

Appendix 1

AGENCY RESPONSES TO THE RECOMMENDATIONS

Recommendation	Acceptance Level/Response
<p>1. Wandoo management should implement measures to further engage and attract Aboriginal young men.</p>	<p>DCS No response required Serco: Agreed (Low) Wandoo accepts most of the suggestions and will put these in place over the next six months where appropriate. Furthermore, we will seek to ensure that Wandoo continues to address the needs of Indigenous prisoners by exploring the possibility of a culturally inclusive unit of residence, providing exclusively for Indigenous residents and those wanting to identify with Indigenous culture, that seeks to integrate traditional values, indigenous specific education, training and employment programmes and culturally responsive support systems into the reintegration process aligned with the ethos of Serco’s values and beliefs at Wandoo.</p>
<p>2. Wandoo should continue to develop its Pathways approach to education, training and work with attention to those needing more basic literacy and numeracy, better continuity along Pathways, higher completion levels, increased information and communications technology content, improved access to external course resources and better use of the Prisoner Employment Program.</p>	<p>DCS No response required Serco: Agreed (Medium) Wandoo will strengthen and continue to develop its offender centric Pathways approach. <u>Pathways Approach:</u> The following will be progressed to strengthen Wandoo’s pathway approach:</p> <ul style="list-style-type: none"> • Expand the Resident Employment and Remuneration Committee (RERC) so that it operates in a multi-disciplinary approach. • Engage the Aboriginal/Family Liaison Officer in the multi-disciplinary approach with the intent of strengthening our engagement with Indigenous residents to ensure greater Indigenous consultation and input from residents. This will include a grievance procedure. • Ensure each Pathway has a ‘champion ‘in the Education team and that the Pathways are reviewed quarterly for relevance and content.

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	<p data-bbox="737 499 1174 530"><u>Education, Training and Employment</u></p> <p data-bbox="737 533 1276 602">The following will be progressed to strengthen Wandoo’s education and training process:</p> <ul data-bbox="737 613 1353 1500" style="list-style-type: none"> <li data-bbox="737 613 1353 757">• Front end assessments will be improved to identify outstanding literacy and numeracy needs of prisoners which may have changed since their initial assessment. <li data-bbox="737 768 1353 947">• Those identified as needing intensive literacy and numeracy support will be given support through specific programmes aligned to the Pathways and set as a target in their Individual Learning Plans (e.g. Soundways and Toe by Toe). <li data-bbox="737 958 1353 1102">• Wandoo will seek to ensure that participation and completion levels in education and training programmes will be increased through its offender and learner centric approach. <li data-bbox="737 1113 1353 1292">• Each resident will continue to be case managed using their Individual Learning Plans to ensure better continuity along the reintegration pathway and a seamless transition from education and training to employment. <li data-bbox="737 1303 1353 1413">• Raise our concerns with DCS about the bureaucracy of PEP that sees approximately 80% of applications being denied. <li data-bbox="737 1424 1353 1500">• Ensure that all Residents applicable to PEP are encouraged to apply. <p data-bbox="737 1518 1129 1550"><u>Information and Communication:</u></p> <p data-bbox="737 1552 1340 1621">The following will be progressed to strengthen Wandoo’s information and communication capability:</p> <ul data-bbox="737 1641 1353 1975" style="list-style-type: none"> <li data-bbox="737 1641 1353 1785">• Engaging a CMS Administrator to support the CMS Scheduling process, to ensure that residents have increased transparency and awareness of schedule availability and information on the CMS Kiosk. <li data-bbox="737 1796 1353 1975">• Wandoo will develop an ITC strategy that will see the safe and secure adoption of technology as intrinsic to the offender centric approach. This pathway will also ensure that residents have improved access to external courses.

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<p>3. DCS should further amend the Prisoner Employment Program to accelerate approval processes to facilitate timely participation in longer term education and training programs by prisoners approved for unsupervised section 95.</p>	<p>DCS Supported – Existing Departmental Initiative The Department is currently reviewing the Prisoner Employment Program and will take into consideration the issues raised in this report.</p> <p>Serco: Agreed (Medium) As part of the offender centric approach Wandoo will identify residents who have longer sentence durations. Wandoo will seek to support and negotiate with DCS to allow access to longer term external education and training programmes that are meaningful and coincide with the resident's reintegration back into the community.</p>
<p>4. DCS and Serco should develop an additional education, training and work facility within Wandoo.</p>	<p>DCS Supported In Principle The Department recognises that as the population increases at Wandoo, additional education, training and work opportunities, either inside or outside the facility will be required. The Department will work with Wandoo to ensure these are in place, within fiscal constraints.</p> <p>Serco: Agreed (Low) Wandoo will seek to work with DCS to develop a strategy to expand and increase the education, training and work facilities within Wandoo.</p>
<p>5. The Benefits Register and Realisation Plan for the Wandoo Reintegration Facility should be revised to include:</p> <p>(a) Valid recidivism measures that compare Wandoo results with results from comparable prisoner cohorts.</p> <p>(b) Both the benefit and costs of the facility. Financial and non-financial costs should be explicitly considered. Factors could include the impact of the facility on the rest of the people in the Department's custody, including women and juveniles, and projected savings from any reduced recidivism.</p>	<p>DCS Supported The Department's Benefits Register and Realisation Plan will be robust and include a meaningful recidivism measure for Wandoo.</p> <p>Serco: N/A DCS directed recommendation, Serco will support and work in partnership.</p>

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<p>6. Wandoo management review its staffing, scheduling and vehicle resources to ensure that external activities and other section 95 placements are maximised.</p>	<p>DCS No response required Serco: Agreed (High) This is fully accepted and is part of the current strategy aligned to Wandoo’s proposal for a GPS trial. Wandoo has implemented a weekly scheduler’s meeting to capture the vehicle and staffing resources required a week ahead in addition to the existing electronic scheduling by individual departments. A full time Coordinator has been recruited to manage the movement coordination and scheduling.</p>
<p>7. Any extension of the upper age limit for Wandoo should be administered gradually and only as far as needed to utilise capacity at Wandoo, selecting only those motivated to make positive life-changes.</p>	<p>DCS Supported In Part The extension of the upper age limit for Wandoo is in progress. The additional criteria of being male and minimum-security will remain. Refining the selection process may only occur should a wait list arise. Serco: Agreed (Medium) Wandoo will work with DCS to ensure the age increase is administered gradually.</p>