

# Appendix 3

## RESPONSES TO RECOMMENDATIONS

Recommendation	Acceptance Level/Response
<p>1. The WA Government and the Department of Corrective Services prioritise and fund the construction of a new purpose-built remand facility for the Perth metropolitan area that incorporates aspects of design that will facilitate best practice and technology in remand prisons, and meet international obligations with regard to meeting the rights of unconvicted persons in custody.</p>	<p><b>Not a decision for the Department</b></p> <p><b>Response:</b> Any funding decisions regarding new facilities will be made by Government. The Department will support the Government to ensure that any investment in new infrastructure considers a range of options, aligns to demand and delivers value for money.</p>
<p>2. Ensure that every new prisoner is provided contact with a family member or other community contact person during reception or, if unsuccessful, upon placement in their Unit.</p>	<p><b>Supported – Existing Departmental Initiative<sup>3</sup></b></p> <p><b>Response:</b> It is current practice within the Department’s initial reception process that new prisoners make contact with a family member or community member upon reception. If this is unable to be facilitated, it is followed up upon placement within their unit.</p> <p><b>Action Required:</b> No further action required.</p>
<p>3. Create privacy booths or shells for people using the Prisoner Telephone System.</p>	<p><b>Supported in Principle</b></p> <p><b>Response:</b> Prisoners access to privacy when utilising the Prisoner Telephone System is supported, although previous attempts to install privacy booths have resulted in damage and vandalism creating an unacceptable security risk. The Department will explore a more robust design which does not create any unnecessary risk to safety or security.</p>

<sup>3</sup> For additional response from the Department on this recommendation see Appendix 4.

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<p>4. The Department review prison catering at Hakea Prison against the 2013 Australian Dietary Guidelines, and implement a system of meal choices in line with the prison's role as a remand facility which houses people with diverse health and cultural needs.</p>	<p><b>Supported in Part</b>  <b>Response:</b>            Independent review of the prison's catering against the 2013 Australian Dietary Guidelines is supported. Prisoners with specific cultural or health needs will continue to be catered for on an individual basis. The provision of a system of meal choices will be considered within affordability parameters against other facilities priorities that are focused on effective and safe operations.</p>
<p>5. Hakea Prison should provide facilities that allow all prisoners to properly wash and dry their own undergarments.</p>	<p><b>Not Supported</b>  <b>Response:</b>            The current laundry process is of a commercial standard where health and hygiene is maintained. Current infrastructure does not allow for the installation of washing machines and dryers within units. Plant and equipment considerations like this, will be considered within affordability parameters against other facilities priorities in future plans, builds or renovations.</p>
<p>6. Hakea Prison should provide regular and frequent opportunities for fathers to have visits with their children in a normalised environment, following appropriate risk assessments.</p>	<p><b>Supported – Existing Departmental Initiative</b>  <b>Response:</b>            Hakea Prison will continue to promote and facilitate family friendly visits in accordance with safety and security. Hakea currently provide 12 Family Incentive Visits per year.</p>
<p>7. The Department should implement Skype or other telepresence technologies as a way to facilitate social contact in all prisons, and should trial community-based 'e-visit centres' where families can attend for such visits.</p>	<p><b>Supported in Part</b>  <b>Response:</b>            A piloted trial of a new e-visit model is currently under way. The effectiveness of this model will be assessed against a range of criteria to determine its effectiveness as a mode of contact.</p>
<p>8. Hakea management to consult and collaborate to implement a recreation program that is safe and accessible to all prisoners.</p>	<p><b>Supported – Existing Departmental Initiative</b>  <b>Response:</b>            A new recreation matrix providing more out of unit time was developed and implemented in October 2015.</p>

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<p>9. Within security requirements, Hakea should ensure that prisoners of all faiths have regular, routine, and equitable access to religious, pastoral, and cultural services.</p>	<p><b>Supported</b>  <b>Response:</b>                      Hakea Prison is currently working with the Chaplaincy Program to ensure all faiths are represented.</p>
<p>10. Hakea health centre should proactively follow up with prisoners in relation to pending appointments and extra patients should be scheduled for each GP session to ensure that the services of medical staff are not wasted by non-attendances.</p>	<p><b>Supported in Principle</b>  <b>Response:</b>                      Prisoners retain their right to decline medical treatment including attending appointments. Implementing innovative strategies to improve attendance is being considered in collaboration with custodial staff.</p>
<p>11. Ensure that food safety training is consistently delivered to all food handlers in the kitchen and accommodation units regardless of the presence or absence of particular members of staff.</p>	<p><b>Supported</b>  <b>Response:</b>                      A nationally accredited training unit for food handlers has been identified and was trialled successfully late 2015. This is scheduled to be rolled out across all sites to commence early 2016. The training unit will be targeted to all prisoners working in the kitchens and accommodation areas, handling food.</p>
<p>12. Provide access to effective cleaning agent to all prisoners for the purpose of reducing transmission of blood-borne viruses through the sharing of tattooing instruments and needles.</p>	<p><b>Supported – Existing Departmental Initiative<sup>4</sup></b>  <b>Response:</b>                      The introduction of specific harm reduction strategies such as effective cleaning agents and or a needle /syringe program is difficult due to the security and safety risks posed to prisoners and custodial staff. The Department already provides a number of harm reduction activities, such as the provision of condoms and lubricant dispensers, hepatitis C treatment, a hepatitis B vaccination program and harm reduction and blood-borne virus education. The Department will continue to explore specific strategies to minimise the spread of blood-borne viruses.</p>

<sup>4</sup> For additional response from the Department on this recommendation see Appendix 4.

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<p>13. The Department should implement a concerted, sustained, and multi-pronged campaign to reduce smoking among prisoners and should eliminate unwanted cell sharing by non-smokers and smokers..</p>	<p><b>Supported – Existing Departmental Initiative</b>  <b>Response:</b>            A Smoking Reduction Strategy was developed in 2015 in response to the Government’s position on smoking in WA prisons and the Department’s Strategic Plan 2015-2018. The Smoking Reduction Strategy is applicable to both Departmental staff and prisoners.</p>
<p>14. Re-establish a suitable alternative placement within Hakea Prison for people needing extended support and monitoring under the SAMS program.</p>	<p><b>Supported – Existing Departmental Initiative</b>  <b>Response:</b>            A dedicated area of Unit 6 is already utilised at Hakea Prison for providing a suitable placement for prisoners needing extended support and monitoring under SAMS.</p>
<p>15. Prioritise the creation of appropriate interview facilities to facilitate assessment and counselling of prisoners.</p>	<p><b>Supported in Principle</b>  <b>Response:</b>            The issues raised in this section of the report will be considered as part of the Department’s reform project to implement Individualised and Integrated Offender management.</p>
<p>16. Ensure all protection prisoners, regardless of accommodation placement, are given equal access to all services provided to mainstream prisoners, including recreation and education.</p>	<p><b>Supported in Principle</b>  <b>Response:</b>            Subject to safety and security, protection prisoners will be provided with mainstream prisoner services including education and recreation in accordance with available infrastructure and resources.</p>
<p>17. Revise incentives to ensure that Aboriginal prisoners are strongly and appropriately represented within the peer support team at Hakea Prison, including reception and orientation.</p>	<p><b>Supported in Principle<sup>5</sup></b>  <b>Response:</b>            Due to the importance of the peer support team, it is important that prisoners want to fulfil the role, and is not simply placed into the role to increase diversity. Consideration will be undertaken into attracting a more diverse group of prisoners to the roles.</p>

<sup>5</sup> For additional response from the Department on this recommendation see Appendix 4.

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<p>18. Based on staff and prisoner consultation, Hakea management should develop a new system of meaningful, achievable, and reliable prisoner incentives.</p>	<p><b>Supported – Existing Departmental Initiative</b>  <b>Response:</b>                      The Department’s Responsible Prisoner Model will provide a new system of meaningful, achievable and reliable prisoner incentives.</p>
<p>19. Construct a new purpose-built Management Unit within Hakea Prison that can safely administer the full range of services and regimes currently required by Unit 1.</p>	<p><b>Supported in Principle</b>  <b>Response:</b>                      The Department is reviewing its approach to population management and is considering best practice approaches to address the needs and requirements of prisoner cohorts.</p>
<p>20. The Department of Corrective Services and the Department of the Attorney General better communicate and coordinate court services to ensure more efficient, effective, and predictable video court operations across the state.</p>	<p><b>Supported in Principle</b>  <b>Response:</b>                      The Department has been upgrading its existing audiovisual facilities and will continue to investigate approaches to improve communication operations.</p>
<p>21. The Department of Corrective Services must meet its legal obligation to provide adequate access to appropriate legal resources, materials, and equipment to enable all remand and appeal class prisoners to fully participate in their cases, should they wish to do so.</p>	<p><b>Supported</b>  <b>Response:</b>                      The Department is examining ways to improve the existing capacity and accessibility to appropriate legal resources, materials, and equipment for all prisoners.</p>
<p>22. In line with the findings in this report, the Department should improve the welfare component of Unit Management at Hakea.</p>	<p><b>Supported</b>  <b>Response:</b>                      The Department is progressing development and implementation of an Individualised and Integrated Offender Management framework to improve and streamline its service delivery. Remandee welfare will be considered within the IIOM project.</p>

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<p>23. The Department’s self-paced learning project should be transferred out of Hakea to become a Head Office project, and the existing staff should re-establish a broad range of education and training courses.</p>	<p><b>Not Supported</b></p> <p><b>Response:</b> The current model of service will be maintained at Hakea Prison.</p>
<p>24. Initial Individual Management Plan assessments should be undertaken by staff based at the facility in which the prisoner is accommodated, not remotely from the Hakea Assessment Centre.</p>	<p><b>Supported – Existing Departmental Initiative</b></p> <p><b>Response:</b> The Department is progressing the development and implementation of an Individualised and Integrated Offender Management framework to improve and streamline its service delivery. The IIOM implementation project will include aligning assessment and classification processes to better determine and allocate offender program needs, develop greater efficiencies in allocation of offenders to programs, and improve prioritisation and sequencing of programs.</p>
<p>25. Monitoring and recording systems in control should be upgraded, system maintenance prioritised, and CCTV coverage extended to minimise blind spots.</p>	<p><b>Supported in Principle</b></p> <p><b>Response:</b> The Department has an ongoing obsolescence program and via this program will continue to consider the current configuration and placement of cameras against technical and security requirements.</p>
<p>26. The Department should examine the security benefits and cost-effectiveness of providing public access to the Women’s Remand and Reintegration Facility from Warton Road, and of installing a boom gate to better control access to staff car parks and other service areas alongside the Hakea Prison perimeter wall.</p>	<p><b>Not Supported</b></p> <p><b>Response:</b> The Women’s Remand and Reintegration Facility is being delivered according to an approved and funded program of works. Any changes to this program will be considered via the governance and steering committees that oversee the WRRF program.</p>

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<p>27. The Department should consider additional non-invasive solutions for detection of contraband in prisons, for use with visitors, staff, contractors, and prisoners.</p>	<p><b>Supported in Principle</b>  <b>Response:</b>                      The Department is reviewing the use of a range of technology options for additional non- invasive solutions for the detection of contraband in prisons, which requires ongoing consideration given to financial and infrastructure limitations.</p>
<p>28. The Department of Corrective Services should ensure that accounts are paid in accordance with <i>Treasurer's Instruction 323</i> which requires that 'all commercial payments shall be paid within 30 days of the receipt of the creditor's claim'.</p>	<p><b>Supported – Existing Departmental Initiative (no further action required)</b>  <b>Response:</b>                      The Department has processes in place to ensure accounts are paid in accordance with Treasurer's Instruction 323.</p>
<p>29. The process associated with the Commissioner's Vacancy Approval Checklist be amended, so the Department of Corrective Services adheres with section 7 of the <i>Public Sector Management Act 1994</i> that 'public sector bodies are to be so structured and administered as to enable decision to be made and action taken, without excessive formality and with a minimum of delay.'</p>	<p><b>Supported – Existing Departmental Initiative (no further action required)</b>  <b>Response:</b>                      The process associated with Commissioner's Vacancy Approval Checklist already adheres with all legislative requirements.</p>