



## Health contract a world first

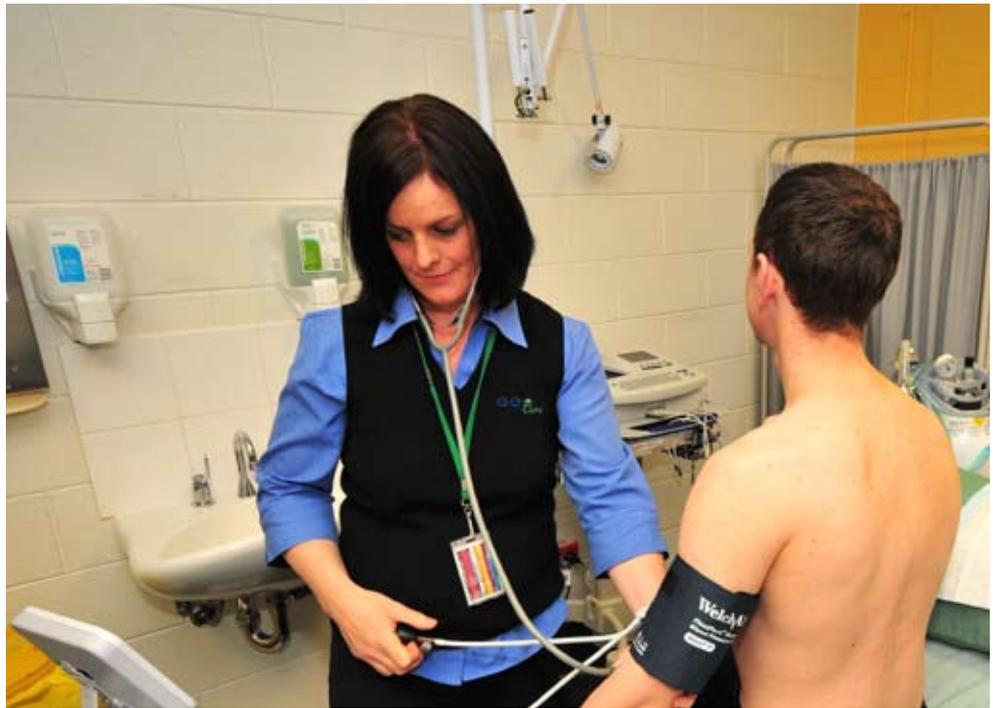
The Victorian Government established an international precedent recently when it outsourced the primary health services for all of the state's publicly-managed prisons to a single supplier — GEO Care Australia.

GEO Care is now managing the demanding health services requirements of more than 3400 prisoners across the state's 11 public prisons and at a transition centre.

The contract, which was secured under a competitive tender process, has an initial term of five years and extensions up to a maximum duration of nine years.

GEO was already supplying healthcare to 10 Victorian prisons as Pacific Shores Healthcare. The subsidiary was re-branded as GEO Care Australia on 1 July to coincide with the start of the new contract and to better reflect its link to GEO in Australia.

The commencement of the contract meant adopting Victoria's new Justice Health Quality standards across the 10 existing sites as well as two new facilities, the Metropolitan Remand Centre and Marnongneet Correctional Centre.



••• GEO Care Australia is providing health services to more than 3400 prisoners across Victoria's 11 public prisons and at a transition centre.

According to GEO Care Australia general manager John Hoogeveen the transition went extremely well without any major issues and was a credit to all involved.

The contract is for the provision of all primary healthcare, which includes nursing, medical, dental, physiotherapy, podiatry and other general health needs.

Staff levels at GEO Care Australia have risen to meet the increased demand for services. The company now employs more than 140 health professionals including nurses, doctors and dentists. It also subcontracts work out to local providers, particularly in regional areas.

"The Victorian Government wants prisoners — a group with extensive healthcare needs — to receive community standard healthcare and outcomes," Mr Hoogeveen said.

"We are introducing new systems and refining others to ensure our health delivery and recording processes are as seamless, available, accurate and cost effective as possible."

The company is developing the GEO Care Health Information Portal (GEO CHiP) to better capture statistical data and enable smoother system profiling.

Mr Hoogeveen will soon visit interstate centres where GEO provides healthcare including Junee and Arthur Gorrie. He will explore ways in which health services across the company can be more aligned and standardised and will encourage an increase in the sharing of knowledge and experiences between the different centres.

Reflecting on the significance of the health services contract, The GEO Group Australia's managing director Pieter Bezuidenhout said: "As a leading correctional service provider, GEO has been well established in Victoria since 1995 with a solid track record of close partnership with the Department of Justice and Justice Health. We now look forward to extending this partnership to deliver quality health outcomes for the prisoners entrusted to our care."



••• GEO Care Australia general manager John Hoogeveen.



## MD's Desk

Welcome to this edition of *GEO Insights*.

In the previous edition I reported that Arthur Gorrie had received notification of a contract extension until 2017 — which will make 25 years of continuous GEO management.

This welcome news came as Arthur Gorrie was gearing up for its 20th anniversary and it was a pleasure and an honour to attend the celebrations — the GEO contract at Arthur Gorrie being by some distance the longest same-provider correctional services contract in Australia. Over 200 current and past employees and partners attended a celebratory function, with 20-year awards presented to 18 staff during the evening.

Previously we also announced GEO Care Australia's success in securing the primary health services contract for all Victorian publicly-managed prisons. The provision of these services commenced on 1 July and I am delighted to report that it was a smooth and seamless transition, including at two new locations. Accordingly, I would personally like to welcome to the GEO family the healthcare staff at Metropolitan Remand Centre and Marnong Correctional Centre.

This edition of *GEO Insights* again showcases the best of the work GEO staff undertake every day.

June continues its record of excellence in innovation and community engagement and recently the first Habitat for Humanity house built at the centre made its way through the gate — but only just! June has also unveiled a wonderful monument to Australian prisoners of war.

Parklea continues to embed itself into the western Sydney community with a range of activities including an open day, recruitment drive, involvement in community fundraising and visits by leaders in the sport and entertainment industries.

Beyond the Bars — a community project designed to give indigenous prisoners a voice — was again broadcast from Fulham in July. This project saw six radio shows broadcast from regional Victorian prisons. It has won several awards and is Australia's only live prison broadcast.

Finally, it's that time of year when we call for entries for the GEO Christmas card competition. Open to children and grandchildren of all GEO employees, the winner's entry will again be used as the design for the GEO Christmas card. It is always a delight to help judge the submissions and I wish all entrants the best of luck.

**Pieter Bezuidenhout**  
Managing Director



••• One half of Australia's first 'Prison Build' home leaves Junee Correctional Centre.

## First Prison Build home delivered

Junee Correctional Centre has delivered Australia's first 'Prison Build' home.

Delivery of the home is the culmination of more than 18 months of hard work by Junee staff and inmates as well as key partners in the project, Habitat for Humanity (HFH) and TAFE NSW Riverina Institute. There has also been significant support from Junee Shire Council, local community members and HFH family partners.

This unique collaboration has allowed inmates to prefabricate a house of about 100m<sup>2</sup> (10 squares) at the correctional centre and complete construction at the new home site.

Inmates began building the house in the centre's TAFE training complex then pieced it together in an area adjoining the staff car park. The house, which is allocated to a

low-income family in need, was then transported in two halves to a selected block of land in Junee.

Prisoners with appropriate approvals completed the on-site preparation of the home including installing plasterboard, while the prison cabinet-making team produced and installed kitchen benches. Inmates also assisted with landscaping.

The Prison Build initiative follows Junee Correctional Centre introducing a building and construction certificate course through TAFE NSW Riverina Institute in 2009.

Inmates are currently completing a second home at the centre and it is hoped that the Prison Build project will remain a strong element of Junee's training and employment programs for many years to come.

## Parklea personnel do time

Parklea Correctional Centre has continued its support for the Blacktown PCYC (Police Citizens Youth Clubs) by playing a major role in the Doing Time For Kids campaign.

This year's campaign saw a makeshift 'prison cell' erected at the Centro Seven Hills shopping centre. The cell's 'inmates' called on friends, work colleagues and passers-by to help bail them out by donating funds to the Blacktown PCYC.

New South Wales Opposition Leader John Robertson did some time behind bars as did Parklea Correctional Centre employees and others from the local community.

Blacktown PCYC is one of more than 30 clubs in the state to be involved in the event with funds raised helping to purchase new equipment.

More than \$8000 was raised for the Blacktown

club with Parklea employees contributing a significant \$3431. This follows a donation of \$410 from a Mother's Day raffle held at Parklea.



••• From left: Parklea's Glenn Halliwell, Allison Lang and Joe Zaccheo help raise funds for Blacktown PCYC.

# Dead ringer for a 19th century hearse

Fulham Correctional Centre has shared a local couple's passion for vintage vehicles by building them a magnificent horse-drawn hearse.

Ricky and Wendy Fornaro have amassed a large collection of pre-motorised vehicles that they use for tourist and commercial stagecoach journeys.

Over the past three years prisoners working in the engineering and woodwork sections of the centre have constructed two custom-built vehicles for the couple.

The first assignment, a replica of a 14-seat Cobb & Co stagecoach, was completed in 2010. This year Fulham delivered a stunning replica of a 19th century hearse.

The project started with just four wheels, two axles, a rusted turntable/steering mechanism and a book on stagecoaches with a chapter on hearses. Using the book's pictures and diagrams, the industry team drew-up plans for the frame and was granted creative licence to design the coach.

Over a 12-month period the project provided prisoners with a meaningful and rewarding activity and nine inmates secured accredited qualifications — three in Certificate II



••• A delighted Ricky Fornaro congratulates Fulham industry manager Ian Riley on the workmanship.

engineering and six in Certificate II cabinet making and furnishing.

"The finished product is testament to the commitment of our training staff, the education provider and the prisoners themselves," said Fulham's industry manager Ian Riley.

"This project is an example of the rehabilitation outcomes that correctional centres aim for and highlights the skills that

prisoners have and can attain while in prison."

"On projects such as this prisoners gain work skills, build self-esteem and develop a sense of achievement, while establishing positive evidence to provide to prospective employers upon release."

Ricky and Wendy Fornaro were delighted with the quality of workmanship in the newest addition to their collection.

# Celebrating 20 years

Arthur Gorrie Correctional Centre celebrated 20 years of operation on 1 July.

The GEO Group Australia hosted a function to recognise the milestone on the evening of 30 June with more than 200 current and past employees and partners attending.

Among the special guests at the function were 18 staff members who have worked at the centre for two decades.

Arthur Gorrie Correctional Centre was commissioned in 1992 as a 380-bed remand centre. It was initially intended to be state-managed, however a decision was made to outsource the facility and Arthur Gorrie became Queensland's second privately run prison (the first was Borallon in 1988).

The centre has undergone a number of significant changes over the 20 years, including the construction of new cell blocks in 1996, 2002 and 2008 that increased capacity by a combined 410 beds.

Arthur Gorrie opened with about 200 staff and today that number has grown to more than 400 in line with the increase in prison capacity.

In recent times Arthur Gorrie has been recognised by the Queensland Government for its environmental programs and its innovative inmate support programs.

The centre has established strong community partnerships and some of the organisations it is actively involved with include the RSPCA, Currumbin Wildlife Sanctuary, Australia Zoo, Carleton Industries and Goodna Special School.



••• Arthur Gorrie general manager Greg Howden celebrates with The GEO Group Australia managing director Pieter Bezuidenhout.

## Prize for Xmas artists

The GEO Group Australia is again staging a Christmas card design competition open to children and grandchildren of GEO employees throughout the country. The best design or designs, as judged by a panel of festive judges, will be used to print The GEO Group Australia Christmas card for 2012. Split into two categories, the competition is open to children aged 5-10 years in one section and 11-16 in the other. Individual prizes of \$100 will be awarded to a finalist in each category from each centre. Entries close on Wednesday 31 October 2012.

Christmas Card Competition details: The competition is only open to children and grandchildren of The GEO Group Australia employees. Only one entry for each entrant will be accepted. The design must be a Christmas or festive season design. Entry must be A4 size and produced by hand (ie computer generated designs will not be accepted) in any medium (ie pencil, paint, crayon, etc). There are two sections of the competition: a junior section for children aged 5-10 and a senior section for 11-16 year-olds. Individual prizes of \$100 will be awarded to a finalist from each category in each GEO centre. The GEO Christmas card may be printed from one or more of the winning entries. Entries may be displayed at each centre during the Christmas period. Entries will remain the property of The GEO Group Australia and may be reproduced by GEO in any format it chooses. Closing date for entries is Wednesday 31 October 2012. Please ensure entries include the name and age of the child as well as the related GEO employee and the centre. Entries are to be submitted to the HR Manager at each centre and forwarded to our Christmas Card Competition coordinator, Hailey Allen, at head office by the closing date. The judges' decision is final and no correspondence will be entered into.

## IN BRIEF



••• Australian Idol winner Stan Walker with Parklea's offender services and programs manager Allison Lang.

### High profile visitors

Parklea Correctional Centre has been fortunate to receive a number of high profile visitors from the sport and entertainment industries during the course of the year.

In May, Israel Folau, the Australian Football League's prized recruit from rugby league accepted an invitation to talk to prisoners on the eve of the GWS Giant's first game at Skoda Stadium.

Folau joined a group of prisoners for a church service and spoke about his beliefs and his journey as a professional footballer. Afterwards Folau tweeted: "Thank you God for the opportunity to share my testimony with those prisoners this morning! Touching experience."

National Rugby League players Keith Galloway and Iosefa Masada (both of West Tigers) and a contingent from Penrith Panthers have also spoken with inmates.

More recently, the centre received a visit from the 2009 Australian Idol winner Stan Walker. The talented young pop singer has won five New Zealand Music Awards and received four ARIA Music Award nominations. Walker gave a motivational speech to a group of inmates and performed one of his songs



••• Aboriginal music formed part of the NAIDOC festivities at Parklea.

### Cultural celebrations

All GEO centres celebrate NAIDOC Week and at Parklea a function was attended by visitors from indigenous agencies, Blacktown mayor Alan Pendleton, members of the Penrith Panthers National Rugby League team and other guests.

Festivities included a smoking ceremony, Aboriginal dance and music, a performance by the inmate cultural band and a spit roast lunch.

At Fulham, NAIDOC Week was celebrated with a 'Beyond the Bars' 3CR community radio broadcast. Designed to give indigenous prisoners a voice, the project included music and spoken word workshops and was facilitated by indigenous radio presenters from Melbourne.



••• Fulham's offender development manager Jeremy Parker presents Felicetta Kile with her award.

### Rewarding academic excellence

One of the many organisations that Fulham Correctional Centre supports is the School of Applied Media and Social Sciences at Monash University.

Offender development manager Jeremy Parker recently represented GEO at the annual Students Awards Night where he presented the 2011 'Academic Excellence in the Bachelor of Arts (Criminal Justice) – The GEO Group Australia Pty Ltd – Fulham Correctional Centre Award' to Felicetta Kile.

GEO's ongoing sponsorship supports the university's efforts to reward its high achieving students for their hard work.

### E-learning is coming

The delivery of employee training is set to change across The GEO Group Australia with the introduction of online 'e-learning'.

All employees will have access to the e-learning platform via the company intranet with the site to be launched on 1 January 2013.

A number of different courses will be presented including staff inductions, workplace health and safety fundamentals and employee management courses.

"The development of an e-learning platform will assist in bringing meaningful training to all centres," said GEO's national training coordinator Belinda Kassoua.

GEO centres in each state have trialled a range of e-learning programs in recent months and further details will be provided to all employees closer to the launch date.



••• Connor McComas with 'Kokoda' at the unveiling of the Australian POW memorial.

### POW monument unveiled

Junee Correctional Centre general manager Andy Walker has unveiled a monument to Australia's prisoners of war in the grounds of the correctional centre.

The bronze sculpture was prepared by Wagga Wagga artist Anthony Borboom and funded by the Department of Veteran Affairs. Borboom developed the sculpture in the shape of a book as much of our knowledge of life in POW camps comes from the writings of captured soldiers.

A service was held in the prison's cultural centre to mark the occasion with Connor McComas, a member of the Australian Light Horse Society, attending as guest speaker.



••• From left: GEO's Matthew Canny with North Wagga Public School principal Brad Griffith, St Mary's Rainbow Preschool director Sharon Gill and GEO's Trevor Coles. Photo courtesy of the Junee Southern Cross.

### Community support in Junee

The GEO Group Australia and Junee Correctional Centre are continuing to support the local community by fundraising for schools and sponsoring junior sporting teams.

Earlier this year at a 'cinema under the stars' event more than 250 people helped raise over \$3000 for two North Wagga schools damaged by floodwaters. The event was initiated and managed by Movies by Moonlight owner Matthew Canny — who is also a health promotion officer at Junee Correctional Centre.

On the sporting front, the centre is again sponsoring the under-11 GEO Stars and under-12 GEO Storm netball teams which compete in the Wagga Wagga competition.