2020.	Completed This training has now been delivered to AYDC operational staff. The training will be provided on an ongoing basis.
33.	That as a priority, CT implements processes to ensure that use of force at AYDC is reported as provided in the CYS Procedure <i>Use of Physical Force</i> .	Supported - Existing Initiative Incidents are attended by supervisors, reports are completed using specified forms with any footage stored and reports are reviewed by the AYDC Manager. Notwithstanding this, CT will progress implementation of reporting processes as provided in the Use of Physical Force procedure.	Completed

No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
34.	That CT implements processes to ensure reviews of use of force at AYDC are conducted as provided in the CYS Procedure <i>Use of Physical Force</i> .	Supported Communities Tasmania will ensure implementation of review processes as provided in the Use of Physical Force procedure. We note however that incidents of use of force are currently reviewed by the Operations Manager or Centre Manager.	In Progress Every Use of Force incident is reviewed by the Operations Manager as soon as possible after the incident. Monthly reviews of Use of Force incidents by the Centre Support Team (CST) will commence from September 2020.
35.	That CT reports all use of force at AYDC to the Custodial Inspector.	Supported - Existing Initiative	Completed
36.	That CT implements processes to ensure reviews of use of isolation at AYDC are conducted as provided in the CYS Procedure <i>Use of Isolation</i> .	Supported CT will progress implementation of review processes as provided in the Use of Isolation procedure.	In Progress Isolation registers are supplied to the Commissioner for Children and Young People, the Custodial Inspector and Director for review on a monthly basis. Monthly reviews of isolation incidents by the Centre Support Team (CST) will commence from September 2020.
37.	That CT implements processes at AYDC to ensure accurate recording of observation times on observation records.	Supported - Existing Initiative CT has robust procedures for the completion of observation reports. Reviews of observation reports by the AYDC Manager has not identified any issues to date. Notwithstanding this, the AYDC Manager will reinforce the importance of complying with the procedure to appropriate staff.	Completed



No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
38.	That CT reports all use of isolation at AYDC to the Custodial Inspector.	Supported – Existing Initiative	Completed

Appendix 3 – Department of Communities Tasmania – Update on Responses to Recommendations – Equal Opportunity Inspection Report 2019



No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
1.	<p>That CT ensures that there are effective centre specific strategies and policies for AYDC covering:</p> <ul style="list-style-type: none"> • anti-discrimination; • protection of vulnerable and at-risk young people; • identifying and managing bullying and harassment of young people; • equity, diversity and the active promotion of respect for difference; and • the management of young people with disabilities at AYDC to ensure their needs are being met. 	<p>Supported</p> <p>CYS engages in a continuous improvement program which includes ongoing review of all AYDC policies and procedures. These topics will be added to the CYS work plan and completion will be based on priority and competing work demands. The report noted that AYDC does have a number of strategies and actions in place to accommodate diversity, prevent discrimination, identify and manage bullying and to identify and manage special needs. These include the initial assessment upon induction to identify special needs, case management plans, the Behaviour Development Scheme, Centre Support Team and the AYDC Information for Young People and Families booklet. Strengthening existing strategies such as these and building on existing policies to ensure they are detention centre specific will be considered as part of this process.</p>	<p>In Progress</p> <p>AYDC continue to accommodate diversity, prevent discrimination, manage bullying and manage specific disabilities through existing policies, strategies and processes as identified in the inspection report. To further strengthen these processes:</p> <ul style="list-style-type: none"> - A National Disability Insurance Agency (NDIA) Justice Liaison Officer is working with case management to ensure the needs of individuals with disability are met. This includes weekly contact via the Multi-Disciplinary Team meetings, as well as direct phone contact. Through the National Disability Insurance Scheme (NDIS), funding is provided for young people to work with a psychologist to assist with the development and implementation of behavioural intervention plans specific to the needs of the young person. The plans will be delivered by AYDC staff and the psychologist; - The <i>AYDC Information for Young people and Families</i> Booklet is currently being updated to include further information on these areas and will be completed by the end of September 2020.

No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
2.	<p>That CT provides specific training, including regular refresher training, for AYDC staff in relation to both staff and young people, in the following areas:</p> <ul style="list-style-type: none"> • protection of vulnerable and at-risk young people; • managing and identifying bullying; • supporting diversity and promoting equity; • methods for preventing discrimination; • disability awareness; • managing specific disabilities; and • cultural awareness and diffusing cultural conflicts. 	<p>Supported - Existing Initiative</p> <p>The 2019-20 CYS Business Plan identifies the development and implementation of a Learning and Development Strategy for AYDC and employment of a Clinical Practice Advisor as priorities. The recently appointed Senior Learning and Development Officer at AYDC has reviewed the Inspection Standards and identified the specified training requirements which have been incorporated in the AYDC Training Plan July 2019 - June 2020. The Strategy incorporates training requirements at induction and ongoing/refresher training, which will be directed specifically at working with young people. In addition, staff training contact hours are soon to be increased. The Learning and Development Strategy, including AYDC Training Plan, will address this recommendation.</p>	<p>Completed</p> <p>This training has been developed and provided at induction and as ongoing/refresher training as required. AYDC staff undertake training in disability awareness and workplace behaviours including: cultural awareness; discrimination, harassment and bullying in the workplace; supporting diversity and equity; Code of Conduct; and Workplace Culture.</p> <p>Training on disability awareness, Foetal Alcohol Spectrum Disorder (FASD) and cultural awareness have recently been completed by staff and online modules have been developed to provide ongoing training opportunities.</p>
3.	<p>That CT ensures the AYDC Information for Young People and Families booklet is updated and includes information for young people regarding anti-discrimination, equity, diversity and actions to take if they are subjected to bullying.</p>	<p>Supported</p> <p>AYDC will update the <i>AYDC Information for Young People and Families</i> booklet to include information for young people regarding anti-discrimination, equity, diversity and actions to take if they are subjected to bullying.</p>	<p>In Progress</p> <p>This booklet is currently being updated, with an estimated completion of mid-September 2020.</p>



No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
4.	That CT implements processes to ensure all AYDC staff directly or indirectly involved in incidents complete an incident report before the conclusion of their shift on the day the incident occurs or within 24 hours of the incident occurring.	Supported AYDC will introduce additional processes to ensure that incident reports are completed in a comprehensive and timely manner, in accordance with the procedure.	In Progress Operations Coordinators have been working with operational staff to ensure incident reports are completed in a timely manner, and in accordance with the procedure. The Operations Coordinator scans & emails the incident reports to managers, after completion. This process has improved but is ongoing.
5.	That CT ensures that an online incident reporting system is implemented at AYDC as a priority when the internet capacity at the centre permits.	Supported The internet capacity issue at AYDC has been resolved. Further changes to the reporting database are required to enable it to be Windows 10 compatible. This will occur in 2019-20.	In Progress The implementation of Ashley Incident Monitoring System (AIMS) has been revitalised in 2020. AIMS will require further work hyperlinking Use of Force and Isolation reports however this work was not part of the 2018 scoping. This will commence as soon as funding and time become available. AIMS training for AYDC staff commenced in July 2019 and two operational teams have now been trained.

No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
6.	That CT ensures that all AYDC staff receive basic disability awareness training and ongoing training in managing young peoples' specific disabilities.	<p>Supported - Existing Initiative</p> <p>As noted in Recommendation 2, the new Learning and Development Strategy for AYDC and the AYDC Training Plan has considered and incorporated the training requirements related to these Inspection Standards. This includes Disability Awareness training and Foetal Alcohol Spectrum Disorder (FASD) training. Ongoing training on managing young peoples' specific disabilities will be assessed on a case by case basis. Given the low number of residents and the diverse number of disabilities, mandatory training may be targeted towards cognitive impairment, such as acquired brain injuries and FASD, which present more frequently in AYDC.</p>	<p>Completed</p> <p>Staff have now completed Disability Awareness training and FASD training. Additional training provided to AYDC staff includes Trauma Informed Care training, Mental Health First Aid training and Motivational interviewing.</p> <p>The NDIA are planning to provide generic training to staff regarding the NDIS, NDIA and the eligibility requirements for access. The NDIA are willing to attend and provide training specific to working with people with a disability as required.</p>
7.	That CT introduces specific policies for staff to address bullying and harassment of young people.	<p>Supported</p> <p>See Recommendation 1.</p>	<p>In Progress</p> <p>The Behaviour Development Scheme and incident reporting continue to be used to address any bullying and harassment within the Centre. An online training module on Discrimination, Harassment and Bullying in the Workplace is available for AYDC staff to undertake. Additionally the AYDC <i>Information for Young People and Families</i> booklet is currently being updated and will include specific information for young people on actions they can take if they are bullied.</p>



Appendix 4 – Department of Communities Tasmania – Update on Responses to Recommendations – Families, Community & Partnerships Inspection Report 2019

No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
1.	That CT updates the AYDC Unit Rules and Information for Young People and Families booklets to ensure currency and consistency of information across all areas.	<p>Supported - Existing Initiative</p> <p>This work has previously been identified through the quality improvement work at AYDC as requiring a review. Consultation is about to commence with all areas across AYDC and external stakeholders. The recommendation to review and update the Information for Young People and Families booklet was previously identified in the Equal Opportunity Inspection Report. The scope will now be expanded to ensure consistency of information across all areas.</p>	<p>In Progress</p> <p>Both booklets are currently being updated to ensure currency and consistency of information across all areas. Estimated completion is the end of September 2020.</p>

No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
2.	<p>That CT provides a private space in each unit at AYDC, to afford appropriate privacy for young people to make telephone calls. Additionally, a telephone system with the ability to record calls similar to those being used in other jurisdictions should be considered.</p>	<p>See below</p> <p>Supported – private spaces for telephone calls</p> <p>As previously noted in response to the Custody Inspection Report, limited private spaces within residential units are available for young people to make telephone calls. In the event of a sensitive telephone call being required, a young person may be provided with use of another professional room within the centre. Additional spaces are being considered as part of the planned infrastructure upgrade.</p> <p>Not Supported – recording of telephone calls</p> <p>CT does not support the recording of telephone calls as this appears to be contrary to the recommendation for installing private spaces for making calls and may in part be an infringement of confidentiality. In addition, the current telephone system does not have the capability to record calls.</p>	<p>See below</p> <p>In Progress</p> <p>The AYDC redevelopment will include the installation of private telephone areas in some units. These areas will allow for direct observation from staff.</p>
3.	<p>That CT considers implementing video visits for young people at AYDC by means of communication tools such as Skype and FaceTime to further facilitate family and community contact.</p>	<p>Supported in Principle</p> <p>This will be considered as part of the infrastructure commitment to AYDC.</p>	<p>In Progress</p> <p>Skype is now in operation to enable virtual visits and contact for young people.</p>



No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
4.	That CT updates the visiting facilities at AYDC, including by providing an outdoor visits area, to make visits more relaxed and family friendly.	Supported - Existing Initiative Visiting facilities are to be upgraded as part of the infrastructure commitment to AYDC.	In Progress This will occur as part of the AYDC infrastructure upgrade.
5.	That CT considers providing a secure, electronic form of communication for young people at AYDC, such as the 'Email a Prisoner' system.	Supported in Principle CT acknowledges the importance of email as a relevant and timely means of communication for young people. There is currently no infrastructure capacity to facilitate a secure, electronic form of communication for young people at AYDC. This will be considered as part of the infrastructure upgrade at AYDC and when internet coverage improves.	Completed Skype has been accepted as the prime electronic communication system at AYDC.

No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
6.	<p>That CT considers including in case management records invitations to families, significant others and community supports to participate and have input into young people's case management and exit planning meetings.</p>	<p>Supported - Existing Initiative</p> <p>Case Management hold regular meetings with residents, inclusive of Case Plan Reviews (CPR) and during Exit Planning. Exit Planning sees invitations to many stakeholders, including family, government and non-government connections. Case Management note the attendance and content of these meetings, and any other relevant discussions such as a resident complaint. In addition, such information including electronic emails/invites are stored within Youth Custodial Information System (YCIS) for the purpose of auditing in line with quality improvement work. Family and significant others are immediately advised/consulted when a young person is admitted to the centre and encouraged to attend and participate in conferencing and other decision making processes. Travel reimbursement options are made available to parents/guardian in the form of fuel reimbursement cards or bus travel vouchers.</p>	<p>Completed</p> <p>Case Management consults with stakeholders through the Multi-Disciplinary Team (MDT) meetings. Every young person's case is discussed when they initially enter AYDC as well as relevant reviews to address issues that may arise throughout their admission. MDT minutes are stored on brief case in YJIS/YCIS and indicate who was in attendance. Invitations are sent to families, significant others, Community Youth Justice, Child Safety Services, NDIS Justice Liaison Officer, Education, Health and other relevant stakeholders. Actions are derived from this meeting to assist in the development and update of care plans.</p> <p>Family and all relevant service providers, Save the Children, Tasmanian Aboriginal Centre, Health, Community Youth Justice, NDIS and Education are invited to attend an exit meeting when a young person is leaving detention. Exit meetings occur for young people on a Detention Order.</p>



No.	Recommendation	Response/Acceptance Level	Implementation Update / Action Taken
7.	That CT considers ways to increase the participation of young people at AYDC in community activities outside of the Centre to strengthen their connections with community.	<p>Supported - Existing Initiative</p> <p>AYDC regularly considers ways to increase the participation of residents in community activities. The Manager of Professional Services & Policy met with Centre Manager and key staff on 11 September 2019 to determine the strategic pathway for Programs for the 2019/2020 year. Strategic partnerships are sought and/or retained with Colony 47, Save the Children, Deloraine Football Club and the Tasmania Police Early Intervention & Youth Action Units. AYDC is currently working with the Manager, Skills Response, Department of State Growth for Apprenticeship opportunities for residents. AYDC has also introduced external learning opportunities for residents, receiving an Industry Award for its work introducing a resident to a Gym Instructor Course, which included attendance at community gyms.</p>	<p>In Progress</p> <p>A partnership has been established with Rural Youth Tasmania through a youth arts proposal. It is planned for Rural Youth members to assist in mentoring and coaching young people.</p> <p>The Centre is actively exploring other community partnerships.</p> <p>AYDC have made a connection with Tasmanian Building Group Apprenticeship Scheme in June 2020. A young person has been successful in securing an apprenticeship through undertaking a work placement through a local business and obtained an apprenticeship.</p>

Appendix 5 – Department of Communities Tasmania – Update on Responses to Recommendations – Health and Wellbeing Inspection Report 2017

No.	Recommendation	Response	Progress Update - August 2020
1.	Develops a clear policy concerning consent to medical treatment for minors which provides guidance to staff to assist when assessing a young person's capacity to legally consent to medical procedures and treatment.	Supported This will be added to the Children and Youth Services Workplan and prioritised alongside other policy imperatives	No change
2.	Provides condoms and basic toiletries in the 'exit pack' provided to young people on release.	Supported in Part 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 The Department of Health provides an exit pack of condoms, lube, detailed pictorial instructions on how to use the same, sexual health service contact details to all those young people who are sexually active.



No.	Recommendation	Response	Progress Update - August 2020
3.	Engages the services of an adolescent physician on a regular basis.	<p data-bbox="922 280 1211 312">Supported in Principle</p> <p data-bbox="922 336 1491 769">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 data-bbox="1529 280 1727 312">Not Supported</p> <p data-bbox="1529 336 2074 624">While initially supported in principle, AYDC have reviewed this recommendation and consider doctor coverage to be adequate for the number of young people on site. An increase in resident numbers would be accommodated by increasing the hours of GP service if required.</p>

No.	Recommendation	Response	Progress Update - August 2020
4.	Engages the services of an Aboriginal health worker on a regular basis.	<p>Supported in Principle</p> <p>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.</p> <p>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>No Change</p> <p>THS support this in principle however numerous attempts to provide young people access to an Aboriginal health worker has not been successful.</p>
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.	<p>Correctional Primary Health recommendation.</p>	<p>Completed</p> <p>Relevant health information such as medical issues, treatment modalities and medication regime follows young people into the adult system.</p>



No.	Recommendation	Response	Progress Update - August 2020
6.	<p>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.</p>	<p>Supported in Principle</p> <p>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.</p>	<p>Not Supported</p> <p>Health does not test for drugs or alcohol. While initially supported in principle, it is not considered to be beneficial and can be detrimental to the development of a therapeutic relationship. Young people are usually upfront with substance use and onsite health professionals manage the symptoms for withdrawal or intoxication.</p>
7.	<p>Increases the dedicated psychiatry time for young people in detention and links to external psychiatry services to assist young people on release.</p>	<p>Supported in Principle</p> <p>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>Completed</p> <p>Psychiatry access is provided on a monthly basis with the provision of ad hoc virtual consultations as needed outside of clinic days. Funding for the specialist adolescent psychiatrist is provided through TAZREACH. Referrals to psychiatry upon release are made as required.</p>

No.	Recommendation	Response	Progress Update - August 2020
8.	Increases the dedicated clinical psychology time for young people in detention.	<p>Supported in Principle</p> <p>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</p> <p>Psychology provision to AYDC is currently being reviewed.</p>
9.	AYDC minimised the use of sweets, icy poles and other snack foods as incentives.	<p>Supported - Existing Initiative</p> <p>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>	Not applicable – Completed



No.	Recommendation	Response	Progress Update - August 2020
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	Supported - Existing Initiative 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.	Not applicable – Completed
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 pre-cooked rice dishes in sachets	Supported - Existing Initiative 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.	Not applicable – Completed

No.	Recommendation	Response	Progress Update - August 2020
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>Supported in Part</p> <p>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. This provides an opportunity to review products and deliver healthy eating messages. If the services of a dietician become available, the canteen selection will be formally reviewed, including consideration of the information provided about each item.</p>	<p>In progress</p> <p>The canteen list uses a traffic light system to show healthier options versus the not so healthy options.</p> <p>A UTAS project is currently underway at AYDC which will consider the nutritional value of the menu, canteen items and food rewards/incentives offered at the Centre. This project includes the placement of 3 UTAS students under the guidance from their lecturer for a period of 4 days. The outcome of this project is professional advice on ways to improve the nutritional value of food items at the Centre. The UTAS project will impact the canteen list and items are likely to change.</p>



No.	Recommendation	Response	Progress Update - August 2020
13.	Considers moving dining back to a central area for evening meals to that kitchen staff could work on presentation to make the meals more visually appealing to encourage consumption and thus reduce wastage.	<p>Supported in Part</p> <p>The reinstating of evening meals in the dining room during daylight savings hours, will be considered.</p> <p>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>No change</p> <p>Use of the dining room is limited due to COVID 19 precautions. Post COVID 19 a risk assessment will be completed to consider whole of centre dining.</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 fat.	<p>Supported - Existing Initiative</p> <p>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>	Not applicable - Completed

No.	Recommendation	Response	Progress Update - August 2020
15.	Engages ongoing dietician services to support AYDC, nutrition education initiatives to provided 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>Supported in Principle</p> <p>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</p> <p>This will be given further consideration on completion of the UTAS project (See update for Recommendation 12).</p>
16.	Implements the recommendations contained in the student dietitian report “Identifying priority area for improvement to support healthy eating promotion within the AYDC setting (2016) with the exception of complete removal of the less nutritious food options provided in the units.	<p>Supported in Principle</p> <p>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</p> <p>See update for Recommendation 12 regarding UTAS project.</p>



No.	Recommendation	Response	Progress Update - August 2020
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>Supported</p> <p>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.</p> <p>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>Completed</p> <p>Identification of food allergies occurs several different ways including Young Person Risk Questionnaire on admission, Health Check on admission by CPHS Nurses, previous medical history and confirmation from previous admissions.</p>
18.	Ensures that both admissions unit staff member and the young person to whom property belongs sign the property sheet listing signed-in property.	<p>Supported - Existing Initiative</p> <p>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.</p> <p>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>	Not applicable - Completed

No.	Recommendation	Response	Progress Update - August 2020
19.	Provides additional health food options for purchase through the canteen.	<p>Supported in Part</p> <p>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</p> <p>The canteen sheet currently uses a traffic light system to identify healthier options. There are restrictions to the number of red and yellow items available for the young person to purchase. Healthier options now available include bottled water, plain mineral water, rice cakes and tuna.</p> <p>A UTAS project is currently underway at AYDC which will consider the nutritional value of the menu, canteen items and food rewards/incentives offered at the Centre. This project includes the placement of 3 UTAS students under the guidance from their lecturer for a period of 4 days. The outcome of this project is professional advice on ways to improve the nutritional value of food items at the Centre. The UTAS project will further inform the canteen options.</p>



Appendix 6 – Department of Health – Update on Responses to Recommendations – Care and Wellbeing Inspection Report 2017

No.	Recommendation	DOH Response	CPHS Update (August 2020)
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.	Supported in Principle This process is currently being discussed by the TPS and CPHS.	CPHS streamlined the process regarding the issuing of medical chits. Medical chits are only issued based on medical need and issued by CPHS doctors.
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.	Supported in Principle 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.	CPHS has been officially accredited by RACGP to staff a junior RMO. CPHS is continuing to explore having a junior RMO rostered; however there are challenges in being allocated interested parties.
69.	Explores with TPS the funding and commissioning of a radiology suite on the Risdon campus.	Supported 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.	Ongoing discussion between CPHS and TPS regarding the commissioning of a radiology suite at the Risdon campus. Staffing resources and location has not been secured to facilitate this recommendation.

No.	Recommendation	DOH Response	CPHS Update (August 2020)
70.	Explores with TPS the funding and commissioning of a physiotherapy suite on the Risdon campus.	Supported 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.	Discussion ongoing between CPHS and TPS. Current investigation into a physiotherapy suite on the Risdon campus would not be cost effective. Physiotherapy services attend Risdon, one day per week. There are challenges accessing inmates regularly due to restriction of lockdowns by TPS.
72.	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.	Supported - Existing Initiative This is currently completed where possible within Minimum Security. CPHS senior management is investigating whether this would be manageable in the broader prison environment.	Medication Management (Webster Packs) has been implemented within Minimum and Medium/Low facilities. The expansion of Webster Packs to the Women's Prison has ceased as per a TPS security issue due to a medication incident. Ongoing investigation of expansion to other Risdon facilities.
81.	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.	Supported in Principle 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.	A Business Case has been developed and submitted for review and progression to the Mental Health, Alcohol and Drug Directorate. This Business Case relates to additional staffing of Mental Health Professionals. Ongoing monitoring of staffing levels, awaiting response from the Directorate.



No.	Recommendation	DOH Response	CPHS Update (August 2020)
82.	Includes in strategic planning for mental health services workforce development, professional development, and succession planning to ensure growth and stability of the workforce overtime.	Supported in Principle See response to Recommendation 81.	As per response in item 81.
83	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.	Supported in Principle See response to Recommendation 81.	Continued development towards formalising a mental health screening tool. Currently the Service is commencing a Project to transition CPHS (and other service areas) to DMR / iPM as the preferred medical records platforms. Investigation still ongoing into engaging with mental health nurses to conduct the mental health screening, further discussions required.
84.	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.	Supported in Principle See response to Recommendation 81.	Improvements have been implemented to the weekly Mental Health Meetings. The formatting of these meetings has allowed for more collaborative triaging of inmates for treatment at Wilfred Lopes Centre (WLC). Recent restructure within Forensic Mental Health Service (FMHS), CPHS and the Alcohol and Drug Service has amended current Clinical Director position titles to reflect a Speciality Director position (Statewide) to align with SMHS. Both the CPHS and FMHS Speciality Directors' work collaboratively in order to move towards a more systemic and formalised approach in developing and implementing responses to those presenting with Mental Health Illnesses.

No.	Recommendation	DOH Response	CPHS Update (August 2020)
88.	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 The Department of Health notes that CPHS will look into appropriate services and engage with the TPS.	Ongoing developments to better support inmates preparing for release into the community that have mental illnesses. There have been significant upgrades in relation to the Multi-disciplinary Team meetings and coordinating referrals to the appropriate community mental health service.
89.	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 See response to Recommendation 81.	
120.	Facilitates an independent review of the Department of Health and Human Services state-wide community, and TPS, Alcohol and Drug models of care.	Supported in Principle 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'.	The draft Reform Agenda for Alcohol and Drug Services in Tasmanian currently sitting with the Government. Statewide Mental Health Services is anticipating an announcement in late 2020 in relation to this. Continued discussion with CPHS and ADS regarding prisoners that have commenced Buprenorphine injections and their ongoing support when released into the community.



No.	Recommendation	DOH Response	CPHS Update (August 2020)
121.	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 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 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.	Planned review of TOPP is yet to commence. This review requires specialist independence review, who is yet to be engaged.

Appendix 7 – Department of Justice – Response to Custodial Inspector’s Audit of Implementation of Recommendations – Care and Wellbeing Inspection Report 2017

The following table outlines the TPS response to the Custodial Inspector’s audit of implementation of recommendations made in the *Inspection of Adult Custodial Services in Tasmania, 2017: Care and Wellbeing Inspection Report*.



No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
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	Corrective action not taken It is understood that the review of DSOs is parked for the moment save those that need amending due to a critical or significant change to policy or procedure, i.e. the classification DSO after the escape.	In 2019 the process for reviewing DSOs was decentralised with senior managers taking the lead for DSOs within their areas of responsibility. Additionally we have linked our DSO review to our internal audit schedule to ensure there is a risk based approach taken. Whilst it is appropriate to remain flexible in our approach (eg Classification DSO review following the escape), reviews of DSOs have and will continue as outlined above. Senior Managers of areas have continued to progress reviews on DSOs and other policy documentation that fall within their area of responsibility. The Manager, Strategic Projects is conducting a review of the TPS Policy Work Plan and Audit Schedule with the aim of expediting the updating of TPS documentation, including DSOs. Further discussion about the allocation of resources to this function is necessary before a timeframe for completion of the task can be established.

No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
2	TPS establishes a means to regularly review the equal opportunities and outcomes for different prisoner groups.	<p>Supported in Principle</p> <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	<p>Corrective action not taken</p> <p>The inspection standards relevant to this recommendation (67, 67.1, 67.2 and 67.3) are intended to ensure prisons do not discriminate in the treatment of prisoners. The recommendation is directed at putting in place a means to review the equal opportunities and outcomes for different prisoner groups more generally, rather than considering specific offending needs. The dot point references to programs in the text of the inspection report were illustrative of issues relating to program delivery specifically, but this was simply one example provided and not intended as being an exhaustive list.</p>	This recommendation remains open and under review by the TPS. TPS Management will consider the further comments made by the Custodial Inspectorate at the scheduled Custodial Inspectorate Action Plan meeting scheduled for 25 June 2020.



No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
2 cont				<p>The main issue is that the inspection found that TPS do not have the means to regularly review the equal opportunities and outcomes for different prisoner groups at the present time – as is required by inspection standard 67.1.</p> <p>More generally, the point of equal opportunity is that programs, services, employment opportunities etc. should be made available to all prisoner groups. Without data it is impossible to measure equality of opportunities and outcomes.</p> <p>Are there plans to capture data to identify different prisoner groups?</p>	

No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
3	TPS introduces system-wide strategies to promote anti-discriminatory practices.	<p>Supported – Existing Initiative</p> <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	<p>Further information required</p> <p>Please provide further information on the training outlined, including all relevant training materials and a copy of the training register evidencing currency of training of Supervisors and Managers.</p>	<p>The TPS provides a range of training to staff at various levels. Training includes seven (7) elements of the Decency Module. This is provided as part of an e-Learning Program which comprises of eight (8) elements including an introduction.</p> <p>Copies of these materials are attached.</p>



No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
4	TPS provides a systemic approach to training staff to assist with the identification of, and appropriate strategies for, dealing with disabilities.	<p>Supported</p> <p>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.</p> <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"> • Screening processes for intellectual disabilities and acquired brain injuries have been developed. 	Open	<p>Further information required</p> <p>Please provide further details, including timeframe, regarding the review of training. It is understood that the review has not been completed, but has it commenced?</p> <p>Please provide further details regarding the meetings between the TPS and CPHS to discuss prisoners with mental health issues. Are these meetings formal or informal? Facilitated through? Who are the participants?</p> <p>This requested information is directed at understanding what robust processes have been implemented, in order to determine the likelihood of the TPS/CPHS meetings falling over if staff move.</p>	<p>The review into the training pathway of all staff in all areas of training is ongoing and will progress until late 2021. It should be noted that the TPS does provides training to recruits in dealing with people with disabilities and this also incorporated into some promotion related courses.</p> <p>There is also a requirement for all staff to complete the Decency and Cultural Competence eLearning modules.</p> <p>The Department of Justice has recently released a training package titled 'Disability Confident Workplaces'. This training is related to general workplaces and employment rather than management of prisoners, however the concepts are transferable.</p> <p>Ongoing and significant review into the training pathway of all staff in all areas of training is currently being undertaken and will progress until late 2021.</p> <p>TPS and CPHS hold formal regular monthly meetings to raise, discuss and resolve a range of initiatives</p>

No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
4 cont		<ul style="list-style-type: none"> 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. <p>Regular meetings have been established between the TPS and CPHS to discuss prisoners with mental health issues.</p>		<p>Systems and processes relating to identification and management of disabilities will be further reviewed during the upcoming Physical Health Care inspection.</p>	<p>and prisoner-specific issues. These are formal meetings, and are minuted. The meetings are chaired by the Director of Prisons and attended by the following personnel:</p> <ul style="list-style-type: none"> Director of Prisons Senior Psychologist (TPS) Clinical Director, CPHS Risdon Prison Hospital Head of Department, Forensic Mental Health Services, WLC Director of Nursing Forensic Health Services Nurse Unit Manager, WLC Clinical Nurse Consultant, CPHS <p>In addition, the TPS holds Case Conferences to discuss individual prisoners. Such case conferences can be either formal (minuted) or informal in nature, and are attended by relevant TPS and CPHS staff.</p> <p>The Custodial Inspectorate may request copies of minutes of these meeting from the Executive Officer to the Director of Prisons.</p>



No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
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	Further information required Please provide details outlining the new process.	The revised DSO 3.09 (Mother and Child Program) was issued on 5 June 2020. The formal issuing of the DSO was delayed due to the COVID-19 response. Section 12 and Appendix B of the revised policy outlines the process for the procurement of goods. In particular, Section 4 of Appendix B provides an overview of the procurement of essential items (nappies, baby wipes and formula), direct through TPS Finance, allowing more personalised shopping to occur and the urgent purchase of goods if required – rather than the order being processed via the TPS Store (as was the prior practice).

No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
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.	<p>Supported</p> <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	<p>Corrective action not taken</p> <p>A site visit to Risdon Prison Complex (RPC), Ron Barwick Prison (RBP) and Mary Hutchinson Women's Prison (MHWP) from 21-23 January 2020 established that no additional socks and underwear for prisoners are being provided upon reception to these custodial centres.</p> <p>Please provide details, including timeframe, relating to the model being developed to provide prisoners with fresh socks and underwear for a 7 day period.</p>	The Senior Management Team has decided to increase the provision of underwear and socks to prisoners on reception. The TPS is in the final stages of implementing this decision and it will be addressed as an item at the upcoming Custodial Inspectorate Action Plan meeting scheduled for 25 June 2020.



No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
8	TPS provides male prisoners with sleepwear.	<p>Supported</p> <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 over 65 years of age and others where special needs deem appropriate. This includes prisoners housed in RBMSP Division 7.</p>	Open	<p>Corrective action not taken</p> <p>A site visit to RPC, RBP and the Visitor Reception Centre (VRC) undertaken from 21-23 January 2020 established that:</p> <ul style="list-style-type: none"> • family members are not permitted to send pyjamas to prisoners, except for those in MHWP • sleepwear has not been added to the canteen list for purchase by prisoners • sleepwear is not made available to prisoners on reception • there is no mandatory allocation of sleepwear for persons aged over 65 years and others where special needs deem appropriate. <p>This was confirmed with VRC staff, correctional staff in the processing area of RPC, prisoners in the processing area of RBP, and prisoners accommodated in RBP Division 7, staff working in the Stores and by review of current canteen lists for all facilities.</p> <p>This recommendation should be reopened.</p>	The TPS will re-open this recommendation. Upon review it appears that decisions have been made without necessary instruction being provided at the operational level.

No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
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	Further information required Please advise of progress and/or likely timeframe for changes to the reception packs. A site visit from 21-23 January 2020 confirmed that no changes to the reception packs have been implemented since the inspection in 2017.	As noted above, the TPS is in the final stages of addressing this matter, and it is listed as an agenda item for the upcoming Custodial Inspectorate Action Plan meeting scheduled for 25 June 2020.



No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
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.	Open	<p>Corrective action not taken</p> <p>The Inspector maintains as noted in the inspection report that “... as a general principle, prisoners should be provided with clothing suitable for the activities they perform. Shorts for recreation are not issued to prisoners by TPS. The inspection team observed many prisoners exercising in tracksuit pants. The tracksuit pants are fleecy and not well suited to physical workouts, causing prisoners to become hot and sweat more quickly during exercise. It is acknowledged that prisoners can purchase black shorts through the canteen however this is not an option for all prisoners. TPS should provide a pair of shorts for sport and recreational use for each prisoner.” Some prisoners can afford to buy black shorts for recreation, but many prisoners cannot.</p> <p>This recommendation should be reopened.</p>	The TPS will re-open this item and further consider issuing shorts to prisoners

No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
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.	<p>Already in Place</p> <p>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.</p>	Open	<p>Corrective action not taken</p> <p>The Inspector maintains that one tracksuit top and one polar fleece are not adequate for the Tasmanian winter climate.</p> <p>Family members are only permitted to provide:</p> <ul style="list-style-type: none"> • male prisoners with white singlet tops and black tracksuit pants • female prisoners at MHWP with pyjamas, socks, underwear (basic cotton only) and brassieres. <p>The items permitted to be provided by family members do not include warm jumpers or overcoats. Not all prisoners have supportive family members and not all families can afford to buy clothing items for their loved one.</p> <p>This recommendation should be reopened.</p>	TPS Management will consider comments made by the Custodial Inspectorate at the scheduled Custodial Inspectorate Action Plan meeting scheduled for 25 June 2020.



No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
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.	Open	Corrective action not taken The recommendation in relation to shoes is for TPS to procure robust and durable footwear as the standard prison issue – not to have durable shoes available for prisoner purchase through the canteen. The quality of the shoes remains a significant issue with many prisoners advising that the <i>Traffic Jam</i> brand green shoes wear out very quickly. Prisoners in RBP processing advised that shoes regularly require replacing after approximately four weeks with general use and as soon as two weeks after issue if a prisoner is training. MHWP confirmed that the life of <i>Traffic Jams</i> is around 4-6 weeks for female prisoners.	TPS Management will consider comments made by the Custodial Inspectorate at the scheduled Custodial Inspectorate Action Plan meeting scheduled for 25 June 2020.

No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
12 cont				<p>Noting that the <i>Traffic Jams</i> shoes are replaced so often a cost analysis is required to determine whether the procurement of poor quality shoes is a false economy.</p> <p>Many prisoners cannot afford to purchase better quality shoes through the canteen as the least expensive shoes on the canteen list are \$81.15. This is a significant expense when prisoner wages/allowances start from the Basic Living Allowance of \$15 per week.</p>	
13	<p>TPS provides suitable discharge clothing to prisoners who do not have any civilian clothing.</p>	<p>Supported – Existing Initiative TPS has initiated a project to address these issues.</p>	Open	<p>Further information required Please provide details of the project initiated to address these issues. The site visit to processing areas in RPC, RBP MHWP from 21-23 January 2020 confirmed that lack of suitable discharge clothing remains an issue for many prisoners</p>	<p>This is an ongoing action for the Senior Management Team. The decision has been made for release packs to be provided to prisoners who require one on release. Operation procedures will now be developed to permit this to occur.</p>



No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
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	Corrective action not taken The site visit to processing areas in RPC and RBP undertaken from 21-23 January confirmed that stock management control remains an issue. Many sizes of clothing were completely out of stock. A number of prisoners had been given clothing that was two to three sizes too big for them until smaller sizes become available. This was confirmed by staff. The inspection team was also advised by multiple sources that sheets had been out of stock. Doona covers had been purchased by Stores to cover the shortage and some prisoners reported being provided with a doona cover as an alternative to sheets. This recommendation should be reopened.	As part of the reintegration and education strategy, the TPS gives opportunities to prisoners to work in industry based areas. As such, our prisoner workforce produces stock, in particular clothing and linen, for the broader prison population, providing experience in modern day tailor shop skills along with exposure to education. This complicates the stock control management process as it does not provide the same stability of supply as when the product is purchased externally. However, the process is constantly scrutinised and on hand stock levels have been and are adjusted accordingly to ensure greater availability. Currently we are reviewing the ordering processes in the prison facilities to ensure that clothing and linen is being ordered on a basis that meets the demand of each facility while also providing further information about on hand stock levels required in the tailor shop. This item is an ongoing aspect of normal business and will continue to be addressed as such.

No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
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	Further information required Please provide details regarding this process. Staff in the RPC processing area did not appear aware of a formal quality-control process, though this may be due to staff movement in this area. If there is a process, where is it located and how are staff made aware of it?	The item is still under review. The TPS notes the Custodial Inspectorate's comments and will ensure the requirement to include procedural documentation for staff is included in the review.
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.	Closed	See 14 above.	The TPS would prefer not to use an external provider (although we have done so at times in the past), as giving opportunities to prisoners is a key priority. Our reintegration and education strategy provides opportunities for prisoners to work in industry based areas concurrently with exposure to relevant education. Please read in conjunction with the response to recommendation 14. This item is an ongoing aspect of normal business and will continue to be addressed as such.



No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
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	Further information required Please provide further details regarding the progress of the review. Enquiries made at the site visit indicated that staff were not aware of a review and that there is no process for replacement of clothing for prisoners on lengthy sentences, or others.	The item is still under review. The TPS notes the Custodial Inspectorate's comments and will ensure the requirement to include procedural documentation for staff is included in the review.

No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
18	TPS introduces a mattress replacement strategy so that mattresses can be proactively replaced in each facility on a regular basis.	<p>Implemented</p> <p>TPS current processes ensure that mattresses are replaced every three years, with one third of mattresses replaced in each facility yearly. Prisoners can request a replacement mattress where the need arises earlier than the routine replacement period.</p>	Open	<p>Corrective action not taken</p> <p>The poor condition of mattresses remains a significant issue. During multiple site visits this financial year inspectorate staff, including the Inspector, have sighted numerous mattresses with black mould that cause concern from a health perspective. Additionally, many of the mattresses had ripped covers and others had chunks of foam missing from them. Prisoners reported that mouldy mattresses are placed back into circulation even if they are fortunate enough to have the mattress replaced with a new one. The inspectorate has taken photographs of substandard mattresses for evidential purposes.</p> <p>This recommendation should be reopened.</p>	<p>The TPS notes the ongoing concerns raised by the Custodial Inspectorate and commits to undertaking further review into this matter. The recommendation will be re-opened.</p>



No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
19	TPS implements processes to ensure staff inspect mattresses, doonas and pillows regularly for defects, moisture and mould and replace where necessary.	<p>Implemented</p> <p>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.</p> <p>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.</p>	Open	<p>Corrective action not taken</p> <p>During the site visit on 22 January 2020 the Inspectorate was advised by multiple prisoners in RPC (maximum and medium) and RBP that daily cell inspections are not always undertaken and when they are conducted it is a visual inspection of the cell from the doorway and mattresses are not checked. This was confirmed with a correctional staff member. There is no requirement to place mattresses on their sides daily to allow air circulation rather this is prisoner choice.</p> <p>Please provide details regarding the status of the retrofitting of mattress slats.</p> <p>This recommendation should be reopened.</p>	<p>The TPS notes the ongoing concerns raised by the Custodial Inspectorate and commits to undertaking further review into this matter. The recommendation will be re-opened.</p> <p>In regard to the construction of the mattress slate bases, the works are ongoing within the TPS Maintenance work shop, although the COVID-19 response has temporarily stopped production. To date, all of HRP & LRP and two units in RPC Medium have been completed. 40 more bases are ready for powder coating and construction. This work will recommence once the work COVID-19 has generated is complete.</p>

No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
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.	Open	<p>Corrective action not taken</p> <p>Noting the condition of mattresses sighted by the inspection team over multiple onsite inspections, it is respectively suggested that either the process is flawed or not being followed by staff. Further work is required in this area to ensure the condition of mattresses is improved as the Inspector has significant concerns relating to mould and its impact on prisoner health.</p> <p>Please provide a copy of the prisoner transfer or release process.</p> <p>This recommendation should be reopened.</p>	<p>The TPS notes the comments made by the Custodial Inspectorate and will re-open the recommendation for further review. The Cell Check (Admission and Discharge) form is attached. The procedures are outlined in the facility Operating Procedures. In the Medium Operating Procedures the paragraph states the following:</p> <p>Form 5BD (Cell Check (Admission/Discharge)) form must be completed when a prisoner is first placed in a cell and again when the prisoner is transferred or removed from the cell.</p> <p>Correctional Officers must remain vigilant for potential hazards while conducting daily checks.</p> <p>Correctional Officers conducting daily checks must ensure that prisoners do not have any unauthorised items in their possession, including excess personal or prison property or other prisoners' property.</p>



No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
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	Further information required Please provide an update on the project.	his recommendation remains open and is being considered in conjunction with stock control processes. All laundry is completed on site, at the RPC Laundry, the MHWP Laundry and the RBP Laundry. Smaller washing facilities are available at the reception prisons. The TPS is researching the sourcing of fire retardant fabric, and is awaiting a quote for budget consideration.
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	Further information required Please provide an update on the project.	As noted above (rec 21).

No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
24	<p>TPS inspects all cells in Ron Barwick Minimum Security Prison regularly and those identified with any visible condensation or mould should be left unoccupied.</p>	<p>Supported – Existing Initiative</p> <p>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.</p> <p>DSO to be reviewed to ensure mattresses and mould are a part of daily cell inspections by Correctional Officers.</p> <p>Condensation issues are monitored. Any cells identified with mould are closed pending rectification.</p>	Open	<p>Corrective action not taken</p> <p>As noted above, the inspectorate was advised by multiple prisoners in RBP that daily cell inspections are not always undertaken and when they are conducted it is a visual inspection of the cell from the doorway and mattresses are not checked.</p> <p>The inspectorate has been advised by TPS management that the review of DSOs is parked for the moment save those that need amending due to a critical or significant change to policy or procedure.</p> <p>Please provide further information regarding the monitoring systems in place in respect of condensation.</p> <p>This recommendation should be reopened.</p>	<p>The TPS notes the ongoing concerns raised by the Custodial Inspectorate and commits to undertaking further review into this matter. The recommendation will be reopened.</p>



No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
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.	Open	Corrective action not taken The recommendation is for TPS to address complaints from prisoners about being too cold (or too hot) in a timely manner. This recommendation was made as at the time of the inspection it was evident that complaints were not being dealt with quickly enough, particularly noting that they largely related to prisoners that were elderly or had health issues. The corrective action does not address the recommendation.	The TPS notes the ongoing concerns raised by the Custodial Inspectorate and commits to undertaking further review into this matter. The recommendation will be reopened.

No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
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	Further information required During the site visit undertaken from 21-23 January, stickers above taps advising prisoners to run taps for 30 seconds were evident in MHWP, but not in other facilities. This will be checked at the next Environmental Health and Hygiene inspection.	Please note the following clarification regarding this item:- <ul style="list-style-type: none"> • It is correct that signage has been installed in MHWP. Signage has also been installed in some older parts of RBP where there are galvanised pipes. • Water is tested twice yearly from 56 locations around all prisons, staff and prisoner areas. The results from these tests have always come back at an appropriate level fit for human consumption. At no stage has a water test failed since the first test in MHWP. <p>In light of the above it has been determined that there is no need to fit signage in all areas of facilities and that to do so would cause unnecessary anxiety for prisoners and staff within those areas as well as causing unnecessary water wastage. The TPS apologises for the incorrect response previously provided to the Inspectorate that this action had occurred.</p>



No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
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	For next inspection Test results/reports for water sampling will be requested at the next Environmental Health and Hygiene inspection.	Nothing further at this point in time.
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).		For next inspection Test results/reports for water sampling will be requested at the next Environmental Health and Hygiene inspection.	Nothing further at this point in time.
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	Further information required Please provide further clarification as it is not clear from this response whether the advice was sought from CBOS.	The advice would have been sought from John Holland and Fairbrother.

No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
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.	Open	Further information required The recommendation is for temperature checks of fridges in all units and divisions in all custodial centres on a regular basis. The response does not address the recommendation other than in respect of the Main Kitchen at Risdon. This will be checked at the next Environmental Health and Hygiene inspection.	The TPS notes the ongoing concerns raised by the Custodial Inspectorate and commits to undertaking further review into this matter. The recommendation will be reopened.
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	Corrective action not taken The site visit to Stores areas in RBP on 23 January confirmed that storage remains an issue. Staff indicated that more storage space might result in better buying power and provide some savings.	As noted, this is an infrastructure consideration and subject to additional funding through the budget process. The status of the item is 'open'.



No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
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	Corrective action not taken This recommendation is directed at the length of time it takes TPS to repair and replace damaged food preparation equipment. The response does not address the recommendation.	The TPS does not support this comment from the Custodial Inspectorate. The TPS Store has such items available in stock and these can be requisitioned as determined by the Superintendent of each facility.
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	Further information required Feedback from prisoners during onsite visit indicated that access to showers was still an issue in part due to lockdowns and not being unlocked at lunch time. This will be checked at the next Environmental Health and Hygiene inspection.	Further clarification is requested from the Custodial Inspectorate regarding this response. The Medium precinct of the RPC is designed to enable a communal living environment and, as such, prisoners can access communal living areas (including showers and toilets) at any time 24/7. To further clarify, when locked down prisoners are confined to the unit, not to rooms, and remain able to access communal areas in the unit.

No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
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	Further information required Please advise what was implemented in all prisons? A site visit to RPC undertaken from 21-23 January 2020 established prisoners are not following proper infection control measures and that barbering remains an issue. This will be checked at the next Environmental Health and Hygiene inspection.	Clarification that UV sterilising equipment has been introduced in RPC.



No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
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	Corrective action not taken Follow up with the Assistant Director indicates that there is no progress on the corrective action.	Corrective action on this recommendation continues. The TPS is currently in the process of consulting with Honeywell to obtain the mould for the toilet seats. The item remains '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	Further information required A site visit to the RPC Processing Area on 22 January 2020 established that prison escort vehicle pods are not cleaned after every use, rather they are cleaned on a weekly basis. This will be reviewed at the next Environmental Health and Hygiene inspection.	This recommendation is still being addressed by the TPS. However, it should be noted that additional cleaning measures have been implemented across all areas of the TPS in response to COVID-19 and new schedules have been developed to ensure the appropriate cleaning of escort vehicles.

No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
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	Further information required Please provide details of the Form 55 annual audit undertaken by Johnstone McGee & Gandy Engineers and Planners.	The TPS Maintenance Manager has provided the following additional information: LRP has a contract with Johnstone McGee & Gandy (JMG), who in turn tender for a contract which is currently held by Contact Electrical. JMG undertakes three monthly building inspections and a 12 monthly audit. This audit generates the Form 55. Contact Electrical undertakes statutory fire and electrical maintenance as per the building code of Australia on a monthly basis.



No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
95	<p>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.</p>	<p>Supported – Existing Initiative</p> <p>TPS Catering services has progressed recommendations from the 2016 TPS Menu Nutrition Assessment:</p> <p>Bread has been changed to multi grain/sour dough.</p> <p>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.</p> <p>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.</p>	Open	<p>Further information required</p> <p>This will be reviewed at the next Food and Nutrition inspection. It has been established that no healthy eating course is delivered by PEaT.</p>	<p>This item remains open and under review by the TPS.</p> <p>To clarify, in 2018 and the start of 2019, TasTAFE delivered a Cert 3 in Fitness which included a unit called <i>Provide Healthy Eating Information (SISFFIT005)</i>.</p> <p>In 2018 nine (9) prisoners enrolled in the Cert 3 Fitness, three (3) completed that year with the remaining four (4) completing in 2019. It is understood that TasTAFE made the decision to remove the Cert 3 from the scope of their prison service delivery. This matter will be subject to review during our transition negotiations with TasTAFE, which will see a TasTAFE Training Facility established within Risdon Prison.</p>

No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
95 cont		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.			
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	Corrective action not taken There are still concerns regarding the delay between preparation and consumption. This will be reviewed at the next Food and Nutrition inspection.	No further comment at this stage



No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
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.	Open	Corrective action not taken It has been established that no healthy eating course/education is delivered by PEaT.	As per response above, TasTAFE did deliver a unit with a Cert 3 course relating to health eating. TasTAFE made the decision to remove the Cert 3 from the scope of their prison service delivery. In light of the above, the TPS will re-open this recommendation for further consideration.
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	Further information required Please provide further details regarding these initiatives.	As per response above, TasTAFE did deliver a unit with a Cert 3 course relating to health eating in 2018 and early 2019. TasTAFE made the decision to remove the Cert 3 from the scope of their prison service delivery. In light of this decision, the TPS will revisit our initial response and approach to addressing this recommendation.

No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
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	Further information required Please provide details of the replacement schedule. The site visit undertaken from 21-23 January identified that sporting equipment in many yards and division of RPC and RBP was sparse or non-existent.	The TPS can confirm that the installation of gym equipment has been finalised state-wide. This was finalised following the January inspection by the Custodial Inspectorate.



No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
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	Further information required Please advise if any corrective action is being actively considered in this area and whether a request for funding to address the recommendation has been included in TPS' budget submissions.	The DoJ FMIS Finance 1 system currently facilitates two accounts per prisoner - one for private monies and one for earnings. While it is possible to create another account for savings, we would only be able to facilitate a generic savings deposit (eg 10% from each prisoner's pay) as we do not have the resources to provide a tailored savings deposit. This would need to be authorised by the Agency and would require programming changes to CIS. The TPS can enquire as to whether the savings program could be introduced as part of the provisioning of the kiosks across the prison site, as the kiosks will allow the prisoners to tailor a savings plan. This is not a recommendation that can be actioned in the short-term.

No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
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	Further information required Please advise if any corrective action is being actively considered in this area and whether a request for funding to address the recommendation has been included in TPS' budget submissions.	Due to the shutdown of Service Tasmania during the COVID19 response, the Unilink Prisoner Secure Payment Service (PSPS) was introduced. This service is an electronic deposit system allowing funds to be distributed to prisoner's private cash accounts or returned if deposit limits are exceeded. The TPS will consider the continuation and extension of the service following the resolution of the COVID-19 response.
129	TPS makes available more hobby items through the canteen.	Supported in Principle TPS will review the list of available hobby items.	Open	Further information required A review of the current canteen lists confirms that hobby items are still extremely limited.	Hobby and sports items (48) represent 16.9% of the items on the canteen form. In addition to this, prisoners are able to purchase art supplies via the Creative Learning team. 52 items are available to prisoners in MHWP and RBP and 39 items are available in RPC.



No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
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	Further information required Please advise if any corrective action is being actively considered in this area and whether a request for funding to address the recommendation has been included in TPS' budget submissions.	The old Archives area in the RBP has now been converted for this purpose. The TPS is now in the process of developing operational policies and procedures to support the centralised property process.
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.	Open	Corrective action not taken This recommendation relates to outgoing prisoner mail – that is, mail that prisoners send outside the prison. The corrective action identified does not address the recommendation. This recommendation should be reopened.	In light of the comments made by the Custodial Inspectorate the TPS will re-open this recommendation. It is noted that when reviewing the context of the recommendation in the Report, some of the concerns raised appear to relate to the actions and processes of external authorities. The TPS will consult further with the Custodial Inspectorate in order to determine the context surrounding this recommendation.

No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
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	Further information required Please advise on progress	The TPS implemented the 'Email a Prisoner' (EMAP) service during the COVID-19 response in order to increase the opportunities for family, friends and community members to contact prisoners. The TPS will consider the continuation and extension of the service following the resolution of the COVID-19 response.
134 to 141	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	Further information required Please provide an update on the tender process	The Inmate Telephone System Tender has now closed and is currently in contract negotiation. We intend to have the new supplier on board in June to commence development of the new system, with the intention to have the new system in place by end of September. The call rates will be reduced by approximately 30% and the number of phones will double. The positioning of phones will also be addressed in order to ensure that there is some accessibility to phones during lockdowns.



No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
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.	Open	<p>Corrective action not taken</p> <p>Visits by media are facilitated by volunteer organisation Onesimus, not TPS, and are dependent on the good will of one individual, Pastor Norm Reed. This is a key dependency that is outside of the control of TPS and there is no contingency plan in place should Onesimus not continue to facilitate video visits.</p> <p>The recommendation is for more flexibility to be provided for bookings made by visitors that live either interstate or in a regional area of Tasmania (for example the North West Coast). The intention of the recommendation is to allow these visitors to book further in advance than a week before the visits – to enable travel arrangements to be put in place and be guaranteed that a visits booking will be granted (and not run the risk of a visits session being booked out particularly noting the ever increasing numbers of prisoners).</p>	In light of the comments made by the Custodial Inspectorate the TPS will re-open the recommendation. As the Custodial Inspectorate would be aware, the TPS has undertaken considerable work in this area over the last couple of months with the implementation of virtual visits across all prisons state-wide. It is the intention that virtual visits options will remain following the resolution of the COVID-19 response and it is recognised that the TPS will be required to update procedures and policies as a result.

No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
142 cont				The response does not address the recommendation. This recommendation should be reopened.	
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	Corrective action not taken The site visit undertaken from 21-23 January 2020 indicated there were no pamphlets or signage in the Visits Centre.	It is recognised that, although the action remains 'Open', no further action has been undertaken on this recommendation. This will be now reviewed and actioned as a matter of priority.
144	TPS updates its website to include more detailed information regarding transport options to assist persons wishing to visit a prison.	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.	Closed	Corrective action not taken A review of the TPS website on 6 February 2020 confirms that there is no information relevant to transport options. This recommendation is easily complied with and it is disappointing that it has not been actioned in a timely manner.	It is recognised that action on the recommendation was overlooked. This information has now been updated on the TPS internet page via the following: https://www.justice.tas.gov.au/prisonservice/visiting



No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
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	Corrective action not taken The site visit undertaken from 21-23 January 2020 confirmed that no drinking water is available in the Visitor Reception Centre.	This item is still open, noting that further advice will need to be obtained from Public Health in regard to current COVID-19 restrictions with respect to shared resources.
146	TPS reviews the Mary Hutchinson Women's Prison visits area so that the area includes appropriate visitor amenities, is more child friendly and incorporates an adequate children's play area.	Supported – Existing Initiative Plans underway to convert the Roland Unit into a multi-purpose unit – including visits – will address this Recommendation.	Open	Corrective action not taken Please provide details and anticipated timeframe for the conversion of the Roland Unit.	The planned corrective action for this recommendation has been delayed due to COVID-19. The Roland Unit is currently being utilised as accommodation for prisoners due to the need to establish an isolation unit in MHWP (Hartz). The TPS COVID-19 Recovery Plan lists the use of the Roland Unit for prisoner accommodation ceasing from the week beginning 20 July 2020. The TPS will further consider the plans to convert this unit at this time. No timeframe can be provided at this time.

No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
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	Corrective action not taken Please advise whether short term solutions are being considered to address this recommendation given that the new facilities will not be operational for some time. The recommendation is to ensure that there are resources to occupy children during a visiting session this does not mean that infrastructure changes are required.	The TPS notes the comments made by the Custodial Inspectorate and will consider further corrective action, noting current COVID-19 restrictions with respect to shared resources. It should be noted that superficial maintenance has occurred at the HRP to improve the overall atmosphere of the visits areas, including painting and child friendly murals on walls. A black board and chalk has also been installed in each visit box. The LRP provides activity packs to children, and the HRP will now also look into providing these.



No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
149	TPS makes available healthy food options in all visiting areas.	Supported TPS currently makes healthy food options available in visiting areas.	Closed	Further information required A review of the vending machines in RPC, MHWP and RPC was undertaken during the site visit from 21-23 January 2020. Concerns are held about the “healthy” food options available in visiting areas such as Carman’s Belgian Chocolate Brownie Oat slice etc. We are seeking the advice of a dietitian and this will be followed up at the next Food and Nutrition inspection.	No further comment at this stage.
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	Further information required Please provide an update on the progress of the Justice Connect project.	The Justice Connect project is generally on track in accordance with its expected schedule, with COVID-19 only expected to cause a small delay at this stage.

No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
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	Further information required Please provide an update on the progress of the Justice Connect project.	As for response to rec 150 above.
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 meet this recommendation as part of the Justice Connect project.	Open	Further information required Please provide an update on the progress of the Justice Connect project.	Justice Connect has recently deployed Zoom to address this issue during COVID-19. This function has now been handed over to TPS for ongoing management, as noted above (rec 142). Also note the comments re the progress of the Justice Connect project above (rec 150).



No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
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.	Open	Corrective action not taken The inspectorate attended Kids' Day at RPC on 21 January 2020 and children were not permitted to use the toilet facilities at all. The inspectorate staff were advised by the Family Engagement Worker that children are not permitted to use the toilet facilities for homework club sessions either. This is not acceptable and must be addressed as a priority.	The decision to restrict children from using toilet facilities within the RPC was made for security reasons. This matter will be reviewed at the upcoming Custodial Inspectorate Action Plan meeting scheduled for 25 June 2020.
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	Further information required Please provide an update on the review of the prisoner contract system.	This review continues. A Working Group has been established to progress work on four Standing Orders that are linked – prisoner allowances, the contract system, prisoner canteen and prisoner monies. The COVID-19 response has delayed the progression of this work at this time.

No.	Recommendation	Initial TPS response and Corrective Action Taken	Current Status	CI audit outcome and comment	TPS further comment
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	Further information required Please provide an update on the development of TPS' local framework.	Significant work has been undertaken to develop an Integrated Offender Management (IOM) Framework that will be the overarching policy that governs this area. Family reintegration services will be included within the framework. The framework is near finalisation and further consultation will occur within the service following the resolution of the COVID-19 response.



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