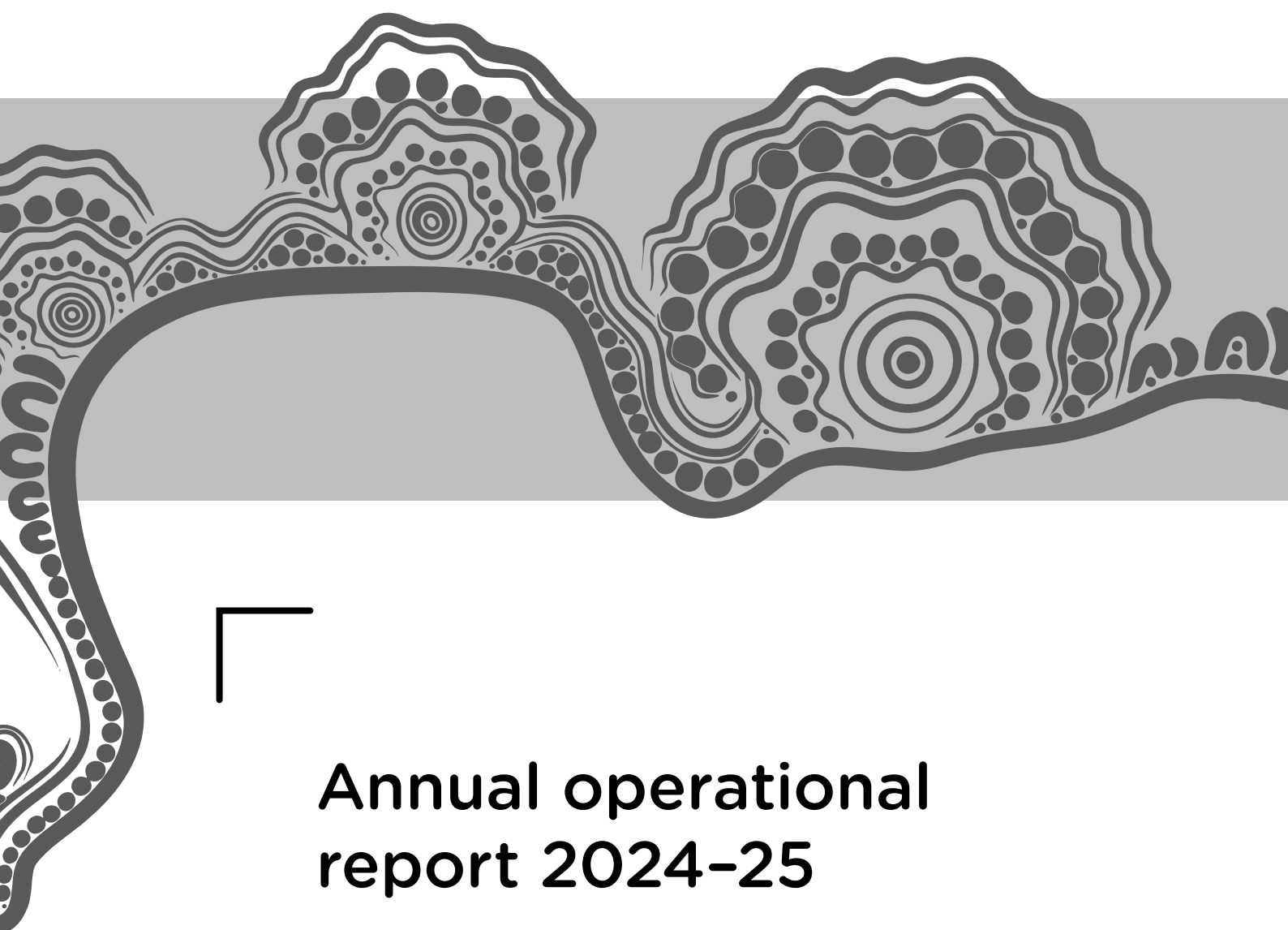


Inspector of Detention Services



**Annual operational
report 2024-25**

October 2025



**QUEENSLAND
OMBUDSMAN**

Nathaniel Chapman

Leaving Our Mark (2023)

Digital artwork (cover includes elements)

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Nathaniel Chapman is a Goenpul and Yuggera man, also from the Wambia Tribe in Northern Territory and Waka Waka country in Eidsvold, Queensland.



We acknowledge the Traditional Owners of the land throughout Queensland and their continuing connection to land, culture and community. We pay our respects to Elders past, present and emerging.

**Inspector of Detention Services:
Annual operational report 2024–25**

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17 October 2025

The Honourable Pat Weir MP
Speaker
Parliament House
George Street
BRISBANE QLD 4000

Dear Mr Speaker

I am pleased to submit to you the report on the operations of the Inspector of Detention Services for the year ended 30 June 2025.

This report is prepared in accordance with s 21 of the *Inspector of Detention Services Act 2022* and, as required by that Act, I have also provided a copy to the Attorney-General.

Yours sincerely



Anthony Reilly
Queensland Ombudsman and
Inspector of Detention Services

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Inspector's overview

I am pleased to present the second annual report on the operations of the Inspector of Detention Services, as required by s 21 of the *Inspector of Detention Services Act 2022* (IDS Act).

The IDS Act fully commenced on 1 July 2023. Under the IDS Act, the Ombudsman is also the Inspector of Detention Services.

This operational report sits alongside the Office of the Queensland Ombudsman's Annual Report 2024-25, which includes financial and non-financial performance reporting, organisational information and governance arrangements for the whole organisation, including the Detention Services Inspection Unit (DSIU).

The purpose of the IDS Act is to improve detention services, with a focus on promoting and upholding the humane treatment and conditions of detainees and preventing them from being subject to harm.

The IDS Act establishes a framework for achieving its purpose by:

- reviewing detention services and inspecting places of detention
- independent and transparent reporting
- publishing standards for inspection.

During the reporting period, we inspected the following places of detention:

- Cleveland Youth Detention Centre
- Brisbane Correctional Centre
- Capricornia Correctional Centre
- West Moreton Youth Detention Centre
- Brisbane Youth Detention Centre
- Numinbah Correctional Centre.

In the same period, we produced 4 reports about 5 inspections:

- *Cleveland Youth Detention Centre inspection report: Focus on separation due to staff shortages* (published 27 August 2024)
- *Cairns and Murgon watch-houses inspection report: Focus on detention of children* (published 11 September 2024)

- *Southern Queensland Correctional Centre inspection report* (published 19 March 2025)
- *Palen Creek Correctional Centre inspection report* (published 19 June 2025).

In 2025-26, we have decided to publish a single joint report about the inspections of youth detention centres. This recognises that we inspect each of the centres on an annual basis but also enables us to better assess systemic issues.

There were 98 recommendations across the 4 reports published in 2024-25. Pursuant to s 21 of the IDS Act, this annual operational report includes an evaluation of the actions taken in response to those recommendations. We greatly appreciate the efforts by agencies in relation to implementation.

I also wish to acknowledge the *Queensland Police Service Watch-house Review* and welcome the consideration that it gave to many of the issues raised in our report on the detention of children at Cairns and Murgon watch-houses.

Our standards for inspections for youth detention centres and prisons were published in 2023. We will draw on the above review, and other sources, to inform the development of standards for inspection of watch-houses in 2025-26.

Due to the continuing over-representation of Australian First Nations people in our detention centres, we prioritise engagement with Aboriginal people and Torres Strait Islander people. During our inspection of the Capricornia Correctional Centre, I was fortunate to have the chance to listen to First Nations Elders from Rockhampton, Mackay and Woorabinda who travel regularly to the prison to support Aboriginal men and Torres Strait Islander men. I greatly appreciated their time, generosity and insight.

In this report, we are required to include referrals to a minister under s 17(5)(b) of the IDS Act. During 2024-25, we made one referral regarding the carrying out of observations of young people at a youth detention centre. Further information is provided in the body of the report.

I would like to thank the senior managers and staff of the Department of Youth Justice and Victim Support, Queensland Corrective Services, the Queensland Police Service, and Queensland Health and hospital and health boards for their support for our functions during the reporting period.

I would also like to acknowledge the assistance of many government agencies and non-government organisations, as well as independent inspectors from other jurisdictions.

My thanks are also due to our wonderful team of Inspection Officers who pursue their roles with dedication and skill.

Finally, I would like to express my appreciation to those fellow Queenslanders who are held in places of detention for their willingness to engage with our officers and assist our work.

A handwritten signature in black ink, appearing to read 'A Reilly', with a stylized, cursive script.

Anthony Reilly
Queensland Ombudsman and
Inspector of Detention Services
October 2025

Functions performed by the Inspector during 2024-25

This report describes the functions performed by the Inspector during the 2024-25 reporting period and is prepared in accordance with s 21 of the IDS Act.

Standards

Preparing and publishing inspection standards is a function for the Inspector under the IDS Act. The Inspector published the inspection standards for Queensland prisons and for Queensland youth detention centres in August 2023. The standards and their 'quick guides' are available on the Office's website (www.ombudsman.qld.gov.au).

Work commenced on the development of the inspection standards for watch-houses, but was deferred until Queensland Police released its state-wide review into watch-houses in July 2025. The Inspector is considering these recommendations as the standards are progressed in 2025-26.

Inspections

Inspecting places of detention is a function of the Inspector under s 8(1)(b) of the IDS Act.

As well as being able to inspect a place of detention at any time, the Inspector must:

- inspect each youth detention centre every year (in addition to the existing 3 youth detention centres, Wacol Youth Remand Centre opened in March 2025 and joined the inspection program in 2025-26)
- inspect each prison that is a secure facility at least once every 5 years (14 prisons as listed in Schedule 1 of the Corrective Services Regulation 2017)
- inspect other places of detention prescribed by regulation at least once every 5 years (the Brisbane City Watch-house and the Southport Watch-house are listed in the Inspector of Detention Services Regulation 2023).

Inspection process

Undertaking an inspection is a complex, multi-staged process. Broadly, each inspection consists of 4 phases:

1. planning and preparation
2. onsite inspection
3. analysing information
4. report writing.

Reports are provided to the relevant ministers and departments to seek their submissions, which are considered by the Inspector. The final inspection report is then prepared and provided to the Speaker for tabling in parliament. Tabled reports are publicly available on the Office's website (ombudsman.qld.gov.au). To support accessibility of our reports, an 'easy read' version of each report is published alongside the full report.

Engagement

Community engagement

Community engagement provides valuable insights and helps build meaningful connections with both detainees and the broader community. Given the over-representation of Australian First Nations people in detention, our Engagement Advisors continued to prioritise engagement with Aboriginal communities and Torres Strait Islander communities.

Engaging detainees

Engagement Advisors interact directly with detainees to ensure their lived experiences inform the consideration of detention service improvements. This approach helps address the high turnover of detained individuals leaving and entering the centres and supports the development of trust and improved communication.

In addition, Engagement Advisors build relationships with community groups and service providers that work with detained people in Queensland. These connections enhance stakeholders' understanding of the Office's role and provide valuable insights that strengthen inspections by adding lived experiences and broader perspectives.

Engagement highlights

- Inspection Officers and Engagement Advisors staffed stalls at the:
 - Musgrave Park Family Fun Day to celebrate NAIDOC Week in July 2024
 - Gold Coast Multicultural Festival in September 2024
 - Community Legal Centres Queensland Conference in June 2025.
- In April 2025, an Engagement Advisor participated in an inspection of the Alexander Maconochie Centre in Canberra, Australian Capital Territory (ACT). The inspection team comprised representatives from the ACT, Queensland and Tasmania, as well as independent external experts. The Engagement Officer provided valuable cultural perspectives while gaining insight into correctional operations and practices in other jurisdictions.
- In August 2024, the Inspector spoke at the Queensland Police Service Custody Conference, outlining his role and sharing findings from recent inspections of the Cairns and Murgon watch-houses. The Inspector participated in a panel discussion alongside representatives from the Office of the Public Guardian and the Queensland Family and Child Commission. The session provided attendees with an opportunity to ask questions and offer feedback.
- In June 2025, the Inspector and the Director, DSIU, spoke at the Queensland Corrective Services Official Visitor Conference, outlining the Inspector's role and the process of inspecting, including engagement activities. They also encouraged referrals of individuals with lived experience who may have information to support the inspections.

2024-25 inspections

During the reporting period, there were 7 inspections of 6 places of detention:

1. Cleveland Youth Detention Centre
2. Brisbane Correctional Centre
3. Capricornia Correctional Centre
4. West Moreton Youth Detention Centre
5. Brisbane Youth Detention Centre
6. Cleveland Youth Detention Centre*
7. Numinbah Correctional Centre.

*Due to scheduling, inspections of Cleveland Youth Detention Centre commenced at the beginning, and again towards the end, of the reporting period.

Inspection reports

Reporting to the Legislative Assembly is a function of the Inspector under s 8(1)(e) of the IDS Act.

The 4 reports tabled in 2024-25 were prepared about 5 inspections commenced in 2023-24:

- *Cleveland Youth Detention Centre inspection report: Focus on separation due to staff shortages* (published 27 August 2024)
- *Cairns and Murgon watch-houses inspection report: Focus on detention of children* (published 11 September 2024)
- *Southern Queensland Correctional Centre inspection report* (published 19 March 2025)
- *Palen Creek Correctional Centre inspection report* (published 19 June 2025).

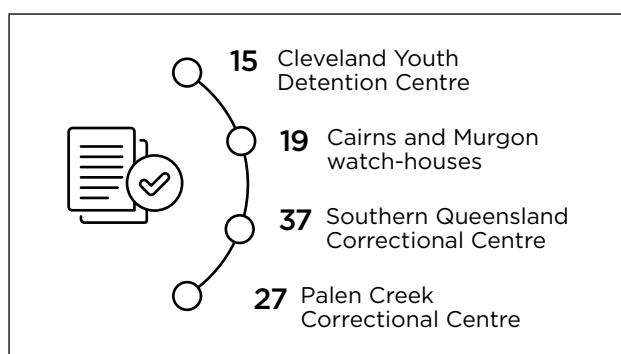
The Office is currently finalising the reports for each of the inspections that commenced in 2024-25.

Recommendations

The IDS Act enables the Inspector to make recommendations that the Inspector considers appropriate.

The Inspector made 98 recommendations in the 4 published inspection reports.

Figure 1: Number of recommendations in each report



Appendices A-F provide more detail.

Types of recommendations

Section 22(3)(b) of the IDS Act identifies 3 main categories of recommendations the Inspector makes in reports.

Of the 98 recommendations, 60 were for taking action to promote the improvement of detention services and places of detention, 9 were for changing infrastructure at particular places of detention, and 29 were for changing a law of the State or administrative actions relevant to detention services or places of detention.

Of the last category, only one recommendation was to amend legislation. Recommendation 11 of the *Cleveland Youth Detention Centre inspection report: Focus on separation due to staff shortages* was to amend the *Youth Justice Act 1992* to include mandatory prerequisites for the use of separation, and requirements for the humane treatment of children in separation. The amendments should include minimum conditions for separation, and external review rights.

Figure 2: Types of recommendations made in the Cairns and Murgon watch-houses inspection report: Focus on detention of children

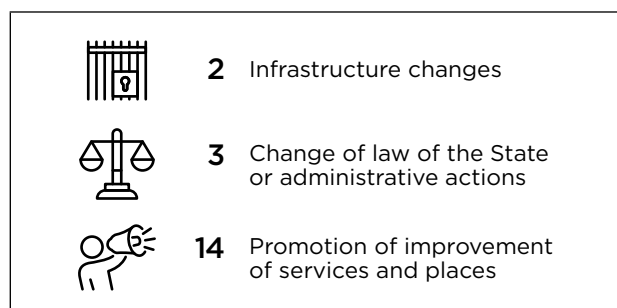


Figure 3: Types of recommendations made in the Cleveland Youth Detention Centre inspection report: Focus on separation due to staff shortages

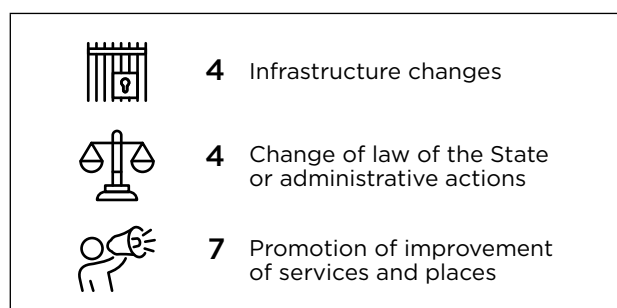


Figure 4: Types of recommendations made in the Palen Creek Correctional Centre inspection report

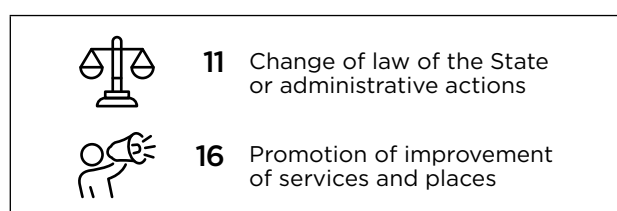
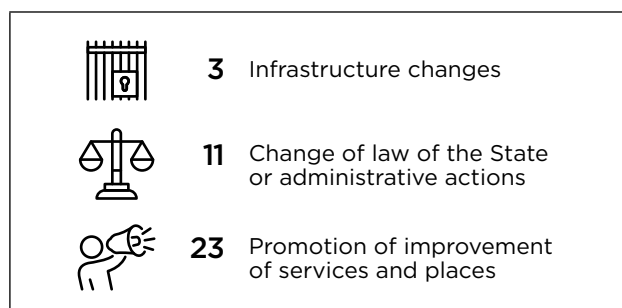


Figure 5: Types of recommendations made in the *Southern Queensland Correctional Centre* inspection report



Referral to Minister

Under s 17(5)(b) of the IDS Act, the Inspector may refer a matter to a relevant responsible minister if the Inspector has a reasonable suspicion that:

- there is, or has been, a serious risk to the security, management, control, safety, care or wellbeing of a detainee at a place of detention
- a detainee is being, or has been, subjected to torture or cruel, inhumane or degrading treatment at a place of detention.

During the reporting period, there was one referral to a minister under s 17(5)(b), the same as the last reporting period.

On 20 December 2024, the Inspector referred concerns to the Minister for Youth Justice and Victim Support and Minister for Corrective Services about the failure to carry out the required mandatory observations of children at Cleveland Youth Detention Centre. The inspection identified that the minimum required frequency, or baseline observations, and increased observation of children identified at being at risk of suicide or self-harm were not being conducted as required.

In making the referral, the Inspector welcomed the actions being taken by the department to address this problem. However, it remained the case that significant non-compliance occurred, presenting a serious risk to the safety, care and wellbeing of children in detention. Accordingly, it was appropriate to refer the matter.

The Inspector's recommendations to the Minister focused on improving existing measures and systemic actions:

1. That the department continue to implement strong internal controls and monitoring of compliance with night-time and suicide risk observation requirements, including ensuring regular, comprehensive audits of observation practices.
2. That the department continue to undertake decisive actions to address non-compliance with night-time and suicide risk observation requirements, including referrals to the Professional Standards Unit and targeted local management actions.
3. That the department pursue systemic actions to improve compliance with night-time and suicide risk observation requirements, including:
 - developing a standalone observation policy
 - implementing targeted operational leadership training
 - regularly communicating the requirements to all officers, and the importance of compliance
 - establishing its own Professional Standards Unit.

These recommendations have been incorporated in the youth detention centres combined inspection report expected to be tabled in 2025.

Evaluation of actions in response to recommendations

Under s 21 of the IDS Act, the Inspector is required to report on any recommendations made as a result of performing the Inspector's functions, as well as an evaluation of any action taken in response to the recommendation.

During the reporting period, 4 reports were published about 5 inspections. As the *Palen Creek Correctional Centre inspection report* was published on 19 June 2025, its 27 recommendations will be evaluated in the following operational period to allow sufficient time for implementation.

Evaluation process

An evaluation framework was developed based on the Queensland Audit Office's well-established approach to monitoring recommendations. The framework gives agencies an opportunity to provide a self-assessment of actions taken as a key component of the evaluation process.

We asked the agencies to evaluate recommendations where they were considered the lead agency for the recommendation. Agencies were provided the following categories for their evaluation. These evaluations have been reproduced as Appendices B-F.

Table 1: Evaluation categories

Category	Description
Fully implemented	Recommendation has been implemented, or alternative action has been taken that addresses the underlying issues and no further action is required. Any further actions are business as usual. Actions to address the issue/s should be operating effectively, not be a plan to address the issue/s.
Partially implemented	Significant progress has been made in implementing the recommendation or taking alternative action, but further work is required before it can be considered business as usual. This also includes where the action taken was less extensive than recommended, as it only addressed some of the underlying issues that led to the recommendation.
Not implemented – recommendation accepted	No or minimal actions have been taken to implement the recommendation, or the action taken does not address the underlying issues that led to the recommendation.
Not implemented – recommendation not accepted	The agency did not accept the recommendation.
No longer applicable	Circumstances have fundamentally changed, making the recommendation no longer applicable. For example, a change in government policy or program has meant the recommendation is no longer relevant.

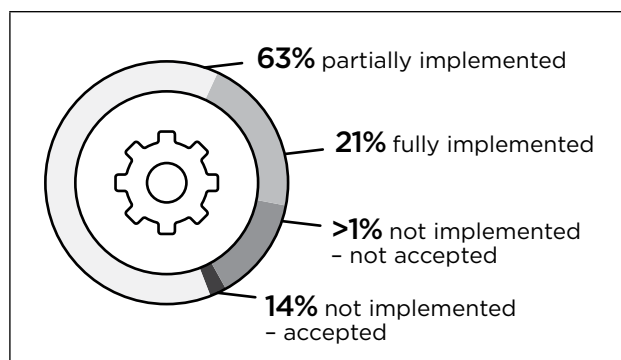
Agency self-assessment

Agency self-assessment of actions in response to recommendations

Of the 71 self-assessed recommendations, only one was 'Not implemented – recommendation not accepted'. The other 70 (98%) were either:

- Fully implemented: 15 (21%)
- Partially implemented: 45 (63%)
- or
- Not implemented – recommendation accepted: 10 (14%).

Figure 6: Agency self-assessment of recommendation status from 71 recommendations



Agency self-assessment of actions in response to recommendations by report

Figure 7: Agency self-assessment of recommendation status from the *Cleveland Youth Detention Centre inspection report: Focus on separation due to staff shortages* (August 2024)

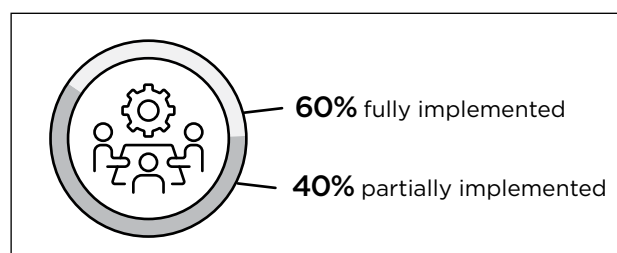


Figure 8: Agency self-assessment of recommendation status from the *Cairns and Murgon watch-houses inspection report: Focus on detention of children* (September 2024)

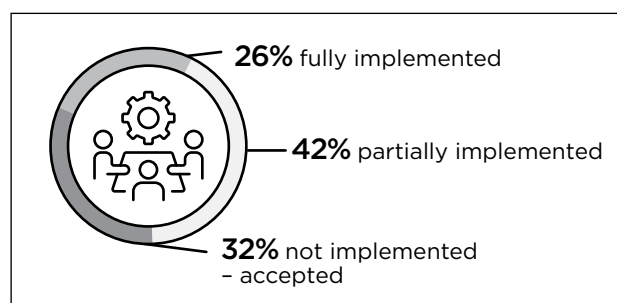
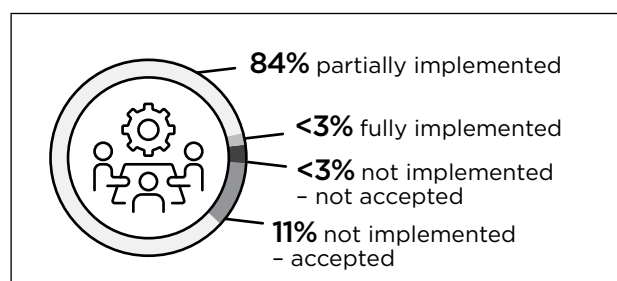


Figure 9: Agency self-assessment of recommendation status from the *Southern Queensland Correctional Centre inspection report* (March 2025)



Appendices A-F provide more detail.

Inspector's evaluation of actions in response to recommendations

Department of Youth Justice and Victim Support

The Department of Youth Justice and Victim Support (DYJVS) was asked to conduct a self-assessment of 15 recommendations made in the *Cleveland Youth Detention Centre inspection report: Focus on separation due to staff shortages*. Nine recommendations were assessed as 'Fully implemented' and 6 as 'Partially implemented'.

DYJVS included commentary on the progress of implementation to support the self-assessment. However, for several recommendations, the commentary did not substantiate the outcomes reported in the self-assessment.

- *Recommendation 1: The Queensland Government and the Department of Youth Justice give priority to the Cleveland Youth Detention Centre when developing strategies to meet the government's April 2024 commitment to increase staff at youth detention centres.*

DYJVS assessed this as 'Fully implemented' by way of increased staffing at the centre, supported by a number of initiatives and the development of the Youth Justice Strategic Workforce Plan 2025–2028. Despite these efforts, staff separation shortages continue to occur at Cleveland Youth Detention Centre, as do challenges to maintaining full staffing.

- *Recommendation 2: The Department of Youth Justice works with staff of the Cleveland Youth Detention Centre to identify how to make improvements to the amount of time children spend out of their rooms and the meaningful contact they experience.*

Although this was assessed by DYJVS as 'Fully implemented', the accompanying commentary notes that work is ongoing. The Office acknowledges the complexity of this issue and will continue to monitor its implementation.

- *Recommendations 5, 6, 7 and 14 relate to multiple infrastructure improvements, including:*
 - *installing beds, seats, toilets and running water in separation rooms*
 - *adding therapeutic or education rooms to accommodation units*
 - *improving behavioural support units to ensure they allow for meaningful engagement.*

DYJVS has assessed recommendation 5–7 as 'Fully implemented' and recommendation 14 as 'Partially implemented'. While DYJVS notes it accepts recommendation 5 (infrastructure improvements to separation rooms), it identifies cost as a significant barrier to modifying existing infrastructure, and to the Woodford Youth Detention Centre currently being built. DYJVS will consider the recommendations during future commissioning activities.

The continued lack of basic facilities in separation rooms significantly impacts the humane conditions of detention, and the Office will continue to monitor the implementation of these recommendations.

- *Recommendation 10: The Department of Youth Justice ensures detention youth workers comply with requirements in the Youth Justice Regulation 2016 regarding the need to observe children who are subject to separation including by regular audits.*

DYJVS assessed this as 'Fully implemented'. The Office acknowledges the work undertaken to develop policies so far, including finalising a standalone observation policy. The progress of this implementation will continue to be monitored as it is crucial to the safety of children.

Recommendation 11: The Queensland Government amends the Youth Justice Act 1992 to include mandatory prerequisites for the use of separation, and requirements for the humane treatment of children in separation. The amendments should include minimum conditions for the separation, and external review rights.

The department assessed this recommendation as 'Fully implemented', citing existing legislation supporting the intent of the recommendation.

The *Youth Justice Act 1992* has not been amended to reflect these elements, and the Office will continue to monitor the implementation of this recommendation.

- *Recommendation 15: The Queensland Government supports the Department of Youth Justice in replacing its information system (Detention Centre Operational Information System-DCOIS) with one that enables comprehensive and real-time reporting capability for separation and other restrictive measures, and for reporting on out-of-room time.*

DYJVS has assessed this as 'Partially implemented'. This is not supported by DYJVS commentary for recommendation 12, which indicates improvements were made to the DCOIS to support the review of separations, but replacement for the system is in the scoping phase.

For the recommendations listed above, and those yet to be identified as 'Fully implemented', the Office will continue to monitor throughout the year and reassess in the 2025-26 Annual Operational Report.

Queensland Corrective Services

Southern Queensland Correctional Centre inspection report contained 37 recommendations, of which 30 were directed at Queensland Corrective Services (QCS), 5 were directed to West Moreton Hospital and Health Service (West Moreton HHS), and one was shared between those 2 agencies, and one directed at Queensland Health.

Of the 30 recommendations, QCS self-assessed 27 as 'Partially implemented' and 3 as 'Not implemented - recommendation accepted'. We acknowledge the detailed commentary provided by QCS, which indicates some of the recommendations may have been fully implemented but, due to internal QCS administrative processes, have been recorded as partially implemented. These will be updated in the 2025-26 annual operational report.

In relation to several recommendations, the commentary provided by QCS did not support the outcome of the self-assessment, specifically:

- *Recommendation 5: QCS amends the Custodial Operations Practice Directive (COPD): At Risk to specify that, if a decision has been made to deny a woman access to underwear or shorts as part of the risk assessment process, the assessment includes strategies for managing the woman's menstruation in a way that is hygienic, humane and dignified.*

QCS assessed this as 'Partially implemented' due to a review of the COPD being conducted. However, the QCS commentary does not indicate if the risk assessment processes removing a women's access to shorts or underwear also identifies menstruation management as part of the assessment.

- *Recommendation 7: QCS clearly indicates its expectation of how custodial correctional officers manage observations of prisoners of the opposite gender when undertaking duties in a safety unit, detention unit or similar, with reference to the Custodial Operations Practice Directives: At-Risk Management - Safety Unit; and Prisoner Accommodation Management - Detention Unit.*

QCS assessed this as 'Partially implemented', noting the reviews of the required COPDs being conducted, but an additional COPD review will be conducted to formalise the expectations of officers conducting observations. The Office will continue to monitor the amendments to the COPDs made in response to this recommendation.

- *Recommendation 15: Southern Queensland Correctional Centre ensures that, prior to the application of restraints, an individualised assessment is undertaken to assess the risk of self-harm or harm to others to reduce the over application of restraints on women when escorted within the centre.*

QCS assessed this recommendation as 'Partially implemented' as a result of assessments occurring on all women escorted internally. QCS notes that this is recorded in the Deliberate Action Plan, but the Office is aware that not all women escorted in the centre have a Deliberate Action Plan. We acknowledge this is a complex matter and welcome QCS feedback that this is occurring. The Office will continue to monitor this recommendation through visits to Southern Queensland Correctional Centre (SQCC) and update progress in the 2025-26 annual operational report.

Queensland Police Service

The *Cairns and Murgon watch-houses inspection report: Focus on detention of children* contained 19 recommendations for Queensland Police Service (QPS) as the lead agency. Of these recommendations, 3 referenced the need for consultation or shared responsibility with the former Department of Youth Justice (currently DYJVS), and one required consultation with Queensland Health. We asked QPS to self-assess all 19 recommendations as the lead agency for implementing the recommendations.

Of the 19 recommendations, QPS assessed 5 as 'Fully implemented', 8 as 'Partially implemented' and 6 as 'Not implemented - recommendation accepted'. The Office acknowledges the detailed commentary provided by QPS in its self-assessment; however, there were 2 recommendations where the commentary did not support the outcome of the self-assessment.

- *Recommendation 3: QPS develops and delivers mandatory training for staff who undertake admissions and assessments of children, covering such topics as trauma-informed approaches to communication with children with complex needs and engaging with Aboriginal and Torres Strait Islander children.*

QPS assessed this as 'Partially implemented', with work commencing through collaboration with staff from the DYJVS and developing a training package for staff in watch-houses. The Office acknowledges that QPS has commenced a portion of this recommendation by collaborating to develop the training, but implementation activities remain in the early stages and monitoring of implementation activities will continue.

- *Recommendation 8:*
 - a) When children are identified as being at risk of self-harm or suicide, the Queensland Police Service:*
 - *refers the child to mental health and/or medical staff immediately*
 - *ensures the child is monitored and provided support by mental health and/or medical staff while in the watch-house*
 - *notifies the Department of Youth Justice about the risk identified, to assist the chief executive in determining when the child will be admitted to a youth detention centre.*
 - b) QPS conduct a review of Chapter 16 of the Operational Procedures Manual relating to managing the risk of suicide and self-harm for all detainees.*

QPS assessed this recommendation as 'Partially implemented' due to progressing a review of the Operational Procedures Manual and working with DYJVS and Queensland Health to ensure children are referred to medical or mental health practitioners. The action taken is important, but this remains an area that poses significant risk of harm to the children detained. The Office encourages QPS to implement this recommendation as a priority and will continue to monitor implementation activity.

Queensland Health

The *Southern Queensland Correctional Centre inspection report* contained one recommendation for Queensland Health in relation to resolving the delays in prisoner access to acute mental health facilities. Queensland Health assessed this recommendation as 'Partially implemented'. The commentary indicates the Responding to the Needs of Classified Patients and Higher Risk Consumers Action Plan will address this recommendation and be monitored through Department of Health processes. We look forward to monitoring implementation of the actions identified to address this recommendation.

West Moreton Hospital and Health Service

The *Southern Queensland Correctional Centre inspection report* identified 5 recommendations for the West Moreton HHS, with another recommendation being allocated to both the HHS and QCS. West Moreton HHS assessed one recommendation as 'Fully implemented', 2 recommendations as 'Partially implemented', one recommendation as 'Not implemented – recommendation accepted', and one recommendation as 'Not implemented – recommendation not accepted'.

- *Recommendation 22: West Moreton HHS develops a strategy for recruiting and retaining nursing staff to ensure the provision of an overnight nurse for Southern Queensland Correctional Centre.*

West Moreton HHS assessed the recommendation as 'Not implemented – recommendation not accepted'.

The commentary notes that this is due to the challenges faced by West Moreton HHS in recruiting staff for SQCC due to its location. It reported recruitment challenges continued due to the end of the Queensland Health Workforce Attraction and Incentive Scheme.

The Office acknowledges that the commentary by West Moreton HHS confirms the overnight nursing position has been reallocated to the day shift. However, given the location of the

centre, the impact of not having an overnight nurse may include women having to wait until morning to seek medical attention or having to be escorted to a local hospital for medical attention. This impacts on the local hospital and the staff of SQCC, who must conduct the escort. The Office encourages West Moreton HHS to find ways to address these issues and provide an overnight nurse for SQCC.

- *Recommendation 25: To ensure that women have access to health services, the West Moreton Hospital and Health Service resolves jurisdictional issues and refusals to provide health services based on the classification of prisoners.*

West Moreton HHS assessed this recommendation as 'Fully implemented'. However, its commentary does not support this assessment by indicating it remains an ongoing issue. The Office acknowledges the work undertaken so far and will continue to monitor implementation of this recommendation.

Ministerial requests

There were no ministerial requests during the reporting period, or the previous reporting period.

Appendices

Appendix A: Recommendations from the *Palen Creek Correctional Centre inspection report*

1. Palen Creek Correctional Centre ensure:
 - a) an easy-read version of the prisoner induction handbook is available
 - b) a review into how inductions are conducted, to provide prisoners with an opportunity to understand the centre rules.
2. Palen Creek Correctional Centre increase Cultural Liaison Officer services for its Australian First Nations prisoners.
3. Palen Creek Correctional Centre improve its recording of the assessments and considerations required when determining shared-cell accommodation.
4. Palen Creek Correctional Centre ensure compliance with the Corrective Services Regulation 2017 for prisoners in separate confinement for extended periods, to provide access to fresh air for at least 2 daylight hours per day, and facilities to maintain personal hygiene.
5. Palen Creek Correctional Centre ensure staff meet legislative obligations to inform a Cultural Liaison Officer and nominated contact person when a safety order is made for Aboriginal people and Torres Strait Islander people.
6. Palen Creek Correctional Centre implement a regular process to check the available materials in the legal resource room, including updating superseded versions of resources.
7. Queensland Corrective Services update the Custodial Operations Practice Directive: Prisoner Entitlements – Legal Resources to include the *Domestic and Family Violence Protection Act 2012*, Domestic and Family Violence Protection Regulation 2023 and the Domestic and Family Violence Protection Rules 2014.
8. Palen Creek Correctional Centre facilitate monthly Prisoner Advisory Committee meetings between management and prisoner representatives from each unit.
9. Metro South Hospital and Health Service develop a frontline complaint and feedback mechanism that allows frontline operational staff at Palen Creek Correctional Centre to respond directly to prisoner complaints.
10. Queensland Corrective Services and Palen Creek Correctional Centre develop easy-read versions of complaint documents available to prisoners.
11. Palen Creek Correctional Centre record and track requests submitted via paper-based forms, as observed with the shop-front request book.
12. Palen Creek Correctional Centre use available options in the Custodial Operations Practice Directive: Breach of Discipline as a response to breaches, which considers the environment in which the centre is set, and does not result in return to a secure prison where the risk can be managed in the low-security prison.
13. Queensland Corrective Services ensure prisoners returned to a secure prison after being at this low-custody prison are issued with a placement decision and information on how they can seek review of the decision in accordance with Custodial Operations Practice Directive: Sentence Management – Classification and Placement.
14. Palen Creek Correctional Centre complete a condition assessment of all buildings, and request maintenance, repairs and replacement of fittings and fixtures as required through building management services.

15. Palen Creek Correctional Centre expand and increase the prosocial aspects of the current visit program and consider providing prisoners and visitors access to the grassed areas.
16. Palen Creek Correctional Centre expand the number of visit sessions and availability of Virtual Personal Visits to meet anticipated increase in demand as prisoner numbers increase.
17. Metro South Hospital and Health Service increase prisoner access to:
 - a) oral health services, including preventative and restorative dental care, by allocating additional resources to the centre until the need is met
 - b) allied health services, including optometry and physiotherapy, by allocating additional resources to the centre until the need is met.
18. Queensland Corrective Services increase prisoner access to mental health programs at Palen Creek Correctional Centre.
19. Metro South Hospital and Health Service and Queensland Corrective Services consult on a new process for supporting prisoners to access outpatient treatment at local hospitals, such as Beaudesert or Logan Hospitals.
20. Metro South Hospital and Health Service and Palen Creek Correctional Centre implement an alternative location for the administration of opioid substitution treatment.
21. Queensland Corrective Services expand the substance misuse interventions provided to prisoners at Palen Creek Correctional Centre to include:
 - one-on-one counselling
 - increased availability of substance intervention programs
 - the Straight Talk program or other culturally specific substance intervention programs.
22. Queensland Corrective Services introduce body scanners at Palen Creek Correctional Centre to reduce and eliminate the need for routine removal-of-clothing searches.
23. Palen Creek Correctional Centre ensure that all monitored personal calls from prisoners are recorded within the relevant registers as required by the Custodial Operations Practice Directive: Prisoner Entitlements – Prisoner Communications.
24. Queensland Corrective Services ensure training and education that addresses digital literacy skills is available for prisoners of all language and numeracy competencies at low custody centres, not just those capable of completing tertiary study.
25. Queensland Corrective Services develop a clear procedure for determining rates of pay for prisoner employment. Pay should be matched to a percentage of the national minimum wage and increased in line with inflation.
26. Queensland Corrective Services develop a pilot work-release program at low-custody centres to enhance rehabilitation and employability outcomes for prisoners.
27. Palen Creek Correctional Centre develop an action plan to improve recordkeeping for its operations.

Appendix B: Agency self-assessment of actions in response to recommendations - Queensland Corrective Services

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Attachment 1 - Information for agencies

Timeline

- Evaluation tool sent to agencies by end of June
- Agencies return completed evaluation tool by 15 August 2025.
- Window for Inspector to request additional information from agencies 15 to 29 August 2025.
- Inspector publishes evaluation in operational report by 31 October 2025.

Agency self-assessment

Please use the evaluation tool at **Attachment 2** to:

1. describe any actions taken in response to the recommendation; and
2. assess the implementation status using the categories outlined below.

Where a recommendation involves more than one agency, other agencies may be asked to respond as well.

Evaluation categories and definition

Fully implemented	Recommendation has been implemented, or alternative action has been taken that addresses the underlying issues and no further action is required. Any further actions are business as usual. Actions to address the issue/s should be operating effectively, not be a plan to address the issue/s.
Partially implemented	Significant progress has been made in implementing the recommendation or taking alternative action, but further work is required before it can be considered business as usual. This also includes where the action taken was less extensive than recommended, as it only addressed some of the underlying issues that led to the recommendation.
Not implemented - Recommendation accepted	No or minimal actions have been taken to implement the recommendation, or the action taken does not address the underlying issues that led to the recommendation.
Not implemented - Recommendation not accepted	The agency did not accept the recommendation.
No longer applicable	Circumstances have fundamentally changed, making the recommendation no longer applicable. For example, a change in government policy or program has meant the recommendation is no longer relevant.

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Attachment 2 – Evaluation tool

<i>Southern Queensland Correctional Centre inspection report - March 2025</i>				
#	Recommendation	Lead	Self-assessment	Commentary
1	Southern Queensland Correctional Centre: a) reviews how induction information is provided to the women to ensure it is accessible through a wider range of formats b) ensures staff can access interpreters for the induction process.	SQCC	Partially implemented	Queensland Corrective Services (QCS) has completed the introduction of a co-designed Women's Handbook that provides improved admission, induction, navigation and reintegration information for use throughout their correctional episode. The handbook is distributed to every woman in QCS correctional centres, and when women transfer between facilities, they will receive the appropriate handbook for their new location. The handbook has been developed in an easy read format with visual supports. The women's correctional centres have access to multilingual reader pens to ensure accessibility. Annual reviews of the handbook and reprinting will form part of the business as usual activity for Custodial Operations. This recommendation has been endorsed for closure and is considered fully implemented by the relevant business unit. It will be considered for closure at the next Operational Oversight Committee (OOC) meeting in 2025.
2	West Moreton Hospital and Health Service and Queensland Corrective Services identify a more suitable location for health assessments to improve prisoner privacy.	WMHHS, QCS	Partially implemented	Southern Queensland Correctional Centre (SQCC) health assessments are completed in the reception store. In collaboration with West Moreton Hospital and Health Service and acknowledging the limitations presented by infrastructure constraints and the procedures necessary to ensure a safe and effective reception assessment function, the Chief Superintendent at SQCC will progress the installation of hospital curtains. This will result in two bays similar to those in an emergency department and improve prisoner privacy.
3	Southern Queensland Correctional Centre implements a process for ensuring all required primary and secondary resources identified in the Custodial Operations Practice Directive: Prisoner Entitlements – Legal Resources are available to the women, including the most current versions of the legislation.	QCS	Partially implemented	Primary legal resources have been updated and made available to women. SQCC have ordered the necessary secondary resources, and delivery is currently pending. Bi-monthly checks have been scheduled between the Service Delivery Support Officers (SDSOs) and Senior Services Coordinator (SSC) to ensure currency. This recommendation is being considered for closure by the relevant business unit for progression to the OOC.
4	Queensland Corrective Services updates the Custodial Operations Practice Directive: Prisoner Entitlements – Legal Resources to include the <i>Domestic and Family Violence Protection Act 2012</i> and the <i>Domestic and Family Violence Protection Rules 2014</i> .	QCS	Partially implemented	The following items have been added to Custodial Operations Practice Directive (COPD): Prisoner Entitlements: Legal Resources in section 9.1. Primary information sources to be made available to prisoners: • <i>Domestic and Family Violence Protection Act 2012</i> ; and • <i>Domestic and Family Violence Protection Rules 2014</i> . This recommendation has been endorsed for closure and is considered fully implemented by the relevant business unit. It will be considered for closure at the next OOC meeting in 2025.
5	Queensland Corrective Services amends the Custodial Operations Practice Directive: At-Risk to specify that, if a decision has been made to deny a woman access to	QCS	Partially implemented	A review of the COPD: At Risk Management has been completed. Section 7.5 of COPD: At Risk Management indicates that "individualised assessments must be conducted when considering a prisoner's access to sanitary items (sanitary pads, tampons) and underwear,

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	underwear or shorts as part of the risk assessment process, the assessment includes strategies for managing the woman's menstruation in a way that is hygienic, humane and dignified.			and must consider the least restrictive options available. If removing access to one or all of these items is critical to safety, a human rights impact assessment must be completed and the identified risk and assessment must be recorded in the relevant Initial Response Plan (IRP) or At-Risk Management Plan (ARMP)." (Version 09). This recommendation is being considered for closure by the relevant business unit and is currently pending endorsement for progression to the QOC.
6	Southern Queensland Correctional Centre ensures there is always one female officer rostered in each of the safety and detention units.	QCS	Partially implemented	QCS is committed to ensuring the safety and dignity of women in custody and is working to increase workforce capability to more effectively manage women in prison. QCS has a duty of care to ensure prisoners who are at risk of self-harm or harm to others are appropriately monitored to prevent tragic outcomes, including preventable deaths in custody. Rostering decisions are made within this context. Female correctional officers comprise 41 per cent of all custodial correctional officers at SQCC. Within the constraints presented by the proportion of female officers employed at SQCC, efforts are made to roster and operate in a way that allows for the management of women's dignity and privacy. These practices include: • Efforts are made to ensure at least one female officer is rostered to work in the Safety Unit. • Removal of clothing searches are only conducted by female officers and when this method of searching is required, consideration is given to the timing of the search and is prioritised when female officers are on duty. • In instances where a female officer is not rostered to the detention unit or safety unit, or in instances where a specific task requires a female officer, an officer can be redeployed from another post to provide assistance. • Additional measures are underway to reinforce the expectations of staff and the protection of women's dignity and privacy through Recommendation 7. QCS continues to implement attraction, recruitment and retention strategies to attract key capabilities including greater workforce diversity as part of business-as-usual activity. This recommendation has been endorsed for closure and is considered fully implemented by the relevant business unit. It will be considered for closure at the next OOC meeting in 2025.
7	Queensland Corrective Services clearly indicates its expectation of how custodial correctional officers manage observations of prisoners of the opposite gender when undertaking duties in a safety unit, detention unit or similar, with reference to the Custodial Operations Practice Directives: At-Risk Management - Safety Unit; and Prisoner Accommodation Management - Detention Unit.	QCS	Partially implemented	A review of the COPD: At-Risk Management - Safety Unit; and Prisoner Accommodation Management - Detention Unit has been conducted and a review of the COPD: At-Risk Management - At Risk will be initiated to identify any need to formalise current expectations for how officers manage observations of prisoners of the opposite gender when undertaking duties in a safety unit or detention unit is required. To enhance the capacity of staff to work in a gender-specific and culturally safe manner, the QCS Women's Trauma Informed Practice Framework is being developed to provide comprehensive support for staff working with women in custody. This framework will help ensure that the

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<i>Southern Queensland Correctional Centre inspection report - March 2025</i>				
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				unique needs of women are met with sensitivity and respect, ultimately improving their care and outcomes within the correctional system.
8	Queensland Corrective Services prioritises the delivery of specialist mental health and trauma support for women at Southern Queensland Correctional Centre.	QCS	Partially implemented	Upon admission to custody, each prisoner undergoes an assessment by a QCS mental health professional to identify immediate risks and needs. Individualised interventions and referral pathways are established based on these assessments. Vulnerable prisoners or those at higher risk of suicide receive specialised case management support through the Prisoner of Concern and Elevated Baseline Risk processes. QCS clinical staff are provided with ongoing training to enhance their trauma-informed practices. QHealth undertakes assessments of prisoners upon reception to confirm immediate physical and mental health needs. Prisoners are able to access QHealth primary and specialist mental health treatment at any time during their incarceration through self-referral. QCS may also refer people to QHealth for mental health treatment. The partnership between QHealth and QCS emphasises the importance of addressing the mental health and trauma needs of prisoners, particularly women, through a multidisciplinary approach that includes case management and collaboration with QHealth's Prison Mental Health Service SQCC has established a dedicated accommodation unit (S1) specifically for vulnerable prisoners with complex mental health needs. A multidisciplinary team evaluates the suitability of prisoners for placement in this unit, allowing for more consistent and flexible support. This co-location of prisoners facilitates regular access to services while maintaining opportunities for participation in external activities. Consistent staffing in the unit fosters trust and rapport, enabling officers to better understand individual behaviours and needs. An informal review of the unit's management has indicated positive outcomes, while also highlighting areas for ongoing improvement. In alignment with the Women's Safety and Justice Taskforce (WSJT) Recommendation #139, QCS is implementing ongoing competency-based training for staff, focusing on trauma-informed, gender-responsive, and culturally competent practices. This training aims to equip staff with the skills necessary to manage women who have experienced various forms of violence, including child abuse and domestic violence. In response to WSJT Recommendation 147, QCS is reviewing existing rehabilitation programs for women, with the goal of enhancing the availability and quality of gender-specific services. This includes improving continuity of care between correctional facilities and the community.

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#	Recommendation	Lead	Self-assessment	Commentary
9	Queensland Corrective Services implements a process for the decision-making and recording of the considerations when limiting human rights for individual prisoners placed on safety orders or separate confinement orders, and ensures this process is accurately reflected in the relevant Custodial Operations Practice Directives.	QCS	Partially implemented	A review of the relevant COPDs to ensure the consistent documentation of human rights considerations when making decisions around safety orders and separate confinement orders has been undertaken and is pending final approval.
10	Southern Queensland Correctional Centre ensures records from all Prisoner Advisory Committee meetings accurately document the outcomes from requests by prisoners and these outcomes are communicated and documented.	QCS	Partially implemented	SQCC conducts regular Prisoner Advisory Committee (PAC) meetings and has also established a First Nations Committee to address the growing number of Aboriginal and Torres Strait Islander prisoners at the facility. Both types of PAC meetings are documented via detailed minutes. The minutes capture prisoner requests along with the corresponding outcomes and are distributed during the meetings to ensure all prisoners are informed and aware of the discussions and decisions made. Further work continues on embedding a process that will ensure the timely distribution of these minutes to all members prior to the next meeting. This recommendation is being considered for closure by the relevant business unit for progression to the OOC.
11	Southern Queensland Correctional Centre ensures all requests from the women, no matter how they are received, are accurately documented, including the date the request was received, the subject, who it was tasked to and when it was completed.	QCS	Partially implemented	SQCC is participating in the Prisoner Request System Trial. This initiative represents a significant investment in information and communication technology, aimed at enhancing service delivery and improving the management of prisoner requests. At the conclusion of the trial, a decision will be made on whether to roll out the system or explore alternative options to capture prisoner request forms.
12	Southern Queensland Correctional Centre implements a process to ensure blue letters are correctly categorised as a complaint, request, compliment or enquiry; and ensures timeframes for the resolution of complaints are improved.	QCS	Partially implemented	A review of the SQCC Blue Letter Register process has been completed. A process has been implemented to ensure blue letters are correctly categorised. The register has been amended to include a category column (e.g. complaint, request, compliment or enquiry) which will improve the resolution of complaints in accordance with procedural timeframes. This recommendation has been endorsed for closure and is considered fully implemented by the relevant business unit. It will be considered for closure at the next OOC meeting in 2025.
14	Southern Queensland Correctional Centre implements an audit process for those disciplinary hearings that are not subject to a request for review, to address areas such as considerations and consistency in decision-making, and the conduct of hearings - to promote good practice and identify areas for improvement.	QCS	Not implemented – Recommendation accepted	SQCC continues to explore the feasibility of establishing an audit process of non-reviewed matters to ensure consistent practice.

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<i>Southern Queensland Correctional Centre inspection report - March 2025</i>				
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15	Southern Queensland Correctional Centre ensures that, prior to the application of restraints, an individualised assessment is undertaken to assess the risk of self-harm or harm to others, to reduce the over-application of restraints on women when escorted within the centre.	QCS	Partially implemented	At SQCC, prisoners who are escorted internally have had a thorough assessment process undertaken prior to any movement. This assessment evaluates the necessity of appropriate restraints based on the prisoner's known risk factors and presenting behaviours. For women being escorted, the use of restraints is specifically addressed and documented in a Deliberate Action Plan, which is designed to ensure the safety of both the prisoner and others during the escort process. This recommendation has been endorsed for closure and is considered fully implemented by the relevant business unit. It will be considered for closure at the next OOC meeting in 2025.
16	Southern Queensland Correctional Centre ceases reissuing worn-out, torn, and stained clothing and commences a program of replacing all such uniforms. This should include recording requests for uniform exchange, to allow for over-seeing of such requests.	QCS	Partially implemented	A comprehensive review of the clothing stock at SQCC has been conducted. Several orders of new uniforms have increased the availability of new-like and new clothing stock. SQCC has an established process for capturing clothing exchange requests and managing the clothing inventory. Women can request an exchange of clothing if their issued clothing is worn-out and or stained via an Exchange Form. This recommendation has been endorsed for closure and is considered fully implemented by the relevant business unit. It will be considered for closure at the next OOC meeting in 2025.
17	Queensland Corrective Services updates its Food and Nutrition Guidelines 2009 as a priority prior to the next review of the statewide menu, which was due in 2024. The finalised menu should reflect endorsement by a dietitian and be implemented at Southern Queensland Correctional Centre.	QCS	Not implemented – Recommendation accepted	QCS has appointed a Director Industries Strategy and this recommendation will be considered in the next centralised review of the Statewide Prisoner Menu with procurement activity having commenced.
18	Southern Queensland Correctional Centre records deviations from the statewide menu to ensure the women are receiving a variety of protein options, especially when the identified protein option in the statewide menu is not available.	QCS	Partially implemented	SQCC has maintained strict adherence to the Statewide Prisoner Menu, with no identified deviations to date. Any deviations from the established menu will be carefully documented to ensure transparency and accountability in dietary management. Further to QCS' response to recommendation 17, adherence to the statewide menu ensures prisoners are receiving adequate, low allergen, nutritionally balanced meals. The recommendation will be considered in the next centralised review of the Statewide Prisoner Menu. This recommendation is being considered for closure by the relevant business unit for progression to the OOC.

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#	Recommendation	Lead	Self-assessment	Commentary
19	Queensland Corrective Services updates the Custodial Operations Practice Directive: Escorts – Leave of Absence to include that: a) written notification as to the outcome of an application must be provided to the prisoner b) the written notification must include information about the prisoner's right to review and the process for requesting a review.	QCS	Partially implemented	The COPD: Escorts – Leave of Absence has been amended to include these requirements, which have also been written into Administrative Form 103: Application for Leave of Absence. This recommendation has been endorsed for closure and is considered fully implemented by the relevant business unit. It will be considered for closure at the next OOC meeting in 2025.
20	Queensland Corrective Services reviews the prisoner remuneration rates to ensure: a) special provision is made for women unable to participate in work due to pregnancy b) consideration is given to promoting study by providing equitable levels of remuneration for women engaged in full-time education and training.	QCS	Not implemented – Recommendation accepted	QCS reviews prisoner remuneration rates annually. Following the latest review, QCS has determined that there would be no change to prisoner remuneration rates at this time
23	Queensland Corrective Services considers making medication such as paracetamol and ibuprofen available for prisoner purchase on the canteen list, allowing prisoners to demonstrate their capacity to self-manage medication needs as they would be expected to do in the community.	QCS	Partially implemented	Basic analgesics are available for purchase via the canteen list. Further, QCS has worked closely with Queensland Health to implement a system of self-managed medications, allowing identified women to manage a safe quantity of their own non-trafficable medications in addition to basic analgesics. This recommendation has been endorsed for closure and is considered fully implemented by the relevant business unit. It will be considered for closure at the next OOC meeting in 2025.
27	Queensland Corrective Services introduces body-scanning technology as a priority for women's prisons to remove the need for routine strip searching.	QCS	Partially implemented	Work has now commenced to deliver body scanners at Townsville Women's and Southern Queensland correctional centres.
28	To allow for increased enrolments and reduce the waiting lists, Southern Queensland Correctional Centre increases the availability of educational courses or the capacity of the current programs.	QCS	Partially implemented	The Queensland Government has increased Vocational Education and Training/Language Literacy and Numeracy funding which is enabling the uplift in delivery across all correctional centres. In accordance with WSJIT Recommendation 152, QCS is in the process of developing an enhanced women's education model, which will further increase access to education and training.
29	Queensland Corrective Services investigates the implementation of in-cell technology to support the completion of self-paced education programs and reduce the lengthy waitlists for education.	QCS	Partially implemented	QCS is undertaking a project to explore opportunities for in-cell technology. The outcome of the project will be used to inform future advice to Government on in-cell technology in Queensland correctional centres. This recommendation has been endorsed

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<i>Southern Queensland Correctional Centre inspection report - March 2025</i>				
#	Recommendation	Lead	Self-assessment	Commentary
				for closure and is considered fully implemented by the relevant business unit. It will be considered for closure at the next OOC meeting in 2025.
30	To ensure a continuing connection to their cultures, Southern Queensland Correctional Centre makes a broader range of cultural items available on the canteen list to all women.	QCS	Partially implemented	Discussions with the First Nations Committee have informed QCS action, and a meaningful activities catalogue has been made available to First Nations women. QCS will continue to engage with First Nations women on alterations to the canteen list as part of business as usual operations. This recommendation has been endorsed for closure and is considered fully implemented by the relevant business unit. It will be considered for closure at the next OOC meeting in 2025.
31	Queensland Corrective Services and Southern Queensland Correctional Centre improve the Parental Support Unit for women and their children by: - making the unit child-friendly through the installation of a shaded outdoor play area and adding colour through murals or artwork to the unit - installing cooking and washing facilities to support the women in developing cooking and managing-hygiene skills to support them on release - introducing a variety of child-related programs, services and activities to support the development of resident children.	QCS	Partially implemented	The following activities have been undertaken to improve the Parental Support Unit (PSU): - Portable play equipment is available however, it is not currently located within PSU, as there have been no age-appropriate children. The application of child-centred mural stickers has progressed. - Cooking facilities have been installed in both units. A quote for a stackable washer and dryer is pending. - Refer to recommendation # 32 In line with WSJT Recommendation 134, QCS has updated the COPD: Female Prisoners and Children to include the provision of essential items free of charge for pregnant women and women with children in custody. The essential item provided by QCS encompass a maternity bag for use during hospital stays, a nappy bag for newborns, and a comprehensive range of essential items such as nappies, wipes, clothing, footwear, coats, linen, baby food, medicine, dummies, formula, breast milk pumps and bottles. These provisions are designed to support the daily care and wellbeing of both mothers and their children. Additionally, a new Appendix FEM2 has been developed as part of the COPD update, outlining the specific essential items that QCS will provide to female prisoners who are pregnant, have given birth, or have a child accommodated with them in custody.
32	Queensland Corrective Services and Southern Queensland Correctional Centre investigate and implement additional parenting programs to provide women with the opportunity to enhance their parenting skills and improve their opportunities for engaging with children post-release.	QCS	Partially implemented	QCS continues to fund Shine for Kids to deliver child and parenting support programs in correctional centres. Shine for Kids works closely with Griffith University's Transforming Corrections to Transform Lives program, who in 2024 commenced the provision of intensive support to a small number of incarcerated mothers (and their families) at SQCC. Additionally, Griffith University have been engaged to review and redesign parenting programs in consultation with the women, Shine for Kids and Child Safety to improve continuity of support and service integration.

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Southern Queensland Correctional Centre inspection report - March 2025				
#	Recommendation	Lead	Self-assessment	Commentary
33	Southern Queensland Correctional Centre introduces a process to screen mothers returning to the centre immediately post-childbirth, to identify postnatal support needs, including mental health care needs, with follow-up reviews conducted at regular intervals until no longer required.	QCS	Partially implemented	Following childbirth, mothers are supported by the services of a QHealth child health nurse, who plays a crucial role in monitoring maternal and child health. The child health nurse employs the Edinburgh Postnatal Depression Scale to assess any mental health needs of the mother, providing an important screening tool to identify those who may require additional support. Depending on the results of this assessment, a QCS counsellor or psychologist may be engaged to offer regular welfare and counselling services, ensuring that mothers have access to the mental health resources they need. Additionally, mothers have the option to make self-referrals for welfare and counselling support through the centre's qualified counsellors or psychologists, promoting a proactive approach to mental health care. SQCC's PSU is overseen by a correctional counsellor, whose primary responsibility is to provide a high level of welfare assistance, counselling, and approved programs to women in custody more broadly. This oversight ensures that mothers receive consistent support tailored to their individual circumstances. A counsellor visits the PSU at least once a week to check on the well-being of both mothers and their children, facilitating open communication and addressing any concerns that may arise. This regular engagement is vital for fostering a supportive environment where mothers feel empowered to seek help and guidance as needed. From a holistic perspective, SQCC currently conducts a fortnightly PSU meeting that includes a multidisciplinary team of staff from various levels within the facility. This meeting serves as a platform for the ongoing monitoring of the well-being of mothers and children residing in custody, allowing for collaborative discussions and coordinated care strategies. Furthermore, this forum acts as the Accommodation of Children Panel, where decisions regarding the care and accommodation of children are made, ensuring that the best interests of the children are prioritised. By integrating various professional perspectives and expertise, SQCC aims to create a comprehensive support system that addresses the complex needs of mothers and their children, ultimately fostering healthier family dynamics and enhancing the overall rehabilitation process for women in custody. The Offender Development Team at SQCC are currently developing a checklist with review elements to address gaps in existing process.

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<i>Southern Queensland Correctional Centre inspection report - March 2025</i>				
#	Recommendation	Lead	Self-assessment	Commentary
34	Queensland Corrective Services develops and prioritises the implementation of the framework for managing women in correctional environments, including training for staff working with women experiencing acute mental health issues in high-risk settings such as the safety and detention units.	QCS	Partially implemented	QCS has completed the development of a trauma-informed practice framework in consultation with women in custody and commenced the integration with frontline training, operational policy and practice.
35	Queensland Corrective Services increases the recruitment of female correctional staff to achieve a 70% female to 30% male staff ratio at Southern Queensland Correctional Centre.	QCS	Partially implemented	QCS values and fosters diversity within the workforce and is constantly exploring innovative ways to break down traditional gender stereotypes in the custodial environment and attract more women to CCO roles. Female custodial correctional officers comprise 41 per cent of all custodial correctional officers at SQCC. After 23 female recruits complete the Custodial Officer Entry Program on 8 September 2025, this will rise to 50.4 per cent. QCS recognises that continuing this journey towards greater workforce diversity will increase the capability of the workforce to more effectively and appropriately manage women in prison. QCS continues to implement attraction, recruitment and retention strategies to attract key capabilities including greater workforce diversity as part of business-as-usual activity.
36	Queensland Corrective Services and Southern Queensland Correctional Centre improve the representation of Aboriginal and/or Torres Strait Island peoples employed at the centre by: a) developing a recruitment strategy to attract and retain First Nations people as correctional and/or support staff b) establishing a cultural development and advisory position to support the work of the cultural team.	QCS	Partially implemented	QCS recognises that having a diverse workforce is essential to providing services and programs that are culturally safe and responsive. QCS is committed to improving service delivery to First Nations people and creating a culturally safe environment and continues to implement attraction, recruitment and retention strategies to attract key capabilities including greater workforce diversity as part of business-as-usual activity, including through the QCS Reconciliation Action Plan (July 2024-July 2026) which seeks to increase the percentage of Aboriginal and Torres Strait Islander staff employed by QCS. The Human Resources Talent and Acquisitions Group have recently appointed a AO4 Talent Advisor (Identified) which has significantly improved First Nations appointments to the Custodial Officer Entry Program. Establishing additional cultural development/advisory positions at SQCC would require additional resourcing.
37	Queensland Corrective Services reviews the current recruitment strategy to attract and retain psychologists and trade instructors.	QCS	Partially implemented	QCS is cognisant of the challenges in recruiting psychologists across the sector. QCS continues to address these challenges and is committed to addressing these complex system and sector wide issues. QCS continues to implement attraction and recruitment activities to attract psychologists, social workers, and occupational therapists to frontline mental health roles within correctional facilities. This has included representation at career and industry events across Queensland and interstate and partnering with universities to establish student placements and build a future talent pipeline.

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Southern Queensland Correctional Centre inspection report - March 2025				
#	Recommendation	Lead	Self-assessment	Commentary
				The Psychological Services Workforce Planning Project implemented a number of recommendations aimed at enhancing the attraction and retention of mental health professionals across correctional centres. A number of strategies have already been implemented to support this objective, including development of a tailored Mental Health Careers landing page, implementation of an Allied Health recruitment GACC Minor campaign (from August 2024 to March 2025), and rollout of the Attraction and Retention Incentive scheme, which was approved by the Public Sector Commission and launched in June 2025. The Attraction and Retention Incentive scheme applies to eligible roles within the psychological and mental health workforce, including psychologists, and is now in place. The Psychological Services Redesign Project was initiated to address recruitment and retention challenges of the mental health service delivery workforce within Queensland correctional centres. Recognising the increasing demands on mental health services, this project seeks to expand the current psychological services workforce and build upon the current service model to include other allied health disciplines including social work and occupational therapy. While there were unanticipated delays impacting model finalisation, the implementation will commence in 2025, with Phase 1 centres scheduled to transition to the new model on 20 October 2025. While SQCC is not within the first phase, they will see initial benefits at this time including the introduction of a new PO4 Senior Mental Health Clinician role and AO4 Mental Health Support Officer. This Mental Health Support Officer will alleviate administration workload off the clinical roles within the team, allowing for increased capacity for clinical service provision. Evaluation of project timelines are being re-baselined. In relation to the attraction and retention of trade instructors, a recent recruitment process has resulted in the appointment of a Director Industries Strategy and this will be considered as part of their role moving forward.

SENSITIVE #254768

Additional information provided by Queensland Corrective Services

In response to the self-assessment, we sought additional information from QCS in relation to recommendations 15 and 27. The response provided is summarised below.

Recommendation 15

We were advised that the use of restraints is risk assessed through Deliberate Action Plans. These plans are only required to be used for prisoners who have been identified as having greater potential for risk to themselves or others than the general prisoner population. Deliberate Action Plans and mechanical restraints are not required for the majority of prisoners, who generally partake in unescorted movements through the centre.

QCS advised us any decision to use restraints on a prisoner outside of a Deliberate Action Plan would be dynamic in nature, and occur in line with training, procedural and legislative frameworks, as outlined in QCS' initial response to the *Southern Queensland Correctional Centre inspection report*. The dynamic decisions are considered individualised assessments and account for the risk of self-harm or harm to others. We were advised that, where possible, SQCC aims to reduce the use of mechanical restraints.

Recommendation 27

On 24 July 2025, the project to expand the introduction of body scanners to women's correctional centres was approved to commence and a project manager was appointed on 29 August 2025. Procurement processes are currently underway.

Appendix C: Agency self-assessment of actions in response to recommendations – Department of Youth Justice and Victim Services

Youth Justice – Inspector of Detention Services recommendations status 2024-25

Attachment 1 - Information for agencies

Timeline

- Evaluation tool sent to agencies by end of June 2025.
- Agencies return completed evaluation tool by 15 August 2025.
- Window for Inspector to request additional information from agencies 15 to 29 August 2025.
- Inspector publishes evaluation in operational report by 31 October 2025.

Agency self-assessment

Please use the evaluation tool at **Attachment 2** to:

1. describe any actions taken in response to the recommendation; and
2. assess the implementation status using the categories outlined below.

Where a recommendation involves more than one agency, other agencies may be asked to respond as well.

Evaluation categories and definition

Fully implemented	Recommendation has been implemented, or alternative action has been taken that addresses the underlying issues and no further action is required. Any further actions are business as usual.
Partially implemented	Actions to address the issue/s should be operating effectively, not be a plan to address the issue/s.
Not implemented - Recommendation accepted	Significant progress has been made in implementing the recommendation or taking alternative action, but further work is required before it can be considered business as usual. This also includes where the action taken was less extensive than recommended, as it only addressed some of the underlying issues that led to the recommendation.
Not implemented - Recommendation not accepted	No or minimal actions have been taken to implement the recommendation, or the action taken does not address the underlying issues that led to the recommendation.
No longer applicable	The agency did not accept the recommendation.
	Circumstances have fundamentally changed, making the recommendation no longer applicable. For example, a change in government policy or program has meant the recommendation is no longer relevant.

SENSITIVE #254766

Attachment 2 – Evaluation tool

<u>Cleveland Youth Detention Centre inspection report: Focus on separation due to staff shortage</u>				
#	Recommendation	Lead	Self-assessment	Commentary
1	The Queensland Government and the Department of Youth Justice give priority to the Cleveland Youth Detention Centre when developing strategies to meet the government's April 2024 commitment to increase staff at youth detention centres.	Youth Justice	Fully implemented	DYJVS has made significant progress in addressing workforce challenges within youth detention centres (YDCs), achieving a net growth in frontline FTE staff. [REDACTED] Despite nationwide workforce shortages, particularly in regional areas like Townsville, DYJVS has implemented targeted attraction, recruitment, and retention strategies, including wage increases, enhanced allowances, tailored recruitment campaigns, and professional development initiatives. The attached Youth Justice Strategic Workforce Plan 2025-28 has been completed to ensure sustainability, diversity, and capability, aligning with sector recommendations and addressing systemic challenges. A central recruitment team facilitates six targeted recruitment campaigns annually for CYDC (12 across the state). These campaigns incorporate strategic attraction strategies, including partnerships with industry-relevant training organisations such as TAFE and private providers, and active participation in regional career expos. An identified position within the central recruitment team has contributed to a substantial increase in First Nations applicants for Detention Youth Worker roles. This has been achieved through strengthened relationships with key community stakeholders and First Nations organisations, targeted information sessions, and enhancements to the applicant assessment process to improve cultural safety. The recruitment process now places strong emphasis on cultural capability, support, and sensitivity throughout the end-to-end experience.

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Youth Justice – Inspector of Detention Services recommendations status 2024-25

Cleveland Youth Detention Centre inspection report: Focus on separation due to staff shortage				
#	Recommendation	Lead	Self-assessment	Commentary
				Specific measures for CYDC include continuous advertising, relocation reimbursements, and localised onboarding processes. Tracking of recruitment and retention data also occurs. Plans are underway to establish partnerships with universities to create career pathways and opportunities within the professional officer stream, further supporting workforce sustainability and diversity. DYJVS remains committed to refining strategies, supporting staff health and resilience, and aligning workforce reforms with contemporary, therapeutic operating models to meet service delivery objectives effectively. These actions are now embedded into standard operations and considered business as usual.
2	The Department of Youth Justice works with staff of the Cleveland Youth Detention Centre to identify how to make improvements to the amount of time children spend out of their rooms and the meaningful contact they experience.	Youth Justice	Fully implemented	DYJVS prioritises the safety, wellbeing, and rights of youth in YDCs by maintaining robust separation protocols aligned with legislation, policy, and human rights obligations. Work is ongoing to improve the amount of time youth spend out of their rooms and the quality of meaningful contact they experience. This includes: • Reviewing daily routines and rostering to maximise face-to-face engagement with staff, peers, and support services • Ensuring access to education, cultural programs, therapeutic supports, and recreation during separation • Monitoring and reporting on out-of-room time and separation durations, supported by recent system upgrades • Embedding a unit-based model to maintain service delivery during periods of operational constraint Significant progress has been made. In 2024–25, CYDC achieved a 29% reduction in staff shortage-related separations compared to the previous year, and a more than 50% reduction over the past three years. Across all YDCs, the majority of separations now last less than two hours, and centre-wide lockdowns have significantly decreased.

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Youth Justice – Inspector of Detention Services recommendations status 2024-25

Cleveland Youth Detention Centre inspection report: Focus on separation due to staff shortage				
#	Recommendation	Lead	Self-assessment	Commentary
				These improvements are aligned with the Department's Detention with Purpose (DwP) reform policy, which prioritises discipline, rehabilitation, and accountability. DwP has strengthened behaviour management frameworks, reinforced structured day routines, and mandated compulsory participation in education and change-oriented programs. This ensures youth remain engaged and supported, including during periods of separation. Therapeutic, educational, and cultural supports continue to be provided during separation, with multidisciplinary teams, including psychologists and cultural staff, ensuring the needs of youth are met. Youth are also informed of their rights to make complaints, with accessible processes readily available. Ongoing actions are considered business as usual.
3	The Department of Youth Justice reviews the approval process for separations to ensure it is compliant with the Youth Justice Regulation 2016 and the <i>Human Rights Act 2019</i> .	Youth Justice	Partially implemented	The Department of Youth Justice and Victim Support (DYJVS) takes its obligations under the <i>Youth Justice Act 1992</i> and the <i>Human Rights Act 2019</i> seriously, while also balancing workplace health and safety responsibilities to staff. All approvals for separation are authorised under the Department's formal instrument of delegation, ensuring decisions are made by appropriately delegated officers in accordance with legislative requirements. The Department continues to monitor separation processes to ensure they remain compliant with the Youth Justice Regulation 2016 and uphold the rights and wellbeing of youth. This includes ongoing policy updates and system improvements to support consistent and defensible decision-making. The Department is also progressing a comprehensive review of separation policy and legislation, including an interjurisdictional analysis of practices across other Australian States and Territories. This review considers approval processes, safeguards, infrastructure standards, and therapeutic requirements, and will inform future policy updates to strengthen compliance and ensure alignment with human

SENSITIVE #254766

Youth Justice – Inspector of Detention Services recommendations status 2024-25

Cleveland Youth Detention Centre inspection report: Focus on separation due to staff shortage				
#	Recommendation	Lead	Self-assessment	Commentary
				rights obligations. The Department will provide this document IDS in due course to support a shared understanding of the review's scope and outcomes.
4	The Department of Youth Justice ensures psychologists are consulted about the individual needs of children placed in separation, and their advice is considered and recorded when a period of separation beyond one day is requested.	Youth Justice	Partially implemented	See Recommendation 2 commentary. In addition, DYJVS is progressing the development of a High-Risk Youth Management Framework to guide the safe and structured management of youth in detention who present serious or ongoing risks to the safety, stability, and good order of YDCs. The framework outlines a tiered intervention model and includes multidisciplinary oversight, with psychologists actively involved in the assessment and ongoing management of individual needs. Development of the framework is occurring in consultation with staff, clinical experts and industrial unions, and will formalise consistent practices across centres, ensuring that psychological advice is embedded in planning and review processes for high-risk youth. DYJVS is also exploring options to strengthen therapeutic resources centrally to further support high-risk youth. DYJVS acknowledges the importance of fit-for-purpose infrastructure in ensuring the safe and secure management of YDCs and is committed to addressing staffing shortages that contribute to separations. Legislative and policy safeguards ensure separations are used only when necessary, with youth provided constant supervision, access to staff, and essential facilities. A long-term infrastructure strategic plan is under development with an aim to deliver the following outcomes: • Transition to a diverse youth detention asset portfolio • Increase the efficiency of existing YDC infrastructure • Alleviate current and projected capacity stresses on the asset portfolio and provide sufficient capacity to support safe operations
5	The Department of Youth Justice recognises the importance of ensuring that children are not locked in rooms that do not have basic facilities, including a toilet, a basin with running water, and a bed or seat, for any length of time.	Youth Justice	Fully implemented	

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Youth Justice – Inspector of Detention Services recommendations status 2024-25

Cleveland Youth Detention Centre inspection report: Focus on separation due to staff shortage				
#	Recommendation	Lead	Self-assessment	Commentary
				Maximise opportunities for rehabilitative outcomes for youth through infrastructure which supports a targeted, evidence-based and culturally responsive approach to operations This strategy is undergoing consultation and includes tailored approaches for specific cohorts, such as Aboriginal and Torres Strait Islander youth and those with diverse needs. Infrastructure upgrades are informed by condition assessments, demand analyses, contemporary design principles, and stakeholder input. DYJVS has completed feasibility assessments for retrofitting hygiene facilities into existing separation rooms at Brisbane (BYDC), West Moreton (WMYDC), and CYDC. While the importance of these upgrades is acknowledged, structural and financial constraints mean that modifications are not viable at this time. An indicative cost estimate by the independent Quantity Surveyor determined the following: [REDACTED] [REDACTED] and significant capital investment. Staff and union consultation would also be required to address workplace health and safety concerns. Please see attached documentation for more information. While modifications to existing infrastructure were considered cost prohibitive at this stage, YJVS accepts the Inspector's recommendation. Consideration will be given to the incorporation of hygiene facilities in the design of new YDCs and during any future decommissioning or recommissioning activities. Any work in this area will be managed through standard infrastructure planning and delivery processes as part of business-as-usual operations.

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#	Recommendation	Lead	Self-assessment	Commentary
6	The Department of Youth Justice ensures that all separation rooms and holding cells in new youth detention centres (including those at Cairns and Woodford) have basic facilities in them, including a toilet, a basin with running water, and a bed or seat.	Youth Justice	Fully implemented	For Woodford Youth Detention Centre (WYDC), DYJVS undertook a comprehensive assessment of the feasibility of incorporating hygiene facilities into time-out rooms. As with existing YDCs, these rooms are designed to be used only for short durations when accommodation rooms are unavailable or unsuitable, and are equipped with intercoms and subject to constant supervision. An independent Quantity Surveyor estimated that redesigning and constructing time-out rooms to include toilets, basins, and beds [REDACTED] This cost is not covered by existing project reserves or contingencies, which were allocated based on the risk profile and construction status. [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] While modifications to the final plans for WYDC were considered cost-prohibitive, future YDC designs will continue to be informed by:

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Youth Justice – Inspector of Detention Services recommendations status 2024-25

Cleveland Youth Detention Centre inspection report: Focus on separation due to staff shortage				
#	Recommendation	Lead	Self-assessment	Commentary
				- Contemporary youth detention infrastructure design characteristics, including trauma-informed, culturally appropriate principles - The growing body of literature on youth justice facility design - Input from users and key stakeholders, including oversight and advocacy bodies All suggestions and options will be considered and assessed as part of a thorough and staged design process. This approach is now embedded into standard infrastructure planning and delivery and is considered business as usual.
7	The Queensland Government and the Department of Youth Justice provide funding to improve the centre's separation rooms and holding cells to ensure that they have basic facilities in them, including a toilet, running water, and a bed or seat.	Youth Justice	Fully implemented	See Recommendation 5 commentary.
8	The Department of Youth Justice closely monitors the centre's use of its separation rooms and holding cells to ensure they are only being used as an option of last resort and for the shortest time possible.	Youth Justice	Fully implemented	DYJVS has robust monitoring practices to ensure separation rooms and holding cells are used only as a last resort and for the shortest time necessary. These practices are supported by legislative and policy safeguards and are considered business-as-usual. System upgrades delivered in November 2023 have enhanced the Department's ability to accurately record and monitor separation incidents in real time. These improvements support live operational oversight and enable more transparent and contextual reporting. IDS staff have direct access to this information to support oversight and accountability. As part of youth detention infrastructure expansion projects, a replacement system is being scoped to further strengthen real-time reporting of separation and other restrictive practices. A Business Analyst has been engaged to identify system requirements, and DCOIS is being considered under the broader ICT legacy replacement program.

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Youth Justice – Inspector of Detention Services recommendations status 2024-25

Cleveland Youth Detention Centre inspection report: Focus on separation due to staff shortage				
#	Recommendation	Lead	Self-assessment	Commentary
9	The Department of Youth Justice ensures the centre immediately improves the condition of all separation rooms, including by removing graffiti, scheduling regular maintenance of the rooms, and adding appropriate soft furnishings.	Youth Justice	Fully implemented	All YDCs have routine and regular cleaning and maintenance processes to ensure rooms and facilities are maintained to a high standard. These protocols include regular checks to identify required cleaning and maintenance, including the removal of graffiti. As part of restorative accountability and behaviour support practices, youth may also be required to remove graffiti. These requirements are documented in local operating procedures and include cleaning expectations for separation rooms and logging maintenance requests. Under updated Facilities Maintenance Agreements (FMAs) for BYDC and CYDC, provision was made for full-time onsite painters to maintain the standard and aesthetic of centre environments. CYDC had previously experienced delays in securing the field staff agreed to and funded under the FMA, which impacted the centre's ability to address graffiti and deterioration in separation rooms in a timely manner. This issue has now been resolved, with a team of onsite trades, including a painter, electrician, plumber and carpenter, available to perform daily maintenance and respond rapidly to facility issues. These arrangements are now embedded into standard operations and considered business as usual.
10	The Department of Youth Justice ensures detention youth workers comply with requirements in the Youth Justice Regulation 2016 regarding the need to observe children who are subject to separation, including by conducting regular audits.	Youth Justice	Fully implemented	Queensland YDCs have the most frequent observation protocols nationally and maintain one of the lowest staff-to-youth ratios, ensuring robust and meaningful supervision. To ensure compliance with the <i>Youth Justice Regulation 2016</i>, YDCs proactively conduct regular audits of staff observation practices. In February 2024, DYJVS strengthened its observation directive to require minimum monthly audits across all centres. Each YDC follows a tailored audit schedule, which includes review of CCTV footage, swipe data, and logbooks to assess the quality and consistency of observations.

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Youth Justice – Inspector of Detention Services recommendations status 2024-25

Cleveland Youth Detention Centre inspection report: Focus on separation due to staff shortage				
#	Recommendation	Lead	Self-assessment	Commentary
				Audit findings are rated and collated, with results reviewed by centre leadership and escalated where appropriate. Where non-compliance is identified, staff may be subject to additional training, mentoring, or disciplinary action, depending on the severity. A standalone observation policy is in the final stages of development. While observation requirements are embedded across existing policies (e.g. suicide risk, behaviour support, general management), this consolidated policy will reinforce staff understanding and elevate the visibility of observation obligations. The draft policy is attached, and the Department welcomes feedback from IDS prior to finalisation. These practices are now embedded into standard operations and are considered ongoing as part of business as usual. See Recommendation 2 commentary.
11	The Queensland Government amends the <i>Youth Justice Act 1992</i> to include mandatory prerequisites for the use of separation, and requirements for the humane treatment of children in separation. The amendments should include minimum conditions for separation, and external review rights.	Youth Justice	Fully implemented	In addition, the Queensland Government has considered this recommendation in conjunction with recommendation 8.3 from the Disability Royal Commission, noting the existing legislative framework established in the <i>Youth Justice Act 1992</i>, <i>Youth Justice Regulation 2016</i> and the <i>Human Rights Act 2019</i> support the intent of this recommendation. Review rights are supported via section 277 of the <i>Youth Justice Act 1992</i>, and the Queensland Ombudsman's (QO) complaints management processes. Youth can directly access several complaints and advocacy agencies, including QO, Queensland Human Rights Commission and the Office of the Public Guardian (OPG) from their accommodation unit phones. OPG Community Visitors visit all YDCs on a weekly basis to speak directly to youth, and those who have been separated are prioritised during these visits. OPG also maintain confidential mailboxes in each accommodation section, allowing youth to write to the OPG either anonymously or by identifying themselves, to raise any issues or concerns they may have.

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Youth Justice – Inspector of Detention Services recommendations status 2024-25

Cleveland Youth Detention Centre inspection report: Focus on separation due to staff shortage				
#	Recommendation	Lead	Self-assessment	Commentary
12	The Department of Youth Justice reports publicly, including in its annual report, on the average number of hours children spend out of a locked room each day, for each youth detention centre	Youth Justice	Partially implemented	DYJVS emphasises transparent and accountable performance reporting on restrictive practices, such as separation, to ensure legislative compliance and robust oversight. As per similar recommendations made by the Disability Royal Commission and the Child Death Review Board, DYJVS is exploring with other jurisdictions improved reporting on restrictive practices, including a distinct measure on out of room time. This is occurring via the inter-jurisdictional working groups established to support the Youth Justice National Minimum Data set and annual reporting to the Productivity Commission's Report on Government Services. In the interim, DYJVS will provide monthly separation data dashboards to IDS to promote transparency and support informed oversight of separation trends. DYJVS continues to develop and embed processes to ensure actions, including those deemed as restrictive practices, that occur within a youth detention setting are done reasonably, lawfully, with sufficient justification and with the required approvals and documentation. While the current DCOIS system, introduced in 2011, has limitations in meeting growing service complexities, recent upgrades in November 2023 have improved the accuracy and operational review of separation incidents. Interim operational dashboards have also been established, and weekly and monthly separation reporting is now in place. DYJVS is scoping a replacement system as part of its youth detention infrastructure expansion to enable real-time reporting and better align with human rights obligations, Child Safe Standards, and enduring inquiries such as the Royal Commission into Aboriginal Deaths in Custody. See Recommendation 1 commentary.
13	The Department of Youth Justice review the Cleveland Youth Detention Centre's staffing model to ensure the centre has the skills and capacity needed to provide a therapeutic operating environment and to achieve the results planned for the Woodford and Cairns centres. The review should also:	Youth Justice	Partially implemented	Department finalised the Case Work and Case Management of Young People in Custody Operational Policy and Procedure in June 2025. This procedure clearly defines the roles and responsibilities of Youth Justice Service Centre (YJSC) case managers and YDC caseworkers. The YJSC case manager leads and coordinates all

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Youth Justice – Inspector of Detention Services recommendations status 2024-25

Cleveland Youth Detention Centre inspection report: Focus on separation due to staff shortage				
#	Recommendation	Lead	Self-assessment	Commentary
	- address the workload of the centre's therapeutic staff, including caseworkers and psychologists, to enable them to pursue more proactive work and have increased levels of meaningful contact with children in separation - assess the adequacy of the current model for the delivery of cultural support to Aboriginal and Torres Strait Islander children - assess the adequacy of the current model for the centre's behavioural support units - support continuing workforce innovation in service delivery through initiatives such as training non-operational staff in the department's authorised intervention responses.			phases of case management, while the YDC caseworker supports day-to-day activities and emerging needs in detention. This clarity resolves previous barriers to continuity of service and ensures consistent case management across the youth justice system. As a result, the previous YDC casework policy will be rescinded, with all case management now directed by this unified procedure. In addition, the Department has commenced implementation of the Staying on Track (SoT) program, a \$225 million initiative providing 12 months of post-release rehabilitation support to all youth exiting detention. Non-government organisations, in partnership with Youth Justice and YDC caseworkers, will work with youth during detention to plan their transition into education, training, employment, and pro-social activities. As part of SoT implementation, DYJVS will review the roles and responsibilities of YDC Cultural Units and broader Client Services functions, including: - Clarifying the division of responsibilities between Cultural Units, Client Services and SoT providers, particularly around welfare and advocacy - Defining the Cultural Unit's role in cultural support, case management, and program delivery within detention - Establishing protocols to support relationship repair and re-engagement with families, Elders, and communities if trust is impacted Professional staff providing frontline services in YDCs receive ongoing training and practice support. Training programs include a combination of face-to-face and eLearning formats and build on foundational knowledge as staff progress through the curriculum. These programs target professional roles in both custodial and community-based settings and are designed to build capability and support contemporary practice. Topics include: - Change-oriented essential skills

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Youth Justice – Inspector of Detention Services recommendations status 2024-25

Cleveland Youth Detention Centre inspection report: Focus on separation due to staff shortage				
#	Recommendation	Lead	Self-assessment	Commentary
				- Defining domestic and family violence - Trauma-informed practice - Recognising and reporting violent extremism - Cultural responsiveness in service delivery - Motivational interviewing - Risk Needs Responsivity (RNR) and case management (including intensive case management) - YLS/CMI 2.0 - Court and legislation - CHART 2.0 - REACH leadership framework Training is available to all professional staff with multiple opportunities throughout the year to enrol and attend. The suite of programs supports DYJS intervention responses and enables professional staff across the state to connect and build relationships, facilitating seamless transitions from custody to community. DYJS continues to deliver CART Lite training to non-operational staff to support workforce innovation and ensure all staff are equipped to respond appropriately to risks. This work aligns with the ongoing QFCC review into the capacity and capability of the youth justice and child safety workforces, which will inform sustainable structural approaches to enhance service delivery.
14	The Department of Youth Justice develops an infrastructure strategy for the Cleveland Youth Detention Centre to ensure its infrastructure supports a therapeutic operating environment. The strategy should address the following issues: - improving the behavioural support unit environments to support their therapeutic goals - adding rooms to accommodation units (as is the case at West Moreton Youth Detention Centre) to enable education and therapeutic programs to be delivered to children within accommodation units when necessary - reviewing the design of accommodation rooms and doors to ensure they facilitate meaningful engagement between children and officers.	Youth Justice	Partially implemented	See Recommendation 5 commentary.

SENSITIVE #254766

Youth Justice – Inspector of Detention Services recommendations status 2024-25

<u>Cleveland Youth Detention Centre inspection report: Focus on separation due to staff shortage</u>				
#	Recommendation	Lead	Self-assessment	Commentary
15	The Queensland Government supports the Department of Youth Justice in replacing its information system (Detention Centre Operational Information System – DCOIS) with one that enables comprehensive and real-time reporting capability for separation and other restrictive measures, and for reporting on out-of-room time.	Youth Justice	Partially implemented	See Recommendation 12 commentary.

SENSITIVE #254766

*Please note that some information has been redacted at the request of the agency.

Additional information provided by the Department of Youth Justice and Victim Services

In response to the self-assessment, we sought additional information from DYJVS in relation to recommendation 12. The response provided is summarised below.

DYJVS advised that out of room time is now a standard part of the separation record on the DCOIS. Times in and out of room are recorded, along with supports provided during separation, and the information can be accessed about an individual young person on the DCOIS. DYJVS advised the reports are highly detailed and provide a daily summary of in and out of room time, along with activities and supports provided. DYJVS also reported providing almost 200 of these reports to various courts over the past 12 months.

DYJVS is currently a member of the Child Protection and Youth Justice Working Group, which forms part of the Productivity Commission's Steering Committee for the Review of Government Services Provision. It is working as part of this group to be able to report on time out of rooms in Queensland but noted there are challenges with data availability and variations in regulations and policies across jurisdictions to enable consistent reporting.

Appendix D: Agency self-assessment of actions in response to recommendations – Queensland Police Service



QUEENSLAND POLICE SERVICE

COMMISSIONER'S OFFICE
200 ROMA STREET BRISBANE QLD 4000 AUSTRALIA
GPO BOX 1440 BRISBANE QLD 4001 AUSTRALIA

Email: commissioner@police.qld.gov.au



Our Ref:

Your Ref:

4 August 2025

Mr Anthony Reilly
Queensland Ombudsman
Level 18, 53 Albert Street
Brisbane Q 4000

Dear Mr Reilly

I refer to your letter of 26 June 2025, regarding the Inspector of Detention Services inspections of Cairns and Murgon Watchhouses.

Thank you for the opportunity for the Queensland Police Service (QPS) to be involved in this process. The self-assessment on outcomes of the recommendations against Cairns and Murgon Watchhouses has been compiled in the attached report.

The QPS has initiated a structured program of work to implement the recommendations arising from recent inquiries, reviews and inquests. These recommendations underpin the findings of the recent QPS Watch-House Review Report. This program will also address issues identified within your recent inspection of Cairns and Murgon watch-houses.

The QPS remains committed to pursuing continuous improvement across all aspects of custodial management and look forward to continuing the work with the Inspector of Detention Services.

Yours sincerely

SHANE CHELEPY APM
ACTING COMMISSIONER

Q U E E N S L A N D P O L I C E S E R V I C E

Attachment 1 - Information for agencies

Timeline

- Evaluation tool sent to agencies by end of June
- Agencies return completed evaluation tool by 15 August 2025.
- Window for Inspector to request additional information from agencies 15 to 29 August 2025.
- Inspector publishes evaluation in operational report by 31 October 2025.

Agency self-assessment

- Please use the evaluation tool at **Attachment 2** to:
1. describe any actions taken in response to the recommendation; and
 2. assess the implementation status using the categories outlined below.
- Where a recommendation involves more than one agency, other agencies may be asked to respond as well.

Evaluation categories and definition

Fully implemented	Recommendation has been implemented, or alternative action has been taken that addresses the underlying issues and no further action is required. Any further actions are business as usual.
Partially implemented	Actions to address the issue/s should be operating effectively, not be a plan to address the issue/s.
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Not implemented - Recommendation not accepted	No or minimal actions have been taken to implement the recommendation, or the action taken does not address the underlying issues that led to the recommendation.
No longer applicable	The agency did not accept the recommendation.
	Circumstances have fundamentally changed, making the recommendation no longer applicable. For example, a change in government policy or program has meant the recommendation is no longer relevant.

OFFICIAL

Queensland Police Service – Inspector of Detention Services recommendations status 2024-25

Attachment 2 – Evaluation tool

<u>Cairns and Murgon watch-houses inspection report: Focus on detention of children</u>				
#	Recommendation	Lead	Self-assessment	Commentary
1	The Queensland Police Service: a) examines ways to increase privacy in relation to the use of toilets for children sharing a cell b) ensures the design of new watch-houses provides more privacy for children when using the toilet c) examines ways to increase privacy in relation to the use of showers by children at the Cairns watch-house.	Qld Police Service	The QPS is working with DYJVS in reviewing the QPS building design manual to explore option to increase privacy, whilst ensuring safety and security of those people in custody. Partially implemented.	Work is progressing at Cairns Watch-house to improve privacy in the showers. The opening of the Wacol Youth Remand Centre (WYRC) has reduced the number of children and the duration they are held in QPS watch-houses.
2	The broader review of watch-houses announced by the Queensland Police Service in July 2024, and the review of the Queensland Police Service building design manual, both include an assessment of issues arising from watch-house infrastructure that create risk of harm to children, and develop strategies to address them.	Qld Police Service	The QPS are currently implementing the recommendations from several inquiries, inquests and reviews. The QPS acknowledge that children should not be kept in a watch-house for any longer than necessary and transferred to a youth detention as soon as possible. The risks identified with managing children in watch-houses and associated mitigation treatments have been incorporated into the QPS Corporate Risk Assessment #52 and within local Risk Assessments. Fully implemented	The opening of the Wacol Youth Remand Centre (WYRC) has reduced the number of children and the duration they are held in QPS watch-houses.

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OFFICIAL

Queensland Police Service – Inspector of Detention Services recommendations status 2024-25

<u>Cairns and Murgon watch-houses inspection report: Focus on detention of children</u>				
#	Recommendation	Lead	Self-assessment	Commentary
3	The Queensland Police Service develops and delivers mandatory training for staff who undertake admissions and assessments of children, covering such topics as trauma-informed approaches to communicating with children with complex needs and engaging with Aboriginal and Torres Strait Islander children.	Qld Police Service	The QPS have been collaborating with educators from DYJVS, as well as advocacy groups in developing a contemporary high quality and practical training package for staff working in watch-houses. The package will be delivered in collaboration with DYJVS. Partially implemented.	Development of a multi-modal delivered training package, dedicated to increasing the awareness and enhancing skills of watch-house staff when managing children in a watch-house, including cultural diversity, human rights and appropriate behaviour management techniques.
4	The Queensland Police Service consults with Queensland Health and/or other appropriate health experts, to develop and implement a standardised process to be applied to all children who are detained in watchhouses: - that facilitates the examination of the child by a qualified health practitioner within a timeframe recommended by Queensland Health and/or the other health experts - that takes into account the needs of Aboriginal and Torres Strait Islander children.	Qld Police Service	QPS and QH have delivered a virtual clinical care (tele-health) model, which is accessible for all watch-houses across the state, and available 24 hours a day. QPS and QH are evaluating options for an increased presence of healthcare within watch-houses, prioritised towards the assessment of people as they are admitted into the watch-house. These options will require additional funding and increased staff for local hospitals. Partially implemented.	The development of virtual clinical care is critical for watch-houses in regional and remote areas, ensuring a consistent and dependable healthcare model is delivered across the state. The virtual health care model will support clinical services already engaged and available at larger watch-houses. The state-wide tele-health model also provides e-scripts that can be filled locally by QPS staff.

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Queensland Police Service – Inspector of Detention Services recommendations status 2024-25

<u>Cairns and Murgon watch-houses inspection report: Focus on detention of children</u>				
#	Recommendation	Lead	Self-assessment	Commentary
5	The Queensland Police Service, in consultation with the Department of Youth Justice, seeks expert advice (including from relevant Aboriginal and Torres Strait Islander stakeholders) and develops appropriate assessment tools to use in the watch-house to identify the needs and level of risk of children (including Aboriginal and/or Torres Strait Islander children).	Qld Police Service	The QPS is working with DYJVS, other Government departments and child advocacy groups to develop an appropriate assessment instrument that ensure the needs of each child are identified and appropriate risk mitigation strategies implemented. Partially implemented.	Consultation has occurred with other Australian Police services and youth justice agencies to assess their assessment and intake processes. QH (Mental Health) have also assisted in increasing the level of support to children in watch-houses through the court service mental health teams. QPS and DYJVS are reviewing information sharing protocols to ensure that information available to DYJVS regarding a child is provided to the watch-house when they are advised that a child has been arrested and taken into custody.
6	The Queensland Police Service ensures admission discussions with children are culturally appropriate and conducted in a confidential and non-threatening environment.	Qld Police Service	The QPS is working with DYJVS, other Government departments and child advocacy groups to better understand the way these discussions should occur. Not implemented - Recommendation accepted	This is a critical piece of work that will have significant dependency with REC 5.

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Queensland Police Service – Inspector of Detention Services recommendations status 2024-25

<u>Cairns and Murgon watch-houses inspection report: Focus on detention of children</u>				
#	Recommendation	Lead	Self-assessment	Commentary
7	The Queensland Police Service reviews the mandatory minimum observations for children to determine if they are appropriate for reducing risk of harm to children.	Qld Police Service	The QPS acknowledge that children should not be kept in a watch-house for any longer than necessary and transferred to a youth detention as soon as possible. The QPS is working with DYJVS, other Government departments to better understand the needs of children being held in watch-houses and the risks that must be managed. Not implemented - Recommendation accepted	In determining the frequency and level of observation required, the QPS currently use observations, conversations with the child as well as information available to QPS during the child's detention at the watch-house. This work is continuing and will be delivered with REC 5 and 6.
8	a) When children are identified as being at risk of self-harm or suicide, the Queensland Police Service: - o refers the child to mental health and/or medical staff immediately - o ensures the child is monitored and provided support by mental health and/or medical staff while in the watch-house - o notifies the Department of Youth Justice about the risk identified, to assist the chief executive in determining when the child will be admitted to a youth detention centre b) The Queensland Police Service conduct a review of Chapter 16 of the Operational Procedures Manual relating to managing the risk of suicide and self-harm for all detainees.	Qld Police Service	The QPS continue to work with DYJVS and QH in having young people referred to medical and/or mental health practitioners at the earliest time. The QPS are reviewing the Operational Procedures Manual to ensure greater clarity in role and responsibility and to reduce ambiguity. Partially implemented.	The QPS acknowledge that children should not be kept in a watch-house for any longer than necessary and transferred to a youth detention as soon as possible There is an interdependency with REC 4 and work is currently underway to seek a resolution.

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Queensland Police Service – Inspector of Detention Services recommendations status 2024-25

<i>Cairns and Murgon watch-houses inspection report: Focus on detention of children</i>				
#	Recommendation	Lead	Self-assessment	Commentary
9	For children who are detained in isolation (by virtue of being the only child in the watch-house or because they need to be removed from other children), the Queensland Police Service ensures: - the child is referred to mental health and/or medical staff, and cultural support services - mental health and/or medical staff and cultural support services are assisted to provide ongoing monitoring and support while the child is detained in the watch-house - notification is made to the Department of Youth Justice about the isolation of the child, to assist the chief executive in determining when the child will be admitted to a youth detention centre.	Qld Police Service	The QPS acknowledge that children should not be kept in a watch-house for any longer than necessary and transferred to a youth detention as soon as possible. Whilst the QPS have no ability to influence the prioritised placement of a child at a youth detention centre. Watch-houses advocate with regional DYJVS representatives for the rapid placement of children at a youth detention centre. Not implemented - Recommendation accepted	Whilst the directions within the QPS Operational Procedures Manual are clear as they relate to the provision of medical and mental health services and/or support. It is acknowledged that there could be clearer direction relating to the requirement for children to be seen by a healthcare practitioner as soon as possible.
10	The Queensland Police Service, in consultation with the Department of Youth Justice, seeks expert advice to inform the development of: - a behaviour management policy/strategy that provides guidance to watch-house staff in relation to behaviour management strategies, including identifying which entitlements are mandatory and cannot be withheld - training (which is mandatory for all watch-house staff) in the trauma-informed and culturally appropriate management of children in custody.	Qld Police Service	The QPS have been working with the policy team and educators from DYJVS, as well as advocacy groups in developing both a behaviour policy and contemporary high quality and practical training package for staff working in watch-houses. The package will be delivered in collaboration with DYJVS. Partially implemented.	DYJVS have provided QPS a copy of their behavioural policy and are working with QPS on refining the policy to ensure it can be implemented in a watch-house.
11	The Queensland Police Service develop nutritional guidelines for the provision of food to children.	Qld Police Service	The QPS have been working with DYJVS on the development of nutritional standards for watch-houses.	Managing the delivery of a consistent food service in watch-houses located in regional or remote areas will continue to be challenging.

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Queensland Police Service – Inspector of Detention Services recommendations status 2024-25

<u>Cairns and Murgon watch-houses inspection report: Focus on detention of children</u>				
#	Recommendation	Lead	Self-assessment	Commentary
			The QPS will be amending deliverables within existing and new contracts for the provision of food within watch-houses. Partially implemented.	QPS will continue to relocate children from remote watch-houses to other watch-houses closer to youth detention centres.
12	Where children are detained in watchhouses for longer periods of time, the Queensland Police Service ensures contact between a child in a watch-house and their family is given a high priority.	Qld Police Service	The QPS Operational Procedures Manual clearly defines the obligations and responsibility to ensure children are provided regular access to parents and/or other support on a regular basis. Fully implemented.	The QPS are supporting the delivery of this recommendation through compliance management and training.
13	The Department of Youth Justice and the Queensland Police Service work together to develop structured visiting times for Youth Justice officers at the Murgon watch-house and improved communication and coordination around their visits.	Qld Police Service / Youth Justice	The QPS will work with DYJVS and advocacy support groups to ensure appropriate times are allocated to support the cultural, social and wellbeing of children held in Cairns and Murgon watch-houses. Not implemented - Recommendation accepted	Please note – DYJVS have not responded to requests for feedback on the self-assessment.
14	The Queensland Police Service works with the Department of Youth Justice to identify Aboriginal and Torres Strait Islander services for the Cairns and Murgon watch-houses and ensure: - the regular involvement of community organisations is facilitated - children have access to culturally appropriate mental health care and welfare visits - protocols and agreements are in place to support this.	Qld Police Service	The QPS continue to work with DYJVS and other departments and advocacy support groups to support the cultural, social and wellbeing of children held in Cairns and Murgon watch-houses. The Community (Watch-house) Visitor scheme is being reviewed in	The identification of local support services in Murgon are hindering the delivery of this recommendation. The QPS will continue to work with NGO's to support children placed in Murgon watch-houses and are

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Queensland Police Service – Inspector of Detention Services recommendations status 2024-25

<u>Cairns and Murgon watch-houses inspection report: Focus on detention of children</u>				
#	Recommendation	Lead	Self-assessment	Commentary
			collaboration with an established custody consultative committee, which works with NGO's and other support groups to ensure an appropriate level of social and cultural support is provided in watch-houses.	committed to transitioning them to the Wacol Youth Remand Centre as soon as possible.
15	The Queensland Police Service ensures Murgon watch-house staff promptly send advice of the arrest of a child to the Department of Youth Justice.	Qld Police Service	Partially implemented The Police Powers and Responsibilities Act (s.392) and the QPS Operational Procedures Manual (OPM 5.9.6 and 16.17.2) clearly defines the obligations and responsibility of QPS to advise parents and/or guardian of the arrest of a child. The QPS are managing the ongoing delivery of this recommendation through compliance management and training.	The notification of the arrest of a child is the responsibility of the arresting officer, not the Watch-house staff. However, there is an opportunity for the watch-houses to ensure that this process has occurred.
16	The Queensland Police Service and the Department of Youth Justice conduct a joint review of services to children in watch-houses across the state. This should identify gaps and develop strategies to address them, including facilitating access by appropriate Aboriginal and Torres Strait Islander organisations, and Aboriginal and Torres Strait Islander Police Liaison Officers, to children in watch-houses.	Qld Police Service / Youth Justice	Fully implemented. A review of support services available to children in watch-houses is being undertaken as part of the Making Queensland Safer initiatives recently announced by the Queensland Government. Not implemented - Recommendation accepted	The QPS are seeking greater engagement of police liaison officers at watch-houses, to raise issues around cultural awareness and provide support to Aboriginal and Torres Strait Islander people in custody.

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Queensland Police Service – Inspector of Detention Services recommendations status 2024-25

<u>Cairns and Murgon watch-houses inspection report: Focus on detention of children</u>				
#	Recommendation	Lead	Self-assessment	Commentary
				Please note – DYJVS have not responded to requests for feedback on the self-assessment.
17	The Queensland Police Service, in its review of watch-houses, consider whether there should be increased central oversight and coordination of watch-houses to improve the levels of support, and the quality and consistency of services provided to children in watch-houses.	Qld Police Service	The QPS Watch-house Review recommended policy oversight, training, professional development and auditing of watch-houses be centralised. Fully implemented.	State Custody Unit will undertake this once an appropriate funding and staffing model has been identified and sourced.
18	The Queensland Police Service reviews its complaints-handling policies and procedures to ensure it has an effective, transparent and confidential process in place for children held in a watch-house. The complaints system should be user-friendly for children with low levels of literacy, those with disabilities and those for whom English is an additional language or dialect	Qld Police Service	The QPS Ethical Standards Command are reviewing complaints process and continue to collaborate with the Public Guardian. Fully implemented.	
19	Children should only be detained in a watch house as a last resort and for the minimum time possible. Children should be admitted to a more suitable facility as soon as possible.	Qld Police Service	The QPS acknowledge that children should not be kept in a watch-house for any longer than necessary and transferred to a youth detention as soon as possible. Whilst the QPS have no ability to influence the prioritised placement of a child at a youth detention centre. Watch-houses advocate with regional DYJVS representatives for the rapid placement of children at a youth detention centre.	It is appropriate to note that the opening of the Wacol Youth Remand Centre has reduced the amount of time children spend in watch-houses. This will continue to be monitored and reviewed.

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Queensland Police Service – Inspector of Detention Services recommendations status 2024-25

<u>Cairns and Murgon watch-houses inspection report: Focus on detention of children</u>				
#	Recommendation	Lead	Self-assessment	Commentary
			Not implemented - Recommendation accepted	

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Additional information provided by the Queensland Police Service

In response to the self-assessment, we sought additional information from QPS in relation to recommendation 3. QPS advised it does not wish to rush the development of this training. Given the criticality of the content, QPS believes it is critical to provide staff working within watch-houses with knowledge to develop and build skills in the management of children in watch-houses.

QPS also advised it makes all efforts to move young people to a youth detention centre as soon as possible or a priority watch-house being supported by the DYJVS and Queensland Department of Education. It is hoped that an implementation plan will be developed in the next 6 months and updates will be provided when this is completed.

Appendix E: Agency self-assessment of actions in response to recommendations – Queensland Health

Attachment 1 - Information for agencies

Timeline

- Evaluation tool sent to agencies by end of June
- Agencies return completed evaluation tool by 15 August 2025.
- Window for Inspector to request additional information from agencies 15 to 29 August 2025.
- Inspector publishes evaluation in operational report by 31 October 2025.

Agency self-assessment

- Please use the evaluation tool at **Attachment 2** to:
1. describe any actions taken in response to the recommendation; and
 2. assess the implementation status using the categories outlined below.
- Where a recommendation involves more than one agency, other agencies may be asked to respond as well.

Evaluation categories and definition

Fully implemented	Recommendation has been implemented, or alternative action has been taken that addresses the underlying issues and no further action is required. Any further actions are business as usual. Actions to address the issue/s should be operating effectively, not be a plan to address the issue/s.
Partially implemented	Significant progress has been made in implementing the recommendation or taking alternative action, but further work is required before it can be considered business as usual. This also includes where the action taken was less extensive than recommended, as it only addressed some of the underlying issues that led to the recommendation.
Not implemented - Recommendation accepted	No or minimal actions have been taken to implement the recommendation, or the action taken does not address the underlying issues that led to the recommendation.
Not implemented - Recommendation not accepted	The agency did not accept the recommendation.
No longer applicable	Circumstances have fundamentally changed, making the recommendation no longer applicable. For example, a change in government policy or program has meant the recommendation is no longer relevant.

SENSITIVE #254767

Attachment 2 – Evaluation tool

<u>Southern Queensland Correctional Centre inspection report - March 2025</u>				
#	Recommendation	Lead	Self-assessment	Commentary
26	Queensland Health addresses delays in prisoner access to acute mental health facilities because of the perception that they are receiving the required mental health care and support in a prison.	Queensland Health	Partially implemented. The recommendation will be addressed via the <i>Responding to the Needs of Classified Patients and Higher Risk Consumers Action Plan</i> (see commentary). While several actions have been finalised, some actions remain in progress.	The <i>Responding to the Needs of Classified Patients and Higher Risk Consumers (RNCPHRC) Action Plan</i> (the Action Plan) led by the Office of the Chief Psychiatrist, Mental Health Alcohol and Other Drugs (MHAOD) Branch addresses recommendation 26. The Action Plan contains 18 actions designed to strengthen MHAOD services statewide, including in relation to patient flow and care delivered to classified patients (people in custody who require admission to acute mental health facilities for treatment), while at the same time supporting staff safety. A monitoring and evaluation plan has been established to support delivery of the 18 actions, with regular reporting occurring via Department of Health governance processes.

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Queensland Health – Inspector of Detention Services recommendations status 2024-25

<i>Cairns and Murgon watch-houses inspection report: Focus on detention of children</i>				
#	Recommendation	Lead	Self-assessment	Commentary
4	The Queensland Police Service consults with Queensland Health and/or other appropriate health experts, to develop and implement a standardised process to be applied to all children who are detained in watchhouses: • that facilitates the examination of the child by a qualified health practitioner within a timeframe recommended by Queensland Health and/or the other health experts • that takes into account the needs of Aboriginal and Torres Strait Islander children.	Queensland Police Service		Refer to response provided by the Queensland Police Service as the lead agency.

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Appendix F: Agency self-assessment of actions in response to recommendations – West Moreton Hospital and Health Service

Attachment 1 - Information for agencies

Timeline

- Evaluation tool sent to agencies by end of June
- Agencies return completed evaluation tool by 15 August 2025.
- Window for Inspector to request additional information from agencies 15 to 29 August 2025.
- Inspector publishes evaluation in operational report by 31 October 2025.

Agency self-assessment

- Please use the evaluation tool at **Attachment 2** to:
1. describe any actions taken in response to the recommendation; and
 2. assess the implementation status using the categories outlined below.
- Where a recommendation involves more than one agency, other agencies may be asked to respond as well.

Evaluation categories and definition

Fully implemented	Recommendation has been implemented, or alternative action has been taken that addresses the underlying issues and no further action is required. Any further actions are business as usual.
Partially implemented	Actions to address the issue/s should be operating effectively, not be a plan to address the issue/s.
Not implemented - Recommendation accepted	Significant progress has been made in implementing the recommendation or taking alternative action, but further work is required before it can be considered business as usual. This also includes where the action taken was less extensive than recommended, as it only addressed some of the underlying issues that led to the recommendation.
Not implemented - Recommendation not accepted	No or minimal actions have been taken to implement the recommendation, or the action taken does not address the underlying issues that led to the recommendation.
No longer applicable	The agency did not accept the recommendation.
	Circumstances have fundamentally changed, making the recommendation no longer applicable. For example, a change in government policy or program has meant the recommendation is no longer relevant.

SENSITIVE #254769

Attachment 2 – Evaluation tool

Southern Queensland Correctional Centre inspection report - March 2025				
#	Recommendation	Lead	Self-assessment	Commentary
2	West Moreton Hospital and Health Service and Queensland Corrective Services identify a more suitable location for health assessments to improve prisoner privacy.	WMHHS, QCS	Partially implemented	QCS have been engaged regarding a secondary room space, this ongoing with regarding limited space- Interim measure put in place are portable booths creating harder barriers between patient and also limiting as much as possible/practicable volume of individuals in the reception area space.
13	West Moreton Hospital and Health Service implements a complaints management system for Southern Queensland Correctional Centre to allow for the appropriate categorisation of complaints, reporting of complaint data, and monitoring of service delivery improvements required.	WMHHS	Not implemented - Recommendation accepted	Complaints management has been identified as a service optimisation opportunity scheduled to commence August 2025.
21	The West Moreton Hospital and Health Service increases access for women to medical, dental and mental health services until waitlists are reduced and preventive health care can be put into practice, equivalent to community expectations.	WMHHS	Partially implemented	1. PYDHS Medical Officers and Nurse Practitioners rostered to site, resulting in improvement to wait times. 2. Implementation of the Prisoner Electronic Medical Record has improved reporting, reviewing and coordination of waitlists including the ability to deploy resources in response to demand. 3. A PYDHS Virtual Support Clinic has been implemented across the service to provide further medical support. 4. West Moreton Health continues to escalate the need for prison oral health funding to support a full-time dental service in SQCC. 5. The West Moreton Prison Mental Health Service (PMHS) has expanded their staffing profile to include more care managers attending SQCC. This has increased capacity for intake assessment and the number of patients

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Attachment 2 - West Moreton Hospital and Health Service

Southern Queensland Correctional Centre inspection report - March 2025				
#	Recommendation	Lead	Self-assessment	Commentary
				receiving care management and transitional support. At present, there are only three (3) patients waiting for PMHS intake assessment at SQCC and approximately 30% of patients are receiving care management services. 6. The WM PMHS have not been able to increase medical services to SQCC due to difficulty recruiting to the full complement of registrar positions. However, the advice received is that there is no capacity to access additional consultation rooms in the health centre, therefore, infrastructure continues to be a significant barrier to service provision.

Attachment 2 - West Moreton Hospital and Health Service

Southern Queensland Correctional Centre inspection report - March 2025				
#	Recommendation	Lead	Self-assessment	Commentary
22	West Moreton Hospital and Health Service develops a strategy for recruiting and retaining nursing staff to ensure the provision of an overnight nurse for Southern Queensland Correctional Centre.	WMHHS	Not implemented - Recommendation not accepted	WMH undertake comprehensive attraction and recruitment initiatives to support the recruitment of suitably qualified and skilled staff, including Nurses. This has included significant marketing and information evenings for the Spring Creek area and surrounds (and more broadly including interstate) to promote correctional health job opportunities to meet the needs of the current Southern Queensland Correctional Centre and the new Lockyer Valley Correctional Centre (which is currently under construction). A key (and effective) strategy in attracting and retaining staff in the Spring Creek location was the Queensland Health Workforce Attraction and Incentive Scheme. It was recently announced that this scheme would not be continued which will present challenges in attraction and recruitment efforts for health staff at South Queensland Correctional Centre. The night shift at Southern Queensland Correctional Centre was temporarily stood down in 2022 in response to staffing challenges but since 2023, the positions utilised for night shift have been rostered during the hours when nursing staff have access to prisoners, increasing access for these women to primary health care services. WMH continue to review this arrangement to ensure the best utilisation of resources available to provide primary health care services.

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Attachment 2 - West Moreton Hospital and Health Service

Southern Queensland Correctional Centre inspection report - March 2025				
#	Recommendation	Lead	Self-assessment	Commentary
24	The West Moreton Hospital and Health Service increases women's access to allied health care, including physiotherapy and podiatry.	WMHHS	Partially implemented	PYDHS have increased the existing dietitian workforce and introduced a physiotherapy service. Podiatry remains in high demand (similar to community) however is identified as a future service expansion opportunity should funding become available.
25	To ensure that women have access to health services, the West Moreton Hospital and Health Service resolves jurisdictional issues and refusals to provide health services based on the classification of prisoners.	WMHHS	Fully implemented	WMH acknowledge as an ongoing issue and WMH continue to work with key stakeholders in the broader West Moreton Hospital and Health Service, other Hospital and Health Services and the Office for Prisoner Health and Wellbeing to ensure that the health services provided to women who reside in correctional centres is equivalent to those in the community and meet the needs of prisoners in an environment that promotes dignity and maintains privacy.

Additional information provided by West Moreton Hospital and Health Service

In response to the self-assessment, we sought additional information from West Moreton HHS in relation to recommendation 25. The response provided indicates West Moreton Health advocate for patients who reside within correctional centres to receive health care that is equivalent to the standard available to the broader community. This is actioned by Prison and Youth Detention Health Service, West Moreton HHS (as a primary healthcare service) on a case-by-case basis as required. West Moreton HHS consider that generally, the existing escalation pathways and systems enable these issues to be resolved quickly to ensure appropriate care is provided.

West Moreton HHS also acknowledged the need for a systems level approach to reviewing this issue and are writing to the Office for Prisoner Health and Wellbeing, Department of Health to formally request that this recommendation and issue is considered when the Memorandum of Understanding for the delivery of Prisoner Health Services between Queensland Health and Queensland Corrective Services is next reviewed.

In the interim, West Moreton HHS will request that this matter is tabled at the Statewide Prisoner Health Directors Forum for ongoing discussion and consideration of strategies to ensure equivalence of access.



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