

PUBLIC SERVICE ASSOCIATION OF NEW SOUTH WALES

General Secretary: John Cahill ♦ President: Sue Walsh

160 Clarence Street, Sydney

☒ GPO Box 3365, Sydney, NSW 2001

Telephone: 02 9290 1555

Facsimile: 02 9262 1623

E-mail: psa@psa.asn.au

Internet: <http://www.psa.labor.net.au>

ABN: 83 717 214 309

In reply please quote:



ADA:MG

3rd April, 2009

Ms Rachel Simpson
Committee Director
General Purpose Standing Committee No. 3
Parliament House
Macquarie St
SYDNEY NSW 2000

BY FAX: (02) 9230 3416

Dear Ms Simpson,

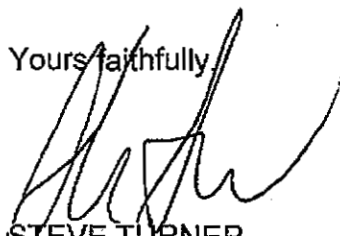
Re : Further Documents requested at the Public Hearing on 1st April, 2009

Further to the evidence provided at the Public Hearing on 1st April, 2009 of the enquiry into the privatisation of prisons and prison-related services, please find attached the following documents:

1. Written advice from the Commissioner of Corrective Services dated 18th August, 2008 advising the Association of the details of "The Way Forward" Workplace Reform Strategies, including notification of the intention to market test the management and operation of Parklea and Cessnock Correctional Centres;
2. The POVB proposal in relation to "The Way Forward" Workplace Reforms of Parklea Correctional Complex; and
3. Details of the experience of the private management of correctional facilities involving the companies that have been shortlisted to tender for the operation of Cessnock and Parklea Correctional Centres.

Should you have any further enquiries in relation to this matter or these documents, please contact me on (02) 9220 0970.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Steve Turner', written over the typed name.

STEVE TURNER
ASSISTANT GENERAL SECRETARY



Mr John Cahill
General Secretary
Public Service Association of NSW
160 Clarence Street
SYDNEY NSW 2000

Dear Mr Cahill

I am writing to advise you that the Budget Committee of Cabinet has approved of the Department of Corrective Services implementing *The Way Forward* workplace reform strategies.

These strategies will provide a high level of safety and security for both staff and inmates in correctional centres and related areas and ensure that we remain an effective and efficient provider of correctional services.

I have briefed the State Executives of the three vocational branches of the Association that operate within the Department on *The Way Forward* workplace reform strategies.

I am aware that the extent of the changes under this reform process will create uncertainty for a number of staff.

I give a commitment that no officer need lose his or her job, but some officers will be required to relocate.

The Department will provide assistance to staff who are required to relocate and will provide advice to staff on financial and personal matters resulting from changes under *The Way Forward* reform strategies.

The Department has prepared a redeployment strategy to assist staff who may be required to move as a result of the implementation of the workplace reform strategies and in the event that some current functions and activities are outsourced to the private sector. Some officers may be offered Voluntary Redundancy.

I am prepared to enter into detailed consultations with the Association on the implementation of *The Way Forward* reform strategies including, if necessary consultations with the assistance of the Industrial Relations Commission.

I must point out, however, that the Department is not in a position to negotiate whether or not it will implement each of these reform strategies.

I am committed to implementing each of these strategies to ensure that the Department continues as the major provider of correctional services within this State.

I also wish to formally give notice to the Association that the Department will be rescinding all current Operational Agreements 21 days from the date of this letter and will be replacing those agreements with new Correctional Centre Management Plans.

Would you please contact my Executive Officer, Therese Downes via email (therese.downes@dcs.nsw.gov.au) in order to arrange suitable meeting dates.

Yours sincerely


RON WOODHAM
Commissioner

18 August 2008

ADVICE TO THE UNIONS

THE WAY FORWARD WORKPLACE REFORM

The NSW Budget Committee of Cabinet has approved The Way Forward Workplace Reform strategies which are set out below,

The Way Forward reform strategies will provide a high level of safety and security for staff and inmates, create a better balance between work and family responsibilities, and, at the same time, ensure that we are an effective and efficient provider of correctional services.

The strategies approved by the Budget Committee of Cabinet, which I am implementing as from today, are:

- the establishment of a structured day routine in all correctional centres with controlled inmate let-go and lock-in with all correctional officers present, and with greater access to programs and services;
- the rosters in all correctional centres and work places will be centralised and placed under the control of the Operational Scheduling Unit (OSU). The OSU will be responsible for preparing all 28 day and daily rosters. The OSU will also determine how vacancies in correctional centres and court complexes are to be filled. Within each correctional centre, a clerical support officer will be employed to collate shift preferences, leave requests etc and forward such details to the OSU. The clerical support officer will also ensure that changes to the daily roster are processed in accordance with scheduling operational protocols and prepare local reports on workforce utilisation and expenditure against budget. These protocols will support the transition from correctional centre based rostering to a centralised rostering and workplace model;
- new correctional centre management plans will be implemented which will replace existing operational agreements. The management plans will include a structured day template to operate within the correctional centre and a variable operational routine to efficiently manage the correctional centre/facility when the facility needs to adjust staffing levels to reflect changes in inmate numbers or other exigencies;
- a number of correctional centres will be closed for refurbishment and will be re-opened with new staffing levels and management plans. The first correctional centre to be closed and refurbished will be Silverwater (Men's) Correctional Centre;
- approximately 300 casual correctional officers will be employed to fill short term vacancies in correctional facilities in the Sydney metropolitan area. Casual correctional officers will be utilised as the first port of call to fill vacancies caused by unscheduled absences which currently are filled by way of overtime. It is not proposed initially to employ casual correctional officers at Kariong Juvenile Correctional Centre, Special Purpose Centre, Dawn De Loas Centre, Multi Purpose Unit, High Risk Management Unit, Lithgow Correctional

Centre and in relation to high risk escorts. Casual correctional officers will also be employed to fill short term vacancies in country correctional centres. Casual correctional officers will undertake an 11 week full time training course and will be employed under section 38 of the *Public Sector Employment and Management Act 2002* and the guidelines issued under that Act. Conditions of employment for casual correctional officers are provided under clause 12 of the *Crown Employees (Public Service Conditions of Employment) Reviewed Award 2006*.

- a new *Managing Sick Leave and Related Absences Policy* will be implemented for all staff in the Department, other than casual staff. The policy does not replace current award conditions but provides a framework for managing attendance within the workplace and provides steps to reduce absenteeism. The policy covers the management of unscheduled sick leave and other related leave including Family and Community Services Leave, Sick Leave to Care for a Family Member, Workers Compensation and Special Sick Leave. Staff experiencing genuine health problems are not penalised by the new policy;
- the NSW Treasury will market test the management and operation of Parklea Correctional Centre and Cessnock Correctional Centre, as well as certain non-core operations in court security and escort. This market test will determine whether it is more efficient for the operation of these areas to be managed by the Department of Corrective Services or contracted out. In addition, boom gate and perimeter security services will be contracted out immediately with quotations sought from companies on the State Government Contract; and
- the NSW Treasury will also consider a feasibility study in 2009 to examine the replacement of Grafton Correctional Centre with a new 600 bed correctional centre located within the Grafton Shire.

There will be no negotiation on the strategies approved by the Budget Committee of Cabinet. However, we will be consulting about the implementation of these reform strategies within the NSW Correctional System.

The extent of the changes under The Way Forward reform strategies may cause some staff uncertainty as to their future within the Department.

No officer need lose his or her job, but some officers will be required to relocate. We will assist staff in any relocation.

Every endeavour will be made to satisfactorily place staff affected by The Way Forward workplace reform process.

The Department has prepared a redeployment strategy to assist staff who may be required to move as a result of the implementation of the workplace reform strategies and in the event that some current functions and activities are outsourced to the private sector. Some officers may be offered Voluntary Redundancy.

) We will also provide assistance to staff affected by The Way Forward workplace reform strategies on financial and personal matters.

A website has been established with links to all key information required. Staff can ask questions on the website and have answers provided to those questions.


RON WOODHAM
Commissioner

18 August 2008

Parklea Correctional Complex



The Way Forward

Parklea P.O.V.B Staffing Proposal

This document was compiled by the Executive of Parklea's P.O.V.B sub-branch after receiving a further proposal from management of Corrective Services.

Participants for this proposal listed as follows:

Chairman Mr Vince Gafa
Vice Chair Mr Dave McCauley
Secretary Mr Matt Bindley

The local sub-branch received a staffing and inmate proposal from SACICS Mr McLean in May 2005 in relation to the "Way Forward". This document was an overall view on how management believes Parklea Correctional Complex should operate in the future. A further meeting was convened on Wednesday 29th June 2005 where senior management of this Department asked for a proposal from this sub-branch pertaining to the "Way Forward".

The following document is presented without prejudice to anyone and has considered the best interest of all parties concerned.

It should be noted that the Department has proposed raising the current state of this complex from 688 to 917. This is with the addition of no extra staff. It was granted that the posts with the deletion of 2F and Periodic Detention Centre would remain on Parklea Correctional Complex's staffing establishment which is currently 241 staff of all custodial ranks.

The proposal the Department has proposed is as follows

An increase of inmates in units 1A, 1B, 1D, 2A, 2B, 2C and 2D from 36 inmates to a maximum of 42 inmates. An increase of inmates in unit 1C from 18 to a maximum of 24 inmates.

An increase of inmates in units 5A, 5B and 5C from 66 inmates to a maximum of 80 inmates.

An increase of inmates in unit 3A from 32 to a maximum of 61 inmates. An increase of inmates in units 3B and 3C from 31 to a maximum of 47 inmates.

After carefully reading the Departments proposal with an open mind we have formulated a package that we feel is suitable to the needs of Parklea Correctional Complex

This proposal does not incorporate the pending perimeter security review at this centre by Superintendent Tawhara

It should be noted that these figures supplied by the Department are not the view of the P.O.V.B executive at Parklea Correctional Complex.

Taking everything into account that has to be considered we feel that the following is a feasible and workable document

The structure of the institution would be as follows

➤ **Area 1**

Units 1A, 1B, 1C and 1D would accommodate non working remand inmates which are currently housed in area 5. Detox would remain in this area with a state of 12 and further more to this it is felt that an additional 12 beds could be made available for inmates to be housed in that area for the purpose of R.I.T step down programme. The would clinic to remain in this area as is existing now.

➤ **Area 2**

Units 2A, 2B, 2C and 2D would remain as the workers units as currently exists (CSI employment) Unit 2F would remain as segregation

➤ **Area 3**

Units 3A, 3B/C would change from a protection area to reception and induction area. To facilitate this unit 3B/C would need to be identified as two separate units with staffing levels that reflect this situation. The reasoning for this is the location of the reception room in conjunction of unit 3 and the better suitability of this area due to far superior work locations for all O.S & P.

➤ **Area 4**

Unit 4 would remain as is except the change in location to the Periodic Detention Centre.

➤ **Area 5**

Units 5A, 5B and 5C would change from accommodating non working remand inmates to accommodating protection inmates. Unit 5A would accommodate strict protection and limited association inmates. Units 5B and 5C would accommodate S.M.A.P / Protection inmates.

Due to the proposed raising of numbers of Protection inmates to be housed in area 5 suitable changes will have to be made to accommodate the extra demand on the visiting section. It is proposed that set visiting sessions are dedicated only for protection inmates. With negotiations these could be

Wednesday:	Morning- main.	Afternoon-protection
Thursday:	Morning-main	Afternoon-main
Friday:	Morning-protection	Afternoon-main
Saturday:	Morning-protection	Afternoon-main
Sunday:	Morning-main	Afternoon-main
Monday	Morning-main	Afternoon-protection

By having this style of visiting sessions would enable the taking down of the fence which is currently in place to separate the differing categories of inmates which use the visiting section at one time. Further more to this by adapting this style of visits would increase the amount of visits that could potentially take place at any one given time

Addressing the Departments proposal of changing the starting and finishing times of shifts to:

A/WATCH 8.00AM - 4.00PM
C/WATCH 4.00PM - 12.00 midnight
B/WATCH 00.00 - 8.00 AM

It is felt that this is an unnecessary change to the lives of staff who require differing start and/or finishing times to cater for personal and family requirements. By changing start and/or finish times goes directly against the State Governments "Flexible Work Practices" published by the Public Employment Office.

Premier of New South Wales Mr Bob Carr has stated "The New South Wales Government is committed the development of a responsive, flexible public sector providing excellent services to the people of the state." "This requires efficient public agencies that recognise the key role of employees in agency improvement. Benefit to agencies of providing more flexible employment options, **in a spirit of mutual benefit**, include potential for increased productivity and a more adaptable workforce.

The then Minister for Consumer Affairs Faye Lo Po ' has stated "**More time for families.**" The minister then goes on to say "I stress that flexible work practices

are relevant to **ALL** workers not only women. Just as commitments apply to all workers, so do family commitments." "Finding a balance between work and family responsibilities is just as important as sharing work and family responsibilities"

The then Attorney General and Minister for Industrial Relations has stated "It is recognised that flexibility and responsiveness are fundamental to an organisation's longer term success. A crucial element in this success lies in recognising the valuable contribution employees make toward its achievement." "It must be acknowledged that employees have a variety of personal responsibilities beyond the workplace which in turn impact upon their work. Changing workforce dynamics, together with the transforming nature of work and technology now mean that issues such as family responsibilities and further studies can no longer be ignored." "Through Flexible Work Practices Policy and Guidelines the extension of flexible working arrangements across the public sector will not only address the needs of many employees but also improve the efficiency and productivity of agencies."

It is of strong belief that the need to keep starting times far outweigh any need to change them as benefits the Department would gain will be miniscule financially compared to the needs of it's employees and families.

The actual benefits of work related tasks are of little or no impact by unnecessarily changing starting and/or finishing times. To change these times would be to disrupt the working and family lives of many staff for little or no benefit to the Department.

It is of the belief that while controlled let-go's and lock-in's are an essential change at Parklea it is vital that this is done 7 days per week in a structured and safe manner that enables all required officers to be at their work locations for other operational tasks.

Overseers will only let-go inmates who are required in the industrial workshops. Inmates required in programmes will be let-go by custodial staff along with the remaining inmates in that location.

The key points that have been identified under managements proposal have been addressed in a manner that is safe and secure.

Inclement weather- Additional wing access.

Overseer vacancies- Reduce number of inmates in industrial workshops.

Sufficient employment- C.S.I to address. Reduce number of inmates.

Case management- Done by case officers in wings.

Misconducts- As is done now.

SMAP Reviews- As is done now.

Segregation reviews- As is done now.

Medical Escorts- Identified officers to do escorts.

Overseers RDO- Weekend routine.

Overseer short notice sick leave- Reduction of inmates in workshops.

Staff training days- Structured training days (weekly)

Lock-down protocols- To be negotiated.

After work routine A, B & C wings- Completed.

Wing laundry- As is done now.

Wing records & Administration- As is done now

Cell Searches – As is done now.

Roster clerks to remain at Parklea. This is another issue that we believe is not negotiable. It is vital that staff have personal physical contact with roster clerks.

It has been identified that a maintenance Overseer needs to be moved from the operational days of Mon to Fri to 5 of any 7. The reason for this is that things will still break on a Saturday or Sunday. This will enable maintenance work to be carried out 7 days per week not just 5 days per week.

Overseers will be left at the hours of 7.00am to 3.00pm under this proposal to gain maximum productivity by keeping in line with private sector. The need to change overseers hours of operation has been nullified under this proposal.

To compound this Mr Hatzistergos has stated "Education is an intergral part of the modern system. Some educational achievements have been spectacular. Modern corrections is about trying to reform offenders."

Any inmate required for education will be placed on a list by the relevant O.S & P on the previous day and delivered to the appropriate unit the day before required so that staff are aware of which inmates are to remain in unit. Any inmate not on such lists will not be permitted to go to education or other structured/organised programme.

Is it feasible to expect CSI to have inmates in workshops doing tasks then leaving at any given time throughout the day to attend courses. This will have an impact on the productivity of CSI, or is the expectation on CSI to warehouse inmates in the workshops until they are required at their respective courses.

Further negotiations need to take place regarding Lockdown protocols & Overtime quotas.

Under this proposal it is our belief that all parties needs have been identified in the efficient functioning of a modern day correctional centre. In this proposal we have considered

- : Departmental financial restraints
- : Security of the institution
- : Safety of staff
- : Safety of I.S&P
- : Safety of civilian personnel
- : Safety of inmates
- : Viability of industries
- : Productivity of industries
- : Area management
- : Case management
- : Through care
- : Dynamic security
- : Rehabilitation of inmates
- : Family issues & consideration for staff
- : Family issues & consideration for inmates
- : Staff training
- : Structured day for staff
- : Structured day for inmates

In conclusion this document has been prepared in good faith to all parties. It is paramount that all posts are essential posts and that there are no services posts in this proposal. Every post from the Governor to a Probationary Correctional Officer has an important role to play in the running of Parklea Correctional Complex. With the assistance of management we are sure that this proposal will work addressing all aspects required in operating Parklea Correctional Complex.

If accepted it is a requirement that there be a trial period of one calendar month from the commencement date so that the operational aspect of this document can be reviewed.

Companies that responded to the EOI

G4S (Group 4 Securicor)/GSL

Previously known as Group 4 Falck, G4S now owns US company Wackenhut and has the contract to run Australia's immigration detention centres.

The Australian experience of privately operated detention centres drew opprobrium both nationally and internationally. The terrible experiences of both detainees (<http://www.theage.com.au/articles/2003/06/14/1055220817075.html>) and guards (<http://www.abc.net.au/4corners/content/2008/s2362098.htm>) speak to the dangers in running prisons for profit.

As Labor minister Tony Burke said – in his role as Opposition spokesperson on Immigration,

"This is the private company that has people coming in the doors with no mental health problems and going out as broken human beings. There is one answer and one answer alone, and that is there have been enough breaches of this contract for the government to take action to terminate the privatisation of our detention centres. It was a bad idea from the start. It should not have taken place. It should not be continued."¹

GSL was fined \$500,000 in 2005 after staff refused detainees food, water and access to a toilet on a seven-hour bus trip between the Maribyrnong and Baxter detention centres.²

GSL have come under sustained attack in the UK after a series of damning reports from the Chief Inspector of Prisons, undercover reports, and deaths in custody.

Most recently, a coroner's jury delivered a highly critical verdict in the case of the suicide of Michael Bailey, saying that the man's death was avoidable and the company's handling of the incident was shameful.³

The inquest was told that evidence had emerged of financial incentives in the contract between the private prison and the Home Office **not** to conduct proper cell searches.⁴

It also emerged that despite the requirement to have a Government controller to monitor every private prison, few, if any, staff knew of the controller's existence.⁵

¹ Labor breaks detention promise. The Age, 20 Jan 2009

² ibid

³ Jury blasts staff over death in cell. The Times, Feb 10 2009

<http://business.timesonline.co.uk/tol/business/law/article5698776.ece>

⁴ This prison is unsafe. The Guardian, 7 July 2008

<http://www.guardian.co.uk/society/joepublic/2008/jul/07/thisprisonisnotfitforpur>

⁵ ibid

The jury concluded that "knives were brought into the prison undetected because the security searches carried out were inadequate, especially those on members of staff". It ruled bad management, inexperienced staff and lack of security contributed to the death.

Three staff members at Rye Hill were charged with manslaughter, by gross negligence of a 23 year old who died just two weeks before Michael Bailey. At the trial, the former manager of segregation said that GSL "failed me and failed Michael Bailey. In my role as manager I did not have the opportunity to do the job properly. I expressed concern about the level of support and training to senior management and they didn't do anything."⁶

This prison is unsafe

The Guardian, 7 July 2008

<http://www.guardian.co.uk/society/joepublic/2008/jul/07/thisprisonisnotfitforur>

It is not the first time that the category B jail, holding 600 serious offenders and operated by Global Solutions Ltd (GSL), has come under fire. Reid's murder took place while a prisons inspectorate team was in the jail. In the scathing report that followed, the chief inspector, Anne Owers, said the prison had deteriorated - since the last inspection - to the extent that it was an "unsafe and unstable environment, both for prisoners and staff".

Owers took the highly unusual step of informing government ministers of her fears. She questioned whether inexperienced and poorly supported staff were fully in control of undermanned wings. During their visit, inspectors were shown illicit mobile phones in the possession of prisoners who also reported the presence drugs, alcohol and knives.

The solicitor who represented the Reid family at the inquest says that evidence emerged showing the contract between the private prison and the Home Office provided a financial incentive not to carry out proper cell searches, which meant that knives were available on the wing

Jury blasts staff over death in cell

The Times, Feb 10 2009

<http://business.timesonline.co.uk/tol/business/law/article5698776.ece>

Staff at a privately run jail failed to do all they could to ensure the safety of an inmate who killed himself while suffering a mental illness, a coroner's jury ruled yesterday.

In a highly critical verdict, the jury said the inmate's death could have been avoided if staff at Rye Hill prison had carried out proper observations of him.

⁶ ibid

They said a lack of trained and experienced staff in the segregation unit at the jail, then run by GSL private security firm, made it an unsafe place to hold Michael Bailey.

Jail staff 'bullied by inmates'

BBC, 27 July 2005

http://news.bbc.co.uk/2/hi/uk_news/england/coventry_warwickshire/4722411.stm

Staff at the privately-run prison Rye Hill prison are being bullied by inmates, the jail watchdog says. Chief Inspector of Prisons Anne Owers has demanded urgent action after finding unsafe conditions at the Warks jail, which is run by GSL UK Ltd.

In 2007, a BBC Panorama reporter went undercover as a prison officer at GSL run Rye Hill Prison in Warwickshire. The results were shocking.

Life behind bars

Panorama, 16 April 2007

<http://news.bbc.co.uk/2/hi/programmes/panorama/6558855.stm> "The programme reveals that the inmates often know more about the prison system than the Prison Custody Officers (PCOs) guarding them. "

"He [the reporter] worked at the jail for five months undergoing a 13-week training period to become a prison officer, earning just £250 a week - a third less than his colleagues in the state sector.

Drugs, bribe offers, staff in fear: life at Rye Hill jail

Guardian, 16 April 2007

<http://www.guardian.co.uk/uk/2007/apr/16/ukcrime.prisonsandprobation>

Home Office promises review after private prison exposé

Guardian, 16 April, 2007

<http://www.guardian.co.uk/uk/2007/apr/16/ukcrime.prisonsandprobation2>

GSL operated the prison transport in Western Australia when a respected Aboriginal elder died in transit in January 2009. A coronial inquiry underway now heard that the temperatures in the van reached 50 degrees, and the man suffered third degree burns. There were no procedures in place to check on the prisoners, no comfort stops and only 600 ml of water supplied.

The company and staff knew the air conditioning had been malfunctioning for some time.

Elder in prison van death had severe burns

The West, 11 March 2009

<http://www.thewest.com.au/default.aspx?MenuID=146&ContentID=129370>

Elder's death: prison van temperature 'hit 50 degrees'

ABC, March 19 2009

<http://www.abc.net.au/news/stories/2009/03/19/2520714.htm>

Former Name: GSL Australia Holdings Pty Ltd

MTC

MTC's Manager of Business Development, Lane McCotter, was given the job of rebuilding the new Iraqi prison system, including Abu Ghraib . Named personally in a number of 'torture', mistreatment and death by misadventure cases when he was running the Utah Correctional System.

Questions were later asked in the Senate about how McCotter could have been offered such a sensitive and high level post after being involved in so many scandals.
<http://schumer.senate.gov/SchumerWebsite/pressroom/record.cfm?id=265352&>

Following his expulsion from the state correctional department and appointment at MTC, the company was investigated by the Department of Corrections and the Department of Justice for providing unsafe conditions, inadequate medical care and serious security concerns at the Santa Fe County Adult Detention Center (Formerly the Santa Fe County Correctional Facility).

The State's Correctional releases are available here:

<http://corrections.state.nm.us/news/release/2003press7.html>

<http://corrections.state.nm.us/news/release/2003press9.html>

An even more scathing review was released by the US Department of Justice:
www.usdoj.gov/crt/split/documents/santa_fe_findings.pdf

MTC ran the Canadian prison (Central North Correctional Centre) that was renationalised after the Govt set up an identical public prison to run as a control in 'experiment'.

"A riot at Central North Correctional Centre, the province of Ontario's only privately managed prison, occurred on 19 September 2002. Around 100 prisoners using a battering ram were prevented from escaping and a cordon of armed Ontario Provincial Police (OPP) including the tactical rescue and canine units had to be stationed around the perimeter. The disturbance occurred in Pod 4, a 175 bed accommodation unit.

MTC stated that the riot started after prisoners refused to return to their cells. According to the police, prisoners were also armed with makeshift weapons and crude gas masks as they attempted to storm the facility.

From the **Canadian Government media release** in 2006:

"After five years, there has been no appreciable benefit from the private operation of the Central North Correctional Centre," said Correctional Services Minister Monte Kwinter. "We carefully studied its overall performance compared with the publicly operated Central East Correctional Centre in Kawartha Lakes, and concluded the CECC performed better in key areas such as security, health care and reducing re-offending rates. As a result, the government will allow the contract with the private operator to expire."

<http://ogov.newswire.ca/ontario/GPOE/2006/04/27/c1439.html?lmatch=&lang=e.html>

The Star, April 27, 2006

Canada's only privately run jail is going public again. Ontario Correctional Services Minister Monte Kwinter says an analysis of the Penetanguishene prison showed it was saving the province money under private operation. But Kwinter says there was a human cost. He says health-care services weren't as good for prisoners, and offenders were more likely to reoffend.'

The Mirror, February 3, 2006

A former manager at the Central North Correctional Centre says he has major concerns about the well-being of employees and inmates at the jail. Former CNCC Sgt. Martin Speyer, 29, alleges inmates receives a poor diet and medical care, and staff is bullied by senior management inside Canada's only privately-run adult prison.

<http://www.capp.50megs.com/recentnews307.html>

A collection of articles referencing MTC up until 2004 can be found here:

http://www.privateci.org/rap_mtc.html

Serco

A British company that has been criticised in the UK for running prisons with appalling disciplinary and safety records.

Half owns (along with Wackenhut) Premier Prison Services, who have been pilloried for their running of several UK prisons.

Private prison in chaos as problems rocket - Kilmarnock discipline record 'appalling'

The Guardian, 1 September 2002

<http://www.guardian.co.uk/uk/2002/sep/01/ukcrime.prisonsandprobation/print>

Prison chief sacks head of 'unsafe' private jail

The Independent, 24 May 2002

<http://www.independent.co.uk/news/uk/home-news/prison-chief-sacks-head-of-unsafe-private-jail-652106.html>

The head of the prison service today took the unprecedented step of removing the director of a privatised prison, fearing that conditions had deteriorated so badly that they were unsafe.

The director-general, Martin Narey, was concerned that Premier Custodial Services would "lose effective control" of Ashfield prison and young offenders' institution – prison service jargon for allowing a riot to take place.

Private Prison Failings Exposed

BBC News, 9 March 2005

http://news.bbc.co.uk/2/hi/programmes/real_story/4322311.stm

Three staff at a private prison in Scotland have been suspended from normal duties after an undercover investigation by the BBC.

The Wackenhut file is incredibly vast. Some references here:

Locked Inside A Nightmare

CBS News, May 2000

<http://www.cbsnews.com/stories/2000/05/09/60II/main193636.shtml>

Privatization Costs Floridians Millions of Dollars,

Miami Herald, May 4, 2001

"In 1993 the Legislature, mistrusting the Department of Corrections, established the Correctional Privatization Commission to send convicts to private prisons. The commission has been wracked with scandals, and the private corporations (Wackenhut and the Corrections Corp. of America), which contributed heavily to political campaigns, haven't provided the cheaper, higher-quality services they promised.

The Office of Program Policy Analysis and Government Accountability found that start-up costs at the privately run prison in Lake City were excessive. Counselors came and went. The substance-abuse program was un-licensed, and instructor jobs stayed vacant for months. The Legislature required that private prisons produce a 7 percent savings compared with public prisons. Private prisons aren't providing the projected savings.”

Tallulah and Jena Youth Correctional Centres have also garnered a great deal of negative publicity and were eventually taken back into state control.

“Tallulah Correctional Center for Youth (TCCY), one of four Louisiana juvenile facilities investigated in the late 1990s by the Civil Rights Division of the US Department of Justice. The investigation found 'systemic life-threatening staff abuse and juvenile-on-juvenile violence' in each of the facilities. In September 1999, TCCY was taken back into state control following the revelations of routine physical, sexual and psychological abuse of inmates.

The Civil Rights Division singled out TCCY as having 'the most egregious deficiencies in mental health care' of the four facilities, and found that this 'complete denial of necessary care' was 'causing great harm'. It also found that the education and rehabilitative services were inadequate or non-existent. “

SODEXHO/KALYX

Possibly most notorious for its management of Harmondsworth Detention Centre.

An inspection of Harmondsworth made by the UK Chief Inspector of Prisons in September 2003 said that:

“There were increasing levels of disorder, damage and escape attempts, with an average of seven assaults a week. In spite of an average of one self-harm incident a week, suicide, self-harm and anti-bullying procedures were not effectively managed. Nor was there sufficient mental health support for detainees held in the in-patient ward.”

In conclusion, the report stated: “Harmondsworth, when we inspected it, did not meet three of our four tests for a healthy custodial environment.”

In a report that came out in March 2003, the prison inspectors expressed “deep concern” about detainees with mental health problems being held at Harmondsworth. Other problems highlighted include the lack of uptake of education and the fact that there is no fresh air in the building.

Sodexho's catering arm has been the target of several successful boycotts by student activists in relation to their history of union busting, poor working conditions and their involvement in private prisons. Xavier University, DePaul, and the State University of New York are among the many that have ended their relationship with Sodexho. Wesleyan College and Harvard have required janitorial contractors to raise wages and benefits to reasonable standards.

A manual for managers on how to rort employment laws ("Progressive approach to Labour : Union Avoidance") was leaked to a US union in 1998, and subsequently investigated by the National Labor Relations Board.

The Western Australian experience of privatisation of court security and transport "cost the community dearly" according to attorney general Jim McGinty. Costs in the first year were A\$16.3 million. The original bid from Corrections Corporation of Australia (now Sodexo subsidiary AIMS Corporation) was just A\$11.7 million for the first year.

"I have no doubt that this was a contract rushed into by the previous government for ideological reasons," Mr McGinty told The Australian, 23 August 2002. The service was contracted out for five years in 2000 and the contract allows increases for reasonable extra costs incurred by the contractor. One expense that has caused controversy is A\$74,000 for corporate travel.

<http://www.mediastatements.wa.gov.au/ArchivedStatements/Pages/GallopLaborGovernmentSearch.aspx?ItemId=115903&minister=McGinty&admin=Gallop&page=5>

An independent report commissioned by the Government and conducted by KPMG uncovered a litany of contract breaches and other problems.

"The relationship between AIMS and the department of justice over this contract has reached very low levels and there is now a lack of trust and confidence in the contract," the Attorney General told the West Australian on 23 August 2002. The contract has been criticised by Western Australia's Inspector Of Custodial Services.

There has also been criticism of AIMS from the WA Judiciary. District Court Chief Judge Antoinette Kennedy criticised AIMS staff after they brought two prisoners to the dock shackled in leg irons and handcuffs despite her orders not to do so. Eventually a including a contempt of court charge was laid against an AIMS security supervisor Christopher Blottin. In response to his lawyers claims that this was merely a security method, Judge Kennedy said: "If this was just a one-off incident then I would not have taken such drastic action. But this is not a one-off; it has been going on for three years".

Media reports of some recent incidences involving Sodexo internationally are available here:

http://www.privateci.org/rap_sodexo.html

GEO

Previously known as Wackenhut, this is the second largest prison company in the US, and currently runs Junee Correctional Centre – the only privately run prison in NSW.

Also runs – amongst others – Arthur Gorrie Correctional Centre in Queensland.

Jail tells remand prisoner he's free

Courier Mail, May 31, 2008

<http://www.news.com.au/couriermail/story/0,23739,23787897-5007190,00.html>

A CAREER criminal on remand for assault was accidentally released from a privately run Brisbane jail last week.

Three prison staff have been suspended over the security bungle at the Arthur Gorrie correctional centre at Wacol in Brisbane's west.

Most notorious prisons include George W Hill Correctional Centre in Pennsylvania, and Bill Clayton Detention Centre in Texas.

State Inspectors compiled a litany of contract breaches including dangerous staffing levels and little to no rehabilitation.

Idaho's out-of-state prison population grows

Dallas News, 22 September 2008.

<http://www.dallasnews.com/sharedcontent/APStories/stories/D93BEGKG0.html>

"No programs are offered at the facility," a state official wrote in a recently redacted Idaho Virtual Prison report obtained by the Times-News. "Most jobs have to do with keeping the facility clean and appear to be less meaningful. This creates a shortage of productive time with the inmates.

"Overall, recreational activities are very sparse within the facility — Informal attempts have been made to encourage the facility to increase offender activities that would in the long run ease some of the boredom that IDOC inmates are experiencing," according to a Virtual Prison report.

....

Other inmate complaints center around the way they were transported out of state.

Inmates describes a horrific bus ride from Idaho to Oklahoma in April in complaints collected by the American Civil Liberties Union of Idaho. They endured painful and injurious wrist and ankle shackling, dangerous driving, infrequent access to an unsanitary restroom and dehydration during the almost 30-hour trip.

"We're still receiving a lot of complaints, some of them are based on retaliatory transfers," said ACLU lawyer Lea Cooper. "

Geo terminated its contract to run George W Hill at the start of 2009 in the face of an onslaught of lawsuits and complaints.

Several of the lawsuits are described here:

Privatized jail: Weighing the pros and cons

Philadelphia Daily News, 22 Dec 2008

[http://www.philly.com/dailynews/local/20081222 Privatized jail Weighing the pros and cons.html?viewAll=y](http://www.philly.com/dailynews/local/20081222_Privatized_jail_Weighing_the_pros_and_cons.html?viewAll=y)

More recently, in 2008, civil liberties attorneys' sued the company for failing to provide adequate medical attention to inmates outsourced from Washington, DC, to the Rivers Correctional Institute, located in North Carolina and overseen by GEO through a contract with the federal Bureau of Prisons.

Idaho correction agency mulls privatizing prison

Associated Press 14 January, 2009

"But the state's use of private prison companies has come under scrutiny in recent months. A report by the Idaho Department of Correction showed the Idaho Correctional Center had more than three times the rate of violence as any other Idaho prison, and ICC inmates have sued in federal court, contending that rampant inmate-on-inmate violence amounted to cruel and unusual punishment.

Last year, Idaho was one of several US states that canceled GEO contracts, saying the company's chronic understaffing at the Bill Clayton Detention Center in Littlefield, Texas, put Idaho offenders' safety at risk. Hundreds of Idaho inmates were being housed at the Texas prison and other facilities to ease prison overcrowding at home.

Two Idaho inmates committed suicide after being held in Geo-run Texas prisons. Scott Nobel Payne killed himself after complaining of filthy conditions at the Dickens County Correctional Center in Spur, Texas. Randall McCullough apparently committed suicide at the Bill Clayton facility, and a subsequent investigation indicated the prison was so understaffed that the warden himself was working the midnight shift the night McCullough died, and McCullough's body went undiscovered for hours."

Idaho Ends Contract With GEO-Run Texas Prison

CBS (AP) November 7, 2008

<http://cbs11tv.com/local/private.prison.contract.2.858641.html>

...

"Correction Director Brent Reinke said the company's chronic understaffing at the Bill Clayton Detention Center in Littlefield, Texas, put Idaho offenders' safety at risk."

...

"While the contract percentage requirement is met, the facility cannot demonstrate the actual hours claimed by offenders are spent in a meaningful, skill-learning job activity," the auditors wrote.

Auditors also found that too few inmates were enrolled in high school diploma equivalency and work force readiness classes. "

Suit claims jailers ignored inmate sex - private system blamed in suicide of prisoner who reported rape

Houston Chronicle, 16 Feb 2009

http://www.chron.com/CDA/archives/archive.mpl?id=2006_4062799

In 2007, the firm settled a lawsuit with the family of an inmate for \$200,000. LeTisha Tapia, a 23-year-old woman incarcerated at the GEO-owned Val Verde Correction Facility in southern Texas, alleged that in July 2004 she had been raped and beaten after being locked in the same cell block with male inmates. Shortly after, she had hung herself in her cell. The nonprofit Texas Civil Rights Project sued GEO on behalf of Tapia's family.

Families of Idaho inmates testify in Texas

Idaho Times-News, 14 November 2008

<http://www.tradingmarkets.com/.site/news/Stock%20News/2025428/>

Recent riots in of GEO's Texas jails have cost taxpayers more than one million dollars.

West Texas prison riots cost county \$1.1 million

Houston Chronicle (AP) 25 Feb 2009

<http://www.chron.com/disp/story.mpl/ap/tx/6281010.html>

A pair of destructive prison riots in the span of two months at a county-owned but privately managed West Texas prison have cost more than \$1.1 million in repairs, according to Reeves County records.

Riots at Texas prison bring scrutiny

CBS News 9 Feb 2009

<http://www.cbsnews.com/stories/2009/02/07/ap/national/main4782830.shtml>

These and other matters detailed in news accounts and court documents indicate widespread tension among inmates over a variety of issues, most notably medical treatment. And, for some observers, they give more voice to the oft-stated criticism of private prisons.

"Generally, these (disturbances) are not random," said Bert Useem, a Purdue University sociology and anthropology professor who has written extensively on prison issues. "They occur in prisons that are facing serious difficulties."

The GEO Group issued brief statements at the time of the disturbances but did not respond to an e-mail from The Associated Press seeking further comment.

The Florida-based company previously has attracted scrutiny over conditions in its prisons.

In 2007, the Texas Youth Commission fired the company after nearly 200 teenage offenders were removed from a juvenile justice center it operated in Bronte, citing health and safety violations.

Ombudsman Will Harrell's report described

"...a greater sense of fear and intimidation in this facility than perhaps any other I have been to." He also noted that:

- * Some young inmates were kept in "malodorous and dark" security cells for five weeks. They were allowed to leave, in shackles, only once a day for a shower.

- * There was an "over-reliance" on the use of pepper spray.

- * Inmates "complain regularly of discovering insects in their food."

Young inmates endured 'deplorable conditions'

Dallas Morning News, 3 Oct 2007

<http://www.dallasnews.com/sharedcontent/dws/dn/latestnews/stories/100307dntextyc.35bdf47.html>

Seven TYC workers fired after inmates found living in filth

Dallas Morning News, 3 Oct 2007

<http://www.dallasnews.com/sharedcontent/dws/news/texasouthwest/stories/100407dntextycfirings.368cc6e.html>

An indepth investigation by the Dallas Morning News of the GEO Coke County scandal is available here <http://www.dallasnews.com/investigativereports/tyc/>

A jury ordered GEO to pay US\$47.5 million dollars to the family of Gregorio De La Rosa in a civil judgment after the man was beaten to death at the Willacy County Jail. The GEO Group was found to have destroyed key evidence in the case, including video footage and at least one of the murder weapons.

Geo Group draws ire of speakers,

Laredo Morning Times, 11 Dec 2007

http://www.zwire.com/site/news.cfm?newsid=19103510&BRD=2290&PAG=461&dept_id=569392&rfi=6

Laredo City Council voted to reject a \$250,000 donations from Geo Group in late 2007.

Laredo Morning Times, 20 November

http://www.zwire.com/site/news.cfm?newsid=19041019&BRD=2290&PAG=461&dept_id=569392&rfi=6

GEO runs Fulham Prison in Victoria – recently garnered attention as being the site of at least half a dozen escapes by the same inmate.

Fulham Prison inmate fetched drugs

Herald Sun, September 17 2008

<http://www.news.com.au/heraldsun/story/0,,24358042-2862,00.html>

A MAN serving seven years' jail for culpable driving is believed to have broken out of a country prison and returned with drugs and mobile phones to sell to fellow inmates.

The inmate is expected to be charged with escaping and bringing contraband into a jail after walking out of Gippsland's medium-security Fulham Prison more than once.

Embarrassingly, it is alleged that the young man met friends during at least two escapes from the privately run jail, after which he brought marijuana back with him.

According to a prison source, inmates alerted authorities to the breakouts because they owed the prisoner money for marijuana bought from him.

"They (prison staff) probably wouldn't have found out about it unless a couple of blokes who owed him money dobbed him in," the source said.

Former trading names in Australia include: Wackenhut Corrections Corporation Australia Pty Ltd, Australian Correctional Management (ACM)

Further info on other media reports involving GEO:
http://privateci.org/rap_geo.html