

DCC
Clarence Correctional Centre
Minutes
Date: 4 February 2026

Attendance: Scott Jacques (GM), Michael Smart (CPSU), Rebecca Reilly (CPSU), Mark Bathgate (delegate), Isabella Cassidy (Delegate), Heather Christie (Delegate), Keri Parbery (Delegate).

Apologies: Luke Binskin (Delegate CPSU, attending training), Kody Richards (Delegate CPSU, RDO)

Agenda No.	Notes/comments	Actions
(1) Action items from previous meeting:	Current number of staff at CCC See previous minutes for background Staffing levels December Current CCO's = 198 Current Seconded Staff= 0 PCT= 25 The trend is that the centre is not losing as many staff. Only 3 last month where the trend was 6. Discussed current strategies to recruit more staff. Staffing levels February Current CCO's = 185 Current Seconded Staff= 0 PCT= 25 (a further 18 in April PTC)	

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(2)	<p>Serco to increase the uniform allowance and ensure staff are provided with durable clothing suitable for their roles (e.g 4 and 4 pants to cover 4-day consecutive roster). That the first-response kit is upgraded so staff either carry a leg or a brace option.</p> <p>Discussion regarding a low bearing vest or leg holster. Also, can staff have their own individual leg holsters as the adjustable leg holders are not suitable as a one size fits all.</p> <p>Update April</p> <p>Serco will now supply a magnum boot- which is a better boot that should last longer. All staff will receive 1 pair every 18 months. If you need a new pair in between yearly allocation you will be given a new pair.</p> <p>Discussion regarding the holster and strap or a load bearing vest.</p> <p>Load bearing vest not an option.</p> <p>Serco to work with textiles to look at how they can tighten the strap so they can fix it onsite.</p> <p>Update June</p> <p>The policy is now out. Staff will have new top of the range Magnum boots arrived on Monday. Non-custodial will be issued the current stick of bates boots.</p> <p>Leg holsters- Textile staff are looking at this. Communication will come out shortly looking requesting size details.</p> <p>Update August</p> <p>Boots are in.</p> <p>Update October</p> <p>Ongoing, update to be provided at next DCC</p> <p>Update December</p> <p>Boots are in and Serco are looking at trousers.</p> <p>A risk assessment is underway for some staff to have load bearing vests.</p> <p>Update February 2026</p> <p>A reminder has been sent to all inmate facing staff reminding them of the policy requirements regarding;</p> <ul style="list-style-type: none"> • Hair to be tied back when on duty. • No dangling earrings to be worn on duty. 	<p>GM to follow this up</p>

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	<ul style="list-style-type: none"> • No other 'grabbable' jewelry to be worn on duty 	
(3)	<p>The roster will change as of 14 May due to feedback of the disconnect between staff on either roster and so there will be no more A & B roster. This will be a trail for 3 months. This should reduce the number of CCO's that needs to do nights and less disruption of sleep patterns.</p> <p>Update June Positive feedback received about new roster. There will be a survey before GM decides next steps.</p> <p>Update August Feedback from GM is that it seems to be working well. Feedback is good. No feedback from members with concerns.</p> <p>Update October A-Line/B-Line transitioned to mixed Mode 1 Area 1 – No complaints Area 2 transition after Christmas break</p> <p>Update for December Area 1, 3 and 5 there is a blended roster- all feedback is that its a better way of working. (members to provide feedback to Delegates). Area 2 about to start this roster. There is a complication due to cohort changes as there is an 11 hour unlock and a 9 hour unlock. Delegate raised concerns about members only having a 2 day break between night shift and day shift and this doesn't allow anytime for adjustment. 3 days off between change would be better for fatigue management. GM- to look at 3 nights break between swap over from night shift to day shift.</p>	GM- to look at 3 nights break between swap over from night shift to day shift

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	<p>Update February</p> <ul style="list-style-type: none"> • Feedback from staff is the ‘blended’ roster is the preferred option. • One aspect of the 2-day to 3-day break has been implemented in one area only. • Potential this may have larger impact upon rostering if implemented in other areas. • Options being explored. • Area 3 roster will require ‘tweaking’, this will occur over next 3 months. • Area 4 roster implemented – no negative feedback. • Concerns raised by delegates regarding staffing levels if some staff are attending to other duties, such as the arrival of an inmate transport, when it is a scheduled medication run, or staff are absent from duty. • Supervisors are ‘working around’ issues as best they can, until an appropriate resolution can be developed 	
(4)	<p>Process for Trade Instructors (TI) for OT work as CCO’s. Under TI’s current contract while they are trained as CCO’s they are not covered under an agreement to do this work. GM is looking to put TIs on a casual contract for any OT work as a CCO.</p> <ul style="list-style-type: none"> • TI’s can pick up extra work via casual contracts – CPSU raised that our members have issue with this as its classed as secondary employment and taxed at a higher rate. • Success profile does not identify TI’s as CCO’s • TI’s are authorized to act as CCO due to inmate facing requirement of their positions but can only be utilised in an emergency. • Area 3 being open without notice constitutes an emergency situation. • Only until March 31st – when PTC will be completed. 	<p>GM is looking to put TI’s on a casual contract for any OT work as a CCO</p> <p>KD to contact Payroll re. possible Super</p>

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	<ul style="list-style-type: none"> • Potential option of 'Salary Sacrifice' type Superannuation contribution being explored- lower Tax rate • Could options be explored via EA discussions – open to discussion 	<p>contribution option.</p>
(5)	<p>Training for new Advisory Group early 2026. GM agreed to allow Delegates to attend this training, and they will be paid OT for the day. Agreed- two delegates only at Annual Conference. Update February- CPSU and Delegates are available for the AGM either 31/3 or 2/3- which date would suit Serco. CPSU to provide the names of the 2 Delegates that are attending.</p> <ul style="list-style-type: none"> • Date for AGM – 31/03 • 3 nominations received for PSA Annual Conference Luke and Kody to attend • PSA will pay for 3rd candidate to attend in their own time 	<p>CPSU to provide dates of AGM and which 2 Delegates to go to annual conference.</p>
(6)	<p>Currently Serco have the Viewpoint Survey out to staff. This is important for our members to advise Serco their views about how the gaol is running and what needs to improve. The CPSU will sit down with the GM early next year to hear the feedback and so encourage all our members to do this survey, so we can compare our feedback. Closes 20/12. Update February Results to be discussed with CPSU as well as a copy of the results.</p> <ul style="list-style-type: none"> • 81% participation • 62 % engagement • Positive response scores of questions had increased in most areas. 	<p>Results to be discussed with CPSU and a copy of the results provided.</p>

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	<ul style="list-style-type: none"> • Action plan to be developed from responses. • Increased comments provided – not always helpful. 	
(7) New	<p>Staffing levels</p> <p>Area 3 is now open and due to short staffing Serco are closing down different areas of the gaol on different days. This causes the inmates to be unsettled with their behaviour placing further pressure on members. Are areas being shut down rather than overtime being paid?</p> <ul style="list-style-type: none"> • O/T is offered across the board. • Abatements are not being enacted in favour of not offering O/T • Staff do not take up the option of O/T and often cancel selected O/T shifts at short notice. • Lock downs have been discussed with the State. • Potential ‘rolling’ planned lockdowns over ad-hoc to create consistency and lower unsettled inmate behaviour. • State directive to open area 3 received on 24 December 2025. • State experiencing higher inmate numbers. • CVCC had 108 vacant beds. 	
(8)	<p>ICT is now 5 weeks? How does this reduced training time impact the quality of the training?</p> <ul style="list-style-type: none"> • Current PTC – 25 • April ITC -18 • Looking at extending PTC Training. • Abatement relief extended by State. • All necessary requirements remain as part of course curriculum. • Discussions currently ongoing regarding ‘catch-up’ of any curriculum aspects not covered during course. 	

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(9)	<p>How is the retention bonus going to be paid?</p> <ul style="list-style-type: none"> • Retention Bonus to be paid in next pay runs after 4 March anniversary date. • Bonus to be paid in pay run following pay increase pay run. • The way the retention bonus will be provided to staff has changed due to fringe benefits tax (FBT) that the employee would have incurred. Tax will be added to bonus payment- once this is deducted Serco will pay as close to the amount as possible and this is depending on your tax bracket. Members are to wait for this payment and if there are any issues after this payment then contact the CPSU. • If any staff member has any issue which meets the Performance issue criteria – no bonus will be paid as per the EA. 	
(10)	<p>CPSU would like to set up a meeting and request for information on Trade Supervisors contracts. CPSU requesting a breakdown on different contracts for those that work 7 days per week, laundry, waste and kitchen compared to those that work Mon to Friday.</p> <ul style="list-style-type: none"> • Information re. contracts to be forwarded. • Clarification – no one receives a paid lunch break – food eaten but staff remain on shift. • Essentially work 11-hour shift, get paid 12 hours. • TI's work 10-hour shift – paid for 9.5 hours. • Extra weeks leave as conditions. • Clarification requested re. disparity in 5-day week and 7-day week 	<p>KD to forward contract information</p>

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	<ul style="list-style-type: none"><li data-bbox="584 165 1776 236">• Mon-Fri – work 8hour shift- paid for 8 hours- lunch included – 1 week leave less.	
(11) General Business		
(12)		
(13)		
(14)		
(15)		