



CRIME AND CORRUPTION COMMISSION

TRANSCRIPT OF INVESTIGATIVE HEARING

10 CONDUCTED AT LEVEL 2, NORTH TOWER, 515 ST PAULS TERRACE,
FORTITUDE VALLEY WITH RESPECT TO

File No: CO-18-0360

TASKFORCE FLAXTON
HEARING NO: 18/0003

20 DAY 10 – FRIDAY 25 MAY 2018
(DURATION: 37 MINS)

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LEGEND

30 PO Presiding Officer – ALAN MACSPORRAN QC
CA Counsel Assisting – GLEN RICE QC
INST Instructing – AMANDA BRIDGEMAN
HRO Hearing Room Orderly – KELLY ANDERSON
W Witness – BRUCE WELK
CM CHRISTOPHER MURDOCH, Crown Law (QCS)
PC Legal Representative – MS P CLOHESSY, Crown Law

PO Good morning. Mr RICE?

CA Good morning, Commissioner. I call Bruce WELK.

PO Mr WELK, do you prefer the oath or the affirmation?

W The oath, please.

10 PO Thank you.

HRO Just take the Bible into your right hand and repeat after me.

W The evidence which I shall give in these proceedings shall be the truth, the whole truth, and nothing but the truth, so help me God.

CA Is your name Bruce Vincent WELK?

W Yes, it is.

20 CA Mr WELK, are you an officer of Queensland Corrective Services engaged in the position of Director of Intelligence and Investigations Branch?

W That is correct.

CA Have you been given a notice to attend the inquiry?

W Yes, I have.

30 CA Can I show you this, please. Is that a copy of the notice you received?

W Yes, it is.

CA I tender that.

PO Exhibit 73.

ADMITTED AND MARKED EXHIBIT 73

40 CA Mr WELK, for how long have you been Director of Intelligence and Investigations?

W For approximately four years.

CA Did you have some position in QCS prior to that?

W Yes. Prior to that, I was the manager of the Corrective Services Intelligence Group.

50 CA Was that different in content to the position that you now occupy, or was there some change of title?

W It was different. In that position, I had responsibility for the Intelligence Group. In my current position, I also have responsibilities in relation to the relationship with the Corrective Services Investigation Unit.

- CA Understood. In an earlier life, you had a long career in Queensland Police Service; is that right?
- W That's correct.
- CA For how long?
- W Approximately 25 years.
- 10 CA Did you have any intelligence-related duties while you were at QPS?
- W For the approximate last 14 years, most of my work was in intelligence or intelligence and investigations training.
- CA Could we start with the QCS Intelligence Group. What is it and what's its function?
- 20 W Yes. The Corrective Services Intelligence Group, which is often referred to as QCSIG, is the central intelligence capability of Queensland Corrective Services. Its responsibilities relate to both supporting the capability and capacity, development of Queensland Corrective Services, and the coordination of intelligence resources throughout the agency.
- There is also a number of specific functions, central functions, that the intelligence group does to assist with delivery of scheduled intelligence products and also ad hoc intelligence products. Part of that work involves a considerable amount of support through development and delivery of intelligence-related training.
- 30 CA What's the importance of an intelligence function to the management of correctional centres?
- W In relation to the function at a correctional centre, it assists with informed decision-making and the management of risk.
- CA What kind of management risk?
- W Operational risks in relation to the safety and security of that centre.
- 40 CA Are you able to give some instances of what kinds of risks that function is directed towards?
- W Generically, some of the areas they may focus on would be managing risks associated with the introduction of contraband to centres, the risks associated with violence amongst prisoners within the centre, risks of escape, planning, managing those sorts of issues.
- CA You mentioned that QCSIG supports the capability, or seeks to support the capability of QCS. In what way?
- 50 W In several ways. One of the responsibilities of the Central Intelligence Group is to provide oversight of intelligence reporting within the agency. As locations will report up, through IOMS, intelligence-related information, QCSIG will monitor and review that for consideration as to the further analysis or evaluation QCSIG can provide or further actions that QCSIG may assist with in relation to that reporting.

- CA You referred earlier to the content of your current title as having some involvement in a relationship with Queensland Police through CSIU. Are you able to explain how that works?
- W Yes. I assist in managing the relationship with the Corrective Services Investigation Unit. The Corrective Services Investigation Unit assists with investigation of criminal matters within correctional centres.
- 10 With that, I provide operational advice and assistance to the operations of the CSIU. I act as a contact point between the agency and the CSIU and the police in terms of the support, the funding support that we provide, and other logistical support that we provide for the operations of the CSIU.
- CA Is there a funding arrangement between QCS and the performance of the CSIU function?
- 20 W There is an agreement in terms of the support the police provide through the CSIU and the funding and other resource allocations we provide to the CSIU, to assist them in that function, yes.
- CA To be specific, does QCS financially support the CSIU function?
- W Yes.
- CA Is QCSIG co-located with officers from CSIU?
- 30 W Yes.
- CA Is there an intelligence-sharing arrangement?
- W Yes. In relation to the work of QCSIG with the CSIU, we will refer relevant intelligence reports directly to the CSIU. The co-location of the CSIU and the Intelligence Group also allows for co-location of staff, who may be assisting investigators with specific tasks. Also, there is the opportunity for regular briefings and meetings with the CSIU to provide advice on common areas of interest.
- 40 CA Do you exercise authority over the function of CSIU or any of its officers?
- W No. I don't direct their day-to-day activities or influence them.
- CA They report to their own officers in line at QPS?
- W Yes.
- CA To what extent, then, do you need to work collaboratively with officers of CSIU?
- 50 W The work of the Intelligence Group may identify a trend or a pattern, or a specific area of concern, so we're able to provide advice to the CSIU on that. We're also able to talk to operational, logistic challenges that may need to be considered in the work done by the CSIU, so I can assist in facilitating that.

- CA Do you need to keep a view about the maintenance and development of QCS's intelligence capability?
- W Yes.
- CA How do you apply yourself to that purpose?
- W In terms of assessing the overall capability of the agency, we undertake various reporting, looking at levels of reporting, and also quality of reporting, and other activities by intelligence staff throughout the agency.
- 10 CA Does IOMS play a part in the intelligence function?
- W Yes, it does.
- CA Without giving away any secrets, are you able to tell us in what way it's used?
- W Yes. IOMS is fundamental to the collection of relevant intelligence information by the agency and the on-reporting of that intelligence. It also forms part of how that intelligence is shared or disseminated.
- 20 CA What's the importance of security of intelligence information holdings?
- W It's fundamental to having an effective intelligence system.
- CA Could you explain why?
- W The amount of information that is often gathered in the intelligence process is sensitive in relation to the source of the information or the operational context of the information.
- 30 CA We have heard a lot about IOMS in the course of this inquiry and the use that correctional officers make of it. Is there some means by which intelligence holdings are kept secure?
- W Yes. When I speak to the intelligence functionality of IOMS, there is a component which allows for reporting by all staff. But in terms of reviewing information contained within the intelligence component of IOMS, it's highly restricted user access. There's various levels of user access.
- 40 My office undertakes regular auditing of who has access to ensure that current persons with intel access are appropriate.
- CA You mentioned that all staff have a reporting capability?
- W Yes.
- 50 CA Does that mean that all staff have the capacity to input data that amounts to intelligence?
- W Yes.
- CA And they do so?

- W We do receive - there is a large number of what we refer to as information note reporting by QCS staff.
- CA Is that the mechanism by which a piece of intelligence might be recorded by means of an information note?
- W Yes, it is. It provides a secure mechanism for staff to provide information of potential intelligence value and also provides accountability of the reporting of that information by the staff member.
- 10 CA Do you have a function, then, of evaluating that store of information?
- W The evaluation of that information - the responsibility there falls upon the local intelligence officer at that location. QCSIG's role is more of an oversight in terms of ensuring that appropriate action has been undertaken in terms of the actions by the centres.
- CA Just to conclude on IOMS, do we take it that staff may report intelligence, but may not then view it?
- 20 W Yes.
- CA The viewing function is restricted?
- W Yes, it is.
- CA You mentioned the existence of intelligence officers within correctional facilities. Could you explain in what way intelligence staff are deployed within the centres?
- 30 W Yes. It varies from location to location, but at most locations there is a central intelligence office the intelligence staff will work out of, and, at that location, they will provide intelligence support, advice and generally report through to the general manager.
- CA Those intelligence officers, are they employees of QCS?
- W At the public centres, yes.
- 40 CA Do they fall within your line of responsibility?
- W Not directly, no.
- CA To whom do they report?
- W They report either directly to, or through to their general manager.
- CA How do you keep an oversight of the intelligence that may be gathered through the medium of those officers?
- 50 W Yes, one of the functions by QCSIG is is to review all intelligence reports submitted on a daily basis, so that way we can identify what intelligence has been reported across the state by centre-based intelligence staff.
- There is also a fair degree of interaction with centre-based intelligence officers by QCSIG staff. They may be providing advice or feedback on

intelligence reporting that they've reviewed.

CA Just to understand a little about the process, you have mentioned, I think, that the primary input is by way of information note?

W Information notes provide the opportunity for all staff to provide information. There is also a variety of other sources of information which may be put into the system through information notes or directly through an intelligence report, which are completed by intelligence officers.

10

CA There may be a range of sources, no doubt. The information that derives from those various sources, does IOMS become the central repository of the information?

W Yes, it does.

CA And the intelligence officers deployed within centres, they presumably have access to that?

20

W Yes, they do.

CA Do they exercise some filtering function for your assistance?

W Only in terms of what information they will progress to an intelligence report. Not all information notes require progression to an intelligence report. The responsibility for them is to evaluate and apply judgment in terms of what needs to be incorporated into an intelligence report.

30

CA Are they the officers, then, who would review information notes so as to exercise a discretion that you mentioned to perhaps produce an intelligence report?

W Yes.

CA To whom do those officers officially report?

W Those are the intelligence officers at the correctional centre, and they will report either directly to their general manager or through some other reporting mechanism to the general manager.

40

CA In practice, does that create any difficulty in achieving the necessary degree of collaboration and information exchange?

W No.

CA The particular kind of model where officers deployed within centres report not to you, but, rather, to the general managers, has that been compared with the way intelligence functions operate in other jurisdictions?

50

W Yes.

CA And what have you found from that comparison?

W It varies from jurisdiction to jurisdiction. In some locations, intelligence staff report through to the central intelligence unit. In other jurisdictions,

it's a similar arrangement to what Queensland has.

CA Do you know what was the historical reason behind the adoption of this particular model in QCS?

W I'm not specifically aware. On reflection, I can look to, I suppose, the development of the function, how it's just evolved over time. It was initially implemented under the current model, and that model was just continued over time.

10

CA Has its effectiveness been considered at a high management level?

W Yes.

CA And it has been maintained upon due consideration, it seems?

W It has, yes.

CA What are the perceived advantages of that particular model?

20

W Under the current model, it allows for setting the priorities and working with local management in terms of the functions of the intelligence staff at those locations.

CA Are there disadvantages?

W There are challenges at times in terms of coordinating support for the development and succession plan of intelligence staff throughout the state, and also in regards to looking at providing feedback to the operations of intelligence staff across the state.

30

CA Your title refers not only to intelligence but to investigations.

W Yes.

CA What's the content of that?

W Primarily that's in relation to managing the relationship with the CSIU.

40

CA They have an investigation function in relation to matters that may constitute crime within centres; is that right?

W Yes.

CA Do you then participate in any investigations that they might undertake, or do your officers, I mean?

W We will provide intelligence support for investigations by the CSIU and advice.

50

CA Is it an investigative function? That is to say, do your officers investigate in conjunction with CSIU?

W No, our role is intelligence focused.

CA So far as the investigation content of your function, is it advisory, or more

- than that?
- W It's advisory.
- CA In relation to intelligence that might assist?
- W That is correct.
- 10 CA You mentioned earlier part of the function of building capability involves preparation and distribution of intelligence products. Are you able to give us some idea of what kind of reporting is done for the benefit of management?
- W Yes. We look to provide advice on various trends, trend reporting. There are also specific areas of interest to management that we report on on a regular basis.
- CA Can you give us an example?
- 20 W Trends in relation to drugs or violence.
- CA Drugs within centres, presumably?
- W Yes.
- CA Is there a statistical component of that?
- W Yes.
- 30 CA How do you collate and analyse the information?
- W We utilise a database to extract and manipulate data from IOMS to help us in developing statistics.
- CA The kinds of reports that you prepare, are they furnished to the QCS management?
- W Yes.
- 40 CA To whom do you directly report?
- W I report to the Executive Director of Specialist Operations.
- CA So would that be the person to whom reports would be given?
- W Yes.
- CA Are they disseminated more widely, for example, to general managers and beyond?
- 50 W Depending on the report. Our scheduled reports all have a predetermined dissemination list, and, depending on the report, it will go to a variety of clients.
- CA We haven't spoken about the private providers. Does each of the two private prisons have an intelligence function?

- W Yes.
- CA Is there a working relationship between QCSIG and officers of those two providers?
- W Yes, there is.
- 10 CA Do they have access to the same intelligence holdings that you do, through IOMS, I mean?
- W They have access, yes. They have intelligence officer access to IOMS intelligence functionality at their level.
- CA Is there an information note entry system that applies in those centres, in the same way as you've described?
- W Yes, there is the same process and system.
- 20 CA I appreciate there may be a range of sources, but in terms of the process of acquisition and storage of information, does the function operate any differently in private centres?
- W No.
- CA Have you experienced any difficulty in the necessary degree of liaison to ensure that you have appropriate access to intelligence and intelligence reporting from the private centres?
- 30 W No. There's a very good relationship with the intelligence staff at the private centres.
- CA Does QCSIG have any function in relation to management of information concerning different forms of staff misconduct, involvement in contraband, or inappropriate relationships, that kind of thing, misuse of IOMS?
- W Any information in relation to those issues as reported through the intelligence reporting component of IOMS, we review and disseminate accordingly.
- 40 CA When you say "disseminate accordingly", if you hypothetically received information about the existence of an inappropriate relationship, how might that be advanced?
- W We would refer that to both the Ethical Standards Unit and also the Corrective Services Investigation Unit. There is also a process for visibility across senior executives of the agency.
- 50 CA Can you tell us what that is, it's a little bit cryptic.
- W When we sort of flag the relevant information with the Ethical Standards Unit and the Corrective Services Investigation Unit, we will also flag the reporting with the Deputy Commissioner and the relevant senior executive within Statewide Operations, my executive director and also the general manager or regional manager, who may or may not be aware of

the report at the time.

CA In terms of capability building, which you spoke about earlier in your evidence, is there a training function by QCSIG?

W Yes.

CA What is that function?

10 W We provide a variety of intelligence training across the agency. It ranges from short information sessions that may go for an hour or two, to a full-day intelligence awareness course. The highest standard of training we deliver in conjunction with the Queensland Corrective Services Academy is a Diploma of Correctional Administration, majoring in intelligence.

CA Just on that latter point, do intelligence officers need to acquire some particular qualification to function as such?

20 W It's not a mandatory requirement under their employment, no.

CA How do you train up intelligence officers?

W Yes. When an intelligence officer starts with the agency, if they're recruited in, we will target them for completion of our one-day awareness course as part of their induction process. We then also make available and target those new intelligence officers with the additional training we do. As they progress, the flavour of intelligence is where we'd sort of steer them towards.

30 Some of the staff we recruit in bring with them existing qualifications, but we always try to supplement that with our own training so they have an appreciation of the context of correctional intelligence. Throughout the agency, there are relief staff also brought in to work in intelligence offices, so with those staff, we also target them to ensure that they receive the appropriate training.

CA What's the take-up, then, of the diploma that you mentioned that's offered within the academy?

40 W Fairly strong. It has been running since 2014. We only run generally one course a year.

CA Who would typically participate in that?

W It would be intelligence officers working in intelligence within QCS, and we have some nominees from external agencies, from other jurisdictions.

CA What's the purpose of it?

50 W The diploma looks at intelligence practice specific to the corrections environment. Some of the competencies that we are approved to use in the diploma were drawn from the public safety package which informs police intelligence training. So there is a degree of similarity. But at the same time, a lot of work was put in to make sure that the corrections intel diploma was very much focused on the work of intelligence within the

corrections environment, both within the custodial and also within the community corrections area. It also addressed some very specific functions of staff working in corrections intel, which may not be necessarily a specific function of police intel.

- CA You've already touched on training that's delivered. Is it delivered by officers of QCSIG?
- 10 W Yes.
- CA What is the objective of the different forms of training that are offered to correctional officers?
- W Depending on the course, it may be to inform them of a specific issue, such as gangs or organised crime. Virtually all our training also will provide advice to staff about how they can report on information that may be of intelligence value, so it really is to explain to staff how they can contribute to the intelligence process, some understanding of what intel does with that information they can provide but also how they can benefit from that.
- 20 CA Is intelligence awareness any of the core competencies that are to be completed or to be refreshed mandatorily?
- W No.
- CA How, then, is the training that you offer delivered? Is it face to face or by some other module?
- 30 W Face to face. I should add, with that, there are some off-course components that will go with the face-to-face training.
- CA Do your training officers, then, visit regions?
- W Yes, yes, dedicated intelligence training staff from my office but also other staff from my office.
- CA Is there an intelligence training component to the pre-service training?
- 40 W We have an information session that we provide to entry-level training.
- CA Can you give some idea of the content and duration of that?
- W I believe it goes for an hour, maybe two hours, and it focuses on providing oversight of how intelligence operates within Queensland Corrective Services, including flagging with them how information can be inputted through information notes.
- 50 CA Do you know whether that's the extent of education in the intelligence function?
- W With the entry-level training?
- CA Yes.
- W I'm not fully conversant with other parts of their training, I'm sorry.

- CA That's the only dedicated information session that you're aware of?
- W Yes, that's the only one that we contribute to. I should also add, depending on current issues, we may also provide additional training from time to time and brief on whether it be gangs or some other activity that has come to light. So that's the focus of our training, but there is ad hoc training that's done from time to time as well.
- 10 CA Are you able to say, then, with what frequency, say, intelligence awareness training is made available in each centre?
- W Not within each centre, I couldn't break that down. I can say that we target to deliver at least one awareness course per month, sometimes two.
- CA Is that monthly effort distributed across centres?
- W Yes, it is. It's coordinated where we will deliver the actual training.
- 20 CA Do you determine where training will be offered, or is that influenced by requests that you might get?
- W Probably both. We'll get requests for training and we'll also review where training has or has not recently been delivered and needs for proactively delivering training.
- CA What do you find is the take-up rate of the training that you offer? Are your sessions full, for example?
- 30 W Yes, generally our intel awareness course is oversubscribed.
- CA What numbers would typically attend an awareness session? Is there a cap?
- W There is. It depends on where we're delivering the training. Generally, we would target no more than 14 to 16 just in terms of training delivery.
- CA Fourteen to sixteen per session?
- 40 W Yes, that would be the maximum we could accommodate in terms of how the training is actually delivered.
- CA At a large centre with a large proportion of correctional officers, would there be repeat sessions to meet demand, can you tell us?
- W At times we may go and do back-to-back one-day training sessions. I should add, there's also training material that we assist with that is available for local delivery, which would be a one-hour or two-hour specific, focused training session, which may be on the use of information notes, as opposed to a full one-day awareness course.
- 50 CA So your intelligence awareness is a full day?
- W Yes.
- CA But there are shorter topic-specific products?

- W Yes, there are, yes.
- CA Is that likewise a face-to-face session?
- W It is. With that training, although we will assist with it, there is the opportunity for local intel staff and trainers to also deliver that training.
- 10 CA Is there some reason the face-to-face model is preferred?
- W Yes. A couple of reasons, from my perspective. One, it enables the trainers to assess that the participants are in fact learning an appreciation of the training that's being delivered.
- The other thing that it provides, and it's vital in terms of our role, is when we provide that training, we receive feedback from staff in terms of maybe an emerging contemporary issue, what challenges they perceive in doing their work and how intel may assist or, I suppose, respond to that. So it assists very much in the currency of our training.
- 20 CA Mutual benefit, perhaps, in a face-to-face interchange?
- W Definitely, yes.
- CA Nonetheless, has consideration been given to perhaps widening that to some form of video or other presentation?
- W Yes, it has. We're looking at a couple of specific areas where the potential to deliver computer-based training would be considered.
- 30 CA For the purpose of delivery of this training that you've described, within QCSIG are there dedicated trainers or are they just drawn from the general cohort of intelligence officers on some roster basis?
- W We have an intelligence training portfolio, and intelligence advisers will rotate through the portfolio. In terms of when they rotate through, we have a system whereby there's an overlap, so that the previous holder of the portfolio will induct the person into the training. What we also look at in the persons who we put into that training portfolio is their experience and qualifications in terms of suitability to manage that training portfolio. Because of the amount of training, the more senior staff at QCSIG will also assist in the delivery of training, so not all the training is done by the dedicated intelligence training portfolio holder.
- 40 CA Just to go back to a matter we were discussing earlier, the outposting of intelligence officers to centres, you informed us of the mechanism by which, through intelligence reports, you can become aware of relevant information and analysis of it from centres. Is there information that goes back the other way? I think you may have referred, in your evidence, to providing feedback to centre intelligence staff.
- 50 W Yes, yes.
- CA Could you explain what you were referring to there?
- W Twofold. Sometimes we will add additional information to an

intelligence report that is relevant to the centre, so we'll flag that with them. We'll also undertake the actions that from time to time we can facilitate from our location, so again we'll flag that with them. If we think there is an opportunity for the centre to add more information or maybe clarify issues in the reporting, we'll flag that with them as well.

CA That's the evidence, Commissioner. Thank you.

10 PO Yes, Mr RICE. Mr MURDOCH, any questions?

CM No questions.

PO Thank you. Thanks, Mr WELK, you're excused.

CA I was going to ask for a short adjournment to make some preparations for the next witness, Commissioner.

PO Yes. Just let me know when you're ready.

20 CA Thank you.

SHORT ADJOURNMENT

END OF SESSION

30