



ICS
ACT Inspector
of Correctional
Services

AMC HEALTHY PRISON REVIEW 2019 DETAINEE SURVEY

The 2019 Healthy Prison Review of the Alexander Maconochie Centre (AMC) was the first review conducted by the ACT Inspector of Correctional Services under section 18(1)(a)(i) of the *Inspector of Correctional Services Act 2017* (ACT). This section requires that the AMC be reviewed at least once every two years. The report of the 2019 review is available at www.ics.act.gov.au.

This document contains the results of the survey of detainees conducted as part of the 2019 Healthy Prison Review. The Office of the ACT Inspector of Correctional Services (OICS) engaged Ibolya ("Ibi") Losoncz, ANU research academic, to develop surveys for AMC detainees, staff and visitors. This was an extensive exercise to ensure that the surveys would return quality data and that the survey can be used for successive reviews with only minor modifications required.

The detainee survey was distributed as paper forms on 1 May 2019. Staff from OICS walked around to each accommodation unit and explained what the survey was for and how to complete it. Copies were provided to each detainee in the unit and a copy left for each detainee who was not in the unit at that time. There was a secure collection box accessible only to OICS in each unit for detainees to place their completed survey form in. On 4 May 2019, OICS staff walked around to each unit to assist any detainees who wanted help completing the form and to empty the collection boxes.

181 detainees completed the survey, representing approximately 37% of the detainee population. This was significantly higher than expected and was more than sufficient to provide valid samples. It should also be noted that 25 of the 40 women detainees responded to the survey (63%) though not all answered all of the questions. The women detainees represented 9% of the AMC detainee population but 14% of survey respondents.



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AMC DETAINEE SURVEY MAY 2019 (n=181)

DEMOGRAPHIC QUESTIONS

Question	Response	%	n
First time in adult prison/custody	No	54.3	173
	Yes	45.7	
Have been in a juvenile detention centre	No	68.8	173
	Yes	31.2	
Was the primary carer for my child or children before imprisoned/ placed in custody	No	72.0	164
	Yes	28.0	
Gender	Male	84.9	172
	Female	14.5	
	Other	0.6	
Identify as Aboriginal or Torres Strait Islander	No	74.4	180
	Yes	25.6	
English is first language	No	7.6	171
	Yes	92.4	
From a minority ethnic or cultural group	No	87.5	160
	Yes	12.5	
Have a disability	No	69.7	165
	Yes	30.3	

Question	Response	%	n
Age	Under 21	2.9	171
	21–29	29.2	
	30–39	22.2	
	40–49	24.6	
	50–59	11.1	
	60 or over	9.9	
Highest level of education completed	Year 8 or less	18.0	161
	Year 10	41.6	
	Year 12	14.9	
	Apprenticeship/TAFE	11.2	
	University	14.3	
Remand/sentenced status	Remand	33.5	167
	Sentenced	63.5	
	Both	3.0	

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CORE QUESTIONS

EARLY DAYS IN CUSTODY

Question	Response	%	n
The custodial officers at court were respectful	Strongly agree	9.5	169
	Agree	62.1	
	Disagree	19.5	
	Strongly disagree	8.9	
The court cells were clean	Strongly agree	0.6	175
	Agree	17.1	
	Disagree	33.7	
	Strongly disagree	48.6	
The custodial officers transporting me were respectful	Strongly agree	8.6	174
	Agree	67.8	
	Disagree	17.2	
	Strongly disagree	6.3	
The transport vehicle to get me to the AMC was clean	Strongly agree	4.6	174
	Agree	32.8	
	Disagree	31.0	
	Strongly disagree	31.6	
When I first arrived here I was informed about my rights and responsibilities	Strongly agree	4.1	170
	Agree	31.8	
	Disagree	32.4	
	Strongly disagree	31.8	

Question	Response	%	n
When I first arrived here I was given enough information about the routine	Strongly agree	2.3	175
	Agree	18.3	
	Disagree	36.6	
	Strongly disagree	42.9	
When I first arrived here, any urgent health issues (including relating to disability) were dealt with	Strongly agree	5.4	166
	Agree	38.0	
	Disagree	19.9	
	Strongly disagree	36.7	
When I first arrived here I was given the opportunity to contact my family and/or children	Within 1 day	21.8	156
	Within 2 days	10.9	
	Between 3 to 7 days	23.7	
	After 1 week	43.6	

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SAFETY & SEARCHES

Question	Response	%	n
I feel safe at the AMC	Never	7.3	178
	Rarely	25.8	
	Most of the time	48.3	
	All of the time	18.5	
This centre tries hard to ensure the safety and security of all people in the centre	Strongly agree	6.9	173
	Agree	44.5	
	Disagree	31.2	
	Strongly disagree	17.3	
The likelihood of me being assaulted by another detainee at the AMC is	Very likely	21.9	178
	Likely	38.2	
	Unlikely	29.2	
	Very unlikely	10.7	
Staff conduct cell searches in a manner that respects my property	Never	27.1	177
	Rarely	32.8	
	Most of the time	29.9	
	All of the time	10.2	
Strip searches are carried out with due sensitivity and respect	Never	16.9	177
	Rarely	29.4	
	Most of the time	37.3	
	All of the time	16.4	

Question	Response	%	n
Have you been bullied or threatened by other detainees?	No	30.3	178
	Yes	69.7	
Have you been involved in a heated argument with other detainees?	No	20.8	178
	Yes	79.2	
Have you been physically assaulted by other detainees?	No	48.0	179
	Yes	52.0	
Have you been sexually harassed or sexually assaulted by other detainees?	No	81.1	180
	Yes	18.9	
Have you been stood over for your medication by other detainees?	No	70.6	180
	Yes	29.4	

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INTERACTIONS WITH STAFF

Question	Response	%	n
It is easy for me to get information from most staff			181
	Most of the time	14.4	
	Sometimes	41.4	
	Rarely	39.8	
	Never	4.4	
I am well informed of what is expected of me in relation to the AMC routine and daily life			179
	Most of the time	13.4	
	Sometimes	34.1	
	Rarely	43.0	
	Never	9.5	
Unit Managers often walk through units and talk to detainees			178
	Most of the time	25.3	
	Sometimes	33.7	
	Rarely	33.7	
	Never	7.3	
Most staff treat me fairly and with respect			179
	Most of the time	5.0	
	Sometimes	23.5	
	Rarely	55.9	
	Never	15.6	
Have you been involved in a heated argument with staff?			181
	No	38.7	
	Yes	61.3	
Most staff are interested and concerned about my needs			181
	Most of the time	21.1	
	Sometimes	46.7	
	Rarely	25.0	
	Never	7.2	

PERSONAL MATTERS

Question	Response	%	n
The environment here encourages detainees to support each other			178
	Most of the time	22.5	
	Sometimes	33.1	
	Rarely	36.5	
	Never	7.9	
I am able to practice my religion at the AMC			109
	Most of the time	40.4	
	Sometimes	25.7	
	Rarely	19.3	
	Never	14.7	
I am able to speak to a religious leader of my faith if I want to			121
	Most of the time	33.1	
	Sometimes	28.1	
	Rarely	24.8	
	Never	14.0	
My needs as an Indigenous person are being met			42
	Most of the time	26.2	
	Sometimes	31.0	
	Rarely	21.4	
	Never	21.4	
If you have a disability – needs arising from the disability are being met			71
	Most of the time	7.0	
	Sometimes	21.1	
	Rarely	43.7	
	Never	28.2	
If you identify as LGBTIQ – needs are supported			23
	Most of the time	17.4	
	Sometimes	13.0	
	Rarely	21.7	
	Never	47.8	

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DISCRIMINATION

Question	Response	%	n
Feel discriminated against by staff because of status as an Indigenous person			46
	Most of the time	6.5	
	Sometimes	30.4	
	Rarely	21.7	
	Never	41.3	
Feel discriminated against by staff because of race			163
	Most of the time	7.4	
	Sometimes	12.9	
	Rarely	9.2	
	Never	70.6	
Feel discriminated against by staff because of religious beliefs			160
	Most of the time	5.0	
	Sometimes	11.9	
	Rarely	10.6	
	Never	72.5	
Feel discriminated against by staff because of identifying as LGBTIQ			28
	Most of the time	35.7	
	Sometimes	17.9	
	Rarely	17.9	
	Never	28.6	

Question	Response	%	n
Feel discriminated against by staff because of gender			160
	Most of the time	3.1	
	Sometimes	7.5	
	Rarely	8.1	
	Never	81.3	
Feel discriminated against by staff because of disability			72
	Most of the time	8.3	
	Sometimes	30.6	
	Rarely	18.1	
	Never	43.1	
Feel discriminated against by staff because of age			166
	Most of the time	4.2	
	Sometimes	13.9	
	Rarely	10.8	
	Never	71.1	

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HEALTH & MEDICAL

Question	Response	%	n
How easy it is to get general medical services when you need it?			179
	Difficult	81.6	
	Fair	15.6	
	Easy	2.8	
How easy is it to get specialist medical services when you need it?			173
	Difficult	86.1	
	Fair	11.0	
	Easy	2.9	
How easy it is to get dental services when you need it?			167
	Difficult	86.8	
	Fair	10.8	
	Easy	2.4	
How easy it is to get psychological services when you need it?			166
	Difficult	71.7	
	Fair	22.3	
	Easy	6.0	
Able to get over the counter medication to manage unexpected discomfort when needed?			170
	Never	21.2	
	Rarely	29.4	
	Sometimes	29.4	
	Most of the time	20.0	
Do you get the medication you need in a timely way?			167
	Never	24.0	
	Rarely	33.5	
	Sometimes	19.8	
	Most of the time	22.8	

Question	Response	%	n
If you identify as Indigenous, can you access Winnunga for your health needs?			56
	Never	21.4	
	Rarely	19.6	
	Sometimes	26.8	
	Most of the time	32.1	
Do you smoke tobacco?			180
	No	33.9	
	Yes	66.1	
Are you bothered by other detainees smoking?			178
	Never	73.0	
	Sometimes	12.9	
	Always	14.0	
Would you prefer to live in a non-smoking unit if there was one?			178
	No	69.1	
	Yes	30.9	
Would you give up smoking if you had access to free support?			128
	No	43.8	
	Not sure	31.3	
	Yes	25.0	

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DRUGS AND ALCOHOL

Question	Response	%	n
It is easy to get hold of alcohol in the AMC			174
	No	83.9	
	Yes	16.1	
It is easy to get hold of drugs not issued directly to you by a doctor in the AMC (including illicit drugs)			174
	No	46.6	
	Yes	53.4	
It is easy to get needles/syringes in the AMC			173
	No	66.5	
	Yes	33.5	
Drug programs at the AMC help detainees with drug problems			170
	Strongly agree	35.3	
	Agree	31.8	
	Disagree	25.3	
	Strongly disagree	7.6	

ACCOMMODATION ISSUES

Question	Response	%	n
Equipment and services are well maintained in the AMC			174
	Strongly agree	2.3	
	Agree	28.7	
	Disagree	46.6	
	Strongly disagree	22.4	
How much privacy do you have in your accommodation unit?			178
	None at all	25.8	
	A little/some	63.5	
	A great deal	10.7	
How crowded do you think it is in the AMC?			178
	Very crowded	55.1	
	Somewhat/slightly crowded	43.2	
	Not at all crowded	1.7	

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FOOD

Question	Response	%	n
The quality of buy-up food is	Poor	40.9	176
	Fair	38.1	
	Good	21.0	
The variety of buy-up food available is	Poor	55.2	174
	Fair	28.7	
	Good	16.1	
The quality of food served from the kitchen is	Poor	50.0	172
	Fair	37.8	
	Good	12.2	
The variety of food served from the kitchen is	Poor	49.7	165
	Fair	35.8	
	Good	14.5	
The fruit and vegetables provided at the AMC taste fresh	Never/rarely	59.9	177
	Usually	40.1	
The food choices takes account of special needs	Never/rarely	46.2	143
	Usually	53.8	
The amount of food served from the kitchen is	Insufficient	68.2	157
	Sufficient	31.8	

CONDUCT & DISCIPLINE

Question	Response	%	n
There are incentives/rewards for detainees to behave in a positive way	Strongly disagree	39.2	176
	Disagree	40.3	
	Agree	19.3	
	Strongly agree	1.1	
I understand my 'legal entitlements' as a detainee	Strongly disagree	22.3	175
	Disagree	47.4	
	Agree	25.7	
	Strongly agree	4.6	
I understand what counts as 'privileges' at the AMC	Strongly disagree	15.3	176
	Disagree	36.4	
	Agree	41.5	
	Strongly Agree	6.8	
Cuffs are only used by officers on detainees when required	Strongly disagree	7.3	179
	Disagree	20.1	
	Agree	61.5	
	Strongly agree	11.2	
Segregation and separate confinement is used as a last resort at the AMC	Strongly disagree	23.7	177
	Disagree	35.6	
	Agree	35.6	
	Strongly agree	5.1	

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CONDUCT & DISCIPLINE *continued*

Question	Response	%	n
If you have been subject to disciplinary proceedings was the process fair?			90
	No	74.4	
	Yes	25.6	
If you have been subject to disciplinary proceedings was the penalty reasonable?			87
	No	72.4	
	Yes	27.6	
Have you ever put in an internal grievance or complaint at the AMC?			170
	No	51.2	
	Yes	48.8	
If you did put in a grievance or complaint at the AMC, was it dealt with fairly?			83
	No	63.9	
	Partially	28.9	
	Completely	7.2	

PROGRAMS

Question	Response	%	n
I am aware of the range of programs available to me at the AMC			177
	Strongly disagree	13.0	
	Disagree	44.1	
	Agree	39.0	
	Strongly agree	4.0	
I have access to programs that meet my needs as an individual			174
	Strongly disagree	25.3	
	Disagree	50.6	
	Agree	22.4	
	Strongly agree	1.7	
The programs at the AMC help me to address my offending behaviour			151
	Strongly disagree	20.5	
	Disagree	45.0	
	Agree	31.8	
	Strongly agree	2.6	
The programs available at the AMC are helpful in preparing me for my release			170
	Strongly disagree	29.4	
	Disagree	41.2	
	Agree	25.9	
	Strongly agree	3.5	
I feel a sense of achievement by participating in the AMC's programs			169
	Strongly disagree	25.4	
	Disagree	33.1	
	Agree	36.1	
	Strongly agree	5.3	

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EDUCATION

Question	Response	%	n
I am aware of the education options available to me at the AMC	Strongly disagree	8.6	174
	Disagree	33.9	
	Agree	49.4	
	Strongly agree	8.0	
I find the education options available to me at the AMC meet my needs	Strongly disagree	26.9	171
	Disagree	50.3	
	Agree	21.6	
	Strongly agree	1.2	
I feel a sense of achievement by participating in the AMC's work and/or education programs	Strongly disagree	18.2	170
	Disagree	39.4	
	Agree	34.7	
	Strongly agree	7.6	
The library meets my needs for accessing books and magazines	Never	9.0	167
	Rarely	15.6	
	Sometimes	26.3	
	Most of the time	49.1	

DETAINEE FINANCES & BUY-UPS

Question	Response	%	n
When family or friends transfer money into my AMC account, I can access the money within a few days	Most of the time	45.5	165
	Sometimes	30.9	
	Rarely	10.9	
	Never	12.7	
There is a good selection of buy-up items for detainee recreation	Most of the time	12.4	170
	Sometimes	18.8	
	Rarely	38.2	
	Never	30.6	

WORK & ACTIVITIES

Question	Response	%	n
I am able to do paid work here in the jail that I find meaningful	Strongly disagree	24.9	169
	Disagree	26.6	
	Agree	40.8	
	Strongly agree	7.7	
I get enough money from work or unemployment benefits in the jail to meet my needs in the AMC	Never	58.7	172
	Rarely	28.5	
	Usually	8.7	
	Always	4.1	
I am often bored because there are not enough productive things for me to do	Most of the time	63.8	174
	Sometimes	22.4	
	Rarely	6.3	
	Never	7.5	

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MAKING EXTERNAL COMPLAINTS

Question	Response	%	n
Do you know what the Official Visitors do at the AMC?			179
	No	52.0	
	Yes	48.0	
Do you know how to contact an Official Visitor?			179
	No	55.3	
	Yes	44.7	
Do you know what the Ombudsman does in relation to detainees at the AMC?			179
	No	60.3	
	Yes	39.7	
Do you know how to contact the Ombudsman?			177
	No	48.6	
	Yes	51.4	
Do you know what the Human Rights Commission does in relation to detainees at the AMC?			176
	No	60.8	
	Yes	39.2	
Do you know how to contact the Human Rights Commission?			178
	No	49.4	
	Yes	50.6	

CASE WORKERS

Question	Response	%	n
Do you have a Case Worker? (remand detainees excluded)			123
	No	20.3	
	Yes	66.7	
	Don't know	13.0	
Do you know the name of your Case Worker? (remand detainees excluded)			82
	No	13.4	
	Yes	86.6	
How often is your Case Worker available when you need him/her? (remand detainees excluded)			81
	Never	16.0	
	Sometimes	71.6	
	Always	12.3	

PAROLE

Question	Response	%	n
Have you ever had a parole hearing whilst at the AMC?			170
	No	77.1	
	Yes	22.9	
Did you feel fully informed about the parole hearing?			97
	No	52.6	
	A little	42.3	
	Yes	5.2	

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MAINTAINING CONTACT WITH THE OUTSIDE

Question	Response	%	n
How important are visits to maintain relationships with family and friends?			172
	Not important	4.1	
	Somewhat important	5.2	
	Very important	90.7	
How important is mail (postal) to maintain relationships with family and friends?			169
	Not important	12.4	
	Somewhat important	22.5	
	Very important	65.1	
Do you have problems with sending or receiving mail?			147
	No	22.4	
	Rarely	32.7	
	Often	44.9	
How important is email to maintain relationships with family and friends?			171
	Not important	4.1	
	Somewhat important	5.3	
	Very important	90.6	
Do you have problems with sending or receiving emails?			160
	No	13.1	
	Rarely	28.1	
	Often	58.8	
How important are phone calls to maintain relationships with family and friends?			174
	Not important	2.9	
	Somewhat important	8.0	
	Very important	89.1	

Question	Response	%	n
Do you have problems with accessing the telephone?			165
	No	33.9	
	Rarely	35.8	
	Often	30.3	
Do you have problems with being able to pay for all the telephone calls you would like to make?			163
	No	22.1	
	Rarely	13.5	
	Often	64.4	

VISITS BY FAMILY & FRIENDS

Question	Response	%	n
How well is the visits area set up for family visits?			170
	Not at all well	14.1	
	Just OK	57.1	
	Well	28.8	
How well do the staff at the AMC treat your visitors?			169
	Not at all well	24.9	
	Just OK	51.5	
	Well	23.7	
Are you happy with the visits program at the AMC?			163
	No	55.2	
	Yes	44.8	