



Government of **Western Australia**
Department of **Corrective Services**

Response to the review Transitional Services in Western Australian facilities Department of Corrective Services

February 2016

To protect, to rehabilitate and to serve

The Department of Corrective Services welcomes the review of transitional services provided in Western Australian custodial facilities.

The Department has reviewed the report and noted a level of acceptance against each recommendation.

Recommendations will be considered against departmental priorities that are focused on security, safety and rehabilitation.

Progress against recommendations will be monitored indirectly via the Strategic Plan report card.

Appendix A contains a number of notes for your attention.

Responses to Recommendations

OICS Recommendation 1:

Ensure that the level of resourcing for transitional services is commensurate with demand and prisoner risk.

Department of Corrective Services Response:

The Department is developing and implementing an Individualised Offender Management Framework to improve and streamline its service delivery. The IOM implementation project will align assessment and classification processes to better determine and allocate offender program needs, develop greater efficiencies in allocation of offenders to programs and improve prioritisation and sequencing of programs.

Level of Acceptance:

Supported – existing Departmental initiative

OICS Recommendation 2:

Implement options to improve access to transitional services such as transitional clerks, orientation presentations and processes that identify 'high needs' prisoners.

Department of Corrective Services Response:

Refer to response to recommendation 1.

The Department is developing and implementing an Individualised and Integrated Offender Management framework to improve and streamline its service delivery with specific focus on transitional and reintegration processes.

Level of Acceptance:

Supported – existing Departmental initiative

OICS Recommendation 3:

Provide access to relevant sections of the TOMS database to all Re-entry Link service providers.

Department of Corrective Services Response:

Refer to response to recommendation 1.

This recommendation will be considered as part of the project to develop a data framework for the Integrated and Individualised Offender Management Framework.

Level of Acceptance:

Supported – existing Department initiative

OICS Recommendation 4:

Establish a risk and needs based criteria to prioritise prisoners' access to through care support.

Department of Corrective Services Response:

Refer to response to recommendation 1.

The Department is developing and implementing an Individualised and Integrated Offender Management framework to align assessment and classification processes to better determine and allocate offender program needs.

Level of Acceptance:

Supported – existing Department initiative

OICS Recommendation 5:

Replace the contract monitoring data portal with an information system that promotes evidence-based decision-making.

Response:

Refer to response to recommendation 1.

This recommendation will be considered via the project to deliver an Individualised and integrated offender management framework. Suggested changes to information systems referred to in this report will also be considered via the reform platforms to optimise investments in technology and enhance performance and service delivery.

Level of Acceptance:

Supported – existing Department initiative

OICS Recommendation 6:

Develop a comprehensive performance management framework to monitor Re-entry Link service agreement outcomes.

Response:

Refer to response to recommendation 1.

This recommendation will be considered via the implementation of IIOM Framework and against strategic platforms around data integrity, enhancing service delivery and driving performance by enhancing IT capabilities.

Level of Acceptance:

Supported – existing Departmental initiative

Appendix A:

DCS Comments

3.13 “No definitive split between the responsibilities of the Re-entry Link provider and the transitional manager exists, so the reintegration services provided by the two parties differ from prison to prison”

DCS Comment - The profiles of each prison facility are not homogenous. Each prison has their own characteristics and for this reason each contract while generic in the specifications to cover all facilities also had a local service model developed as part of the overall agreement. This solution was based on feedback from internal and external parties to ensure a more workable model. The local service model was negotiated on a local level between the Transitional Manager, Service Provider and Prison Management Staff to articulate areas of responsibility for all parties in the delivery for remand services, life skills and pre-release support.

4.1 The Department has a policy statement (2010) on the role of Transitional Service managers.

6.26 The Department notes that participation in this element of the re-entry service is voluntary.

6.4 The Department rejects the assertion that there has been a lack of support by the Department for the program. Please provide evidence to support this statement.

6.8 “When Acacia’s population increased from 1,000 to 1,400 in late 2014, no additional resources were provided to the Re-entry Link provider, despite the population increase being the equivalent of the combined populations of Roebourne and West Kimberley. While the Re-entry Link provider reorganised internal resources as best as possible to address the increase in demand, service provision was described as being strained. Poorer prisoner outcomes are inevitable when beds are increased at a prison without a commensurate increase in facilities and services”

DCS Comment - The population increase at Acacia should be viewed in the context that additional numbers were largely drawn from other metropolitan prisons that the same provider is contracted to service, therefore representing no absolute change in the population of eligible prisoners. Additionally, under the newly negotiated extension for the Acacia contract, DCS has ensured that the contractor will have more oversight and flexibility in the programs delivered at Acacia. This should enable more targeted program delivery to the resident population.

6.9 The Department suggests that data limitations are outlined in the report. A statement advising that analyses be considered in light of data limitations is also recommended.

7.5 - 7.7 The report does not contain details about the survival analysis performed. The Department is unable to interpret the analyses without methods or results. The Department suggests that the references to the survival analysis should be removed unless further detail is included in the report.

7.6 The Department suggests that analyses based on incomplete data are noted in the report and that caution is exercised by addressing the limitations of these analyses therefore reducing the potential for incorrect conclusions to be made.

12. Please review the statement that data was “untrustworthy”, as this terminology is inconsistent with language associated with data analysis. If the data were unreliable for the purpose of the analyses, please issue caution to the reader when interpreting the related results.