

Bringing service to life



Putting people first at Acacia Prison, Western Australia

Elaine Toovey
Resettlement Manager



Serco – Who are we

We are one of the world's largest diversified outsourcing companies



- || Aviation
- || BPO
- || Consulting
- || Defence
- || Education
- || Health
- || Home Affairs
- || Integrated Services
- || Local Government
- || Nuclear
- || Science
- || Travel

About Serco

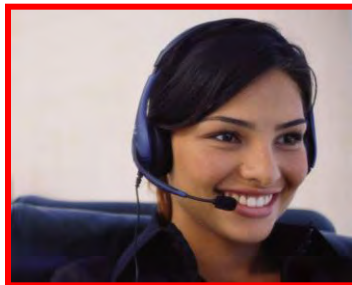
- In the top 100 British companies listed on the London stock exchange
- Voted Britain's 'Most Admired Support Services Company' for the fifth year running by Management Today
- Turnover of more than £3.7bn
- Over 70,000 employees across 35 countries with over 75 years of experience
- 600+ contracts with over £16.3bn confirmed orders
- We improve services by managing people, processes, technology and assets more effectively



Serco – What do we do



Aviation



BPO



Consulting



Education



Defence



Healthcare



Home Affairs



Local Government



Nuclear



Science



Telecom



Transport

Our Markets - Asia Pacific

☑ Justice and Immigration

- Acacia
- Borrallon
- DIAC

☑ Transport

- GSR – Ghan and Indian Pacific Railways

☑ Hong Kong

- Tunnel Operations

☑ Defence Science and Technology

- Defence Maritime Services
- Garrison Support Services
- Blue Scope Steal
- Melbourne Parks and Gardens
- Trans Perth
- Medical and Dental services
- Hiser
- Traffic Camera Services

☑ Health Services (Emerging)



Acacia Prison an Overview



- ✓ Acacia is a medium security, 900 bed facility holding 900 prisoners.
- ✓ Acacia is wholly owned by the State and is managed by Serco under contract to the Department of Corrective Services;
- ✓ Serco have signed a contract to manage Acacia for 15 years with a review every 5 years

Overview (cont)

- ✓ The prison has a large diverse population with multiple needs
- ✓ 35% of Acacia's population are Indigenous Australians
- ✓ Acacia holds male prisoners from age 18 years and upwards
- ✓ Sentences range from 6 months to life
- ✓ Acacia received 1383 prisoners over the past 12 months

Our Vision



To be a **leader** in **Correctional** Services management and **proudly protect** the WA public by:

- ☑ **Providing a safe, secure and culturally appropriate pro social environment for staff and prisoners**
- ☑ **Reducing crime by increasing opportunities for prisoners to address their offending behavior and develop their potential**
- ☑ **Delivering best practice resettlement services to assist prisoners to reintegrate into the community and become a responsible citizen**

Operational Philosophy

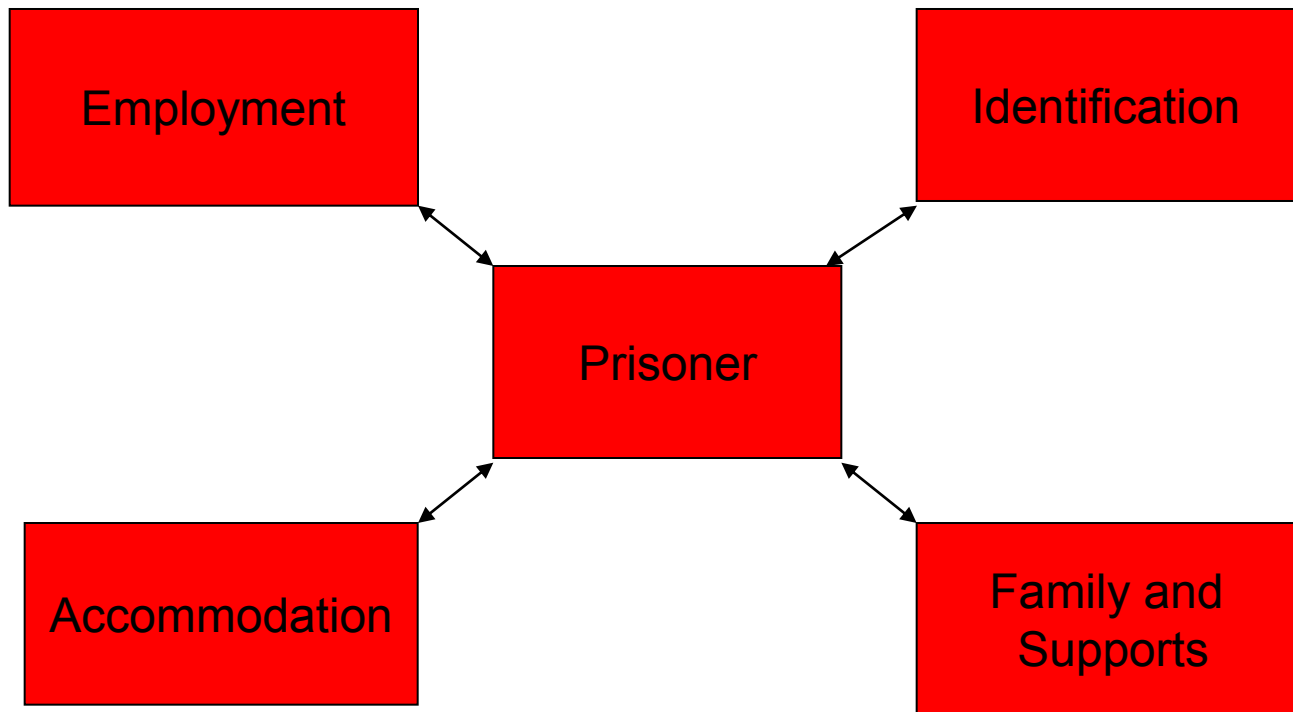
A Restorative Framework

- Serco recognizes that Prisons can be more effective as places of rehabilitation if they are run within a restorative framework which actively encourages 'prisoners to take responsibility for the consequences of their behavior by providing greater opportunities to address the harm they have caused'.*
- The underpinning philosophy is the 'responsible prisoner model'. The corner stones of Serco's proven Prison management foundations are – custody and containment, care and wellbeing, rehabilitation and reintegration and reparation.*
- Importantly prisoners are treated with respect and dignity by well trained caring staff that model and encourage pro-social behaviours.*

Our Internal Services

- ✓ An open Campus style environment
- ✓ Integrated Core Day Regime
- ✓ Case and Sentence Management
- ✓ Responsible prisoner approach
- ✓ Health Care
- ✓ Programs
- ✓ Education
- ✓ Industries
- ✓ Vocational Training
- ✓ Indigenous Services
- ✓ Resettlement
- ✓ Chaplaincy
- ✓ Recreation

Resettlement Focus



Education and Vocational Training

- ✓ English as a Second Language
- ✓ Certificate in General Education for Adults
- ✓ Introduction to Certificate III in English, Maths, and Art
- ✓ Certificate I and II in Information Technology
- ✓ Occupational Health and Safety
- ✓ Certificates I and II in Business Studies
- ✓ Certificate I in Music
- ✓ First Aid
- ✓ Indigenous Adult Basic Education
- ✓ Introduction to Indigenous Art
- ✓ Traineeships in Asset Maintenance, Furniture Making,
- ✓ Hospitality/Kitchen Operations, Engineering Production and Horticulture
- ✓ Short courses in Blue Card, MARCSTA, forklift operations and welding
- ✓ Bricklaying and Tiling
- ✓ Leatherwork
- ✓ Warehousing

Work

- ✓ Metal work
- ✓ Carpentry
- ✓ Foundry and fettling
- ✓ Building and Construction
- ✓ Horticulture/Permaculture
- ✓ Small Motors
- ✓ Laundry, Sewing and Upholstery
- ✓ Cleaning
- ✓ Recreation
- ✓ Peer Support and Peer Tutoring
- ✓ Catering

Programs

IMP

- ✓ Preventing and managing relapse
- ✓ Think First
- ✓ Building Better Relationships
- ✓ Managing anger and substance abuse
- ✓ Violent offender Treatment program
- ✓ Sex Offender Treatment Program
- ✓ Moving on from Dependency

Voluntary

- ✓ Road to Recovery
- ✓ Positive Lifestyles Program
- ✓ Positive Communications in Relationships.
- ✓ Alternatives to Violence Project.
- ✓ Sexual health Program
- ✓ Hip-Hop Program
- ✓ New Pin / Positive Parenting Program
- ✓ Children in focus
- ✓ Drumbeat
- ✓ DATS
- ✓ NA and AA
- ✓ New Initiatives

Program Delivery

- ✓ **In a recent article in the West Australian News Paper it was reported that the number of prisoners in WA who undertook IMP programs was 565 prisoners in the last financial year.**
- ✓ **During the same period 290 of those prisoners were at Acacia:**
 - ✓ **Additionally, we put another 214 prisoners through voluntary programs.**

Resettlement Services

There has been over 16500 resettlement contacts in the last 12 months

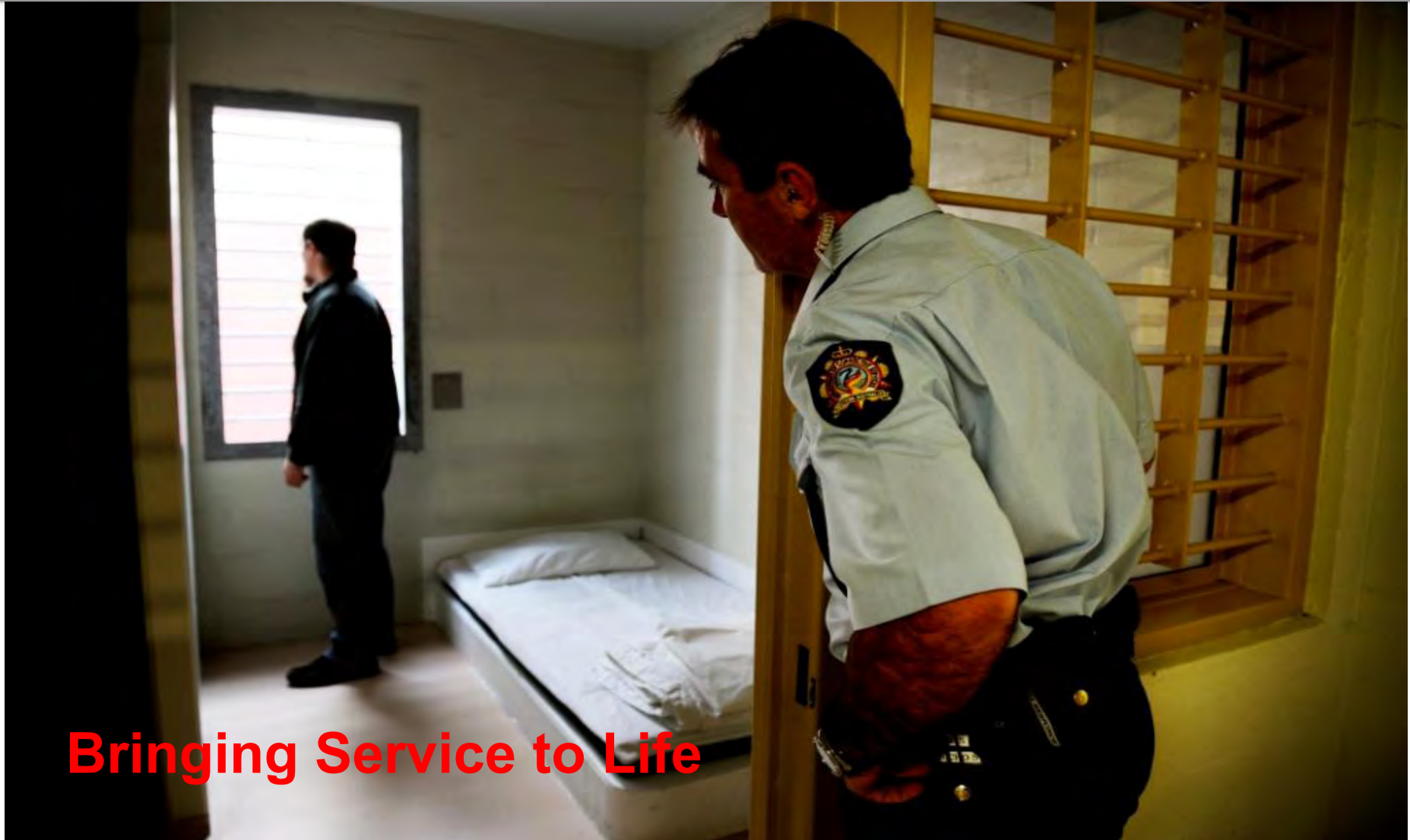
- ✓ Induction programme
- ✓ License enquiries
- ✓ Medicare cards
- ✓ Birth certificates
- ✓ DIAC information and enquiries
- ✓ 18 plus cards
- ✓ Fines Enforcement
- ✓ Legal appointments
- ✓ Centrelink (pre-release services) and Centrelink enquiries
- ✓ PLP Programme
- ✓ AVP programme
- ✓ Children in focus workshops
- ✓ Group Drug and Alcohol programme.
- ✓ Child Support Agency

Resettlement Partner Agencies

- ✓ Outcare
- ✓ Centacare
- ✓ Centrelink
- ✓ Salvation Army
- ✓ Child Support Agency
- ✓ Relationships Australia
- ✓ Family Relationships
- ✓ Department of Housing
- ✓ Department of Transport
- ✓ Holyoake
- ✓ Cyrenian house.
- ✓ Interpreter Services
- ✓ Max Employment
- ✓ Employment plus
- ✓ Medicare
- ✓ Community legal Services
- ✓ Fines Enforcement
- ✓ TASS
- ✓ JP's
- ✓ Uniting Care West
- ✓ Community Youth Training services.
- ✓ AVP
- ✓ Community Corrections

Linking with the outside world

- ✓ Prisoners are actively encouraged to maintain contact with family through Family Oval Visits and other scheduled visiting arrangements at the centre.
- ✓ Linking with external agencies for services for reintegration i.e. License, Identification, Medicare cards and financial support.
- ✓ A holistic approach to employment with focus on community needs and requirements.
- ✓ Links with additional external agencies that provide assistance with substance issues, health needs, accommodation requirements etc.
- ✓ Making sure prisoners have the supports that they need to assist them break the recidivism cycle.



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Thank You

Questions



elaine.toovey@serco-ap.com.au