

# Community Corrections

## Strengthening community safety



Queensland Government  
Department of Corrective Services

# Community Corrections

## Message from the Minister

The Queensland Government, through the Department of Corrective Services, is committed to strengthening community safety by constantly developing innovative and effective measures to confine, supervise and rehabilitate offenders.

As the State's overall population continues to grow, and we see further improvements in police technology for solving crime, we can expect a significant increase in prisoner numbers during the next 10 years.

The challenge is to ensure community safety and manage the growth in prisoner numbers by using secure facilities for serious offenders, and maintaining strict supervision of low-risk offenders on community orders.

This booklet outlines the vital role that Community Corrections play in strengthening community safety for us all.

During 2004, offenders on community orders completed 526,000 hours of community service throughout the State, representing reparation to the community of more than \$7.8 million.

The completion of community-based supervision orders has increased to more than 70 per cent, and statistics show that only 11 per cent of offenders on community supervision will re-offend within two years of completing an order compared to 30 per cent of prisoners in secure custody.

It also makes financial sense to provide our community with comprehensive community supervision when you consider the average daily cost per prisoner in secure custody is nearly 20 times greater than that of an offender under community supervision.

I would encourage you to contact your nearest Corrective Services area office for any further information.



**Judy Spence MP**  
Minister for Police and Corrective Services



## Community Corrections

Community Corrections is one of the operational arms of the Department of Corrective Services. The role, functions and activities of community corrections staff are prescribed in the *Corrective Services Act 2000* and the *Penalties and Sentences Act 1992*.

Community Corrections staff ensure that the conditions of court-based and post-prison orders are enforced and, where prescribed, reparation activities in the community area fulfilled. Staff also provide advisory services to the courts and community corrections boards.

Community Corrections staff aim to protect the community and reduce recidivism by supervising offenders in the community in which they live. They encourage offenders to adopt more pro-social attitudes and behaviours.

The *Penalties and Sentences Act 1992* recognises that, except for violent offenders, imprisonment should only be imposed on offenders as a last resort. A sentence that allows an offender to stay in the community is preferable.

Courts may use a variety of sentencing options. From the least to the most severe, these include:

- release without penalty
- recognisances (bond)
- fines (which can be converted to community service)
- community service order
- probation order
- intensive correction order
- suspended prison sentences (including supervised drug rehabilitation, in some cases)
- prison

Of the 13,000 offenders supervised by Community Corrections, 90 per cent come directly from courts. Around 30 per cent of these are sentenced to community service or to performing community service in lieu of fines. The rest are put on probation, intensive correction and intensive drug rehabilitation orders.

Typically, offenders on court orders are not hardened criminals. They tend to be younger than offenders sentenced to prison terms, and usually will have committed less serious offences. They will usually have been placed under supervision because the courts consider them at risk of becoming more serious offenders if nothing is done to stop their behaviour.

Community Supervision services are delivered through 33 **area offices** throughout the State, divided into four regions - metropolitan, northern, southern and central.

There are over 100 **reporting centres** throughout Queensland which are visited regularly by Community Corrections staff. Reporting centres operate in locations where offenders may have difficulty getting to an area office. Reporting centres enable an offender to be supervised in the community in which they live by correctional staff. This increases the amount of information available to corrections staff about the offender.

## Why have community supervision?

Community supervision is not a “soft option”. Offenders under community supervision must report regularly to a supervising officer, may not leave the State without permission, and may be required to attend courses or treatment to change their behaviour.

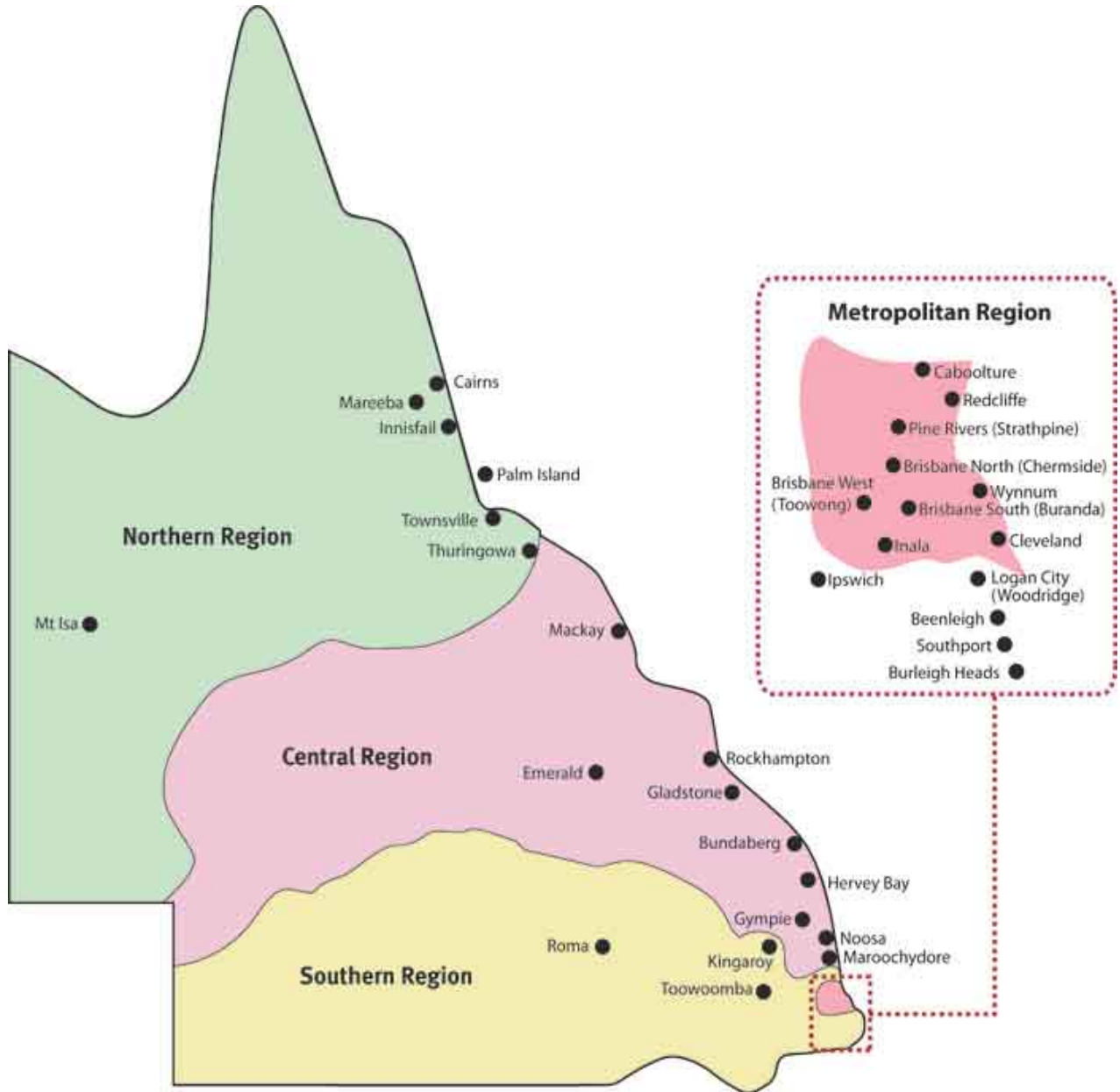
Offenders who can remain employed or who are able to secure employment place less burden on the community and are less likely to re-offend. Prisoners who return gradually to the community through supervision such as home detention and parole, are also less likely to re-offend.

### Did you know?

- During the 2003-04 financial year, the average daily number of offenders serving community based supervision orders was 11,468, comprising approximately 9056 men and 2412 women.
- The successful completion of community based supervision orders has increased from less than 60 per cent in 2001-02 to 74 per cent in 2003-04.
- 72 per cent of prisoner admissions during 2003-04 were for total sentences of less than 12 months.

# Community Corrections

## Community Supervision regions



### Reporting centres are located at:

**Toowoomba**  
Chinchilla  
Dalby  
Gatton  
Goondiwindi  
Inglewood  
Jandowae  
Pittsworth  
Killarney  
Laidley  
Miles  
Milmerran  
Oakley  
Stanthorpe  
Tara  
Taroom  
Texas  
Wandoan  
Warwick

**Mt Isa**  
Boulia  
Burketown  
Camooweal  
Cloncurry  
Dajarra  
Doomadgee  
Julie Creek  
Karumba  
Morningson Is  
Normanton

**Kingaroy**  
Blackbutt  
Murgon  
Yarraman  
Cherbourg  
Nanango  
Proston

**Mareeba**  
Atheron  
Arakun  
Kuranda  
Herberton  
Lockhart River  
Mossman  
Napranum  
Port Douglas  
Pompuraaw  
Ravenshoe  
Weipa

**Gladstone**  
Biloela  
Banana  
Theodore

**Bundaberg**  
Biggenden  
Childers  
Cracow  
Eidsvold  
Gayndah  
Gin Gin  
Monto  
Mt Perry  
Mundubbera  
Agnes Water  
1770

**Roma**  
Charleville  
St George  
Cunnamulla  
Mitchell

**Cairns**  
Bamaga  
Cooktown  
Hopevale  
Wujal Wujal  
Yarrabah  
Thursday Is

**Mackay**  
Cannonvale  
Airlie Beach  
Proserpine  
Bowen  
Collinsville

**Rockhampton**  
Yeppoon  
Woorabinda

**Townsville**  
Ayr  
Bradon  
Charters Towers  
Julia Creek  
Clare  
Ravenswood  
Halifax  
Forrest Beach  
Home Hill  
Hughenden  
Lucinda  
Greenvale  
Richmond  
Prairie  
Ingham  
Magnetic Is

**S.E. Qld**  
Caloundra  
Landsborough  
Nambour  
Bribie Island  
Deception Bay  
Sandgate  
Beaudesert  
Coolangatta  
Toowooolawah

**Hervey Bay**  
Maryborough

**Emerald**  
Barcardine  
Blackall  
Blackwater  
Clermont  
Winton  
Longreach  
Moranbah

**Innisfail**  
Tully

## Community service

Community service and fine option orders allow offenders to ‘give back’ to the community.

Over the years, community service workers have helped maintain and improve sporting venues, cemeteries and parks, sorted recyclable items for resale by charities, and assisted in food preparation and laundry services for residential care establishments.

Offenders on community service do not undertake formal rehabilitation, but they may have the opportunity to learn work-related skills. Many learn to use their time productively, and voluntary local supervisors provide positive pro-social role models.

Worthwhile social contacts can be formed, work habits re-established and positive attitudes developed by helping others in the community.

## Community supervision

Community supervision orders include probation, intensive correction, intensive drug rehabilitation and post prisoner orders (home detention and parole).

Offenders on supervision orders are first assessed to identify the risk factors that contributed to their offending. These include previous criminal history, unemployment, poor education, substance abuse, relationship problems, association with criminals, poor use of recreational time, and anti-social or criminal attitudes.

The more of these factors that are present, the higher the person’s risk of re-offending.

Under community supervision, an offender management plan is developed where the offender undertakes certain actions designed to reduce their risk of re-offending. These include attending programs, counselling services and employment services.

A surveillance plan is also developed to ensure the offender’s progress and compliance with the order conditions is monitored effectively.

The type and level of supervision for each offender is determined through an individualised management plan of interventions and surveillance. This plan is tailor-made to each offender to ensure a match between risk and supervision strategies.

Each plan is regularly reviewed, and can be adjusted and revised should the offender’s circumstances change.

## Offender programs

The Department of Corrective Services offers a range of programs targeting the offending behaviour of people subject to court supervision and post prison orders.

These include:

- Substance Abuse Relapse Prevention
- Sex Offender Program
- Anger management
- Cognitive skills

Offenders can also be referred to programs from other services, such as Relationships Australia’s “Break Even” program for problem gamblers.

Offenders undertaking programs are expected to participate in learning key concepts. They will be required to complete homework assignments that explore their personal offending behaviour and attitudes.

In some circumstances, the offender is also required to develop an individualised relapse prevention plan.

At the completion of any program, an exit report is provided by the facilitators to the offender’s supervising officer to ensure that key concepts and individual relapse prevention plans are monitored and enforced.

# Community Corrections

## Collaboration with other agencies

DCS works collaboratively with a range of other agencies to enhance the supervision of offenders. These agencies and resources include:

- Department of Justice and Attorney-General
- Queensland Police Service
- Queensland Health
- Department of Child Safety and child protection services
- Department of Education
- Centrelink
- drug and alcohol services
- gambling counselling
- employment and budgeting services
- accommodation agencies

These relationships are crucial to ensure effective risk management. This is achieved through sharing information about risk, sharing intelligence, confirming the accuracy of information provided by offenders, and ensuring that integrated planning and service delivery across agencies occurs.

## Surveillance

Community correctional officers are trained to identify factors that indicate an offender's risk level may be increasing, such as a change in physical appearance, communication style with departmental staff, and instability at home and in a relationship.

Offenders are required to maintain regular contact with Community Corrections staff, either by personally reporting to an office or through visits conducted to their home or workplace.

DCS actively encourages community members to provide information about the activities of offenders in the community to improve the quality of supervision.

Collateral checks are made to ensure interventions, such as counselling, are being undertaken. Collateral checks are also undertaken to verify an offender's residential arrangement and employment circumstances.

Contact may be made with an offender's family or other relevant people who can verify how the offender is behaving.

If required, breath and urine testing may be conducted to check current substance use.

## Responding to risk factors

Each offender's individual surveillance plan outlines the type and frequency of surveillance activities.

If there is a change in the offender's circumstances which may lead to increased potential risk, the type and frequency of surveillance and intervention activities can be adjusted.

This may include increased home visits and contact with significant others such as parents or an employer.

The expectations placed on the offender may also increase, for example, there may be increased proof of employment duties, increased frequency of visits to their supervising officer and more frequent random drug testing.

## Failure to comply

If an offender is suspected of failing to comply with supervision requirements, the supervising officer will take corrective action. This action is tailor-made to the individual circumstances and risk of each case. This may include challenging the offender to explain an event or their behaviour; issuing a warrant or summons that compels them to return to court; or immediately suspending a home detention or parole order and returning the offender to prison.

Of paramount importance is the safety of the community. DCS' collaborative networks and partnerships with the community and other agencies are pivotal to providing DCS with the information to take whatever action is needed to protect the community.

## Did you know?

- Offenders subject to community based supervision cannot leave the State without permission from a community correctional officer, unless there are special circumstances.
- Offenders subject to community based supervision must notify their community correctional officer immediately if they change their address or place of employment.
- Community service workers are covered for statutory benefits under the Department's policy of insurance with Work-Cover Queensland (section 20 of the *Workers Compensation and Rehabilitation Act 2003*).
- In 2003-04, the Department operated more than 1200 community service project sites across Queensland. Work ranged from cleaning and gardening to engaging in support activities with the aged and infirm.

## Glossary

**Area Office** - Permanent office providing a range of supervision activities such as case management, community service coordination, court and board advisory services and programs.

**Community service** - Community service projects are run by local organisations such as nursing homes, councils and sporting clubs. As far as possible, community service is organised so that it does not interfere with someone's work, education, religious and family obligations.

**Fine option order** - If someone is unable to pay a fine, they can apply to a court or the State Penalties Enforcement Register (SPEAR) for a fine option order. The fine is converted to community service. People on fine option orders are expected to work at least eight hours a week and must keep to the hours stated on their work instruction. They can also pay the full balance of the fine at any time during the period of the order.

**Home detention** - A restricted movement post prison order with stringent supervision. Home detention is normally granted for up to four months. Offenders live at an approved address, which may be a private home or other accommodation, such as a rehabilitation centre, and are not allowed to leave their residence without prior approval. Random phone and physical checks are made at home and at leave locations to ensure compliance.

**Intensive correction order** - Prison sentences service in the community. Offenders are subject to intensive supervision and must report twice a week to their supervisor. Offenders must also attend rehabilitation programs or counselling, and perform community service. Offenders who fail to comply are returned to court for breach action.

**Parole** - Normally the last stage in the graduated prison release program. All Queensland parolees remain under the supervision of Corrective Services until the end of their sentence. Parolees must not reoffend during the parole period, and must report regularly to a corrective service officer, attend programs, under drug testing and abstain from alcohol.

**Probation** - May be used instead of or combined with a prison sentence. The offender must report to an authorised officer, must not commit another offence, and must take part in counselling and programs as directed. Offenders are not allowed to leave the State without permission and must notify an authorised officer of any change of address or employment.

**Recognisances (bond)** - An undertaking or solemn promise to the court to be of good behaviour and comply with any other conditions the court imposes for a period set by the court (not longer than 3 years). Queensland recognisances are not supervised by the Department of Corrective Services.

**Reporting centre** - Satellites to area offices. They are usually staffed part time or visited regularly by one correctional officer and are often located in courts or other temporary accommodation.

# Community Corrections Offices

**Beenleigh**

Cnr James and Kent St  
Beenleigh 4207  
Ph: 07 3287 1975

**Bowen**

Bowen Court House  
Herbert Street  
Bowen 4805  
Ph: 07 4786 3951

**Brisbane North**

744 Gympie Rd  
Chermside 4032  
Ph: 07 3405 5400

**Brisbane South**

Level 2, 217 Logan Rd  
Buranda 4102  
Ph: 07 3247 3200

**Brisbane West**

Suite 3, 80-88 Jephson  
Street  
Toowong 4066  
Ph: 07 3406 6077

**Bundaberg**

2<sup>nd</sup> Floor, 46 Quay St  
Bundaberg 4670  
Ph: 07 4131 5430

**Burleigh Heads**

Lvl 4, Cnr Park Ave & Connor  
St  
Burleigh Heads 4220  
Ph: 07 5535 9688

**Caboolture**

Suite 10, 73-75 King Street  
Caboolture 4510  
Ph: 07 5431 2561

**Cairns**

95 Sheridan St  
Cairns 4870  
Ph: 07 4039 8210

**Cannonvale**

Whitsunday Professional  
Centre  
9 Island Drive  
Cannonvale 4802  
Ph: 07 4948 2978

**Cleveland**

1st Floor, Cleveland Plaza  
Cleveland 4163  
Ph: 07 3383 0700

**Emerald**

54 Borilla Street  
Emerald 4720  
Ph: 0749824532

**Gladstone**

Cnr Roseberry St & Oaka Lane  
Gladstone 4680  
Ph: 07 4971 2380

**Gympie**

Cnr Lawrence & Mellor Sts  
Gympie 4570  
Ph: 07 5480 5400

**Hervey Bay**

50-54 Main St  
Pialba 4655  
Ph: 07 4125 9200

**Inala**

Shop 12, Inala Civic Centre  
Inala 4077  
Ph: 07 3362 9270

**Innisfail**

14 Gladly Street  
Innisfail 4860  
Ph: 0740483344

**Ipswich**

265 Brisbane Street  
Ipswich 4305  
Ph: 07 3280 1814

**Kingaroy**

3 / 16 Alford Street  
Kingaroy 4610  
Ph: 07 4164 0210

**Logan City**

7 Station Rd  
Woodridge 4114  
Ph: 07 3208 9200

**Mackay**

18 Brisbane St (Cnr Gordon St)  
Mackay 4740  
Ph: 07 4967 0840

**Mareeba**

134 Byrnes Street  
Mareeba 4880  
Ph: 07 4048 4777

**Maroochydore**

1st Floor, 27 Cornmeal Parade  
Maroochydore 4558  
Ph: 07 5470 8030

**Maryborough**

Cnr Kent and Richmond St  
Maryborough 4650  
Ph: 07 4121 1847

**Mount Isa**

71 Camooweal Street  
Mt. Isa 4825  
Ph: 07 4747 2044

**Noosa Heads**

Court House, Langura Street,  
Noosa Heads 4567  
Ph: 07 5447 5777

**Palm Island**

C/- Post Office  
Palm Island 4816  
Ph: 07 4770 1239

**Pine Rivers**

15 Mecklem Street  
Strathpine 4500  
Ph: 07 3205 4877

**Redcliffe**

246 Anzac Ave  
Redcliffe 4021  
Ph: 07 3284 0433

**Rockhampton**

Block F, Courts, Bolsover St  
Rockhampton 4700  
Ph: 07 4938 4708

**Roma**

44-46 Bungil Street  
Roma 4455  
Ph: 0746224000

**Southport**

Lvl 4, 89 Scarborough St  
Southport 4215  
Ph: 07 5532 5899

**Thuringowa**

Units 4 and 5, Kirwan Plaza  
40 Thuringowa Drive  
Kirwan, Thuringowa, 4817  
Ph: 07 4726 1666.

**Toowoomba**

171 Hume Street  
Toowoomba 4350  
Ph: 07 4638 6400

**Townsville**

Lvl 1, 131 Denham St  
Townsville 4810  
Ph: 0747607568

**Wynnum**

Level 2, 71 Clara St  
Wynnum 4178  
Ph: 07 3396 8864

If you would like to apply to be an approved community service project, please contact your nearest Community Corrections Office for an application form.