Putting people first at Acacia Prison, Western Australia

Elaine Toovey
Resettlement Manager
We are one of the world’s largest diversified outsourcing companies.
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
  - Borrollon
  - DIAC

- **Transport**
  - GSR – Ghan and Indian Pacific Railways

- **Hong Kong**
  - Tunnel Operations

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

- **Health Services (Emerging)**
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.
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
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

Employment

Identification

Accommodation

Family and Supports
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
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.
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
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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.
Bringing Service to Life
Thank You

Questions

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