

Corrective Services NSW
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Dear Ms Beverley

Following on from the Senate Inquiry into Legal Assistance Services on 23rd September 2015, Assistant Commissioner Dr Anne Marie Martin would like to provide you with the following documents to support the inquiry;

- Intensive Drug and Alcohol Treatment Program
- Evidence-based accredited programs
- Offender Services provided at Correctional Centres
- Offender Assessment and Case Management
- Programs and Services for Female Offenders
- Corrective Services Industries
- CSNSW Multicultural Policies and Services Program
- Education Training and Employment
- Corrective Services NSW Aboriginal Advisory Council

Yours faithfully

Dr Anne Marie Martin
Assistant Commissioner
Offender Management and Programs

CORRECTIVE SERVICES INDUSTRIES

In 2014-15, Corrective Services Industries (CSI) continued to support CSNSW in its objective of reducing re-offending by providing real work opportunities to inmates at 106 commercial business units and 54 service industries in 26 correctional centres.

In 2014-15, 139 inmates successfully completed the Heavy Vehicle Driver Training Program compared with 58 inmates last year. Of the 117 participants released from custody who have completed this program, 87 have secured either full-time or casual employment. This is a 74% increase from last year.

In 2014-15, CSI established additional partnerships with private sector businesses, such as the contractual arrangement with Evolve Group a Queensland-based company. This light weight concrete product manufacturing operation provides opportunities for up-to 30 female inmates to gain valuable skills which are in demand in the labour market in the community.

In 2014-15, in response to the increase in the inmate population, CSI successfully developed a concept for a Prefabricated Modular Cell. The design was approved and CSI commenced manufacturing. This project has engaged over 100 inmates, many of whom are learning new skills in construction-related trades. Twenty eligible inmates have commenced traineeships in engineering and construction.

In 2014-15, CSI enhanced its long standing business relationship with Hyne Timber which is a national company operating in all Eastern States. CSI is contracted to Hyne to provide timber-related products and services from operations at Mannus Correctional Centre. This provides up to 40 inmates with opportunities to learn skills and attain qualifications in related trades.

In 2014-15, CSI's Development and Technical Services (DTS) group delivered significant infrastructure projects and cost effective facility maintenance services, including construction of additional inmate accommodation, program facilities and a Justice Health Clinic at the Outer Metropolitan Multi-Purpose Centre.

Inmate Employment

In 2014-15, 76.2% of the eligible inmate population was employed. This compares well with the national average of 74.4%. In 2014-15, the average employment rate for inmates in CSNSW publicly operated correctional centres through CSI was 79.6%.

Inmate employment

	2010-11	2011-12	2011-12 National Average	2012-13	2012-13 National Average	2013 -14	2014 -15
Inmates employed	5,801	5,435	Not applicable *	5,170	Not applicable*	5,440	5,442
Eligible inmates employed (per cent)	78.6	76.0	72.3	72.4	74.4	79.7	76.2

* There is a national standard for the percentage of eligible inmates employed only, as the Australian jurisdictions vary greatly in size and a comparison of actual inmate numbers would be misleading.

Commercial Performance

In 2014-15, CSI provided sales of \$111.2 million, representing a 21% increase on the previous year's sales of \$91.8 million. The gross return to CSNSW was \$40.6, up from \$35.9 million in 2013-14.

Commercial Performance	Sales	Gross contribution (Trading Profit)
	\$m	\$m
2006-07	51.0	18.7
2007-08	54.9	22.1
2008-09	57.7	21.5
2009-10	64.0	25.7
2010-11	65.8	23.9
2011-12	72.4	24.4
2012-13	88.2	30.1
2013-14	91.8	35.9
2014-15	111.2	40.6

CSNSW Multicultural Policies and Services Program

Planning and Evaluation

In 2014-15, there were 2,192 (19.2% of the total inmate population) offenders from culturally and linguistically diverse (CALD) backgrounds in custody. This represents a minor increase (0.2%) on the previous year. The number of CALD offenders on community-based orders was 2,789 (19.2 % of the total community-based offender population). This represents a minor decrease (0.1%) compared with the previous year.

In 2014-15, Arabic, Chinese and Vietnamese remained the main languages spoken by CALD inmates.

In 2014-15, CSNSW developed an online form for recipients of the Community Language Allowance Scheme (CLAS). The e-form allows CLAS recipients to report on the frequency and the context in which their language skills are being used. The new system also enables CSNSW to monitor the use of the CLAS and to make an informed decision about language needs.

In 2014-15, CSNSW staff continued to participate in the Drug and Alcohol Multicultural Education Centre (DAMEC) Transitions Project Advisory Committee. It comprises representatives from government agencies and community organisations who oversee the implementation of post-release services to Arabic and Vietnamese offenders released without parole, and who intend to reside in Western and South-Western Sydney. A unique feature of the Transitions Project is the restorative support it provides to families of the participating offenders.

Community Engagement

In 2014-15, the CSNSW Muslim Religious Leaders Community Engagement Forum continued. It addresses key issues identified during the Beyond Punishment seminar.

A key objective of the forum is to improve inmate access to Friday prayers. In 2014-15, CSNSW collaborated with the Australian National Imams Council and other key religious groups and selected three imams to participate in a pilot to provide Friday prayers to Muslim inmates at Long-Bay Hospital, Dawn De Loas Correctional Centre and the Metropolitan Remand and Reception Centre.

CSNSW is exploring partnership opportunities with community organisations to provide services to Muslim offenders in the community. Preliminary discussions have started between Bankstown Community Corrections and the Islamic Research and Science Academy Australia to conduct a pilot program aimed at helping Muslim offenders on parole to integrate into the community.

CSNSW approved the Migrant and Refugee Services of Anglicare to conduct a pilot of the pre and post-release Sudanese Prison Support Program, in particular for those inmates who have only recently settled in Australia under the Refugee and Special Humanitarian and Family Stream Program. It will commence at Parklea Correctional Centre where the majority of Sudanese inmates are incarcerated.

CSNSW Client Service Officers continue to work with other government agencies and community based organisations to provide support services to Arabic, Pacific Island (PI) and Vietnamese offenders in the community.

The PI Client Service Officer continues to work with Pearls Women Group to support women on parole orders. The group holds workshops to address domestic violence, manage emotions, self-development, finance and budgeting. The group has also entered into partnership with Centrelink and TAFE to offer an education pathway for women offenders.

Capacity Building

In 2014-15, CSNSW continued to collect EEO data to identify the cultural and linguistic composition of its staff. Of the 1,551 CSNSW staff who provided data, 271 (17.5%) are fluent in a language other than English.

In March 2015, staff in CSNSW workplaces celebrated Harmony Day. The theme was *Living in Harmony*. At head office, Commissioner Peter Severin and Assistant Commissioners joined 80 CSNSW staff as well as guests from the Bureau of Crime Statistics and Research (BOCSAR). Guest speakers for Harmony Day were Nathan Merritt and Emily Latu from One Community Program, National Rugby League. Nathan and Emily spoke about the important role that sport plays in promoting inclusiveness, dignity and respect among all cultures.

Those who attended the celebration signed pledge boards that read "We embrace the principles of Harmony Day and commit ourselves to be inclusive and to treat one another with respect and dignity".

Brush Farm Corrective Services Academy (BFCSA) offers cultural inclusiveness and cultural awareness training courses to increase staff capacity to understand and respond effectively to the needs of people from culturally, linguistically and religiously diverse backgrounds.

The Cultural Inclusiveness course is part of nationally accredited units of competency BSBDIV301A and PSPGOV308B Work effectively with diversity.

In 2014-15, nine one-day cultural inclusiveness training courses were attended by 184 CSNSW staff. In addition, 599 new staff (custodial, community corrections, administration and services and programs) completed the online induction cultural awareness training course. These figures exceed the number of staff who participated in cultural inclusiveness training in the previous year.

The two-day religious awareness training Understanding of Islam and Muslims was held on four occasions at the BFCSA. The training was attended by 107 staff from across the Department of Justice.

Programs and Services

In 2014-15, there were 1,326 CALD inmates enrolled in one or more education and vocational training programs such as technology, visual arts, hospitality and tourism. This represents 25% of all inmates enrolled in educational and vocational programs.

In 2014-15, a total of 228 CALD offenders enrolled in pre Certificates 1 and 2, Spoken and Written English (CSWE) and completed 331 modules. Fifteen offenders attained a CSWE certificate. The figures show an increase of 7.4% in the number of CALD offenders enrolled in pre-CSWE, 34% more modules were completed and 50% more attained their certificates compared with the previous year.

In 2014-15, 3,986 inmates enrolled in programs addressing addiction, aggression, and sexual offending. Three hundred and seventy (9.3%) of these were of CALD background; 82% completed the addictions program, 88% completed the aggression and 100% completed the sex offender programs.

In 2014-15, 478 inmates enrolled in general offending programs; 6% percent of those were CALD inmates; 72% of the CALD inmates enrolled completed the program.

In 2014-15, 307 inmates enrolled in the Young Adult Offender Program (YAOP); 8% of those were CALD inmates; 79% of the CALD inmates enrolled completed the YAOP.

In 2014-15, 515 inmates enrolled in the wellbeing program; 13% of those were CALD inmates; 78% of CALD inmates enrolled completed the program.

In 2014-15, 2,549 offenders participated in community-based compendium programs such as addiction and aggression; of which 165 were CALD offenders. The completion rate for these programs among community-based CALD offenders was 65% which equals the completion rate for these programs for the total community-based offender population.

CSNSW and the Open Training and Learning Network (OTEN) continued to offer a language, literacy and numeracy program (LLNP) to offenders from CALD backgrounds at Fairfield Community Corrections. In 2014-15, 7 offenders (including one Assyrian and one Vietnamese offender) were admitted to the 20-week program which is funded by OTEN. In 2015, four Vietnamese offenders graduated from the program.

In 2014-15, DAMEC provided post-release support to 27 Vietnamese offenders. DAMEC also provided temporary support services to 10 Arabic offenders in the community which included access to housing, employment and drug treatment.

Language Services

The Translator and Interpreter Services, Multicultural NSW and Ethnic Interpreters and Translators and Sign Language Communications NSW remained the main providers of language services to CSNSW.

In 2014-15, CSNSW's expenditure on interpreter and translator services totalled \$103,000. This is 15.8% less than in the previous year.

In 2014-15, the *Visiting a Correctional Centre* booklet, the *Notice to Visitors and Inmates at Extreme High Risk Restricted Unit at Goulburn Correctional Centre* and *Wash your Hands* poster were translated into relevant community languages.

In 2014-15, there were 66 recipients of the Community Language Allowance Scheme (CLAS) in custody and in the community, three (4.3%) less than in the previous year. Despite the decrease in the number of CLAS officers, CSNSW continued to offer on-the-spot and simple language services to offenders and visitors in 36 community languages.

Education, training and employment

Adult Education and Vocational Training Institute

The Adult Education and Vocational Training Institute (AEVTI) provides accredited courses and nationally recognised education and vocational qualifications to inmates in all NSW public operated correctional centres. AEVTI is registered with the national VET regulator, the Australian Skills Quality Authority (ASQA) until January 2019.

AEVTI's 2014 Quality Indicators Report demonstrates the high quality of AEVTI services and operations through an overall learner satisfaction rating of 83% and an overall employer satisfaction rating of 97%.

In 2014-15, AEVTI worked to improve the literacy, language and numeracy skills of all inmates to a level equivalent to Year 10 standard, and to provide further education and vocational training for inmates who need to improve their skills and qualifications for post-release employment. AEVTI contributed to inmate readiness and motivation to participate in offence-related programs such as the Custody-Based Intensive Treatment (CUBIT) Sex Offender Program and the Intensive Alcohol and Other Drug Treatment Program (IDATP) by providing opportunities to develop functional literacy and effective communication skills.

Intensive Learning Centres

The NSW Government provided enhancement funding over 4 years until June 30 2015 to increase the rate of inmate participation and completion in education and vocational training programs. Full-time learning programs operating as Intensive Learning Centres (ILCs) at Wellington, South Coast, Lithgow and Mid North Coast Correctional Centres provide an opportunity for inmates with assessed low literacy and numeracy skills to complete a Certificate (1 to 3) in the Access Employment Education and Training framework (AEET).

In 2014-15, there were 209 enrolments in the ILC program which resulted in 104 certificate completions and 1772 units of competency completions. It is planned for the ILCs to reach their full capacity in 2016 with a target of 280 student enrolments and certificate completions.

Staff professional development

In 2014-15, all AEVTI teaching staff completed TAE40110 - Address Adult Language, Literacy and Numeracy Skills, an addition to the list of core units for TAE40110 Certificate IV in Training completed by staff during 2013-14. This qualification is a requirement of the national VET regulator, ASQA, for teachers and trainers delivering and assessing accredited training. AEVTI teachers have qualifications and industry currency in line with teachers and trainers across other sectors delivering accredited vocational education and training. The Address Adult Language, Literacy and Numeracy Skills unit provides teachers of vocational subjects with the skills to identify and support their student's literacy and numeracy needs.

Skills Assessment

The Core Skills Assessment (CSA) is used to determine an offender's reading, writing and numeracy levels. The tool records the skill levels of inmates as Australian Core Skills (ACS) scores. The ACS, is a nationally recognised set of standards which describe the macro skills (reading, writing, oral communication, numeracy and learning) on a scale of 1 to 4+.

In 2014-15, 2530 inmates completed a CSA in the year: 88% of all inmates commencing a course (including vocational training, distance education and basic education courses) had completed an assessment.

The CSA data provides a profile of inmate literacy and numeracy levels which is used as a tool for planning and resource allocation. Those inmates with the highest need are identified

in order to provide a timely intervention to increase their reading, writing, communication and numeracy skills. Inmates, who score ACS 3 and below, are targeted for participation in basic education courses.

Australian Core Skills (ACS) assessment results for individual inmate participants in education and vocational training programs – 2014-15

Individuals	NY A	ACS 1	ACS 2	ACS 3	ACS 4	ACS 4+	incomplete	refuse	No ACS	%No ACS
8,081	457	661	1,430	2,348	2,033	46	22	107	977	12%

Offender Access Computer Enhancements

In 2014-15, a major upgrade to the state-wide Offender Access Computer (OAC) network was completed. The upgrade resulted in a faster, more reliable network with future capacity for growth in the number of users and resources to assist learning.

New resources and tools were added to the upgraded OAC. These included the Smoke Free Intranet which is a series of posters, fact sheets, newsletters, inmate artworks, videos and links to a Help Line to support inmates stop smoking; training to use the software Pronto will be incorporated into a Certificate IV in Small Business Management to provide inmates with an accredited course to improve employability skills and increase employment prospects upon release.

A future addition to the OAC will be a Learning Management System (LMS), implemented in partnership with the University of Southern Queensland. The LMS will allow inmates to enrol in a limited number of distance education courses and provide access to course study and research materials.

Partnership with 'Designing Out Crime' Unit at the University Of Technology Sydney

In 2014/15, DOC completed a post-occupancy evaluation of the ILC at the MNCCC. The researchers took a mixed method approach in evaluating the ILC which included a survey and interview with each ILC user group. The comprehensive report focused on the evaluation of the ILC against relevant functional performance criteria and the original design intentions. Ten key recommendations for consideration were provided and a range of design lessons from the existing facility were identified to inform future ILCs.

Participation in Education and Vocational Training Programs

In 2014-15, AEVTI provided a service to 8,557 inmates. This figure includes 8,150 individuals who enrolled in one or more education and/or vocational training course as part of their case management plan. This is a 5% increase on the previous year.

31.7 % of inmates (of those who had access) participated in an education and vocational training program. This figure includes both publicly and privately operated correctional centres and is reported nationally in the Report on Government Services This represents a 6% decrease from 2013-14 (33.6%)..

Target Group Individual Participation figures

Target group	Individual participants		% of total enrolments		% of inmate population	
	2013-14	2014-15	2013-14	2014-15	2013-14	2014-15
Aboriginal and Torres Strait Islanders	1,811	1,800	23%	22%	23.5%	24%
Culturally and Linguistically Diverse	2,061	2,031	27%	25%	19%	26%

Young Adult Offender	1,282	1,362	17%	17%	16%	16%
Women	955	933	12%	11%	7%	7%

Outcomes

In 2014-15, there were 433 certificate courses completed (all providers including TAFE, AEVTI, distance education). This represents a 32% increase in certificate completions from the previous year.

In 2014-15, distance education enrolments declined as institutions can no longer accommodate students who do not have access to the internet to download study materials, submit assignments, enrol in subjects and participate in on-line forums and lectures. CSNSW is working with the University of Southern Queensland to develop an off-line study platform connected to the NSW offender computer network which will support distance education.

Certificates completions

	2013-14	2014-15
AEVTI	136	186 (+37%)
Traineeships	172	239 (+39%)
Distance Education	19	8
Total	327 (-18%)	433 (+32%)

In 2014-15, the following awards were issued:

Statement of Attainments for unit completions

	2013-14	2014-15
AEVTI	7,556	9458 (+25%)
Traineeships	2,074	3346 (+31%)
Distance Education	252	328
Total	9,882 (-8%)	13,132 (+33%)

Statements of Attainment Completions (for courses of one or more units)

TAFE NSW

1907*

*TAFENSW Data.

Distance Education Course Completions

	2013-14	2014-15
Tertiary Preparation Programs	27	7
Diploma/Associate Degree/Advanced Diploma	6	1
Bachelor Degree	5	0
Total	38	8

Traineeships

The Corrective Services NSW inmate traineeship program continues under the auspices of the NSW Department of Industry State Training Services as part of the Commonwealth Australian Apprenticeship Program. Inmate trainees engage in work with Corrective Service Industries and undertake associated recognised training for a nominal period of 12 months or more. Upon completion trainees receive a qualification from the registered training organisation delivering the training and assessment, as well as Certificate of Proficiency from the NSW Department of Education and Communities.

At the start of the 2014 – 2015 financial year, 280 inmates were engaged in a traineeship. During the financial year, a further 314 inmates commenced a traineeship or apprenticeship.

In 2014-2015, a total of 594 inmates engaged in a traineeship or apprenticeship. This represents a 14.5% increase on the previous year. Of these, 239 completed, 63 cancelled leaving a total of 292 inmates engaged in traineeship/apprenticeship.

Traineeships Completed	2013 - 14	2014-15
Agriculture Certificate IV	1	n/a
Agriculture – Production Horticulture Certificate II	n/a	3
Animal Care and Management - Animal Studies Cert II	3	1
Asset Maintenance - Cleaning Operations Certificate II	5	1
Asset Maintenance - Cleaning Operations Certificate III	n/a	1
Automotive Services Automotive Vehicle Body (Panel Preparation) Certificate II	n/a	6
Business Services - Business Administration Certificate III	7	13
Business Services - Business Administration Certificate IV	3	2
Business Services - Business Certificate II	3	8
Business Services - Business Certificate III	1	7
Business Services - Business Certificate IV	n/a	3
Business Services - Customer Contact Certificate II	1	n/a
Business Services - Customer Contact Certificate IV	1	n/a
Clothing Production (complex or multiple processes) Certificate II	13	19
Clothing Production Certificate III	6	8
Construction Certificate II	3	6

Engineering - General Certificate II	11	3
Engineering (Production Systems) Certificate III	2	1
Engineering Certificate II	n/a	8
Electro technology (Career Start) Certificate II	n/a	1
Food Processing Certificate II	17	17
Food Processing Certificate III	2	4
Forests and Forest Products (Sawmilling and Processing) Certificate II	10	7
Furnishing (Furniture Making) Certificate II	8	5
Health Services - Health Support Services (Laundry Support) Certificate II	2	3
Horticulture - Horticulture Certificate II	2	3
Hospitality (Kitchen Operations) Certificate II	7	6
Laundry Operations Certificate II	22	27
Laundry Operations Certificate III	1	8
Printing and Graphic Arts (Digital) Certificate II	2	3
Printing and Graphic Arts (General) Certificate II	6	n/a
Printing and Graphic Arts (Screen Printing) Certificate II	5	3
Process Manufacturing Certificate II	6	4
Racing (Stable hand) Certificate II	n/a	3
Rural Skills (Agriculture) Certificate IV	n/a	1
Textile Fabrication Certificate II	6	9
Textile Fabrication Certificate III	5	n/a
Transport and logistics (Warehousing Operations) Certificate II	10	39
Transport and logistics (Warehousing operations) Certificate III	1	6
Total	172	239

TAFENSW - CSNSW Memorandum of Understanding

By mutual agreement, the 2011-2014 TAFENSW – CSNSW Memorandum of Understanding (MOU) was extended until June 30 2015.

In 2014-2015, 16,625 hours were provided to correctional centres for the delivery of TAFENSW courses to inmates as per the MOU's funding arrangements (excluding Junee and Parklea Correctional Centres where services are not covered by this MOU).

Table shows participation in target-group specific training. Members of these target groups may also participate in vocational training within a general group.

TAFE short courses to inmate target groups

Target Group	TAFENSW Delivery Hours	
	2013-14	2014-15
Aboriginal	3,480	2,366
Women	2,302	1,688
Young adult offenders	1,240	1,197
Juvenile offenders	200	99
Disabled offenders	329	475

TAFENSW Short Vocational Courses

In 2014-15, 563 short courses were delivered, and 4,896 inmates participated in short vocational courses.

Short Courses

	Number of Courses	Number of Participants
Aboriginal Specific	25	238
Agriculture/Rural Skills	10	108
Animal Care	6	64
Automotive/Mechanic	19	141
Backhoe	1	12
Beauty Skills	5	34
Building & Construction	22	216
Business studies	14	132
Cleaning operations	4	29
Engineering	27	267
English Language	5	26
First aid	45	429
Forestry/Sawmilling	14	93
General Education	15	102
Horticulture/Agriculture	12	119
Hospitality & Tourism	42	283
Information Technology	13	130
Laundry operations	1	11

Music	8	90
OH&S general	2	23
Remove Asbestos	10	68
Skidsteer	15	105
Test & Tag	11	98
Textiles/Clothing Production	2	37
Visual arts	26	190
Barista	21	155
Transport & Distribution	17	148
Workplace Hygiene (Food Handling)	56	482
Forklift (WorkCover Licence)*	51	305
OH&S Induction(WorkCover Licence)*	59	735
Dogging (WorkCover Licence)*	2	10
Elevated Work Platform (WorkCover Licence)*	1	4
Slewing Crane (WorkCover Licence)*	2	12
	563	4896

*Individual inmates who participated in TAFE training and received WorkCover NSW HRW licence and OH&S Induction.

TAFENSW - CSNSW pilot courses under 'Smart and Skilled'

In 2014-15, TAFENSW and CSNSW delivered training to inmates under NSW vocational training 'Smart and Skilled' funding in a number of piloted courses. These courses focused on whole qualification completion in contrast to unit completion. Three courses in Certificate III in Civil Construction were delivered to Aboriginal inmates at Ivanhoe, Broken Hill and Brewarrina Correctional Centres. A Certificate II Course in Information Technology was delivered to inmates with an intellectual disability on the Long Bay correctional complex. AEVTI teachers supported inmates in preparation for the course and assisted some inmates with additional literacy and numeracy work during the intensively delivered course

In 2015-2016, a new agreement with TAFENSW will shift funding arrangements from an hourly 'transfer rate' to a rate per student per course. This will allow 'Smart and Skilled' subsidies, concessions and exemptions to apply to inmates who meet specific criteria.

WorkCover Authority NSW and CSNSW Memorandum of Understanding

A Memorandum of Understanding (MOU) between NSW WorkCover Authority and CSNSW enables inmates to meet the requirements a General (Construction) Induction Training (GIT) card and High Risk Work (HRW) licence as required under the WHS Regulation. The MOU recognises the serious commitment of both parties to work together to ensure legislative responsibilities are met whilst upholding a high standard of training, assessing and licensing outcomes.

The attainment of High Risk Work licences and the General (Construction) Induction Training by inmates working in various Corrective Services Industries fulfils the requirements of the *Work Health and Safety Act 2011* as stipulated by the WorkCover Authority NSW. These credentials form part of a work-readiness portfolio which can be used by inmates to gain employment across a number of industries upon release.

Corrective Services NSW Aboriginal Advisory Council

The CSNSW Aboriginal Advisory Council (AAC), provides a forum for CSNSW to engage with Aboriginal people of significant standing in the community and with professionals with expertise related to social justice and the legal system. The AAC provides advice and advocacy to the Commissioner of Corrective Services. The Council focuses on initiatives which support the implementation of the *Strategy for supporting Aboriginal offenders to desist from re-offending*. For example, on the advice of the AAC, CSNSW is engaging with the Redfern Police Local Area Command to run a pilot project based on the Clean Slate Without Prejudice Community Program. This is a voluntary sports program at the National Centre for Indigenous Excellence offered by police officers in Redfern to Aboriginal youth at risk of offending. The program focuses on early intervention, crime prevention and positive relationships. Participants are also assisted in finding accommodation, employment, education and training.

Aboriginal Cultural Awareness Training (ACAT)

In 2014-15, the Aboriginal Cultural Awareness Training has been reviewed and updated by Aboriginal staff of the Aboriginal Strategy and Policy Unit. The training is periodically updated to reflect contemporary issues facing Aboriginal offenders and is delivered to staff in correctional centres and in the community in collaboration with the Corrective Services Brush Farm Academy. This training is aimed at enhancing the knowledge, skills and competencies of CSNSW staff around the specific needs of Aboriginal and Torres Strait Islander offenders.

National Aboriginal and Islanders Day Observance Committee (NAIDOC) celebrations

In 2014-15, Aboriginal staff including Regional Aboriginal Project Officers worked with correctional centre management to host NAIDOC days. Aboriginal Elders, community leaders, mentors and local service providers attended celebrations including inmates performing traditional dances. Inmates also had an opportunity to exhibit their artworks and participate in sporting activities such as touch football competitions.

Community Engagement

In 2014-15, the Kariiong Juvenile Correctional Centre hosted an Aboriginal community meeting to advise the local Aboriginal community of the changes planned for the centre and establish an ongoing collaborative relationship with local Aboriginal service providers, leaders and community members.

Intensive Drug and Alcohol Treatment Program

In 2014-15, the Intensive Drug and Alcohol Treatment Program (IDATP) expanded to deliver operations for both male and female offenders on the John Morony Correctional Complex. The IDATP for women, Yallul Kaliarna, was established at Dillwynia Correctional Centre and is fully operational. The operational capacity for the program reached 136 and is scheduled to increase to full operational capacity of 150 concurrent treatment places in 2015-16, with more than 300 treatment spaces available in an annual cycle.

The IDATP is based on a specialised therapeutic approach to treat drug and alcohol dependence and offending behaviour. The cognitive-behavioural program offers group involvement, peer support, education and vocational training as well as assistance to offenders that return to the mainstream gaol environment or resettle in the community.

In 2014-15, 214 offenders participated in the IDATP program and 140 new participants entered the program, resulting in a total of 7804 sessions attended. In total, 72 offenders completed the treatment components of the program and progressed to maintenance programs in other correctional centres or on supervised parole.

Treatment practice has been improved so that a reintegration plan is developed within the first four weeks of the program. On successful treatment completion, participants move into the final phases of IDATP. The Maintenance (Reintegration) Phase is eight weeks in duration and consists of weekly recovery meetings and planning a participant's reintegration back into community or transition to another centre. Participants now have access to the 50 bed Honour House at the Outer Metropolitan Multi Purpose Correctional Centre which assists in testing their behaviour change in a staged way in the community.

Post treatment support is provided by CSNSW staff and in partnership with other organisations. Telephone support is provided to individuals who are placed in other centres or in the community to provide support, advice and guidance. Two dedicated Throughcare and Placement Officers (TAPO) have been recruited in order to ensure that reintegration is given the highest priority. They play a leading role in a pilot to determine what effect the involvement of children and families in case management has on offender behaviour.

The IDATP continues to work closely with the Bureau of Crime Statistics and Research (BOCSAR) and the CSNSW Corrections Research, Evaluation and Statistics (CRES) unit. CRES undertook a process evaluation of IDATP which indicates that the service configuration is exceptionally good. BOCSAR is undertaking an outcome evaluation of the IDATP which will determine whether participation in the IDATP has an effect on the reduction of recidivism. This evaluation is scheduled to be conducted in February 2016.

The IDATP provided primary training to custodial staff on alcohol and other drugs. Similarly, the IDATP team have worked closely with the Assessment and Case Management Team to develop a clear addiction referral pathway to ensure timely and appropriate access to services.

Evidence-Based Accredited Programs

In 2014-15, CSNSW Offender Services and Programs Branch developed and implemented a new suite of four programs to reduce re-offending called EQUIPS (Explore, Question, Understand, Investigate, Practice, and Succeed). It consists of EQUIPS Foundation (a general offender program); EQUIPS Aggression, EQUIPS Addiction, and EQUIPS Domestic Abuse.

Each of these programs has 20 2-hour sessions. All programs target the empirically derived risk factors for offending. All offenders participating in EQUIPS develops an offence map and self-management plan specific to their individual needs. An offender may complete one or multiple EQUIPS programs depending on their risk of re-offending and risk factors (treatment needs).

In 2014-15, the implementation of EQUIPS required significant staff training, support and supervision to ensure evidence-based standards were maintained. Research consistently demonstrates that for programs to be effective in reducing re-offending, program delivery needs to be facilitated by trained and skilled staff. In 2014-15, the Offender Programs Unit trained 586 CSNSW staff and external facilitators, a 92% increase on the previous year, 106 staff received training in basic or advanced group facilitation skills and 480 staff were trained in program content training.

In 2014-15, Program Development Workshops were conducted to support all field staff and monitor the integrity of the EQUIPS programs in line with the Australian Program and Facilitation Standards document. These will continue into 2015-16.

In 2014-15, the CSNSW Offender Services and Programs Branch developed a weekly report which identifies eligible offender candidates for the EQUIPS suite of programs at each correctional centre. Specifically, these candidate lists identify those offenders who are medium to high risk of reoffending, meet the offence criteria for the programs and have between 3 months and 2 years to release from custody. This assists staff to prioritise offenders for available programs. Offenders are then assessed for current suitability to participate.

In 2014-15, the High Risk Offenders Assessment Committee chaired by the Commissioner became a legislated body to provide recommendations to the Minister and Attorney General regarding the risk and rehabilitation needs of serious high risk sexual and violent offenders. The high intensity Sex and Violent Offender Therapeutic Programs (SVOTP) continue to prioritise the highest risk and needs offenders for treatment, particularly those who may be subject to an order under the *Crimes (High Risk Offenders) Act 2006*. The Serious Offenders Assessment Unit (SOAU) completed 52 psychological reports for the Serious Offenders Review Council (SORC) to inform case plans for serious sexual and violent offenders.

In 2014-15, the SOAU also completed 9 High Risk Offender (HRO) reports to inform recommendations made to the Minister and Attorney General for applications to be made under the *Crimes (High Risk Offenders) Act 2006*. In addition, senior psychologists in Sex and Violent Offender Therapeutic Programs completed a further 16 of these reports totalling 25 HRO reports.

Reducing re-offending through targeted interventions

In 2014-15, due to the implementation of the EQUIPS programs, a number of other programs were discontinued or modified. Reporting on participation and completion rates reflects these changes. For example, the Domestic Abuse Program (DAP) and Getting SMART program were phased out in January 2015 and replaced by EQUIPS Domestic Abuse and EQUIPS Addiction. Controlling Anger and Learning to Manage it (CALM) was phased out by April 2015 and replaced by EQUIPS Aggression.

In 2014-15, 15,861 offenders participated in at least one rehabilitation program addressing criminogenic needs, an overall decrease of 8 per cent from the previous year. This can be accounted for as a result of the large scale Offender Management and Programs review and

restructure, which required significant recruitment, staff training, and support to ensure the transition to the new model was successful.

In 2014-15, there was a maintained focus on increasing the completion rates of all programs. It is critical that offenders who have started programs complete them, as reducing program attrition increases program effectiveness. The overall completion rate for programs across custody and community was 71%.

General Offending

The EQUIPS Foundation program was developed to ensure that all offenders, irrespective of their offence type, would be able to complete a program designed to reduce their risk of re-offending. All offenders who are assessed as medium to high risk of re-offending are eligible to complete this program.

EQUIPS Foundation replaces a number of programs previously considered to motivate or 'ready' an offender for treatment ('Readiness' programs).

EQUIPS Foundation program can run as a stand-alone program or, depending on other eligibility criteria, in combination with other EQUIPS programs. This will ensure that higher risk offenders can complete a number of EQUIPS programs.

In 2014-15, 625 offenders attended the EQUIPS foundation program.

Program	All individuals attending programs	Individuals attending Custodial Corrections	Sessions attended – Custodial Corrections	Individuals attending Community Corrections	Sessions attended – Community Corrections
EQUIPS Foundation	625	478	7,392	148	1,676 /.

Aggression and Violence Program Completion and Participation Rates

Improvements in completion rates for standard Aggression and Violence programs noted last year have been maintained, with 68% of all participants completing a program in this category in a custodial or community location, an increase of 1% this year. This builds on the 9% increase reported over the past two years. It is important to note that a standard program contains a fixed number of sessions. An open and/or rolling group has no fixed start or end date and the duration is tailored to the individual need of the participant. Therefore VOTP completions are recorded separately

The completion rate for the EQUIPS Domestic Abuse Program was 67% and the new EQUIPS Aggression (incorporating CALM completions) was 68 %.

The participation in the Domestic Abuse (now EQUIPS Domestic Abuse) program showed a 3% increase and EQUIPS Aggression (which has replaced CALM) program showed an increase in participation of 4%.

Violent Offenders Therapeutic Program

In 2014-15, 40 offenders completed the Violent Offenders Therapeutic Program (VOTP), a 12-14 month custody-based high intensity therapeutic program for violent male offenders with medium-high to high risk of re-offending and treatment needs. There are currently 80 offenders participating in the program. The completion rate for VOTP was 97.6%.

In 2014-15, six offenders completed the Self-Regulation Program for Violent Offenders (SRPVO). This is an 18-month custody based high intensity program for cognitively impaired offenders with

serious violence histories. Seven participants are continuing the program into the new financial year. The completion rate was 100%. The high intensity VOTP recorded a 30 % increase in participation, building on last year's increase of 15%.

Aggression and Violence Program Participation (bracketed percentage shows variation from 2013-14 figures)

Program	All individuals attending programs	Individuals attending Custodial Corrections	Sessions attended – Custodial Corrections	Individuals attending Community Corrections	Sessions attended – Community Corrections
EQUIPS Aggression (including CALM)	536 (+4%)	262 (-28%)	3,650 (-43%)	183 (+18%)	1,766 (-28%)
EQUIPS Domestic Abuse (including Domestic Abuse)	781 (+3%)	112 (+20%)	1,574 (+26%)	670 (0%)	8,083 (-2%)
Violent Offenders Therapeutic Program (VOTP)	121 (+30%)	121 (+30%)	3,122 (-29%)	-	-
VOTP - Maintenance	149 (-6%)	113 (+15%)	539 (-5%)	63 (+3%)	446 (25%)
VOTP – Self-regulation program	13 (-13%)	13 (-13%)	767 (+83%)	-	-
All aggression and violence programs	1,605 (+4%)	626 (-5%)	9,652 (-26%)	916 (+4%)	10,295 (-7%)

Alcohol, Drugs and Addiction Program Completion and Participation Rates

In 2014-15, the completion rate for Alcohol, Drugs, and Addiction programs was 72.6%. This continues the increases reported in 2013-14 (68.5 %) and 2012-13 (66.9%).

Participation in Alcohol, Drugs and Addictions programs in custodial corrections showed a decline compared with 2013-14. In contrast there was an increase in both participation and the number of sessions attended in community corrections settings.

A remand Addiction group, based on the EQUIPS Addiction program, is being implemented and will be available to inmates on remand in 2015-16.

The Best Bet, Impact of Dependence, DAAP/RRP and Getting SMART ceased over this year and were replaced by EQUIPS Addiction.

Addiction Programs (bracketed percentage shows variation from 2013-14 figures)

Program	All offenders attending programs	Offenders attending in custody	Sessions attended in custody	Offenders attending in community	Sessions attended in community
EQUIPS Addiction (including Getting SMART)	2,384 (-11%)	1,395 (-25%)	15,137 (-15%)	995 (+20%)	8,575 (+31%)
Sober Driver	645 (-7%)	7 (-63%)	43 (-71%)	638 (-5%)	3,444 (-10%)
Pathways -Criminal Conduct and Substance Abuse	32 (-53%)	32 (-53%)	1,476 (-79%)	-	-
Addiction support (incorporating AA/NA/ SMART Recovery and Addiction support)	1,332 (-18%)	1,332 (-18%)	5,553 (-22%)	-	-

Intensive Addiction programs in custody: Intensive Drug and Alcohol Treatment program and Ngara Nura					
IDATP readiness	61(-56%)	61(-56%)	546 (-59%)	-	-
IDATP pathways	188 (+19%)	188 (+19%)	5,179 (14%)	-	-
IDATP RUSH	51(n/a)	51(n/a)	735 (n/a)	-	-
IDATP maintenance	37 (n/a)	37 (n/a)	241 (n/a)	-	-
Ngara Nura	49 (- 11%)	49 (-11%)	7,508 (+3%)	-	-
All addiction programs	4,779 (-12%)	3,152 (- 20%)	36,418 (- 19%)	1,633 (+8%)	12,019 (+16%)

Sex Offender Program Completion and Participation Rates

In 2014-15, 43 offenders completed the intensive Custody-based Intensive Treatment (CUBIT) program, a six to ten month treatment program for male inmates who have sexually abused adults or children and are at a moderate to high risk of re-offending. This is an increase of 48 per cent on 2013/14. In 2014-15, the completion rate for the CUBIT program was 97.7%.

In 2014-15, 22 offenders completed the CUBIT OutReach (CORE Moderate) program, a six month custody-based treatment program for male inmates who have sexually abused adults or children and are a moderate risk of re-offending. The completion rate for the CORE program was 100%.

Six offenders completed the Self-Regulation Program for sexual offenders (SRPSO), an 18 month custody-based high intensity program for cognitively impaired offenders. There were 13 participants, with 7 participants continuing group into the new financial year. The completion rate for the SRPSO was 100%.

Ten offenders commenced the Deniers Program, a custody-based treatment program for male offenders who have sexually abused adults or children and maintain they were wrongfully accused or falsely identified. The program commenced in February and, to date, all participants have remained in the program.

In 2014-15, 81 offenders were engaged in community-based sex offender programs treatment; 58 completed the program in this period and 19 have continued treatment into the next reporting period. The completion rate was 94%.

The overall participation rate across the suite of sex offender programs showed a decrease of 8 %.

Sex Offender Program Participation Rates (bracketed percentage shows variation from 2013-14 figures)

Program	All offenders attending programs	Offenders attending in custody	Sessions attended in custody	Offenders attending in community	Sessions attended in community
Custody-based Intensive Treatment Program (CUBIT)	84 (+9%)	84 (+9%)	5,130 (+3%)	-	-
CORE Moderate	50 (-9%)	50 (-9%)	1,689 (-32%)	-	-
Custody-based PREP	37 (-42%)	37 (-42%)	351 (-46%)	-	-
Deniers Program	10 (+11%)	10 (+11%)	342 (-5%)	-	-
Community-based Treatment	81 (-24%)	-	-	81 (-24%)	1,032 (-46%)
Self-Regulation Program	13 (-24%)	13 (-24%)	948 (-9%)	-	-
Maintenance Program	104 (-5%)	16 (+14%)	94 (+3%)	90 (-6%)	1,263 (+8%)
All Sex Offender Programs	379 (-13%)	213 (-10%)	8,554 (-11%)	171 (-15%)	2,295 (-25%)

Young Adult Offenders

In 2014-15, young adult offenders, aged between 18 and 25 years accounted for approximately 18% of the offender population (May 2015). A suite of young adult offender programs are provided to male and female offenders to target factors associated with the risk of re-offending.

The 16-week Gurnang Life Challenge is conducted at Oberon Correctional Centre for male inmates aged 18–25. The 5-day Adventure Based Challenge is conducted for female inmates between Oberon and Dillwynia Correctional Centres 4 times a year.

In 2014-15, the Young Adult Satellite Program (YASP) continued to be facilitated for female offenders at Dillwynia Correctional Centre and young offenders at Kariong Juvenile Correctional Centre. Motivational and Attitudinal modules from the YASP have been incorporated into the Intensive Drug and Alcohol Treatment Program and Intensive Learning Centre programs.

Young Adult Offenders Program Completion and Participation Rates

In 2014-15, the completion rate for the male participants in the Gurnang Life Challenge at Oberon Correctional Centre increased to 71 % from 59 % in 2013-2014. The completion rate for the female young adult offenders participating in the Adventure Based Challenge was 100%.

In 2014-15, Kariong Assessment and Intervention Correctional Centre and X-Wing at Bathurst Correctional Centre became the new 'feeder centres' for the Gurnang Life Challenge Program. This change resulted in more suitable young inmates being referred to the program and at the same time, security has been strengthened. The new EQUIPS program is now being incorporated into both the Gurnang Life Challenge and ABC and an evaluation will take place to determine the impact on participation and completion rates.

In 2014-15, Oberon Correctional Centre continued a partnership with the Police Citizens and Youth Club in offering one Preventing Alcohol Related Crime program to 13 young people who came under NSW Police notice in the central west. CSNSW provided experiential learning activities and

adventure-based challenges adapted from the Young Adult Offender program. This collaboration aims to divert young people from entering custody.

Young Adult Offender Programs (bracketed percentage shows variation from 2013-14 figures)

Program	All offenders attending programs	Offenders attending in custody	Sessions attended in custody	Offenders attending in community	Sessions attended in community
Adventure-Based Challenge (ABC) – women	35 (-38%)	35 (-38%)	244 (-42%)	n/a	n/a
Gurnang Life Challenge	225 (-16%)	225 (-16%)	4207 (+11%)	n/a	n/a
Young Adult Satellite Program (YASP)	47 (-30%)	47 (-30%)	451 (-24%)	n/a	n/a
Total	307 (-30%)	307 (-30%)	4902 (0%)	n/a	n/a

Wellbeing Completion and Participation Rates

Wellbeing programs address factors that may be related to responsivity which can be addressed prior to commencing criminogenic programs or to support a more pro-social lifestyle. However, these are not necessarily linked directly to the goal of reducing reoffending.

These programs target those responsivity factors that can get in the way of an offender's ability to engage in a program that targets criminogenic factors. This would then aid the offender to re-integrate into the community in a pro-social way.

The programs tabled below will continue to be delivered as they address areas of responsivity that are not captured elsewhere in the compendium of programs.

In the 2013-14, financial year there were less programs available for women offenders overall. At that time, Out of the Dark was one of the only programs available for women; however this program is not considered a criminogenic program that aims to reduce risk of re-offending. The introduction of the EQUIPS suite of criminogenic programs for women has meant the focus has shifted appropriately to running programs that address risk of re-offending and therefore reflects the significant decline in the facilitation and participation in Out of the Dark in 2014-15.

This suite of programs produced a completion rate of 72%

Program	All individuals attending programs	Individuals attending Custodial Corrections	Sessions attended – Custodial Corrections	Individuals attending Community Corrections	Sessions attended – Community Corrections
RUSH	192 (+187%)	192 (+187%)	2,969 (+205%)	n/a	n/a
Mothering at a Distance	103 (+49%)	103 (+49%)	828 (+53%)	n/a	n/a
Out of the Dark	17 (-71%)	17 (-67%)	50 (-80%)	n/a	n/a
Seasons for Growth	111 (+5%)	111 (+5%)	527 (-4%)	n/a	n/a
Hey Dad	108 (+4%)	92 (+6%)	421 (+8%)	16 (-6%)	42 (-26%)
All Well-being Programs	531 (+31%)	515 (+36%)	4,795 (+78%)	16 (-36%)	42 (-52%)

Health Promotion

In 2014-15, 3,620 inmates participated in the Health Survival Tips Program, an increase of 21% compared with 2013-14. This program is an important part of the strategy to prevent the transmission of communicable diseases, especially blood-borne viruses such as Hepatitis B and C and HIV.

This year saw the addition of a knowledge assessment to ensure that the participants had a clear understanding of the content of the session.

Reintegration Interventions

In 2014-15, just over 4,000 inmates participated in interventions which reconnect them to the community maintaining the progress made over the past two years. These inmates attended a NEXUS session which triages inmates in the last 6 to 3 months of their custodial sentence to determine whether they need release planning assistance.

In 2014-15, increases of 135 % in 2013/14 and 42% in the previous reporting period were maintained this year. Reports have also been developed to track whether those inmates requesting help actually received that assistance. The main areas of assistance given are contacts with accommodation providers, housing agencies, alcohol and other drugs residential rehabilitation services, proof of identity issues, family/significant other, federal entitlements, clothing/transport for reintegration activities/release, cultural support and debt management.

Offender Services provided at correctional centres

Corrective Services NSW provides the following services to offenders in correctional centres: crisis support; fundamental support; programs support; specific needs and wellbeing. These services are primarily delivered by Alcohol and Other Drug Workers, Services and Programs Officers, or Welfare Officers and are called 'compendium services'.

Registered psychologists provide services in the following areas: suicide/self-harm; situational aggression and immediate harm to others; mental health impairments; cognitive impairments; challenging behaviours; criminogenic risk /needs; suitability, readiness and responsiveness; and transition, coping and adjustment.

Services are also provided to inmates with specific needs. These services are provided exclusively by specialist staff in designated correctional centres or units.

Offender Services

In 2014-15, 139,343 occasions of service were delivered by Alcohol and Other Drug Workers, Services and Programs Officers, or Welfare Officers for 19,504 individuals.

Of these, 19,555 occasions of service (14% of all compendium services) directly supported the delivery of programs to reduce re-offending, such as programs referral packages, pre-program suitability interview and program support services.

In 2014-15, total of 9,661 occasions of service (7% of all compendium services) directly targeted people with mental health, or cognitive impairments, or those in crisis through crisis intervention including Risk Intervention Teams and State-wide Disability Services. These services were provided in addition to specialist services in specific needs areas.

In 2014-15, the majority of all compendium services were delivered in the area of fundamental support; 101,486 occasions; 73% of all compendium services. Of these services, 24,336 occasions were for family and community engagement, which equalled 24% of all fundamental support services; 17% all compendium services and 23,841 occasions were regarding finances and money which equalled 23% of all fundamental support services; 17% of all compendium services.

In 2014-15, services targeting adjustment to custody (reception and induction services; legal support) represented 27% of fundamental support services and 20% of all compendium services.

Services targeting reintegration from custody to community (accommodation support; community and government contacts; clothing, property and transport) represented 15% of fundamental support services and 10% of all compendium services.

Addictions services represented 10% of fundamental support services and 8% of all offender services. These services support offenders to complete the EQUIPS addictions programs.

Psychology services

In 2014-15, 24,950 occasions of psychology services were delivered, of these 18,601 in custody and 6,349 in the community.

In custody

Mental health impairments represented the largest proportion of psychology services in custody, 8,147 occasions; 44% of all psychology services in custody; 33% of all psychology services. Of these, 5,317 occasions of service (64% of all mental health impairment services in custody) were direct assessments and interventions with inmates. 1,748 occasions of service (22% of all mental health impairment services in custody) were expert consultations to other case management staff.

In 2014-15, there were 2,671 occasions of service with suicide/self-harm representing 15% of all psychology services in custody and 11% of all psychology services across custody and community. Follow-up services for transition, coping and adjustment represented 14% of all psychology services in custody.

In 2014-15, risk of re-offending and treatment/criminogenic needs assessments represented 11% of psychology services in custody (2,136 occasions; 9% of all psychology services). 440 occasions of service (21% of all risk of re-offending/ criminogenic needs assessments services in custody) were specific to sex offenders and 365 occasions of service (18) were specific to violent offenders.

In community

In 2014-15, 4,913 occasions of risk of re-offending and treatment/criminogenic needs assessments represented the largest proportion of psychology services in community corrections (77% of all psychology services in custody; 20% of all psychology services). Of these, 1,218 occasions of service (25%) were assessments and 1,952 occasions of service (29% of all risk of re-offending and treatment / criminogenic needs assessments services in community) were subsequent expert consultations to other case management staff. 1,631 occasions of service (33%) were specific to sex or violent offenders.

Mental health impairments represented 12% of psychology services in community corrections (776 occasions; 3% of all psychology services), of which 40% (308 occasions) were expert consultations to other case management staff.

Specific Needs

Specific needs services and programs are provided by State-wide Disability Services (SDS); the Personality and Behavioural Disorders Services (PDBS); Mental Health Screening Units (MHSUs); Acute Crisis Management Units (ACMUs); Mum Shirl Unit (MSU); the Individual Violent Offender Unit (IVOU); Kariong Behaviour Management Program; and the Mothers and Children's Program.

State-wide Disability Services

In 2014-15, State-wide Disability Services (SDS) trained and supported 821 staff in correctional centres and in the community to effectively manage offenders with disabilities. This assisted with identifying and providing people with disabilities access to services and programs in correctional centres across the State.

In 2014-15, SDS received 1,146 referrals for 1,025 individuals with a range of possible impairments.

Main Reasons for Referrals to Disability Services	2011-12	2012-13	2013-14	2014-15
Suspected intellectual disability or borderline cognitive functioning	521	456	456	461
Suspected cognitive impairment including acquired brain injury	312	301	257	290
Suspected hearing impairment	102	85	81	85
Suspected vision impairment	45	62	60	50
Suspected mobility or physical impairment	175	191	155	180
Aged/frail offenders	48	29	32	33

Overall there were slightly more referrals for each type of impairment aside from vision impairment. As the prison population increases, the proportion of people with disabilities similarly increases.

In 2014-15, there were on average 627 offenders with cognitive impairment in custody on any given day (a decrease of 3 from the previous financial year).

In 2014-15, there were 4,560 specific need service occasions delivered by SDS for people with disabilities. The majority of these (2,595) related to advice provided to staff to assist with the management of inmates with disabilities or decisions about placement in Additional Support Units (ASUs) or other correctional centre locations. There were 659 service occasions where SDS staff liaised with other agencies to assist in the case planning for inmates with disabilities.

In 2014-15, there were 66 referrals made to Ageing, Disability and Home Care (ADHC) resulting in 44 offenders being accepted for disability services for the first time.

Additional Support Units

The Additional Support Units (ASUs) housed up to 57 offenders daily in 2014-15. Within the ASUs, staff completed comprehensive case plans and delivered specialised services and programs to inmates with cognitive impairment who are at a higher risk of re-offending or otherwise needed to be placed away from the mainstream inmate population.

There were 102 inmates admitted to the ASUs in 2014-15. These inmates received 1,025 hours of programs including EQUIPS Addiction, EQUIPS Foundation and RUSH.

Participation in education and psycho-education courses for inmates with disabilities increased in the ASU from the previous financial year.

Education, offence related and psycho-education programs	Number of offenders			
	2011-12	2012-13	2013-14	2014-2015
Education courses (internal) – total participants only, regardless of attending multiple programs	382	398	218	357
Education courses (internal) – total participants – with duplication for attending multiple programs	633	657	534	718
Education courses (external) e.g., OTEN *, TAFE	157	87	171	333
Psycho-educational and skills programs e.g., problem solving, relationships, communication	106	91	25	53
Self-Regulation Program – Sex Offender (SRP-SO), Self-Regulation Program – Violent Offender (SRP-VO) and Self-Regulation Program – General Offender (SRP-GO) treatment programs	24	26	34	57
Memory Retraining	7	5	-	-
Getting Smart	44	74	14	-
Parole Workshop (new program)	-	28	-	-

* Open Training and Learning Network

Psychological services were provided on 1,015 occasions to offenders and remandees with disability. In 2014-15, 168 screening questionnaires and 23 comprehensive neuropsychology assessments were completed on inmates with acquired brain injury.

There were 122 screenings and assessments (down from 158 in 2013-14) conducted on inmates with sensory and mobility impairments. These assessments assist in case planning especially for high-risk inmates who require specific supports in order to attend and complete criminogenic programs.

Personality and Behavioural Disorders Service

The Personality and Behavioural Disorder Services (PBDS) is a mobile team that provides high-level multidisciplinary (psychological, behavioural and custodial) support to correctional centres managing offenders with a severe personality disorder and challenging behaviours.

In 2014-15, the PBDS trained 57 staff across CSNSW and Justice Health and Forensic Mental Health Network in *Managing Offenders with Complex Personality Traits* and provided general awareness training around challenging behaviours to all Services and Programs Officers. In addition, the PBDS provided 1,920 occasions of specialist service to 29 inmates across 17 correctional centres.

Mental Health Screening Units

There are two Mental Health Screening Units (MHSUs): at the Metropolitan Reception and Remand Centre accommodating up to 43 male inmates and at Silverwater Women's Correctional Centre accommodating up to 10 female inmates. The MHSUs ensure the

comprehensive assessment, treatment and management of individuals with mental illness. The MHSUs are jointly run by Justice Health and Forensic Mental Health Network (JH&FMHN) and CSNSW using a multidisciplinary approach.

In 2014-15, 338 inmates were admitted to the MHSUs, each with an average stay of 36.6 days. Admissions ranged between 0 and 187 days. MHSUs provided 1,189 occasions of psychology services by CSNSW to 381 individuals. While other services were delivered to inmates in the MHSUs by both CSNSW and JH&FMHN staff, the quantum of the services was not recorded during the financial year.

In 2014-15, the MHSU at Silverwater Women's Correctional Centre treated 126 women (down from 143 in 2013-14). The Mental Health Step Down Unit assisted 77 female offenders (up from 72 in 2013-14).

Acute Crisis Management Units

Acute Crisis Management Units (ACMUs) accept referrals for inmates at acute risk of suicide or self-harm who cannot be managed at their gaol of classification. There are two ACMUs for male inmates at the Metropolitan Special Purpose Centre and at Bathurst Correctional Centre. The ACMUs provide assessment, stabilisation, review, and discharge management plans to be implemented at the inmate's gaol of classification.

In 2014-15, inmates in the ACMUs were able to attend group-based programs to assist in the development of self-management skills. In addition, ACMUs provided 1,050 occasions of psychology services to 118 individuals.

Terms of reference for a review of the ACMUs were approved in 2015 and the review will take place 2015-16.

Mum Shirl Unit

The Mum Shirl Unit (MSU) is a purpose-built high-dependency women's mental health unit specifically designed to address criminogenic factors related to at-risk female inmates with complex personality, developmental, psychological and psychiatric issues. The MSU utilises multi-disciplinary assessment, management and treatment.

In 2014-15, 72 inmates were admitted to the MSU and 823 occasions of psychology services were provided to 115 individuals with an additional 43 inmates receiving psychological services such as assessments.

The MSU provided an alternative accommodation option for 266 women who were managed by the Risk Assessment and Intervention Team (RAIT) and were on a segregated custody direction.

Terms of reference for a review of the MSU were approved in 2015 and the review will take place 2015-16.

Individual Violent Offender Unit

The Individual Violent Offender Unit (IVOU) is a behavioural management program that an inmate may be placed in whilst in custody. In order to be placed onto these programs, the

inmate must have acted in an extremely violent manner, to the point that his continued housing with the mainstream population is a significant risk to staff, offenders and visitors.

In 2014-15, inmates in the IVOU were able to attend group-based programs to assist in the development of self-management skills. In addition, IVOU provided 402 occasions of psychology services. Of these, 297 (74%) were expert consultations to other case management staff.

Terms of reference for review of the IVOU were approved in 2015 and the review will take place 2015-16.

Kariong Behaviour Management Program

From 2004 to May 2015, the Kariong Juvenile Correctional Centre (the Centre) was managed by CSNSW offering a short-term placement option to stabilise young male detainees charged with, or sentenced for, serious offences. The Centre was also utilised to stabilise and/or change behaviour of those deemed too difficult to manage in Juvenile Justice centres.

For 10 months in 2014–2015, 50 young male offenders (aged 16-21) participated in the four-staged version of the Kariong Behaviour Management Program designed to reduce anti-social behaviour by rewarding positive and pro-social behaviours. This is relatively consistent with the participation rates of 60 offenders during 2012-2013; and 62 offenders during 2013-2014.

Improvements in attitude and behaviour were rewarded with varying access to privileges, including longer out-of-cell hours, increased phone call allowances and access to activities. All juvenile inmates were required to attend education activities, with a focus on vocational courses as well as the development of key learning areas.

In 2014-15, all young male offenders housed in the Centre received both fundamental support services and psychological services; 21 young offenders completed a pre-release program and 30 young offenders completed Health Survival Tips. In May 2015 all juvenile offenders being managed at the Centre were returned to the full-time care of Juvenile Justice.

In June 2015, the Centre re-opened as the Kariong Assessment and Intervention Correctional Centre (Kariong): a four-month assessment and intervention centre for newly sentenced (less than 2 years) male young adult (18-25 years) offenders, prioritising Aboriginal and Torres Strait Islander inmates.

The new focus at Kariong will be as an intensive assessment and intervention centre utilising a holistic approach, through whole-of-centre co-ordinated services, programs and centre principles. The primary goal at Kariong is to reduce reoffending of short-sentenced young adult offenders and develop clear pathways and processes of community reintegration, including enhancing, creating or reconnecting inmates with their families, cultural identities and communities. This will be achieved through:

- supporting the inmates towards a safe and healthy lifestyle;
- an appreciation of, and engagement, Aboriginal culture;

- engaging and working with inmate's families;
- utilising therapeutic community and restorative justice principles to pro-actively and positively address problematic institutional behaviours;
- establishing the use of the same language from EQUIPS to positively challenge and reward or reinforce inmate's behaviours.

Kariong inmates will have the opportunity to participate in the suite of EQUIPS program, depending on identified needs. Regular case interviews between inmates, custodial and non-custodial staff will occur to support inmates to maintain their goals as outlined in their case plan

Mothers and Children's Program

The Mothers and Children's Program operates at Emu Plains Correctional Centre, Jacaranda Cottages and the Parramatta Transitional Centre to provide pregnant inmates or women with children under 12 an opportunity to remain with their children while incarcerated. Paramount consideration is given to the child's social and emotional development and continuity-of-care.

In the 2014-2015, 34 women and 48 children participated in the Mothers and Children's Program. 145 referrals were received from inmates, CSNSW staff, Justice Health and external sources. As at 30 June 2015, a further 34 applicants were registered to participate and 2 were awaiting approval.

	2012/13	2013/14	2014/15	Comparison with 2013-14
Referrals	103	119	145	+26
Women approved overall	13	17	20	+3
Women approved for full-time residence	2	9	9	
Women approved for occasional residence	6	4	9	+5
Women approved for full-time and occasional residence	5	4	2	-2
Children overall participation	22	26	48	+22

Pregnant women attended the High Risk Antenatal Clinic at Dillwynia Correctional Centre facilitated by specialist staff from Nepean Hospital. Resident mothers participated in the Early Childhood Clinic facilitated by the Sydney West Area Health Service; the Parent Infant Families Australia playgroup; Circle of Security facilitated by Relationships Australia; weekly Mothers Group alternate terms facilitated by Wesley Mission. All activities were conducted at Jacaranda Cottages.

Resident children participated in external social and developmental activities at Kindy Gym, swimming lessons and attended community pre-school.

Resident mothers and children participated in a range of external excursions and activities aimed at normalising their community exposure, maintaining community identity and supporting women engage with community agencies.

Wesley Mission assessed all resident mothers and registered those eligible for Brighter Futures. The Brighter Futures team also facilitated a play group for full-time resident mothers every Friday at their Penrith office.

Blissful Babies provided one-on-one mothercraft assistance for women identified by FaCS as requiring additional support. This service is provided on a fee-for-service basis and paid for by participating mothers using their Centrelink/Family Assistance benefits.

Offender Assessment and Case Management

CSNSW staff conduct assessments and are involved in the case management of offenders across all custodial and community locations. This includes the screening of inmates at court cells or in correctional centres, conducting risk of re-offending assessments, case planning at the beginning of, and case management throughout an offender's sentence.

The Assessment and Case Management Support Team provides training and support to ensure the highest quality of screening, induction, assessments, offender case plans and the case management of offenders.

Reception, Screening, and Induction

In 2014-15, there were 15,328 admissions of fresh custody inmates into correctional centres. Each of these inmates was provided with comprehensive intake screenings within 36 hours of arrival into custody to ensure they are safe and are assessed for immediate risks such as self-harm and urgent needs.

In 2014-15, inmate handbooks were updated and a comprehensive audit was conducted on screening in all reception centres. The Inmate Induction process was reviewed, with a report recommending a series of improvements to be completed in 2015-16.

Level of Service Inventory – Revised (LSI-R)

CSNSW uses the Level of Service Inventory – Revised (LSI-R) to determine an offender's risk of re-offending and treatment / intervention needs. The LSI-R is the most commonly administered assessment in CSNSW.

Risk level	Number of offenders	
	2013-14	2014-15
Low	4,386	4,476
Low-Medium	7,955	7,903
Moderate	9,796	9,799
Medium-High	3,874	4,199
High	740	831
Total	26,751	27,208

Community Impact Assessments

In 2014-15, Community Corrections Officers completed 22,672 Community Impact Assessments (CIA), an increase from 22,529 in 2013-14. The following table shows the number of community offenders in each category of the CIA.

Community Impact Assessments 2014-15 (2013-14)

		Intervention Level		
		Low	Med	High
Monitoring Level * (Tier)	3	T3/Low – 793 (767)	T3/Med– 962 (938)	T3/High–1,118 (1,156)
	2	T2/Low – 1,906 (1,765)	T2/Med– 2,137 (2,115)	T2/High–1,610 (1,695)
	1	T1/Low – 6,744 (6,650)	T1/Med– 5, 404 (5,425)	T1/High–1,998 (945)

* Tier 1 (T1) indicates lower supervision levels, whereas T3 offenders warrant the highest level of monitoring. When combined with the LSI-R the table provides a clear indication of the required mixture of intervention and supervision (e.g., T3/Low – high supervision, low intervention, T3/High – high supervision and high level of intervention). These figures are also used to drive the allocation of the necessary resources.

Sex Offender Assessments

Sex offenders require specialist risk assessments. CSNSW uses the STATIC-99R risk assessment to assess sex offender risk of re-offending.

The following table shows the number of offenders per categories of risk as identified by the STATIC 99-R in 2013-14 and 2014-15.

Risk of Sexual Re-offending	Number of offenders	
	2013-14	2014-15
Low	211	283
Medium-Low	193	237
Medium-High	281	227
High	135	131
Total	820	878

In 2014-15, CSNSW introduced the STABLE and ACUTE 2007 dynamic risk assessment tools. Reports are expected in 2015-16.

General Assessments

Offenders were assessed for drug and alcohol issues, brain injuries and other disabilities, mental health, personality and cognitive deficits, as well as offence-specific assessments. CSNSW uses the Corrections Victoria Treatment Readiness Questionnaire (TRQ) as a pre-program suitability assessment. The Treatment Readiness Questionnaire (TRQ) addresses an offender's readiness for, and responsiveness to, effective interventions. Failure to take this into account can produce lower participation and completion rates.

In 2014-15, CSNSW completed 1,173 TRQs of which 243 offenders (21%) needed program preparation prior to progression into a criminogenic needs program.

Training and Accreditation

In 2014-15, the Assessment and Case Management Support Team trained 1,355 CSNSW and GEO staff including Community Corrections Officers, psychologists, Service and Programs staff and custodial officers in the key areas of Case Management and Assessment.

Training Course	2013-14		2014-15	
	Participants	Days training	Participants	Days training
Reception, Screening and Induction	160	13	300	16
LSI-R Foundation	156	26	144	30
LSI-R Refresher/Supervisor	314	30	352	31
Case Management Level 3	267	16	420	38
Case Management Level 4	59	16	55	16
OS&P Case Planning & Management	44	5	84	18
Total	1,000	106	1355	149

Psychologists were trained in several other assessments including the Violence Risk Screen and other sex offender risk assessments, in conjunction with the Serious Violent Offenders Therapeutic Program. In addition to this LSI-R training was given to staff from Australian Capital Territory Corrections.

Programs and Services for Female Offenders

As at 30 June 2015, there were 862 women in NSW correctional centres, representing 7.3% of total inmate population. This is an increase from 686 in the same period last year, which represented 6.5% of the inmate population. The number of Aboriginal female inmates increased from 225 in 2013-14 (33% of the total female inmate population) to 299 in 2014-15, representing 35% of the total female inmate population.

As at 30 June 2015, 2,425 female offenders were supervised in the community, representing 14.6% of all offenders under supervision (down from 2,449 in 2013-14). Seventeen women were on Home Detention, 406 on Community Service Orders, 310 on court-based parole and 95 on State Parole Authority Parole Orders, twelve on Bail Supervision, 58 Drug Court participants, 181 on Intensive Correction Orders, 1,284 on Good Behaviour Bonds and 327 had received Suspended Sentences.

Trauma-informed Practice Training for frontline staff

In 2014-15, the CSNSW Women's Advisory Council commissioned a major research project which resulted in the publication of *Women as Offenders – Women as Victims – the role of Corrections in supporting women with histories of sexual abuse*. It was evident that exposure of offenders to sexual and physical violence in childhood, adolescence and adulthood has contributed to a high prevalence of anxiety disorders and Post Traumatic Stress Disorder (PTSD). CSNSW agreed to adequately respond to this and are working in collaboration with Victims Services to deliver Trauma-informed Practice Training (TIP) for frontline staff. The trial has taken place in Dillwynia and Silverwater Women's Correctional Centres, and it is expected that it is going to be rolled out to all centres housing women.

Victims Services Counselling for Offenders

In 2014-15, Victims Services of the Department of Justice trialled Approved Counselling Services (ACS) to offenders in Dillwynia and Wellington Correctional Centres who have been victims of a violent crime as a child or as an adult prior to their incarceration. A history of victimisation is likely to be a contributing factor to their offending behaviour. A schedule for a state-wide rollout of the program is being determined in collaboration with CSNSW.

Alternatives to custody

Miruma is a residential facility at Cessnock which provides a diversionary program for women with co-existing mental health disorders and long-term alcohol and other drugs issues. In 2014-15, 45 women participated in the Miruma program, which is decrease from 52 participants in 2013-14; 45% were released to stable accommodation.

Programs addressing risks of re-offending

In 2014-15, the CSNSW Offender Services and Programs branch developed and implemented a new suite of four programs to reduce re-offending called EQUIPS which replaced a number of existing programs. This had an effect on the number of women participating in programs.

In 2014-15, 428 women in custody attended compendium programs. Of these, 196 women identified as Aboriginal, which is 66 % of all program participants. The highest attendance was for Mothering At A Distance, followed by Getting SMART and the Adventure Based Challenge ABC – Women. The average completion rate for all programs was 59%.

In 2014-15, 301 community-based female offenders attended 2,916 program sessions addressing offending behaviour, decreased from 350 offenders and increased from 2,186 sessions in 2013-14. The highest attendance was for Sober Driver Program, followed by Getting SMART. Both are programs addressing offences relating to alcohol and other drugs use.

Transitional centres

The Bolwara Transitional Centre at Emu Plains and the Parramatta Transitional Centre provide support for women approaching release from custody.

Bolwara provides female offenders with entrenched AOD issues and who are in custody for serious offences with a structured environment so that they can address their offending behaviour and assisting the women to reintegrate into the community. Working with external agencies, staff refer residents to appropriate programs.

In 30 June 2015, there were 16 women at Bolwara, of those 13 identified as Aboriginal.

In 2014-15, there were 12 new applicants accepted into the Parramatta Transitional Centre. Eleven successfully completed the program and were released to parole (10 with supervision and one without supervision); one was returned to a correctional centre due to Federal Government immigration status changes in December 2014 but none of the residents were returned to a mainstream correctional centre due to revocation.

Mothering At A Distance

In 2014-15, the Mothering at a Distance (MAAD) program was delivered at Dillwynia, Emu Plains, Silverwater Women's and Mid North Coast Correctional Centres. There were a total of 103 participants with an average completion rate of 86%.

MAAD is an educational program developed by Tresillian Family Care Centres in collaboration with CSNSW. The MAAD program aims to enhance the mother-child relationship and increase the mother's knowledge and skills to care for her infant.