

Meeting Notes - Meeting No. 12

Clarence Correctional Centre - Community Consultative Committee (CCC)

Monday 25 November 2019: 4:00pm – 6:00pm

Location: Clarence Valley Council Chambers – 2 Prince Street, Grafton

Chairperson: Margaret Harvie.

Community representatives present: Sharron Lee Todd, Julie Perkins, Bob Thompson, Elizabeth Fairweather (Clarence Valley Council - CVC)

Northern Pathways representatives: Peter McIntosh (Serco), Michael Cramb (John Laing)

In attendance: Tiffany Jones (John Holland Group - JHG), Glen Scholes (Serco), Bree Hiatt (Serco)

Note taker: Imogene Gardiner

Apologies: Martin Oates, Tania Williams, Geoffrey Jones, Jason Connell, Paul Cassel (JHG).

Item	Description	Details
1.	Welcome, apologies and introductions	<ul style="list-style-type: none"> No introductions required The Committee noted that some members were apologies due to bush fires.
2.	Declarations of pecuniary and other interest from those present	Julie Perkins is the Chairperson of the Gurehlgam Corporation, an organisation that provides services for Aboriginal people.
3.	Correspondence to the CCC	<ul style="list-style-type: none"> No correspondence was received.
4.	Actions Arising from Last Meeting	<p>Action items from the last meeting:</p> <ul style="list-style-type: none"> Aboriginal Legal Service - Peter McIntosh (PM) to meet with representatives from the Aboriginal Legal Services and Legal Aid in Coffs Harbour to to update them on the progress of the project. <p>ACTION: This remains an ongoing item to update the agencies on the progress of the project with a report back to the next meeting.</p> <ul style="list-style-type: none"> BackTrack Youth Works - Tania Williams (TW) provided further information on the Valley Tracks Program to Serco. Water Rates - PM confirmed that Serco pays rates during the operation of the facility. Social Performance Report – to be addressed later in the meeting. CCC Members Continuing into Operations Phase

		<p>ACTION: CCC Members to advise Margaret Harvie (MH) as soon as possible and before July 2020 if they do not wish to serve on the CCC for the two years following the commencement of operations.</p>
5.	<p>Report on “Community Service Impact Assessment Consultation Relating to the new Clarence Correctional Centre”</p>	<ul style="list-style-type: none"> PM advised that Serco is not involved with this report and are not aware of the scope. It is understood that it has been commissioned by Social Futures who are using Deloitte to prepare the report. Serco has not been approached or consulted as part of the report. Julie Perkins (JP) advised that some of the local service provider agencies received an email and attended a meeting for this study. It was noted that Deloitte representative Sarah Sarraf emailed info@northernpathways.com.au in August to request the business case prepared for the Centre. Tiffany Jones (TJ) referred her to the NSW State Government as the project proponent and provided a link to the Environmental Impact Statement. PM advised that that this work should not be confused with Serco’s Social Performance Report that is required to be prepared by Northern Pathways as a condition of consent. This Report is required to monitor and report on social performance indicators following the Correctional Centre commencing at 0, 5 and 10 years.
6.	<p>Report / Update on recent events</p>	<ul style="list-style-type: none"> Media articles were published after the false alarm bomb threat. JHG took the threat seriously and took all necessary precautions. On 14 August the Minister for Corrections, Anthony Roberts, visited site which attracted positive media attention including from NBN and Prime.
7.	<p>What we are hearing from the community?</p> <p>(Round the table for all members)</p>	<ul style="list-style-type: none"> JP advised that the Yarning Circle took place on 20 November and that it was attended by various program providers. JP also advised that the Sisters Inside advocacy group from Queensland will be holding a forum in Grafton in December as there are concerns in the community around the welfare of women in prisons. ST noted that she had heard of the Sisters Inside group on radio national and that they often pay fines to keep women, particularly indigenous women, out of prison (mainly in WA). GS advised that Serco have a program where inmates can work down their fines while they are in prison so they have a clean slate when they are released. Sharron Lee Todd (ST) raised the podcasts that she had MH had circulated to the CCC at her request. ST advised that she has a concern for when inmates are released from prison as the program indicated that they are only provided 2 nights accommodation in a motel and a once-off payment meaning that they are very quickly ending up on the street. She also advised that she has heard that there are motels in Coffs Harbour that newly released inmates visit and get into drugs which starts the cycle into prison again. <ul style="list-style-type: none"> - GS advised that in his experience inmates released from prison generally return to their home locations and it is expected this trend would

		<p>continue at Clarence. For example inmates who are originally from Grafton would return to Grafton and inmates originally from Sydney would return to Sydney. GS also advised of Serco’s “No Judgement Just Support” Program which provides 24/7 support for released inmates. Serco are required and incentivised to keep released inmates out of prison for several years. Programs to assist inmates from reoffending commence as soon as they arrive in the prison with an intense focus on education, vocational training, employment opportunities, criminogenic programs and reintegration strategies. Programs are tailored to suit individuals with highly developed case management and a solid post-release model to provide sufficient support to ensure they do not reoffend.</p> <ul style="list-style-type: none"> - ST raise the issue of the need for computer literacy to engage with social support system and payments. - GS indicated that the inmate tablets help the inmates engage with technology and they have peer supports to assist them. - ST asked about the \$237 million to be spent on support services. GS advised that it was spent on 10 high intensity program units which focus on domestic violence, heavily aggressive inmates, aboriginal issues etc. to provide high intensity intervention. - GS advised that Serco are drawing on industry best practice both in Australia and overseas to develop and introduce rehabilitation and reintegration programs. - ST summarised that the podcasts added to the existing discussion / concerns of the community about what happens when inmates are released into the community and the repercussions of inmates families relocating to be closer to the prison. <ul style="list-style-type: none"> • BT and EF had nothing further to report.
<p>8.</p>	<p>Project Planning</p>	<p>Michael Cramb (MC) advised that work is progressing well. He also noted:</p> <ul style="list-style-type: none"> • Construction works is +90% complete. • There are approximately 700 workers on site daily. • The male minimum facility is complete, male maximum is nearing completion and the female facility is due for completion by the end of the year. • Individual building and compound testing is currently being undertaken, which will be followed by site wide integrated testing. All testing and commissioning is on track to be completed by the end of March 2020. • The Serco team take over from JHG at the end of March 2020 and need to operate the prison for a 3 month trial period without prisoners. • Serco commenced the first employee training course today for 25 people of which just over 50% were local Grafton residents. The first day of training focused on Serco’s specific methodology and overall approach. Serco have access to 3 of the buildings to assist with their planning and training courses.

		<ul style="list-style-type: none"> • Assessment Centres led to 75% of the candidates progressing to the next stages. Randstadt and the HR team are progressing recruitment with an effective recruitment campaign. Another 36 people commence the training course on site in January 2020. Serco are on track to have the required number of staff by April when the centre is fully functional. • The training program is focused on de-escalation, rather than escalation. Serco are providing “trauma informed care” for both the staff and inmates so that the inmates understand why they are reacting in the ways they do and staff can assist to calm them down. • Women’s pathways into prison are very different to the male pathways and this “trauma informed care” is very effective.
<p>9.</p>	<p>Construction Update</p>	<p>The Committee was shown the latest drone footage. TJ advised that there has been a lot of progress since the last CCC meeting and that the key activities leading up to completion are:</p> <ul style="list-style-type: none"> • Continued identification and close out of defects • Completion of the remaining external tasks, balance of pit and pipe, fibre interconnectivity, pavements, fencing and landscaping • Finalisation of the Waste Water Treatment Plant – to be commissioned in 2020. • Management of Stakeholder Inspection’s and achieving Standalone building inspection by the 20th December 2019. • The HV Power has been live since early November 2019 • The community support program continues to be rolled out with work being completed for the New School of Arts and Ngerrie Local Aboriginal Land Council in Grafton, and the Nungera Cooperative Society in Maclean. <p>Questions</p> <ul style="list-style-type: none"> • ST asked why the CCC was not invited to the Minister for Corrections visit/ media event – she believed that there was indication that an invitation would be issued. • TJ indicated that the event and invitations were controlled by INSW. The CCC will be invited to visit the site in the new year. <p>Environmental Issues and Management - There are no reportable environmental incidents.</p> <p>Safety Concerns and Management - There are no reportable safety incidents.</p> <p>Traffic - Serco intends to operate in the same way as JHG in management of local traffic, particularly only allowing left turns out of site for residents.</p> <p>Power Route - The power route is complete and operating.</p> <p>Interactions with the Pacific Highway Team</p> <ul style="list-style-type: none"> • The new section of highway between Glenugie and Tyndale (passing the prison) is due to open in March 2020. • Grafton Bridge is having its open day on 8 December.

<p>10.</p>	<p>Operations Update</p>	<p>Serco’s Social Performance Report</p> <ul style="list-style-type: none"> • PM reported on the requirement for Northern Pathways to submit a Social Performance Report as part of the development consent. This Report is required to monitor and report on social performance indicators following the Correctional Centre commencing operations. Monitoring and reporting will commence when the Centre opens in 2020, 5 years after opening at 2025 and 10 years after opening at 2030. • The social impact study developed for the EIS has a wider scope than is envisaged for the studies at the 5 year milestones. Serco will talk to DPIE about the scope of monitoring for the Social Performance Reports. <p>ACTION: PM to report back to the CCC on the scope of the collection of data and measurements for Social impacts at the next meeting. PM will circulate information on the scope to the CCC prior to its finalisation.</p> <ul style="list-style-type: none"> • Elizabeth Fairweather (EF) advised that the CVC’s Socio Economic Impact report was for monitoring impact of a range of infrastructure works and is not specific to the prison. <p>Employment Update</p> <ul style="list-style-type: none"> • Clarence Correctional Centre will create 600 jobs for people across a wide variety of job profiles. • The initial training course commencing 25 November had 26 participants. • Assessment Centres have been held in Grafton, Sydney and Brisbane throughout September, October and November. • If successful in a video interview, candidates attend a one-day Assessment Centre, which involves aspects, including: <ul style="list-style-type: none"> • Welcome and Introduction – Working as a Correctional Case Officer • Behaviour Based Interview • Team Work Exercise • Report Writing Exercise and • Agility Test • ERT Barrier test (as required) • Serco are continuing to generate awareness of employment opportunities with a greater emphasis on the different functional areas and types of roles available. <p>Targeted Recruitment</p> <p>Serco have 3 targeted recruitment campaigns:</p> <ul style="list-style-type: none"> • Aboriginal Correctional Case Officer Upskilling Program • Correctional Case Officer Upskilling Program • Health Professionals – Nurses and Psychologists <p>Bree Hiatt (BH) advised that:</p>
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<p>11.</p>	<p>Round the Table with Final Questions / Comments</p>	<ul style="list-style-type: none"> • ST requested an update on the Clarence Valley Council’s (CVC) Social Impact Assessment (SIA) Initiative that was to be reported at a previous meeting that EF was then unable to attend. • EF advised there was a council resolution to convene multiple agencies to discuss social impacts of the Correctional Centre. The Social Futures group conducted a community workshop facilitated by Deloitte. CVC were part of this stakeholder group. Therefore there was no need to duplicate this process. • The Social Futures forum involved 2 days, one day focusing on agencies and one day focusing on community. • JP attended one of the days and this was predominantly attended by service delivery agencies who tended to reflect the views and opinions heard in the community i.e. concern that the ambulance and health services would be strained due to the demands of inmates causing locals to miss out, and the previously mentioned concerns around security, housing and transport. • GS advised that in his experience there is little supporting evidence for these perceived adverse impacts. Serco has their own internal medical staff who will be performing services within the prison. If inmates require a hospital visit, Serco have their own transport vehicles and can be taken to either Grafton or Coffs Harbour hospital depending on the injury. • Police come to site when required rather than transporting the inmates around the community. Serco minimise the movement of inmates outside the prison wherever possible. • The CCC members suggested that it is in Serco’s interest to provide this type of information to the community as soon as possible. • ST is not comfortable with the ongoing suggestion that Grafton will always be a prison town and reiterated that the prison is not in Grafton. • ST also suggests that there are a range of positive messages and

		<p>responses to questions including that people are relocating to Grafton to take up positions and make contributions – she thinks that the focus should not just be on locals taking up positions.</p> <ul style="list-style-type: none"> • GS advised that one of the key factors as to why Grafton was selected was the high unemployment in the area. <p>ACTION: the CCC will compile a list of the questions that they think the community might want to be answered. The next meeting will workshop the questions and some potential answers so that Serco can distribute these and get more positive messages disseminated.</p>
<p>12.</p>	<p>Next Meeting and close</p>	<p>4pm - 6pm on 16 March 2020. It was suggested that this be held at the Clarence Valley Council offices again with a site tour for the CCC to be in June 2020.</p>