

OFFICE OF THE INSPECTOR
OF CUSTODIAL SERVICES

Prisoner/Detainee Transportation
1 July 2011 - 31 December 2011

Audits, Reviews and Thematics
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1 Background

- 1.1 Prisoner/detainee transportation is a major function for Western Australian Department of Corrective Services (DCS). In the six months between 1 July 2011 and 31 December 2011, a total of 42,289 people in custody were transported around Western Australia. Serco, to whom the Custodial Services and Court Security (CS & CS) contract was awarded on 31 July 2011, was responsible for over 21 per cent of all adult transports. All movements involving young people were conducted by DCS.
- 1.2 Transporting prisoners and detainees has received significant media attention both in Western Australia and internationally in recent years. On 27 January 2008, Mr Ward a 46 year old Aboriginal elder, died whilst in custody. He was being transported by a secure escort vehicle between Laverton and Kalgoorlie. The service provider contracted for transportation services at the time of Mr Ward's death, G4S Custodial Services (G4S/GSL),¹ has since been disengaged. From 31 July 2011, Serco Australia Pty Limited (Serco) has been fulfilling the contractual requirements for adult prisoner transport.²

2 Purpose of Audit

- 2.1 The Office of the Inspector of Custodial Services (the Office) intends to conduct regular quarterly and annual reviews of prisoner and detainee transport in line with recent legislative changes to the Inspector of Custodial Services Act 2003. This audit provides a baseline for future transport audits, exploring the function of prisoner and detainee transport in Western Australia from 1 July 2011 to 31 December 2011.
- 2.2 This audit focuses on a subset of the total 42,289 transportations examining those who are transported
 - to attend court
 - for medical reasons, such as health appointment and emergencies
 - on compassionate grounds, such as funeral attendance and burial services
 - transfers between custodial facilities as part of population management

¹ The 2007 CS & CS contract with DCS was held by Global Solutions Limited (GSL), however; in May 2008 the company was acquired by Group4Securicor and in January 2009 the Australian operating name was changed to G4S Custodial Services. G4S and GSL are used interchangeably throughout this audit as the TOMS (Total Offender Management Solution) system database was not updated to reflect the name change.

² Department of Corrective Services, 'Annual Report 2010/2011 – Contract for the Provision of Court Security and Custodial Services', http://www.correctiveservices.wa.gov.au/_files/about-us/statistics-publications/cscs-annual-report-2010-2011.pdf p. 5.

- for inter-facility visits, such as visits between family members held in different custodial facilities
 - in the interests of justice.
- 2.3 These reasons constitute 14,024 of the transports recorded during this period. The other 28,265 transports which occurred for education and work purposes and to enable people to be discharged from the custodial facility were not included in this audit.
- 2.4 Demographic details and information pertaining to the location, service provider, and mechanical restraint use and in-transit incidents are examined. Other detailed analyses with comparisons against the state wide custodial population and inter-facility transfers are discussed.

3 Summary

- 3.1 It was apparent during data collection for this audit that the quality of data available was often inadequate. The data entry by DCS staff on the system database, Total Offender Management Solution (TOMS), was inconsistent and sometimes incorrect. For example, the audit sought to examine the use of mechanical restraints however, the data quality made this difficult to measure. The use of restraints is planned prior to moving a person and a record is made in TOMS of whether restraints will be used, not used, or will be available for use if needed. The latter category does not indicate whether restraints were actually used during transport.
- 3.2 The findings of this audit measure the use of restraints solely on the first category which record when the use of restraints was planned and does not account for where restraints may have been used as needed. Therefore, the findings of this audit can only be considered the minimum count of mechanical restraint use. Serco is introducing a new tracking system which will enable actual use of restraints to be recorded. The system, known as SERS (Serco Escort Recording System), is currently being rolled out and data should be available to OICS in 2013.
- 3.3 Despite these limitations, this audit provided a general indication of the extent of the transport function, those who use the services and logistical information such as the use of mechanical restraints, length of time in-transit, and safety and security incidents.
- 3.4 From 1 July 2011 to 31 December 2011, 14,024 adult prisoners and detained young people received transport services for movements on compassionate grounds (2.3%), to attend court (41.3%), in the interests of justice (0.3%), as part of inter-facility transfers (24.7%), inter-facility visits (1.7%) and for medical

reasons (29.8%). Despite juveniles only constituting an average of five per cent of the total custodial population, approximately 11.8 per cent of those transferred were juveniles. Females represented approximately 11.9 per cent of the transport population (although averaging eight per cent of the total prison/detention centre population). Approximately 43 per cent were Australian Aboriginals and Torres Strait Islanders and 47 per cent were Australian non-Aboriginals with the remaining 9.5 per cent foreign national prisoners/detainees from 45 countries.

- 3.5 Finally the data suggests that adult prisoners are being transported by appropriate methods in accordance with contractual agreements. Where necessary, adult prisoners appear to be travelling by air.

4 Findings

- 4.1 In Western Australia between 1 July 2011 and 31 December 2011, 14,024 prisoners and detainees received transport services for movement reasons of interest to this audit. The following table shows the reason for transport and the associated subcategories of how information is recorded in TOMS.

Table 1

Count of Reason for Transportation

Reason for Transportation	Additional Subcategories	Raw Count
Compassionate	Funeral juvenile & absence permit s83(1)(B) ³	319
Court		5,786
Interests of Justice	S28 leave of absence & section 83(1)(D) interests of justice ⁴	45
Inter-facility Transfers (as population management across the State)		3,458
Inter-facility Visits (social visits for prisoners/detainees from different custodial facilities)		242
Medical	Health appointments, health emergencies, hospital admissions overnight & 'hospital day admit'	4,174
Total		14,024

³ Section 83(1)(b) of the Prisons Act 1981 (WA) allows prisoners to seek a leave of absence permit based on compassionate or humane treatment of prisoners and their families. Examples included in this audit are attending funerals, burial services and visiting sick relatives.

⁴ As defined by the Prison Regulations 1982 (WA) section 54(d)(l) the reason for transportation 'interests of justice' is a prescribed purpose or circumstance whereby a prisoner is permitted a leave of absence to facilitate the investigation of an offence or in the administration of justice.

- 4.2 Most movements were for attending court (5,786), followed by medical reasons (4,174) and inter-facility transfers (3,458).

Demographics

- 4.3 Juveniles made up approximately 11.8 per cent (1,651 persons) of those transported with the remaining 12,373 (88.2%) being adults. Males represented approximately 88 per cent (12,350) of the transport movements with females comprising only 11.9 per cent (1,674).
- 4.4 Australian Aboriginals and Torres Strait Islanders, Australian Non-Aboriginals and foreign national prisoners recorded 43.4 per cent (6,082), 47.1 per cent (6,605) and 9.5 per cent (1,337) of movements respectively.

Location of Transport

- 4.5 Custodial facilities are located within DCS defined regional and metropolitan areas. They are:

Metropolitan Prisons/Detention Centres

- Acacia Prison
- Bandyup Women's Prison
- Banksia Hill Detention Centre
- Boronia Pre-release Centre for Women
- Casuarina Prison
- Hakea Prison
- Karnet Prison Farm
- Rangeview Remand Centre
- Wooroloo Prison Farm

Regional Prisons

- Albany Regional Prison
- Broome Regional Prison
- Bunbury Regional Prison
- Eastern Goldfields Regional Prison
- Greenough Regional Prison
- Pardelup Prison Farm
- Roebourne Regional Prison

- 4.6 The vast majority of movements commenced within the DCS defined metropolitan area, nearing 75 per cent (10,489), whilst 25.2 per cent (3,535) of movements began within the regional areas of Western Australia.
- 4.7 All facilities had compassionate, inter-facility transfer, medical movements. With the exception of Pardelup Prison Farm, all facilities also had court movements. However, only Bandyup Women's Prison, Casuarina Prison, Eastern Goldfields Regional Prison, Greenough Regional Prison, Hakea Prison, Pardelup Prison Farm and Rangeview Remand Centre utilised the movement reason 'interests of justice'. All facilities for the time period had inter-facility visit movements except the regional prisons Albany, Broome, Bunbury and Roebourne.

Service Providers

- 4.8 DCS was responsible for 26.9 per cent of adult and juvenile movements (3,779). In 83 of these cases, the services were provided by the Emergency Support Group (ESG). The ESG is a specialised response team, stationed outside Hakea Prison and charged with providing high security and special profile offender escorts. They are also responsible for responding to critical incidents across prisons and detention centres in Western Australia.
- 4.9 From 31 July 2011, Serco began services for DCS having been awarded the CS & CS contract. From that date until 31 December 2011, Serco CS & CS undertook approximately 60 per cent of adult prisoner transports (8,434). Prior to 31 July 2011, G4S/GSL was contracted to DCS for transporting adult prisoners.

Table 2

Count of Service Provider by Juvenile Status

Service Provider	Adult	Juvenile	Raw Count
Assessments and Case Management	1		1
Department of Corrective Services	2,048	1,648	3,696
Emergency Support Group	83		83
GSL – Acacia ⁵	1,590		1,590
Other*	198	3	201
Western Australia Police	2		2
SERCO - Acacia	17		17
SERCO Court Security & Custodial Services	8,434		8,434
Total	12,373	1,651	14,024

* See Appendix 1, Data Quality

- 4.10 For the transportation services provided by DCS, 55.3 per cent were for adults and 44.7 per cent for juveniles. All juveniles were escorted by DCS youth custodial service staff and Regional Transport staff as required by policy.⁶ While almost three quarters of adults transported by DCS were moved for medical reasons, juveniles were predominately transported to attend court. The Emergency Support Group was primarily used to transport prisoners to court.

⁵ Acacia Prison is presently the only private prison in Western Australia. It is managed by Serco, however, this is a separate contract to the 2011 CS & CS contract used for court custody areas and escorts throughout Western Australia. Serco began managing this contract in May 2006. The TOMS category of GSL – Acacia presumably has been used to reflect the previous CS & CS contract which was under management of G4S/GSL.

⁶ On 1 November 2010, DCS, in response to the unique challenges of managing young people in custody, created Regional Transport. This team specifically manages juvenile detainee transport across Western Australia. A review by this Office has previously highlighted the benefits and improvements that Regional Transport has provided in *Review of Regional Youth Custodial Transport Services in Western Australia*, Report No. 74 (August 2011).

Table 3*Count of Reason for Transport by Service Provider*

Service Provider	Reason for Transport	Adult	Juvenile	Raw Count
Assessments and Case Management				
	Medical	1		1
Department of Corrective Services				
	Compassionate	70	18	88
	Court	16	1,311	1,327
	Interests of Justice	8	1	9
	Inter-facility Transfers	355	182	537
	Inter-facility Visits	107	23	130
	Medical	1,492	113	1,605
Emergency Support Group				
	Court	50		50
	Interests of Justice	1		1
	Inter-facility Transfers	10		10
	Medical	22		22
GSL-Acacia				
	Compassionate	42		42
	Court	626		626
	Inter-facility Transfers	505		505
	Inter-facility Visits	20		20
	Medical	397		397
Other				
	Court	3		3
	Interests of Justice	34		34
	Inter-facility Transfers	3		3
	Medical	158	3	161
Western Australia Police				
	Court	1		1
	Medical	1		1
Serco - Acacia				
	Court	5		5
	Inter-facility Transfer	1		1
	Medical	11		11
Serco - Court Security & Custodial Services				
	Compassionate	189		189
	Court	3,774		3,774

	Interests of Justice	1		1
	Inter-facility Transfers	2,402		2,402
	Inter-facility Visit	92		92
	Medical	1,976		1,976
Total		12,373	1,651	14,024

- 4.11 Most medical escorts (86.4%) were provided by DCS (including ESG) and Serco CS & CS. Serco provided most (69.4%) of the inter facility transfers. Only small numbers (319) of prisoners and detainees were transported for compassionate reasons. Serco provided 59.3 per cent of these transports.
- 4.12 When the key service providers are not undertaking the transport, such as when a person is transported by ambulance, the option of 'other' should be selected in TOMS. However, an examination of 'other' records confirmed that the category has not been appropriately applied. On many occasions where the 'other' field was selected, further information suggests that transport was carried out by DCS or facility staff and therefore, this information had been coded incorrectly. Several entries referenced specific officers who had undertaken the escort rather than the overall service provider. This is another example of the poor quality of data entry into TOMS which should be addressed.

Security and the use of restraints

- 4.13 Handcuffs and leg irons are not required during transit, they are only required upon exiting the vehicle into a facility without a secure sallyport. Given this, it is unnecessary to record security data for a transfer or visit between prisons or detention centres. Likewise, as most courts in WA have secure sallyports between prisons, detention centres and courts,⁷ the use of restraints should be unnecessary.
- 4.14 Of the 14,024 transports during 1 July 2011 and 31 December 2011, 3,458 were for prison transfers, 5,786 were for court attendances and 242 were for inter-facility visits. There was no security data recorded for these transports.
- 4.15 The remaining 32 per cent (4,538 transports) were transports to a destination that did not have a secure sallyport. For approximately 63 per cent of these records, handcuffs (including single cuffs) were used and almost 3 per cent used for leg irons. A further 62 records were left blank. Of these, 17 were for

⁷ Whilst movements from a prison sallyport to a court custody area generally occur between secure sallyports, problems with the specifications of the new secure escort fleet purchased by DCS and taken over by Serco have meant that some escort vehicles no longer fit within the height confines of these court custody sallyports. As a consequence, mechanical restraints are employed to transfer the prisoner from the escort vehicle to the required location. Information is not recorded on TOMS when these instances occur and therefore, the figures available through the data extraction are only the minimum frequency of use.

compassionate reasons and 45 were for interests of justice reasons for transport.⁸

Table 4
Count of Handcuffs and Leg Irons

Handcuff Use	Raw Count	Leg Iron Use	Raw Count
Restraints Not Required to be Worn but Available for Use	1,629	Restraints Not Required to be Worn but Available for Use	4,343
Single Handcuffs Only Required	425		
Yes	2,422	Yes	133
No Data Entered	62	No Data Entered	62
Total	4,538	Total	4,538

4.16 An additional category where restraints are not required but are available for use was logged against almost 36 per cent of records for handcuffs and more than 95 per cent for leg irons. Entry of this information occurs prior to the transport taking place. A decision is made at the prison on whether:

- restraints are required
- restraints are not required
- restraints are available for use but are not required

4.17 An indication of whether this refers to handcuffs or leg irons is also recorded. The first two categories correspond to whether restraints were actually used during transport. However, the third category does not indicate actual restraint use. It is quite possible, under this third category that mechanical restraints are used but there is no record of this on TOMS unless an incident report is submitted corresponding to the restraint. For example, in the case where ‘not required but available’ leg irons were used to enable the completion of a medical procedure, an incident report would not be generated. Whilst this information should be included in the escort occurrence or log book, it would generally not be captured by TOMS. Therefore, the use of mechanical restraints in this review, and potentially in future reviews, can only be considered the minimum frequency.

Incidents

4.18 Incidents are any significant occurrences which are recorded on TOMS and relate to the safety, security or wellbeing of prisoners/detainees, custodial officers and/or the prison (both adult and juvenile).

⁸ Only one of the interests of justice records was correctly coded. The other 44 were cases that involved trips that do not require the use of restraints, for example home leave.

4.19 There were a total of 19 in-transit incidents found for the period 1 July 2011 to 31 December 2011.

- damage to vehicle (8)
- misconduct (3)
- possessing contraband (2)
- attempted self-harm (2)
- injury to a prisoner (1)
- injury to an officer (1)
- escape (1)
- medical emergency (1)

4.20 Five incidents involved juvenile detainees and the remaining fourteen were adult prisoners. On four occasions, multiple persons were involved such that a total of 25 prisoners and detainees (8 females, 17 males) were recorded equalling 0.18% of the total transportations.

4.21 The ad hoc methodology used to obtain data for in-transit incidents is limiting. When an incident occurs multiple officers potentially witness the event. However; only one officer creates the incident record on the TOMS system. This incident is given a title with the corresponding number of incident descriptions to officer witnesses attached. A methodology which searches a finite list of terms is solely dependent on the title provided by the officer who created the record. Potentially, and very probably, many in-transit incidents have occurred but have not been captured because of this limitation. Therefore, the analysis of incidents in this review can only be considered the minimum frequency of occurrences.

Detailed Analysis

State Wide Correctional Centres Population Examination

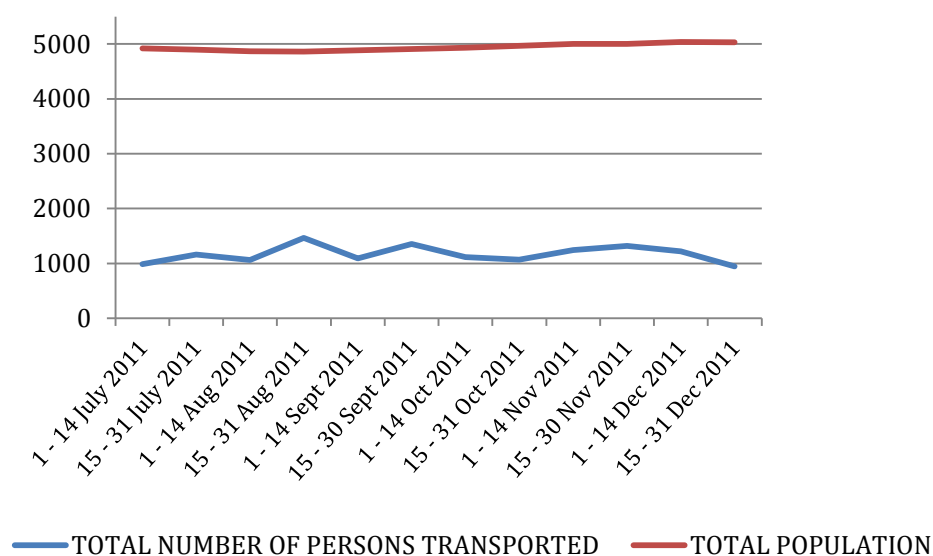


Figure 1

Comparison of State Wide Correctional Centre Population and Total Number of Persons Transported (including adult prisons and juvenile detention centres)

- 4.22 The above graph represents the total number of persons transported for a particular timeframe compared to the population count for all prisons and juvenile centres on the 1st and 15th of the respective months. For example, 987 persons received transport services for the period from 1 July 2011 through to 14 July 2011 while a total state wide custodial population of 4,896 was recorded on 1 July 2011.
- 4.23 The data shows that whilst the total prison and detention centre population has remained stable, there have been fluctuations in the total number of people transported across Western Australia. These variations will be examined in future audits to determine the presence of annual trends in transport.
- 4.24 Australian Aboriginal and Torres Strait Islander people constitute approximately 39.3 per cent of the total custodial population. Australian Non-Aboriginal people make up approximately 51.3 per cent for the audit timeframe. The remaining 9.4 per cent is individuals whose nationality and citizenship are not Australian. These figures are reflective of the percentages seen when examining the transportation data where: Australian Aboriginals and Torres Strait Islanders constitute 43 per cent, Australian Non-Aboriginals approximately 47 per cent and foreign national prisoners 9.5 per cent.

- 4.25 The total custodial population has remained relatively stable over the timeframe with the range between 4,861 and 5,036. The average total female prisoner and detainee population across Western Australia is approximately eight per cent. However, transport services for women constitute approximately 12 per cent. This difference may be explained as women received 68 per cent of the total number of inter-facility visits, 16 per cent of compassionate movements and 14 per cent of medical transportations.
- 4.26 Young people in detention constitute approximately five per cent of the total custodial population. However, juvenile transport movements make up approximately 12 per cent which potentially is explained by their overrepresentation for court movements (23%).

Table 5*Reason for Transportation Breakdown by Facility of Origin*

	Ave. Daily Population Total*	Compassionate	Court	Interests of Justice	Inter-facility Transfers	Inter-facility Visits	Medical	Total Reason for Transport
Acacia	996	59	190		409	3	568	1,229
Albany	307	9	64		182		191	446
Bandyup	219	17	351	1	108	103	212	792
Banksia Hill	107	14	204		7	2	62	289
Boronia	79	21	14		19	49	261	364
Broome	115	36	144		231		192	603
Bunbury	332	19	279		144		186	628
Casuarina	599	25	270	2	580	1	642	1,520
Eastern Goldfields	119	25	256	5	205	2	106	599
Greenough	282	10	80	33	201	8	210	542
Hakea	777	43	2,539	1	869	5	340	3,797
Karnet	237	11	18		48	15	460	552
Pardelup	91	2		2	36	4	179	223
Rangeview	72	4	1107	1	175	21	54	1,362
Roebourne	163	15	215		107		157	494
Wooroloo	366	9	55		137	29	354	584
Total		319	5,786	45	3,458	242	4,174	14,024

* The average daily prison and detention centre population totals were taken from the 1st and 15th days of each month for the audit timeframe.

- 4.27 The table above illustrates the raw counts of the reasons for transportation by the facility of origin. The three largest metropolitan prisons, Acacia, Casuarina and Hakea, account for approximately 46.7 per cent of movements. Interestingly, compassionate movements from Broome and Eastern Goldfields equal or exceed numbers for compassionate reasons for Casuarina Prison despite markedly different population sizes. This is potentially explained by the practice of transferring prisoners to other custodial facilities which are closer to the funeral location.
- 4.28 Hakea and Rangeview have the greatest number of court movements constituting 63 per cent, which is likely due to the number of individuals who are on remand. Inter-facility transfers are high for Acacia, Casuarina and Hakea but inter-facility visits mostly originate from the two female facilities, Bandyup and

Boronia (62.8%). This figure approaches 68 per cent when considering the data across age lines as 12 out of the 21 inter-facility visits from Rangeview were girls. Only 7 inter-facility visits occurred where a male prisoner visited a female prisoner at Bandyup Women's Prison.

- 4.29 The data also illustrates adherence with DCS policy that prisoners from lower security rated facilities have inter-facility visits with family and friends at higher rated facilities rather than the reverse which would pose security and logistical problems.⁹
- 4.30 Both Karnet (11%) and Wooroloo (8.5%) Prison Farms recorded figures higher than Hakea Prison (8.1%) for those transported for medical reasons. This is despite the striking population size differences.

Inter-facility Transfers

- 4.31 Whilst this audit relates to the transportation of prisoners and detainees, essentially the audit considers the escort period in its entirety. This refers to when an offender leaves a prison or detention centre and returns either to the same correctional facility or another elsewhere in the State.
- 4.32 The time is inclusive of any time spent at a funeral, hospital, court or other location. At present, the only data available that accurately measures the time a prisoner/detainee actually spends in-transit, is for the category 'inter-facility transfers'.
- 4.33 This will continue to inhibit transport audits until such time as the Office gains access to the Serco database, SERS. The data extractions to be obtained from SERS will be of significant benefit as, unlike TOMS, the supervising officer is required to input data at each point of the escort journey. This will allow the time in-transit for prisoners and detainees to be calculated. However; this will only be available for adults who are transported by Serco. SERS data should be available to OICS in 2013. Until then, comment on timeliness of transport is limited to inter-facility transfers.

⁹ Section 11.1.3.2 of Adult Custodial Rule 7 – Communication – Visits outlines the security requirements for inter-facility visits and further provides for any exception to be approved by the Director, Sentence Management.

Juveniles

- 4.34 For juveniles, 7 transfers occurred from Banksia Hill to Rangeview with an average time of 23 minutes and a range of between 12 to 38 minutes. 166 transfers occurred from Rangeview to Banksia Hill with an average time of 24 minutes but a range of seven minutes to 49 minutes.¹⁰

Women

- 4.35 For women, 73 transfers occurred from Bandyup Women's Prison to Boronia Pre Release Centre with the average time taken of 57 minutes and a range of 35 minutes to 1 hour 44 minutes. This range of more than an hour shows significant differences in the time taken for metropolitan transfers and may be subject to further examination in future audits.
- 4.36 Seventeen women were transferred from Boronia to Bandyup at a mean time of 48 minutes and a range of 35 minutes to 1 hour 9 minutes. Fifty-nine women were transferred from various regional prisons such as Albany, Broome, Eastern Goldfields, Greenough and Roebourne to be imprisoned at Bandyup in Perth whilst 35 females were transferred from Bandyup to regional prisons.
- 4.37 One of the areas of particular concern has been the long distance transport of people in custody to and from regional areas. A major component of DCS's response to Mr Ward's tragic death was that air travel should be used for long haul journeys with a greater consideration to prisoner welfare. The table below suggests that the women being transferred between the regional prisons and Perth are generally now being escorted by air with the exception of transfers from the Eastern Goldfields which are still conducted by road. Only two women have been transferred from Boronia to regional centres; one to Broome Regional Prison with a travel time of 7 hours 27 minutes and one to Roebourne Regional Prison with a time of 8 hours 11 minutes.

Table 6

Distance to/from Bandyup Women's Prison, Perth, and regional prisons

	Average Time Taken TO/FROM BANDYUP	Road Kilometres	Est. Time Road Travel¹¹
Albany	3 hours 37 minutes	423	4 hours 52 minutes
Broome	7 hours 1 minute	2207	23 hours 16 minutes
Eastern Goldfields	9 hours 20 minutes	582	6 hours 20 minutes
Greenough	3 hours 34 minutes	387	4 hours 12 minutes
Roebourne	7 hours 8 minutes	1560	16 hours 24 minutes

¹⁰ A record that logged a clearly incorrect transfer time of one minute was removed from the data.

¹¹ The estimated travel time by road was established by the 'Get Directions' function on the Google Maps webpage and was accessed on 10 May 2012. <http://maps.google.com.au/>

Men

- 4.38 Approximately 79 per cent of male transfers to Acacia Prison originated from other metropolitan prisons. Approximately 56 per cent of transfers to Casuarina were from regional prisons. The longest average travel time for male transfers was 9 hours 41 minutes occurring on the Karnet Prison Farm to Eastern Goldfields route. This trip occurred three times, ranging from 8 hours 55 minutes to 10 hours and 10 minutes. By road travel in an escort vehicle, this journey is estimated of 642 kilometres should take approximately 7 hours 14 minutes. The data showed the shortest trip involved the transfer of two prisoners from Acacia Prison to Wooroloo Prison Farm in one minute. Despite the facilities closeness to each other, it is not feasible for a transfer to occur within this timeframe. Closer inspection of the record update time indicates that timely records were not entered on the TOMS system as the transfer-in time was updated 12 minutes after the prisoners were recorded as arriving at Wooroloo.
- 4.39 The highest number of transfers (856) occurred from Hakea. This is explained by the fact that Hakea is the State's adult male remand prison located in metropolitan Perth. The average transfer time from Hakea neared 2 hours whilst Pardelup Prison Farm had the lowest number of transfers for an adult male prison (35). The mean transfer time travelled from Pardelup was 3 hours 35 minutes.
- 4.40 The tables below illustrate the transfer travel times to and from the three largest metropolitan prisons; Acacia, Casuarina and Hakea. The data suggests inter-facility transfers within the metropolitan region and inclusive of Bunbury Regional Prison, are occurring by road in a secure escort vehicle. The data confirms that transfers for Perth/Broome, Perth/Greenough and Perth/Roebourne are being facilitated by air.
- 4.41 As per requirements of the CS & CS contract, inter-facility transfers for Perth/Albany and Perth/Eastern Goldfields also appear to be occurring by road. However, the data does not show what type of vehicle (for example coach or escort vehicle) is being used for these long haul journeys. It is expected with the additional data becoming available from Serco in the future this issue can be further examined.

Table 7*Distance to/from Acacia Prison and other male adult prisons*

	Average Time Taken TO ACACIA	Average Time Taken FROM ACACIA	Road Kilometres	Est. Time Road Travel	CS & CS Contract Vehicle Mode
Albany	7hrs 29mins	8hrs 42mins	452	5hrs 6 mins	Coach
Broome	8hrs 17mins	8hrs 54mins	2184	22hrs 51mins	Air
Bunbury	3hr 57mins	4hrs 19mins	227	2hrs 38mins	Secure Vehicle
Casuarina	2hrs	1hr 48mins	87	1hr 18mins	Secure Vehicle
Eastern Goldfields	6hrs 19mins	6hrs 12mins	539	5hrs 43mins	Coach
Greenough	4hrs 1min	4hrs 40mins	437	4hrs 52mins	Air
Hakea	1hr 20mins	1hr 21mins	63	51mins	Secure Vehicle
Karnet	2hrs 2mins	2hrs 21mins	107	1hr 36mins	Secure Vehicle
Pardelup		7hrs 30mins	413	4hrs 36mins	Road
Roebourne	6hrs 58mins	7hrs 58mins	1583	16hrs 38mins	Air
Wooroloo	19mins	11mins	5	5mins	Secure Vehicle

Table 8*Distance to/from Casuarina Prison and other male adult prisons*

	Average Time taken TO CASUARINA	Average Time Taken FROM CASUARINA	Road Kilometres	Est. Time Road Travel	CS & CS Contract Vehicle Mode
Acacia	1hr 48mins	2hrs	87	1hr 18mins	Secure Vehicle
Albany	5hrs 31mins	5hrs 38mins	404	4hrs 33mins	Coach
Broome	8hrs 21mins	8hrs 1min	2259	23hrs 56mins	Air
Bunbury	1hr 58mins	2hrs 2mins	145	1hr 41mins	Secure Vehicle
Eastern Goldfields	7hrs 31mins	7hrs 43mins	626	6hrs 56mins	Coach
Greenough	3hrs 47mins	4hrs 5mins	440	4hrs 57mins	Air
Hakea	26mins	39mins	34	31mins	Secure Vehicle
Karnet	1hr 57mins	46mins	36	41mins	Secure Vehicle
Pardelup	4hrs 32mins	4hrs 41mins	357	3hrs 57mins	Road
Roebourne	7hrs 3mins	7hrs 10mins	1597	16hrs 52mins	Air
Wooroloo	1hr 27mins	1hr 48mins	87	1hr 18mins	Secure Vehicle

Table 9*Distance to/from Hakea Prison and other male adult prisons*

	Average Time Taken TO HAKEA	Average Time Taken FROM HAKEA	Road Kilometres	Est. Time Road Travel	CS & CS Contract Vehicle Mode
Acacia	1hr 21mins	1hr 20mins	63	51mins	Secure Vehicle
Albany	6hrs 11mins	6hrs 48mins	400	4hrs 33mins	Coach
Broome	8hrs 10mins	7hrs 35mins	2235	23hrs 39mins	Air
Bunbury	2hrs 33mins	2hrs 26mins	165	1hr 58mins	Secure Vehicle
Casuarina	39mins	26mins	34	31mins	Secure Vehicle
Eastern Goldfields	8hrs 32mins	8hrs 27mins	601	6hrs 35mins	Coach
Greenough	4hrs 3mins	5hrs 26mins	414	4hrs 37mins	Air
Karnet	46mins	1hr 14mins	49	49mins	Secure Vehicle
Pardelup		5hrs 20mins	360	3hrs 59mins	Road
Roebourne	6hrs 46mins	7hrs 55mins	1587	16hrs 55mins	Air
Wooroloo	1hr 2mins	1hr 21mins	60	56mins	Secure Vehicle

- 4.42 The data suggests that in the case of the regional to regional transfers, Broome/Eastern Goldfields, Broome/Greenough, Roebourne/Broome, Roebourne/Bunbury and Roebourne/Greenough, air travel is being employed. Further detail on these inter-facility transfers can be found in Appendix 2.
- 4.43 An examination of the transfers to prison farms across Western Australia reveals Karnet Prison Farm received 116 transfers; 66.4 per cent of which were from Acacia and Casuarina Prisons. The mean travel time for prisoners transferring to Karnet from Acacia was 2 hours 21 minutes whereas the mean time from Casuarina was approximately 46 minutes. Of those transfers to Pardelup Prison Farm, 70.5 per cent were transferred from either Albany Regional Prison or Casuarina with their average travel times as 1 hour 4 minutes and 4 hours 41 minutes, respectively. Seventy three per cent of prisoners transferring to Wooroloo Prison Farm originated from Acacia (131) and Hakea (116) prisons. The mean time for the transfers from Hakea is 1 hour 21 minutes and travel from Acacia to Wooroloo averages 11 minutes.

Appendix A: Methodology and Data Quality

Methodology

- 4.44 The data sets were obtained using standard query language data extraction from the TOMS system database for the period 1 July 2011 to 31 December 2011.¹² The data extracted included demographic information about the prisoners/detainees, their temporary placement history, their gate movements and all incidents for the six month period. The following is a list of the general information that was obtained for the analyses.
- Gender
 - Nationality
 - Juvenile status
 - Facility of origin
 - Reason for transportation
 - Destination
 - Service provider
 - Mechanical restraint use
 - In/out times (inter-facility transfers)
 - Incident summaries
- 4.45 From these data extractions, a data set was created based on prisoner/detainee transportation reasons. These reasons were absences permitted on compassionate grounds, appearing at court, in the interests of justice, for population management across facilities, inter-facility visits, and for all medical reasons.
- 4.46 For the analysis of incidents, a thematic search examining incident summaries was performed. The incident summaries are, in essence, a title given to the incident. The search was conducted for the following terms and their variations with capitalisations: 'trans', 'vehicle', 'funeral', 'court', 'medical', 'pod' 'escort', 'Serco'.
- 4.47 A data inspection was then executed to cull irrelevant incident records that did not relate to an offender's transport experience. The majority of the reports referred to the incident occurring during the whole-of-escort time.
- 4.48 Due caution was taken when assessing the incident summaries. However; there were clear limitations to the data retrieval method as only records inclusive of these search terms were extracted. Thus, a comprehensive list of in-transit incidents could not be obtained and the total in-transit incidents reported in this review should only be considered a snapshot of all incidents.
- 4.49 Historical population counts were also obtained for the first day and fifteenth day of the months examined in the review. Demographic data was obtained for these state wide population counts to provide a comparison for the data set with respect to gender, nationality and juvenile status.

¹² Standard query language is a computer programming language used to extract data from managing database systems like TOMS.

4.50 Finally, an in depth examination of the inter-facility transfers was conducted. All other reasons for transport include the whole of escort time. However, inter-facility transfers are direct from facility to facility and the out and in times were deducted to obtain the length of time taken for the transfers. It was from this analysis that the audit was able to verify the contractual requirements for air travel.

Data quality

4.51 The audit found a number of errors that were a result of data entry inconsistencies between the numerous TOMS operators. For example, officers were often inputting information onto the TOMS system as one option when further inspection determined that an alternative should have been used. Despite these clear errors, it was decided that they would be kept within the data set for analysis. The following is provided for referral to the findings.

4.52 Errors first emerged when inspecting the records under the reason for transport 'interests of justice'. Examination of these 45 records showed that only one record could be definitively confirmed as in the interests of justice. Thirty three of the records were for the same person. It appears these transports were to allow the person to return home as part of the process of reintegration. Two records were for transport on compassionate grounds not in the interests of justice. The remaining nine were indecipherable given the available data and may or may not have been related to the interests of justice.

4.53 The second series of errors were apparent when inspecting the 'other' category with regards to the service provider. 'Other' is an option for TOMS operators when recording a transport occurrence, if the alternatives are not suitable. However, an examination of these 'other' records confirmed that the category has not been appropriately applied. As taken from Table 5 the breakdown of 'other' service provider use by reason for transport is as follows:

- Court (3)
- Interests of Justice (34)
- Inter-facility Transfer (3)
- Medical (161)

4.54 Of these 201 records (198 adult and 3 juvenile), 39 were left blank or had no further information and therefore, could not be determined further. Fifteen records specify the use of an ambulance and 12 of these further noted DCS or facility specific staff.

- 4.55 Another 46 also indicated DCS or prison specific staff, however, two of these 46 were from Acacia Prison and were notated Acacia staff. Fifty two records made specific name reference to officers and as none of the records were recorded for Acacia it may be presumed that these were DCS officers.
- 4.56 The remaining 47 records make general reference to staff; five originating from Wooroloo Prison Farm and presumed to be DCS officers with the other 42 from Acacia Prison. It was unclear whether Acacia staff, when inputting the data, referred to the staff assigned to the prison or if they made reference to Serco CS & CS escorting staff. Only two records referred to Serco.

Appendix B: Prison transfers including time taken (in minutes) for the transfer

	Acacia	Albany	Bandyup	Banksia Hill	Boronia	Broome	Bunbury	Casuarina	Eastern Goldfields	Greenough	Hakea	Karnet	Pardelup	Rangeview	Roebourne	Wooroloo	Total
Acacia																	
Total Transfers		22				35	44	50	43	8	16	45	2		5	131	401
Ave. No. in Mins		522				534	259	108	372	280	81	141	450		478	11	193
Albany																	
Total Transfers	21		3					77			42		26			13	182
Ave. No. in Mins	449		397					331			371		64			472	327
Bandyup																	
Total Transfers					73	4			12	13					6		108
Ave. No. in Mins					57	399			586	231					466		172
Banksia Hill																	
Total Transfers														7			7
Ave. No. in Mins														23			23
Boronia																	
Total Transfers			17			1									1		19
Ave. No. in Mins			48			447									491		92
Broome																	
Total Transfers	49		3					49	1	98	19	1				23	243
Ave. No. in Mins	497		451					501	489	358	490	560				211	414
Bunbury																	
Total Transfers	18							71			31	10	3			3	136
Ave. No. in Mins	237							118			153	112	228			211	146
Casuarina																	
Total Transfers	99	68				39	79		70	53	14	32	17		45	62	578

Ave. No. in Mins	120	338				481	122		463	245	39	46	281		430	108	245		
Eastern Goldfields																			
Total Transfers	38		18						102			40	4				1	203	
Ave. No. in Mins	379		542						451			512	525				375	459	
Greenough																			
Total Transfers	12		13		1	85			54			14	1				19	2	201
Ave. No. in Mins	241		196		201	308			227			243	265				266	226	265
Hakea																			
Total Transfers	312	84				4	45	253	17	11			5	1			8	116	856
Ave. No. in Mins	80	408				455	146	26	507	326			74	320			475	81	117
Karnet																			
Total Transfers	14						2	13	3	2	2			8				2	46
Ave. No. in Mins	122						111	117	581	296	46			393				170	203
Pardelup																			
Total Transfers		12							17				4					2	35
Ave. No. in Mins		63							272				341					391	215
Rangeview																			
Total Transfers																			166
Ave. No. in Mins																			24
Roebourne																			
Total Transfers	4		5			15	1	47		16	12	1						6	107
Ave. No. in Mins	418		383			211	431	423		268	406	491						454	369
Wooroloo																			
Total Transfers	94	1					3	15	1	1	2	13	4						134
Ave. No. in Mins	19	576					239	87	359	355	62	112	442						63
Total Transfers	661	187	59	166	74	183	174	748	147	202	192	116	61	7	107	338	3,422		
Ave. No. in Mins	147	375	298	24	59	386	166	209	453	308	315	134	217	23	362	86	215		