

Employee of the Year double up

Fulham Correctional Centre is smoke-free	2
New general manager at Junee	3
Prisoners' skills net \$34,000 for police youth clubs	4
Fulham contract extended	5
Junee staff shine at NSW Training Awards	6



Fulham Correctional Centre information technology specialist Trevor Mason following the GEO Employee of the Year awards ceremony.

1 The judges of the GEO Employee of the Year award are always faced with a difficult decision and for 2014 they just couldn't split two of the four finalists — so they announced joint winners!

While both Trevor Mason and Jacobus Havenga share many attributes that led to them receiving the award, their roles at GEO facilities couldn't be further apart. Trevor is an information technology (IT) specialist at Fulham Correctional Centre and Jacobus is a trade instructor at Arthur Gorrie Correctional Centre.

One spends his time making sure the information technology systems throughout the prison are running effectively, while the other concentrates on teaching prisoners new skills to support their rehabilitation and reduce recidivism.

Trevor has worked at Fulham for more than six years and his primary role is to maintain and support the network computers and infrastructure at the site and manage future expansion and development.

During the past 12 months Trevor has been responsible for the roll-out of over 100 new computers and accompanying applications. He has also introduced an online help desk and a 'solutions page' to help users troubleshoot.

Over a longer period Trevor has been responsible for the implementation of the innovative 'Gateway' prisoner movement and management system at Fulham.

The GEO Group Australia's general manager operations Richard Laws noted the extra hours Trevor committed to the task of managing the centre's IT operations.

"The commitment and contribution to company initiatives displayed by Trevor goes well beyond the commendable performance of his duties," he said.

A most reluctant Employee of the Year, Trevor said he was very embarrassed when told he had been nominated for the award. "My view is that I'm just doing my job and trying to do it as best I can," he said.

Jacobus, known as 'Cobus' at Arthur Gorrie, has worked as a trade instructor at the centre for eight years after immigrating from South Africa. He held a similar position in the South African prison system for 14 years.

The role of trade instructor is varied and includes running the prison's metal workshop, an extensive horticultural program, a market garden supplying fresh vegetables to the centre's kitchen and breeding freshwater crayfish and 'feeder fish' for pet shops. The trades program is accessed by 48 prisoners.

"I enjoy the job and love working with the prisoners," Jacobus said.

"It is the challenge of trying to change people. I have an opportunity to teach them a few skills and they get into the work, really enjoy it and want to learn."

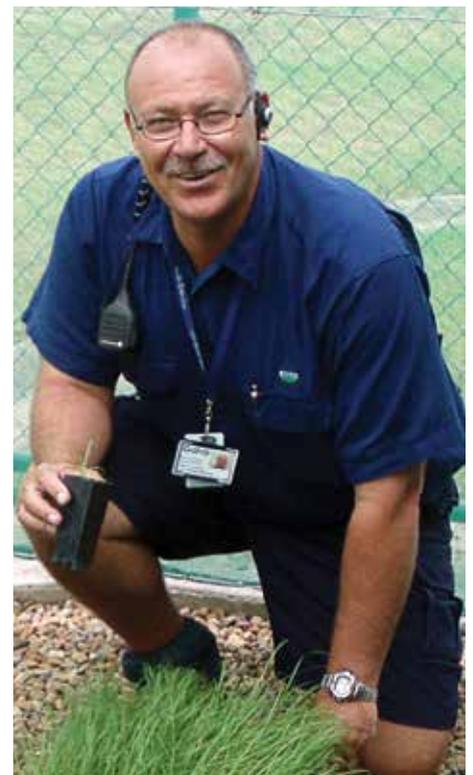
Arthur Gorrie finance and administration manager Sidd Mehta said Jacobus displays good leadership skills and is highly respected by prisoners and staff.

"He is well respected because of his ability to provide hands-on training and foster a positive environment that results in higher productivity," he said.

Jacobus said it meant a great deal to be named Employee of the Year. "I was very surprised, but it does mean a lot," he said. "It means all the hard work and effort you put in gets recognised."

As Employee of the Year both Trevor and Jacobus receive a \$4000 travel gift card, \$1000 spending money and two weeks special leave.

The GEO Group Australia's Employee of the Year ceremony in Sydney also recognised two other outstanding nominees out of nearly 1400 GEO employees. Learning resources coordinator Rodney Garrett (Junee) and correctional supervisor Francis Apikotoa (Parklea) won praise from GEO's executive management team for their efforts in 2014.



Trade instructor Jacobus Havenga runs an extensive horticultural program at Arthur Gorrie Correctional Centre.

MD'S MESSAGE

Welcome to Issue 36 of *GEO Insights*.

I am delighted to announce the result of the 2014 GEO Employee of the Year award. In an extremely close competition the judges were unable to split two of the finalists, with Trevor Mason, Fulham's information technology (IT) specialist, and

Jacobus Havenga, trade instructor at Arthur Gorrie, named joint winners.

Trevor's nomination acknowledges his energy, commitment and professionalism in helping implement new technologies at Fulham, including innovations that place the centre at the forefront of corrections IT development. Fulham benefits significantly from Trevor's skills and the team values his support greatly.

Fulham is now smoke-free

2 Fulham Correctional Centre is now smoke-free following the 1 July introduction of the Victorian government's policy banning smoking in correctional facilities.

The move to a smoke-free environment began in January 2014 when a program of initiatives commenced to support staff and prisoners in making the transition.

Smokers have had access to a range of support mechanisms including Quit Victoria programs, nicotine replacement therapy and healthy lifestyle activities.

Initiatives for inmates include additional items for purchase in the canteen, new entertainment options, more exercise facilities and quit smoking competitions. A 'lighter swap' promotion was a huge success with hundreds of lighters exchanged for chocolate.

Jacobus' nomination describes a skilled corrections professional who commands the respect and trust of colleagues and the prisoners he manages. Working in the industries department and contributing to many of the centre's community-based environmental initiatives, Jacobus epitomises the interpersonal skills and can-do attitude that are key attributes of our most effective employees.

My congratulations also to the other finalists — Rodney Garrett, learning resources coordinator at Junee, and Parklea correctional supervisor Francis Apikotoa.

Turning to management news, it is with great pleasure that I welcome Scott Brideoake as general manager of Junee Correctional Centre. Scott joins us from Corrective Services NSW and we wish him well as he leads Junee to even greater achievements.

In April we signed a contract for the continued management of Fulham, which is testament to the level of service we have provided since the centre opened in 1997. GEO will continue to manage Fulham until 2035.

On the business development front there are several significant opportunities. The NSW government intends to expand Parklea by 400 beds by 2018 and in 2019 will open a new 600-bed prison near Grafton. The Western Australian government has called for expressions-of-interest to operate and manage a women's remand and reintegration facility and will re-tender its prison transport and court security contract. In Queensland, GEO tendered to operate the Borallon Correctional Centre, however the state government has decided this will be a publicly-run facility.

Finally, in the last edition of *GEO Insights* we featured the restored Holden Monaro that GEO donated to Police Citizens Youth Clubs (PCYC) NSW. I am pleased to report the car was successfully auctioned, fetching over \$34,000 for the Blacktown and Wagga Wagga PCYC clubs. My congratulations to all involved.

Pieter Bezuidenhout
Managing Director



Scott Brideoake.

New manager at Junee

3 Scott Brideoake has been appointed general manager at Junee Correctional Centre and commenced in the role on 22 June.

He brings an extensive corrections industry background to the position having served with Corrective Services NSW (CSNSW) for 27 years.

Scott's most recent role was acting general manager of the Wellington Correctional Centre Cluster — the largest cluster of prisons within CSNSW comprising the Wellington, Broken Hill, Brewarrina and Ivanhoe facilities.

He has had experience at Junee in earlier roles with the CSNSW Hostage Response Group and the Specialised Training Unit.

"I am genuinely excited about my role at Junee and leading the exceptional team of employees who work at the centre," Scott said.

"Junee has an outstanding reputation as a correctional facility with very strong community engagement and a real focus on the continuum of care for inmates. I look forward to enhancing that reputation."



From left: Fulham's Sue Bailey and Jill Morris who was on Corrections Victoria's Smoke-free Prisons Project team.



Junee Correctional Centre's offender services manager Trevor Coles presents PCYC Wagga Wagga manager Blake Dunn with a share of the Monaro sale price.

Prisoners' skills net over \$34,000

4 A classic Holden Monaro restored by prisoners and gifted to Police Citizens Youth Clubs (PCYC) NSW by The GEO Group Australia has netted the youth organisation \$34,100.

Inmates at Junee Correctional Centre spent more than three years restoring the classic 1973 Holden HQ Monaro GTS sedan.

GEO gifted the car to PCYC NSW for sale with all proceeds to be distributed to the Wagga Wagga and Blacktown PCYC clubs — two organisations that GEO has a close affiliation with through Junee and Parklea correctional centres.

PCYC NSW general manager of marketing and communications Howard Barton said the car attracted a great deal of interest.

"There were more than 40 firm expressions of interest from enthusiasts," he said.

"In the end, there were two rival bidders and the beautiful car has been sold to a former Junee resident who was thrilled by the purchase and the knowledge that the funds would be used for our youth programs."

PCYC Wagga Wagga will use its share to buy a 22-seater bus for its KidzCare and police youth programs. PCYC Blacktown will use its half of the proceeds to fund a program for disadvantaged youth in the area.

The GEO Group Australia managing director Pieter Bezuidenhout said the sale was a great result.

"Raising \$34,000 for two PCYC clubs that we have a strong connection with is a terrific result and the prisoners and staff involved in this project should feel very proud of their efforts," he said.

Fulham contract extended

5 The Victorian government has extended its contract with The GEO Group Australia for the continued management and operation of the Fulham Correctional Centre and the Fulham Nalu Challenge Community Unit.

GEO has owned and operated the Fulham facility for the past 18 years. The current contract included an option to extend the arrangement by up to 20 years, subject to the government and GEO agreeing to terms.

Subject to performance, the new contract will run for up to 19 years and three months, commencing on 1 July 2016.

GEO will receive payments of \$1.45 billion

over the contract term for the operation and maintenance of the medium-security prison. This includes any upgrade and refurbishment requirements.

The addition of 54 new medium-security prison beds earlier this year brought Fulham's capacity to more than 940 prisoners.

The extra capacity is in the form of 18 three-cell portable accommodation units. Construction of the units generated 40 jobs for local tradesmen and has resulted in a further 12 prison jobs.

The operation of Fulham continues to be provided at the lowest cost-per-prisoner of any correctional facility in Victoria.

Outstanding training

6 Staff members at Junee Correctional Centre are celebrating the facility's success at the 25th NSW Training Awards.

The awards showcase and acknowledge outstanding vocational education students and teachers across seven categories.

In the Riverina regional competition Junee's two nominations were exceptional with Craig McCormack reaching the final in 'Trainer of the Year' and Karen Clemson winning 'Trainee of the Year'. Karen's next step is an interview in Sydney to be considered for one of six finalist spots in the state awards.

After 35 years as a pharmacy assistant Karen recently decided to try and become a correctional officer. She describes the decision as "hard, daunting and scary", but a move she would recommend to anyone considering a career change.

Karen undertook a Certificate III in correctional practice and underwent training in tactical response. She is now studying for a Certificate IV in correctional practice to further develop her skills.

Karen also works as a mortician, combining her strong communication skills with her compassionate nature to help support grieving families through the loss of a loved one.

Craig McCormack has been a correctional officer and supervisor at Junee for almost 10 years. He was an outstanding trainee and was quickly identified as an employee who possesses excellent leadership qualities and the skills required to develop and deliver innovative and effective internal training programs.

He provides instruction in levels three and four in correctional practice and is highly sought after to deliver the initial nine-week pre-service course for trainee officers.

Craig's outstanding knowledge of the correctional environment has resulted in him being invited to participate in training programs with Corrective Services NSW at the Brush Farm Corrective Services Academy.



Karen Clemson and Craig McCormack at the Riverina presentation night for the NSW Training Awards.

Doing Time4Kids

The 'Time4Kids' campaign provides a wonderful opportunity for corporations and members of the community to work with police and support their local Police Citizens Youth Club (PCYC).

Time4Kids fundraising events are held across Australia every April and community members, corporate leaders, business owners, celebrities and sporting heroes come together to support PCYC and 'do time to stop youth crime'.

As part of the fun surrounding the campaign volunteer 'detainees' are locked in mock prison cells under the supervision of a police officer and must raise 'bail' through donations in order to be set free.

This year six senior managers from Parklea Correctional Centre were detained at a local hardware store and each needed to raise at least \$500 bail.

Parklea staff ran a barbecue on the day and the combined efforts of the detainees and 'sausage sizzlers' contributed an outstanding total of \$3500 to PCYC coffers.

The proceeds will go towards youth development and crime prevention programs at one of more than 130 PCYCs across Australia.



Parklea employees Raksha Lutchman (front left) and Christopher Ritchie (front right) join community members in doing Time4Kids.

Furniture restored

Prisoners at Arthur Gorrie Correctional Centre have completed a three-month project restoring outdoor furniture for historic Wolston House in Brisbane.

A team of six prisoners worked on the project under the guidance of trade instructor Andy Rocks, restoring and painting cast iron chairs and tables as well as timber furniture.

The restoration project provided a practical opportunity for the prisoners to utilise skills they had been learning in a carpentry course.

Wolston House is the oldest surviving residential farmhouse in Brisbane. Maintained by The National Trust of Queensland, it was built in 1852 in brick and stone on a rise overlooking the Brisbane River.

A continuum of care

*by Dr Sarah Gray
Director, Offender Development Services*

The 'In Focus' article in the previous edition of *GEO Insights* noted that correctional services in all states are struggling with rising recidivism rates. About four in every 10 released prisoners are sentenced to another term within two years.

With access to ever more sophisticated inmate assessments, a wide and growing range of criminogenic programs, state-of-the-art information technology systems to support offender management and better trained staff working in modern purpose-built facilities, it is difficult to understand why recidivism rates remain stubbornly high.

While changes in sentencing policy can have a significant impact, it seems that new perspectives are needed if we are to make significant progress in reducing recidivism rates. But what might this involve?

This is where GEO's 'Continuum of Care' has an important role to play. The Continuum of Care philosophy integrates in-prison rehabilitation with post-release treatment and reintegration to reduce recidivism.

It recognises that to achieve significant and lasting reductions in reoffending we must review the role of the modern correctional centre and how we, as correctional services providers, operate.

The Continuum of Care challenges us to seek out the potential for prisoner rehabilitation that can be seen every day and put in place systems and services that capture these opportunities. It equips us for this journey by changing our perspective in three ways:

- we no longer confine ourselves to the correctional centre but reach out into the community
- we do not restrict ourselves to working solely with the prisoner but collaborate with family members and others
- we do not limit ourselves to the sentence period, but also support the ex-prisoner.

The Continuum of Care is one of the most visible ways in which GEO delivers on its corporate ethos of providing *Better Corrections, Safer Communities*.



Kalesi Bese Toga — committed to social change.

Committed to social change

Arthur Gorrie staff member Kalesi Bese Toga has been acknowledged for her contribution to social change within the Pacific region and has been invited to become a fellow of the Royal Society of Arts (RSA).

Of particular interest to Kalesi is a project titled 'Enterprising Justice: A New Model Of Community Prison'. RSA's bold project aims to create an alternative model of not-for-profit community prisons based around prisoner participation in social enterprise.

The RSA is actively working with a UK prison in the development of a new approach aimed at rehabilitating people by increasing their capacity to work and resettle.

The RSA fellowship is an international network committed to social progress. Through its ideas, research and a 27,000-strong fellowship, it seeks to empower people to be active participants in creating a sustainable future.

Digging deep for cancer

June Correctional Centre has continued its strong program of community support with both staff members and inmates digging deep for a number of cancer charities in recent months.

In June, offender services manager Trevor Coles presented a cheque on behalf of inmates for \$1000 to Cancer Council Australia.

More than half of the centre's inmates participated in the 'Biggest Morning Tea' fundraiser after they had asked to take part. Inmates enrolled in Riverina TAFE's hospitality training courses made coffee and muffins for the event.

Skills in the workshop also contributed to a worthy cause when inmates made a stunning pair of garden chairs for a raffle being run by the Gundagai branch of the CanAssist charity.

And earlier in the year the centre presented the June Lions Club with \$740 for the Lions' Childhood Cancer Research Foundation with half the funds raised by inmates and GEO matching their contribution.



Dr Sarah Gray.