

Questions Taken on Notice – Corrections Portfolio – 5 November 2021

Question 1 – Parklea outbreak (page 3-4)

The Hon. TARA MORIARTY: Before you do that, I have some questions about that. We have all been living with COVID for 18 or 19 months, whatever it has been now, and you did well last year. There was not an outbreak last year but this year, from July or August, there were 553 cases. And you are right; there were issues in schools and all the rest of it. But your facilities are totally controlled by you so it is not the same. I am pleased to hear there are learnings now. Why were processes not set up to stop this from getting in, in the first place? How was it not controlled when the first case did get in?

Mr ANTHONY ROBERTS: Before I hand to the Acting Commissioner, I point out that processes were put in place from the very beginning that worked successfully with COVID-19. The Delta strain was something entirely different. As I said, with over 18,000 cases in the community, we were the last standing post, probably in the Commonwealth, to actually fall to COVID-19. And that was because of the protocols and practices and procedures that we had in place. Certainly we were able to be quite nimble when it came to addressing the new Delta variant in how we managed inmates coming in on remand. That cohort of people that we deal with in our prison facilities are not people that usually listen to health advice or health directions. They are people that quite often, obviously, live outside the law. The Acting Commissioner might just run through from where we started and then how we changed the procedures and practices to when we had our first outbreak.

The Hon. TARA MORIARTY: Again, I will interrupt because we did cover some of this in the public accountability hearing. I do not intend to revisit old ground except for some follow-up from that. I accept that this is an unusual system to manage but once people are in the system they are completely controlled—every movement, every interaction or not, everything that they do is completely controlled by you. How can it be that there were 553 cases? They were not people who were in and out of system, although the staff were, which was also a concern. Quite a number of staff were sick—hopefully all of them are better now because I know some were very sick. You have not answered the question about how that happened. The second part to that is that in the Public Accountability Committee hearing we touched on the fact that you were going to look into how the original case got into Parklea. Where are we at with that?

Mr ANTHONY ROBERTS: I can answer that. I hate to nitpick on these things but when we talk about 553 inmates, 327 of those were basically new inmates coming into our custody.

Mr DAVID SHOEBRIDGE: It is the 228, is it not? That is the one to focus on.

Mr ANTHONY ROBERTS: Yes, that is right.

Mr DAVID SHOEBRIDGE: The 228 that transitioned inside the system.

Mr ANTHONY ROBERTS: But I think it is important—

The Hon. TARA MORIARTY: No, I am going to focus on the 553 because I understand some of them were new and some of the spread was in the system. I get the point of the two numbers but all of them were completely and totally in your care.

Mr ANTHONY ROBERTS: In our custody, that is right. I take it where you are coming from is the

COVID-19 at Parklea, the original outbreak? I directed the acting secretary to arrange for an independent inquiry into the management of COVID-19 at Parklea Correctional Centre. It concerns me it got in. It concerns us all. We want to know why it happened. Mr Peter Dein, APM, has been appointed as that investigator for this inquiry. He is a highly decorated retired Assistant Commissioner of Police and Crime Commission and a consultant for law enforcement, government and related industries. The terms of reference for the inquiry are: to investigate the application of COVID-related policies and procedures at Parklea Correctional Centre prior to and at the time of the first positive COVID case outside of quarantine; to investigate the circumstances outlined in two recent legal cases related to the management of COVID risk; to consider whether appropriate COVID risk management processes and health advice, as applicable at the time, were followed in the two legal cases; to consider the respective roles and responsibility of Corrective Services NSW, the Justice and Forensic Mental Health Network, the Parklea Correctional Centre operator, MTC-Broadspectrum and health provider, St Vincent's Health Network in relation to those two legal cases; and to make any appropriate recommendations for improvements. That final report is expected in mid-December and I will be releasing that.

The Hon. TARA MORIARTY: Great. I look forward to that.

Mr DAVID SHOEBRIDGE: On 24 December?

Mr ANTHONY ROBERTS: And also, on top of that, the University of New South Wales, Kirby Institute has been engaged to conduct an independent review of how the outbreak spread. The findings from this review will be used to identify risks and improve COVID-19 protocols and procedures.

The Hon. TARA MORIARTY: What was the original date that COVID got into Parklea?

Acting Commissioner CORCORAN: The date that it got out of quarantine, the Command Centre WAS advised on 23 August.

The Hon. TARA MORIARTY: You were notified on 23 August?

Acting Commissioner CORCORAN: Yes.

The Hon. TARA MORIARTY: There was no other information about it before then that you were aware of?

Acting Commissioner CORCORAN: None that we were aware of.

The Hon. TARA MORIARTY: What about you, Minister?

Mr ANTHONY ROBERTS: Not that I was aware of.

The Hon. TARA MORIARTY: I started hearing about it a few days before that but I could not confirm it until, in fact, 28 August, which was almost a week after you were told. On 28 August was when I got confirmation about it and up until then it was not made public. Why was it covered up or hidden during the course of that week?

Mr ANTHONY ROBERTS: I do not think it was covered up or hidden. If it was, this investigation will find out. As I said before, I want to know how it got in. We were successful up to that stage within the broader prison network and that is what the investigation will look at. Again, I will make that investigation public as soon as I get that.

Acting Commissioner CORCORAN: No, I mean, as soon as we found out there was an outbreak we

acted immediately. We closed Parklea down. We identified where everybody over the previous couple of weeks had been sent around the system. I think I talked about this in the Public Accountability Committee but there was an immediate shutdown of the entire system. There was no covering anything up. As soon as we understood that there was a problem we acted immediately.

The Hon. TARA MORIARTY: Was that after 28 August when I got confirmation of it or on 23 August when you got confirmation of it—almost a week?

Acting Commissioner CORCORAN: I cannot recall the exact date. It was a Sunday night.

Mr ANTHONY ROBERTS: We will have to take it on notice.

Acting Commissioner CORCORAN: Yes, we will take it on notice

Answer

Deputy Commissioner Luke Grant answered this question during the hearing – see response on pages 4-5 reproduced below.

Deputy Commissioner GRANT: I think the member is a little confused about the cases. Parklea had some cases of fresh receptions earlier from the date of the twenty-third. The first case that you would have been aware of that NSW Health may have reported was a case of a person who had COVID when they came into prison, whose COVID status was detected during the quarantine phase. The twenty-third was the date of the first person who had finished their quarantine phase—in fact, they were still in the quarantine unit and had not moved out of that unit. So we received advice on the twenty-third that there was a person who was positive. It was a person who was a

resident in the quarantine area who had not moved out of that area. The twenty-seventh was the date when we first became aware that it may have actually spread outside of the quarantine area into the mainstream population when we got advice that up to two prisoners were outside of that area. So in relation to the first one, because it was unusual, it was the first case we had of someone who had not been in quarantine, the person was re-tested again. That process always occurs to assure ourselves that that is the case. But the significant incident really was the twenty-seventh that confirmed that we had a problem because the cases now were outside of the quarantine space in the correctional centre. So all of those dates are the correct dates but they relate to three different things: the first being a patient, a prisoner, who became positive whilst they were in the quarantine phase; the second one was a prisoner who was a resident in the quarantine area but was positive outside of the 14-day quarantine period; and the third one was two prisoners who were outside of the quarantine zone. So quarantine is not just a process; it is actually a place in the correctional centre. The first two cases that we had outside of that were the two cases on the twenty-seventh.

Question 2 - Parklea inmate death - offer of vaccination dates (page 5-6)

The Hon. TARA MORIARTY: Thanks. I will come back to some questions a little later about those processes, but in the short time I have left I will very delicately ask a question as sensitively as I can about what I have been advised has been the death of a person who was in Parklea. I am told that he contracted COVID in Parklea and recently died as a result. Can you give us some information about that?

Mr DAVID SHOEBRIDGE: And, in fact, was unvaccinated.

Mr ANTHONY ROBERTS: Again, I would like to extend our sincere condolences to the family. I appreciate it will be a difficult time for them. I will answer this, as you say, as sensitively as possible. I have asked the acting secretary to include the circumstances of the person's COVID-19 infection in the terms of reference for the independent inquiry into the management of COVID at Parklea. But at this stage no advice has been received regarding whether there will be an investigation of the person's death by the New South Wales Coroner, and I think until such advice is received it is probably appropriate that we do not comment any further.

The Hon. TARA MORIARTY: Again, I want to be sensitive about this. My condolences to the family also, and I mean that sincerely, but it is not good enough to send this off to an inquiry. As a result of what has happened over the last couple of months, a person has very recently died. You have to give us some more information about the circumstances around that. I understand he was moved to hospital as a result. Can you give us some information around the circumstances?

Acting Commissioner CORCORAN: This person had a number of underlying comorbidities and became quite ill with COVID. With all infections that result in illness at a higher level we transfer them to hospital so they are looked after in the public health system. He was placed on bail because, as I understand, he was intubated as well. There was really no need for two officers to be sitting there 24 hours a day guarding him, so we asked the court to consider whether he would be placed on bail and that bail was granted.

The Hon. TARA MORIARTY: How long had he been in the facility? I do not need personal details.

Acting Commissioner CORCORAN: How long had he been where? Sorry, I did not catch the question.

The Hon. TARA MORIARTY: How long had he been in Parklea or in prison?

Deputy Commissioner GRANT: I can answer that question if you wish, Commissioner.

Mr ANTHONY ROBERTS: We will ask the deputy commissioner.

Deputy Commissioner GRANT: He was received in custody on 26 June 2021. In response to the point that has been raised about vaccination, he actually was offered

a vaccination, which he declined, on 6 September. He was in a cell with another person, that person was offered a vaccination on that date and had the vaccination and was double-vaccinated. This person, sadly, did not take up the opportunity for vaccination on the date that he was offered it.

The Hon. TARA MORIARTY: Why was he not offered vaccination before 6 September?

Mr ANTHONY ROBERTS: Assistant Commissioner?

Deputy Commissioner GRANT: I would have to find out whether he was indeed offered. I just know about that particular date because that was the date that his cellmate did. I will have to take that on notice.

Answer

This question should be referred to the Minister for Health.

Question 3 – Type of vaccine offered to Parklea inmate (page 7)

Mr DAVID SHOEBRIDGE: But my question is: Is there a process in place to overcome that barrier to send people in to talk with any inmate who has refused a vaccination, to talk them through the issues and persuade them about the science and the medical benefits of vaccination? I am not getting any comfort from your answers so far.

Mr ANTHONY ROBERTS: Most probably because it is a Justice Health responsibility so that question should be directed to the Minister for Health and Medical Research.

Mr DAVID SHOEBRIDGE: The Acting Commissioner must know what is going on in his prisons in dealing with COVID. It is a fundamental issue about the management of prisons so I am going to press the question to you, Acting Commissioner. Is there any process in place that you are aware of to do that?

Acting Commissioner CORCORAN: I cannot speak for St Vincent's Health because I have had much more, I guess, engagement with Justice Health. Certainly with Justice Health they have been engaging in processes with inmates around the State. I think evidence of their success is the levels. Obviously they are Justice Health statistics and you would need to go to Health to get them but I do know what they are, and they are considerable in terms of the levels that we have achieved over the last few months.

Mr DAVID SHOEBRIDGE: I will ask you two further questions about this tragic death. First of all, when, if at all, apart from 6 September was this man offered vaccination? At any point after the initial refusal were efforts were made—and if so, what were they—to overcome the vaccine hesitancy to try to protect this man's health and welfare?

Mr ANTHONY ROBERTS: We will take those on notice.

Mr DAVID SHOEBRIDGE: Deputy Commissioner—

Mr ANTHONY ROBERTS: Through me.

Mr DAVID SHOEBRIDGE: What vaccine was offered on 6 September?

Mr ANTHONY ROBERTS: I will go to the Deputy Commissioner.

Deputy Commissioner GRANT: I will have to take that on notice. I do not have the information at hand so I would just be guessing if I told you

Answer

This question should be referred to the Minister for Health.

Question 4 – Vaccination dates by centre (page 9)

Mr DAVID SHOEBRIDGE: I have asked you whether these services are provided. I will now ask you what of those services do you facilitate Justice Health providing?

Mr ANTHONY ROBERTS: We facilitate access to the centres.

Mr DAVID SHOEBRIDGE: Yes, but in overcoming vaccine hesitancy what services from Justice Health do you facilitate providing to inmates who have refused a vaccine?

Acting Commissioner CORCORAN: The issue here is that we are facilitating access for whatever Justice Health requires, or whatever the other private providers require, to the inmates. If you are talking about a joint responsibility, that is our responsibility. The other responsibility of getting people across the line for vaccines really falls to the health providers.

Mr DAVID SHOEBRIDGE: Acting Commissioner, through you Minister: Do you have the vaccination rates on a facility-by-facility basis?

Acting Commissioner CORCORAN: I do not think we have got them here in front of us. What we have just got is the broad figures but we would have to take that on notice.

Mr DAVID SHOEBRIDGE: Would you be able to identify them this morning if possible? Could you ask the staff behind you to do it? One of the reasons I ask this is particularly to look at how Parklea has responded, given the concerns about Parklea.

Acting Commissioner CORCORAN: Sure.

Mr DAVID SHOEBRIDGE: Could you endeavour to find those numbers?

Acting Commissioner CORCORAN: I think the deputy commissioner is probably—

Mr ANTHONY ROBERTS: I will seek advice from the deputy commissioner. Deputy Commissioner, can we have the vaccination levels by jail, by centre?

Deputy Commissioner GRANT: I am happy to provide that but I do not have that in front of me.

Answer

This question should be referred to the Minister for Health. Vaccination rates for inmates are available on the Justice Health and Forensic Mental Health Network [COVID-19 website](#).

Question 5 - Step Together (Transcript page 14-15)

The Hon. WALT SECORD: I take you to one of the measures in something called Step Together—a special public hotline 1800 875 204 that was established in June 2017. It is a hotline to help people concerned about family members, friends or loved ones who may be going down the path of violent extremism. Yesterday I called the hotline to see whether it is operating. It is operating and it is working.

Mr ANTHONY ROBERTS: Good.

The Hon. WALT SECORD: I just wanted to check before I asked the question. I always do that. How many calls were received in the last financial year? It was reviewed in 2019. How do you determine its success and what happens if you make a call to it?

Mr ANTHONY ROBERTS: I ask the acting executive director to respond.

Ms VAN DE ZANDT: Thank you, Minister. The hotline has received 5,113 calls since it was launched in 2017 and that includes web chats as well. In addition to that, it has received 275,000 hits to the website so there are people who are wanting information obviously about far-right extremism who are concerned about family, friends, clients, neighbours who might be heading down the pathway to violent extremism. If a caller calls the hotline, as you would have experienced, Mr Secord, they have an opportunity to talk to one of our caseworkers to better understand some of the drivers of violent extremism. They are provided with information and support and also referral to relevant support and other agencies.

The Hon. WALT SECORD: How do you determine the effectiveness or success of it? What are your key performance indicators or your evaluation techniques?

Ms VAN DE ZANDT: The Step Together service was evaluated over a period of 18 months when it was first launched. That evaluation was funded by the Commonwealth Government. It was evaluated every six months. The last evaluation, I think, was completed in 2019. We could provide you with some details about the outcomes of those evaluations. I do not have them to hand.

The Hon. WALT SECORD: Could you take it on notice? Of the 5,113 calls, what happened with your triaging of those calls?

Ms VAN DE ZANDT: We can take that on notice. At a high level I could certainly assure you that where we are concerned about risk in some of those calls, obviously we either encourage the caller to contact the National Security Hotline or otherwise we would do that. Occasionally, if we are also concerned, we might speak to New South Wales police about the nature of some of those calls. Otherwise, we would work with

the caller to provide support and information and then encourage them, for example, to contact a local mental health service or we might provide them with information, things to read, some tips about how they might talk to their friend or family member to dissuade them from continuing down that pathway. We also have a case management service. We would on occasions refer the caller. For example, if the caller was a parent we would refer the caller to our case management service which is called the Engagement and Support Program and then that person would be referred to that and there would be an intake and an assessment process according to those operational guidelines.

Answer

I am advised:

As of 30 September 2021, the total number of calls made to Step Together was 4,830. This includes web chats.

Step Together was last evaluated in 2019, 24 months after its establishment. The independent evaluation, funded by the Department of Home Affairs, was conducted by Deakin University and the Australian Multicultural Foundation. The evaluation found that Step Together was a helpful, credible and trustworthy point of contact for information, support and referrals on violent extremism. The evaluation also found the program could benefit from stronger links and referrals to other Countering Violent Extremism programs and enhanced community engagement. An evaluation framework for Step Together is currently being developed, building on previous evaluation recommendations.

The Step Together helpline receives calls that relate to a broad range of social health issues both directly and indirectly related to extremism. A risk assessment is undertaken to triage each call. In most cases, advice, support and referrals are provided. This includes provision of information about violent extremism, support networks, and referral to a range of community and government support services to address the social health problems raised in the call. High-risk calls can be referred to law enforcement agencies or the National Security Hotline.

Question 6 – Target for the sale of public land

Mr DAVID SHOEBRIDGE: Each different government agency is given a target or a budget for the sale of public land and for the amount that is to be recovered from the sale of public land. What is the budget that Corrective Services has to meet? What was it in the last financial year and what is it in the next financial year?

Mr ANTHONY ROBERTS: I will take that on notice.

Mr DAVID SHOEBRIDGE: You are aware of the need to meet the budget though, are you not, Minister?

Mr ANTHONY ROBERTS: In fact, we have got a very good story about our budget.

Mr DAVID SHOEBRIDGE: I am asking about the sale of public land. Is there a good story about that?

Mr ANTHONY ROBERTS: As I said, any question about the sale of these former operational centres is probably best directed to Planning.

Mr DAVID SHOEBRIDGE: Yes, but I am asking you what your budget is, what target it is you have to meet for the sale of public land last financial year and this coming financial year. Acting Commissioner?

Mr ANTHONY ROBERTS: Do we have—

Ms D'ELIA: I am not aware of a target.

Mr ANTHONY ROBERTS: No, I am not aware of a target either. Can we take it on notice? **Mr DAVID SHOEBRIDGE:** You are aware of the \$3 billion whole-of-government target that has been allocated to the different agencies. I will ask that to the acting secretary.

Mr ANTHONY ROBERTS: Through me.

Ms D'ELIA: I am not aware of an allocation to the department, no.

Mr DAVID SHOEBRIDGE: Could you provide on notice the allocation to the department and particularly to Corrective Services?

Mr ANTHONY ROBERTS: If there is one.

Answer

The Acting Secretary of Communities and Justice answered this question – see page 19, response reproduced below.

Ms D'ELIA: I just have a quick answer. The Department of Communities and Justice has not been allocated any capital sales targets by government. Our finance team has confirmed that

Question 7 - Cost of health advice to St Vincent's about Parklea outbreak (page 19)

Mr DAVID SHOEBRIDGE: You say Corrective Services found out about the first transmission on the 23 August. When was Parklea first aware that it had had a COVID case within Parklea and the transmission within Parklea? When was Parklea first aware of it?

Acting Commissioner CORCORAN: We have investigated this and the best information that we can come up with is the same date, but that is also the subject of the investigation by this independent investigator, just to get to the bottom of that issue.

Mr DAVID SHOEBRIDGE: Has Parklea been cooperative in the investigation?

Mr ANTHONY ROBERTS: We would have to speak to the investigator about that, but certainly I think with the Kirby Institute by all means, yes.

Mr DAVID SHOEBRIDGE: Acting Commissioner?

Acting Commissioner CORCORAN: Yes, certainly the department of Health, as Deputy Commissioner Grant was alluding to, had been engaged in a daily process. They basically took over the management of that outbreak. They were concerned about it and had put huge resources, from a public health perspective, into identifying what was going on and advising St Vincent's what to do in respect of this outbreak.

Mr DAVID SHOEBRIDGE: Will Parklea be paying the cost of that?

Acting Commissioner CORCORAN: That would be something I would have to take on notice, but certainly from a St Vincent's Health point of view, they would certainly be paying for that. As I said, they have put significant resources into making sure that that outbreak was contained.

Answer

This was a public health response in line with other pandemic health costs. Questions regarding the costs of the public health response should be referred to the Minister for Health.

Question 8 - Step Together (Transcript page 19-20)

The Hon. WALT SECORD: Ms Van de Zandt, through the Minister, some questions about Step Together. You mentioned 5,113 calls. I would like to know how many of them were referred to police?

Ms VAN DE ZANDT: I will take that question on notice, and I would also just need to be careful about reporting that in terms of sensitivity. So if I could take that question on notice?

The Hon. WALT SECORD: Okay, but I am just asking for a figure; I am not asking for individual cases. Of those calls, did the calls increase during COVID, if you are taking it on notice? Also, could I have a breakdown of the calls between religious extremism, far-right extremism and far-left extremism?

Mr ANTHONY ROBERTS: Mr Chair, I am just cognisant of issues around the sensitivity of that. Would you be happy, Mr Secord, if we directly briefed you on that?

The Hon. WALT SECORD: Minister, I understand that. I will leave it to you and your senior officials as to what information can be publicly disclosed—I understand that—and, yes, I would like to avail upon you to have a private briefing. On that note, it leads me to another issue. I want to be sensitive about how we discuss this. With recent overseas events involving public officials in the United Kingdom about increased protection or awareness of security involving public officials—I understand that you have to be mindful of anything that you take on notice or provide private briefings on—could you make some observations?

Answer

I am advised:

The NSW Department of Communities and Justice did not receive information about police referrals from the external service provider, On The Line, during its management of the service (between 2017 to April 2021).

Since becoming an in-house service run by the Department of Communities and Justice in April 2021, there has been one referral made to the NSW Police Force.

During the peak of the COVID lockdown (July to October 2021), there was a 94% increase in calls to Step Together compared to the same period in 2020. Many of the calls during this period related to COVID impacts, rather than being specific to extremism.

Since 1 April 2021, Step Together case managers have been able to identify and capture ideologies of concern (e.g. Islamist, right-wing, conspiracy), however, not all

calls have identified a clear ideology. To date, this information has only been recorded for two calls; one call related to Islamist extremism and one related to conspiracies.

Question 9 – THRO offenders

The Hon. WALT SECORD: You would be aware that the Prime Minister has recently written to, I think, four State Premiers about the management of high-risk terrorist offenders. These are people who have been in custody and have served their time and then have been released into the community and, unfortunately, I point to New Zealand, the 3 September supermarket attack in Auckland, where he was an ISIS supporter. After spending three years in prison he was released into the community in July 2021 and he was monitored by the New Zealand intelligence service with, I think at some points, up to 30 police officers monitoring him. In fact, because of that monitoring they were able to apprehend him and kill him in the supermarket. What is the situation on high-risk terrorist offenders in New South Wales and when they are released into the community? I understand if there are certain things that you cannot discuss, but what is your response to the Prime Minister's request in this area?

Mr ANTHONY ROBERTS: Thank you for the question. I will try to be as helpful as I can whilst taking into account the security implications. Currently, our status with respect to offenders currently subject to orders under the Terrorism (High Risk Offenders) [THRO] scheme, as at 1 October we have no continuing detention orders, we have two interim detention orders, we have eight extended supervision orders and one interim supervision order. Under the New South Wales scheme, the Terrorism (High Risk Offenders) Act 2017, those continuing detention orders and extended supervision orders may be imposed on offenders who pose an unacceptable risk of committing a serious terrorism offence in the future. These offenders do not need to have committed a terrorist act or terrorism offence to be covered by the New South Wales scheme, and this is where the scheme differs to the Commonwealth legislation. Under the Criminal Code Amendment (High Risk Terrorist Offenders) Act 2016, the Commonwealth can seek a continuing detention order in respect to prescribed Commonwealth terrorism offences where the offender represents an unacceptable risk of committing a terrorism offence if they are released. At the moment, I might ask Ms Van de Zandt where we are up to with the numbers potentially coming from the Commonwealth, if you are able to.

Ms VAN DE ZANDT: I might have to take the exact numbers as of today on notice, Minister, but I can inform the Committee that in terms of Commonwealth terrorist offenders there are two options: one is continuing detention orders, as the Minister has referred to; the other option is an option we would like, for the provision of an extended supervision order. Those amendments are part of Commonwealth legislation that I think has recently been tabled in the Australian Parliament but has not yet been passed. So at this stage we have continuing detention orders that we can rely on and we are hopeful of Commonwealth legislation being passed so that there would be provision for extended supervision orders to be made in New South Wales for those offenders as well.

The Hon. WALT SECORD: Through the Minister, can you give a bit more of a description on what New South Wales would like to see in this regard

Mr ANTHONY ROBERTS: Would you like to unpack that, Ms Van de Zandt? Certainly from our perspective, we work closely with the Commonwealth. As I said, we have got very strong powers in New South Wales. But certainly the management of those offenders and the various conditions we place upon them, some would say they are very broad and they are very deep—everything from conditions that require home visits by enforcement officers enabling us to seize at any time a computer, electronic equipment or data in the possession of that offender at his or her address.

We can make sure that they periodically report to an enforcement services officer. Part of that is, of course, our programs around participating in rehabilitation and treatment. Of course we have the electronic monitoring equipment and we can also stop them going to certain localities or specified locations or classes of locations—that could be anything from synagogues to mosques to churches to shopping centres or local government areas—specifically where this is effective, and that is ensuring that they do not associate with or contact specified persons or classes of persons, that they do not engage in specified conduct or classes of conduct, and they cannot engage in specified employment or classes of employment, which is critical when you are dealing with these individuals, and, of course, not being able to change their name or appearance. Did you want to add anything to that Ms Van de Zandt?

Ms VAN DE ZANDT: No, that is very comprehensive, Minister. I would only add that in terms of what we would like from the Commonwealth—and we have been heavily engaged both from a bureaucratic level with our department and Home Affairs and also the Minister has engaged directly with his counterparts at the Commonwealth level—we would like to see that legislation passed as soon as possible to enable the courts to at least consider extended supervision orders and hopefully make extended supervision orders, which would allow, as the Minister has explained, for a range of items in an order that would allow for supervision and management in the community and engagement with programs in the community. So in addition to the passing of the legislation, of course we work very closely with the Commonwealth in the way that legislation would be implemented and we are working regularly and meeting fortnightly in terms of how the framework for implementation of those laws would be delivered in New South Wales, and the cost implications.

Hon. WALT SECORD: Minister, in your answer you made reference in passing to restrictions on people changing their names or changing their appearance. Have there been cases of people who have tried to change their name or change their physical appearance? Are you referring to removal of beards or physical changes? What are you referring to?

Mr ANTHONY ROBERTS: With respect to changing of names—and I can certainly see whether there have been any breaches—I will have to take that on notice, Mr

Secord. But in respect to changing appearances, that would be very much around effectively, by changing appearance, attempting to disguise your identity.

Answer

I am advised that the numbers provided by Ms Van de Zandt are correct. As at 1 October 2021, there were no continuing detention orders, two interim detention orders and eight extended supervision orders (ESOs) and one interim supervision order.

Under the *Terrorism (High Risk Offenders) Act 2017*, the Court can impose conditions on offenders subject to ESOs that they cannot change their name without notifying an enforcement officer and must not change their appearance without the prior approval of an enforcement officer.

There have been arrests of ESO offenders for breaching these conditions.

Question 10 - Deportees held in last financial year (page 23-24)

Mr DAVID SHOEBRIDGE: As I understand it, there is a class of inmates who are held in New South Wales prisons who have finished their term of imprisonment but continue to be held in prison at the direction of Border Force. Is that right?

Acting Commissioner CORCORAN: That is correct.

Mr DAVID SHOEBRIDGE: Some of those, are you saying, are because Border Force has said the preference is that they be held in a New South Wales prison rather than put in an immigration detention centre?

Acting Commissioner CORCORAN: Yes. They make a request to us, we consider that request and, if approved, there is a financial consideration for that as well from the Commonwealth.

Mr DAVID SHOEBRIDGE: Could you provide on notice, unless you have got the data there in front of you, how many people are being held in New South Wales prisons at the moment, having finished their term of imprisonment but are being held there at the request or direction of Border Force?

Acting Commissioner CORCORAN: I think the number that I have just been given is four

Mr DAVID SHOEBRIDGE: Four? And how many has it been over the course of the last financial year?

Acting Commissioner CORCORAN: I would have to take that one on notice, sorry.

Answer

I am advised that, in 2020-21, four people were held in Corrective Services NSW custody as Immigration Detainees on behalf of the Australian Border Force (ABF).

Question 11 – Longest period deportee held (Page 24)

Mr DAVID SHOEBRIDGE: Could you provide on notice the longest period that somebody has been held in a prison in New South Wales as a form of immigration detention as opposed to being held for a custodial purpose?

Acting Commissioner CORCORAN: Yes, we can take that on notice.

Answer

I am advised records contained within the Offender Integrated Management System indicate that the longest period that somebody was held in a correctional centre in NSW as an Immigration Detainee was 1550 days. This person was received into custody on 28 March 1996, escaped on 18 June 1998 and was recaptured on 10 October 1998. They were released to Commonwealth Immigration Authorities on 5 December 2003.

Question 12 – Deportees held when granted parole (page 24)

Mr DAVID SHOEBRIDGE: Of the people being held in prison who have concluded their term of imprisonment but are there at the request of Border Force, is some of that because there is no capacity in immigration detention? It is a question of capacity; they just cannot get them out of the prison system into immigration detention?

Acting Commissioner CORCORAN: No, it is not a question of capacity; it is a question of whether the immigration detention facilities are built to a standard that would enable the operator to manage that individual in an immigration detention centre. The ones that generally end up in our custody are quite problematic and generally have criminal records, extensive criminal records.

Mr DAVID SHOEBRIDGE: Are there individuals who have been granted parole yet are being held in prison at the direction of Border Force for immigration purposes?

Acting Commissioner CORCORAN: I would have to take that one on notice as well, but generally, I think—and it might be something I could, through the Minister, flick to the Assistant Commissioner, Community Corrections—if they were due for parole and they were due to be deported, then action would be taken to deport them when they were ready to be paroled.

The Hon. TREVOR KHAN: Accepting that they are exercising their rights of appeal against the deportation.

Acting Commissioner CORCORAN: That is right. In that case then they would stay in custody.

Mr DAVID SHOEBRIDGE: The question is: Would they stay in a New South Wales prison or would they be held in immigration detention? That is the question I am asking you. Maybe Ms Crawford might be able to assist on that.

Acting Commissioner CORCORAN: I can answer that. The question would be that Border Force would make that determination whether they would accept them into an immigration detention facility if they were due for parole but due to be deported.

Mr DAVID SHOEBRIDGE: Yes, and then, at Border Force request, Corrective Services may retain somebody in prison—

Acting Commissioner CORCORAN: That is right.

Mr DAVID SHOEBRIDGE: —although they have been granted parole.

Acting Commissioner CORCORAN: Yes, that is correct.

Mr DAVID SHOEBRIDGE: I wonder if Ms Crawford could assist on any numbers in that regard, both currently and over the last financial year. Ms Crawford?

Mr ANTHONY ROBERTS: Assistant Commissioner?

Assistant Commissioner CRAWFORD: Thank you. I would need to take that question on notice in terms of the numbers.

Answer

I am advised, as at 16 November 2021, neither of the two people being held as immigration detainees in NSW correctional centres on behalf of the Australian Border Force were on parole.

In 2020-21, none of the four people held as immigration detainees in NSW correctional centres on behalf of the Australian Border Force were on parole.

Question 13 - Proportion of women in prison who are First Nation (page 27)

Mr DAVID SHOEBRIDGE: Thanks, Deputy Commissioner. Minister, again going to page 1 of your briefing notes, what number of inmates are in New South Wales prisons at the moment, both male and female?

Mr ANTHONY ROBERTS: There are currently, as of 17 October, 12,218 inmates.

Mr DAVID SHOEBRIDGE: Do you have a breakdown on the number of women in jail and the number of men in jail?

Mr ANTHONY ROBERTS: If you go to page 1 of your notes.

Acting Commissioner CORCORAN: Yes, I have got it on page 1.

Mr DAVID SHOEBRIDGE: I have also got it.

Acting Commissioner CORCORAN: There are 801 female inmates. Did you ask for Aboriginal and Torres Strait Islanders?

Mr DAVID SHOEBRIDGE: That was my next question. It is most efficient if we do them both at once.

Acting Commissioner CORCORAN: Yes, 3,378 First Nations inmates.

Mr DAVID SHOEBRIDGE: Sorry, could you just give me the breakdown on men and women, and then also, if you could, First Nations, and women?

Mr ANTHONY ROBERTS: I can give you the number. There are 11,416 males, 802 females—

Mr DAVID SHOEBRIDGE: Could you give the breakdown on First Nations? You have added one to the Acting Commissioner's numbers.

Acting Commissioner CORCORAN: I think they might be a different date unfortunately, yes. With respect to First Nations inmates—this might be a different date from the Minister's— it is 3,378.

Mr DAVID SHOEBRIDGE: Perhaps if you have got consistent data on the same date, Acting Commissioner, if you give us that breakdown?

Acting Commissioner CORCORAN: The total? As at 31 October, 12,318 total prison population, and of those 801 were female inmates.

Mr DAVID SHOEBRIDGE: And of the total number of inmates, did you say 3,378 were First Nations?

Acting Commissioner CORCORAN: Yes.

Mr DAVID SHOEBRIDGE: Do you have that broken down between men and women?

Deputy Commissioner GRANT: I can answer that if you wish. So 3,101 men and 277 women.

Mr DAVID SHOEBRIDGE: Is it true that the proportion of women in jail who are First Nations has grown over the past two years?

Deputy Commissioner GRANT: I would have to take that on notice because I know that the recent decline in the prison population has very much favoured women, and Aboriginal women, and it has made it slightly less. I have not analysed that in the last few months. I will take that on notice and get back to you about it.

Answer

I am advised that the proportion of female inmates who were Aboriginal and Torres Strait Islander was 33% in 2019-20 and 2020-21.

Question 14 - Cost to repair damage from Parklea July Riot (Page 28)

The Hon. TARA MORIARTY: I want to ask about the rather large incident, the riot, that occurred at Parklea prison in July. I know that a couple of matters relating to that are before the courts and I do not intend to mess with what is happening there, but I do want to get some information about what did happen during that riot. My understanding is that there were around 60 inmates involved, including the 14 who somehow made it to the roof. Can you give us some information on what happened?

Mr ANTHONY ROBERTS: Before I pass over to the Acting Commissioner, the disturbance at Parklea Correctional Centre on 12 July is the only major disturbance at the centre since March 2019. The incident started when a number of inmates accessed the roof area and refused to comply with staff directions. I am informed that there were around 50 inmates in the yards who also refused staff directions. Centre staff deployed chemical munitions to clear the yards to gain the good order and security of the centre. Inmates also lit fires within wings that required a response from NSW Fire and Rescue. I will pass over from an operational point of view. I understand that the centre's immediate response team, as well as Corrective Services Security Operations Group [SOG] did an excellent job.

Acting Commissioner CORCORAN: Thanks Minister, you pretty much summed up what went on. The incident was contained in a pretty rapid manner considering there were a number of people up on the roof. That presents an extremely dangerous situation and the specially trained Security Operations Group were able to contain that and get them down fairly quickly.

The Hon. TARA MORIARTY: How do you define "rapid"? How long did it take to get the situation under control?

Acting Commissioner CORCORAN: I think it was about four or five hours.

The Hon. TARA MORIARTY: Will you confirm how many people were involved?

Acting Commissioner CORCORAN: Fifty inmates in the yards. I have not got the numbers here that were on the roof. I think it was probably under 20 who were on the roof.

The Hon. TARA MORIARTY: I appreciate that it was under control in four hours—well done to the team that did that—but four hours in maximum security? What was the cost of the damage?

Mr ANTHONY ROBERTS: You might have to take that on notice.

Acting Commissioner CORCORAN: Yes, I think I will have to take that one on notice

Answer

I am advised that this is subject to an MTC-Broadspectrum insurance claim and is a matter being determined by MTC-Broadspectrum and its insurer.

Question 15 – Workers comp premiums (page 31-32)

Mr DAVID SHOEBRIDGE: Ms D'Elia, is it true that the workers compensation premiums for Corrective Services this financial year is some \$52 million? Do you have the figure in front of you?

Ms D'ELIA: I will check. I would have to take it on notice off the top of my head.

Mr DAVID SHOEBRIDGE: If you can check and if you could provide us with what it was last financial year and the year before? Again, like Ms Moriarty, I have been informed that that there is a near doubling in workers premiums. If we could get that number now that would be very useful.

Answer

I am advised that the premium cost for the CSNSW policy was \$31.6m in 2019-20, \$58m in 2020-21 and \$59.5m in 2021-22.

Question 16 – Tabling of TOR for independent review of CSNSW workers comp (Page 32)

Mr DAVID SHOEBRIDGE: If you can check and if you could provide us with what it was last financial year and the year before? Again, like Ms Moriarty, I have been informed that that there is a near doubling in workers premiums. If we could get that number now that would be very useful. You indicated that there was an independent review of Corrective Services' handling of workers compensation cases, Ms D'Elia?

Ms D'ELIA: Yes.

Mr DAVID SHOEBRIDGE: Does that include the appalling behaviour directed towards Mr Fitzpatrick and the inexcusable behaviour of QBE as well?

Ms D'ELIA: The review—

Mr ANTHONY ROBERTS: Just outline the terms of reference.

Mr DAVID SHOEBRIDGE: If you have the terms of reference maybe the best way is just tabling those, if that is possible.

Ms D'ELIA: I do not have them to hand. I can have them tabled.

(Page 33)

Mr DAVID SHOEBRIDGE: I am more than happy for that to be taken on notice. I might go back to Acting Secretary D'Elia. Do you have any of those numbers?

Ms D'ELIA: I have the total number of workers compensation claims—not a dollar value but the numbers—which is a combination of both physical and psychological. For 2020-21, as at 30 June 2021, the total number of claims was 805. In the preceding year it was 698; in 2018-19 it was 716; and in 2017-18 it was 635 claims. I do not have the specific terms of reference; I can take that on notice. The review though was intended to review how the department managed the workers compensation claims.

Mr DAVID SHOEBRIDGE: And you will provide the actual quantum of workers compensation premiums for this financial year and the last one on notice?

Ms D'ELIA: The premiums? That I do not have. I would have to take that on notice.

Answer

I am advised that the scope of the investigation was:

“(1) The findings set out at point 3 and 4 in the SIRA report including that Corrective Services officials:

- a. Interacted in communications regarding the assessment of the claims in a manner which was highly unprofessional, unethical and inappropriate

- b. Made repeated statements in contradiction to evidence given at the IRC hearings and to the IRC findings.
- c. Directed the independent claims manager's (QBE) in relation to claims management and the declinature of claims and made unethical or untrue comments in doing so
- d. Caused delays in the claims' acceptance process.

(2) Whether the events of 26 May 2015 involved reasonable management action.

(3) Whether there is any evidence that Corrective Services officials, in regards to points (1) and (2) above, acted in a manner that was in breach of the applicable Code of Conduct and/or the WHS Act 2011.”

Premium cost is as per question 15.

Question 17 – Recidivism – Designing out crime (page 33)

Mr DAVID SHOEBRIDGE: I will consciously stop asking you questions, go onto a different topic and then come back to that. Minister, the rollout of tablets over the last two years in New South Wales prisons has been I think broadly accepted as a success to the extent that it has rolled out. Can you advise how many tablets there are and which facilities have them and/or do not have them?

Mr ANTHONY ROBERTS: Certainly. I ask the deputy commissioner to respond to that.

Deputy Commissioner GRANT: I am really happy to say at the moment—and we are not finished yet—that we have rolled out 5,485 of the new tablets. This did not include the ones we had put in place already for COVID purposes. We had 600 tablets for audiovisual link [AVL] visits and so on for COVID. For the new tablets which are the ones to be used in cell, we have rolled out 5,485 of those into our correctional centres. So we have now got them in Dawn de Loas, Dillwynia, Geoffrey Pearce, John Morony, Lithgow, Mannus, Mary Wade, Mid North Coast, Shortland and South Coast. At the two rapid-build centres, we built something different there because we had a plan for that. They have an in-cell digital device also. So there is another 800 of those devices. They are actually affixed to the wall of our accommodation units as opposed to being a handheld device. So we have 800 there. In addition to that, every prisoner in Clarence Correctional Centre, which is around 1,000 prisoners or slightly more, also has a tablet. In total, if you add those together, it is about 7,000 prisoners have a device that they can use at the moment in the evenings after lock-in hours on which they can communicate with their family and friends and have access to another series of arrangements. We have now got a process in place—I am not sure if the Minister wants to talk about that—but we are planning to expand this to the remaining centres in the near future.

Mr DAVID SHOEBRIDGE: Minister, I think we can all agree that allowing prisoners to keep connections with family and, if I recall your comments, being able to talk to kids, see the bedroom, keep that connection, is extremely valuable and important. Indeed, returning those community and family connections is one of the best ways of avoiding recidivism. Is there a budget to roll out tablets to the balance of the prison population? If so, what is the budget and what is the deadline?

Mr ANTHONY ROBERTS: Deputy Commissioner, I think we have an additional \$42 million. Is that correct?

Deputy Commissioner GRANT: That is right. We have \$23 million confirmed in the first tranche of funding. The rollout is over the next two to three years. It is two years for the infrastructure work but to get the whole thing up and running. It is not just the tablets that this investment is for; there are a number of other things including live virtual therapy units which operate slightly differently. They are constructing private booths in correctional centres for more private consultations with psychologists. In addition to that, it includes money for developing the platform further. At the moment

we have a learning management system but a big investment as well is being made in a very high-quality learning management system that we will be going out to tender for. In addition to that, we are including some of the content—we have been trying to put the MindSpot app, which is something developed by Macquarie University—a fabulous behavioural tool for anxiety, depression and trauma. We have to make some adjustment to that to make it really usable for prisoners, so we have got the money for that as well. We are so indebted to the Government for supporting this strategy. We have been working on it for a long time and when we get this in place we will be the envy of the correctional world in Australia. No other agency will have anything like this in play.

Mr DAVID SHOEBRIDGE: It is intended, therefore, over the next two financial years with that budget to have tablet or tablet-like facilities available to each inmate in New South Wales? I am not including them but there may be some inmates excluded in forensic facilities or in extremely high security facilities. But each inmate, apart from that small handful?

Deputy Commissioner GRANT: The intention is for that to be so, yes.

The Hon. TREVOR KHAN: That is pretty good

Mr DAVID SHOEBRIDGE: I commenced this by saying most people had thought it was positive. Minister, will you be looking at the impact on recidivism as a result of these kinds of connective services?

Mr ANTHONY ROBERTS: Very much so. I will ask the deputy commissioner to unpack some of the additional services we will be providing. As I keep saying, if you treat someone like a dog, they will behave like a dog. If you lock someone in their room or their cell for 18 hours a day with no ability to access services, to speak with their families or even undertake rehabilitation courses, this just opens up that engagement that we have been missing for such a long time as we continue to reduce the level of recidivism.

Mr DAVID SHOEBRIDGE: I appreciate that, and if there are any further details to be provided on notice I would be more than happy for that to go on notice rather than right now, Minister.

Mr ANTHONY ROBERTS: I am always happy to expand on these things. I am excited by this.

Mr DAVID SHOEBRIDGE: Minister, I commenced this line of questioning by saying I thought it was positive, so we are ad idem on that.

Deputy Commissioner GRANT: Minister, if I might add something there. We do have documents being prepared by the University of Technology, the centre for Designing Out Crime. We commissioned that group to develop a program logic and a very detailed evaluation plan. It is a very impressive document and I think it helped us to get the Government across the line because the benefits were very clearly articulated

in the document, as was the approach we were going to take to measuring it. One of the great beauties of the tablets themselves is that they have an inbuilt survey tool which will be very helpful from a number of perspectives even including asking prisoners about their satisfaction with the quality and the nature of the food. We can use that for researching people's usage and to ask people about their experience. That is already in the tablets now. We have a big campaign underway to evaluate those—

The Hon. TREVOR KHAN: I would love to see some of those answers.

Mr DAVID SHOEBRIDGE: I was going to say I would be interested to see the views on food but that is not my question. If that document could be provided on notice that would be of assistance.

Mr ANTHONY ROBERTS: Deputy Commissioner, can we provide that?

Deputy Commissioner GRANT: Yes.

Mr DAVID SHOEBRIDGE: I am more than happy for that to be taken on notice.

Answer

See attached document entitled Research and Evaluation Strategy for the Transformation of Prisoner Rehabilitation through Digital Technology.

Question 18 – SIRA (page 34)

Mr DAVID SHOEBRIDGE: Given the behaviour that was outlined in the reports that were undertaken by SIRA of Corrective Services' handling of workers compensation claims, and particularly the appalling interaction between claims management officers in Corrective Services and QBE, has anybody been held to account for that behaviour?

Ms D'ELIA: The outcomes are dependent upon the—and it is only with respect to what has been managed internally—that is the result of the investigation. We have just had our initial meeting with human resources [HR] that the investigation had been completed and the acting commissioner and I will have to work through with HR what the outcomes of that would be.

Mr DAVID SHOEBRIDGE: The case managers whose behaviour I think on any fair reading would say was appalling, have they continued to be working as case managers up to now?

Ms D'ELIA: My understanding is that there were internal staff involved in the scenario and there were also staff for the insurer so—

Mr DAVID SHOEBRIDGE: Indeed, QBE and Corrective Services.

Ms D'ELIA: I can only comment on the action that needs to be taken with respect to the department and that is what the acting commissioner and I will work through.

Mr DAVID SHOEBRIDGE: I am asking whether those staff within Corrective Services who were handling the workers compensation claims—

Mr ANTHONY ROBERTS: No, claims management officers are not Corrective Services NSW staff.

Mr DAVID SHOEBRIDGE: Within the department. Thank you, Minister for the appropriate clarification. Those claims officers within the department—

Mr ANTHONY ROBERTS: DCJ.

Mr DAVID SHOEBRIDGE: —within DCJ, have they continued in that role up to now?

Ms D'ELIA: I do not have the specific names of the individuals. I can follow up on that.

Mr DAVID SHOEBRIDGE: I am not asking to put the names in response; I am asking you to deal in substance with the individuals who were involved in the report whose conduct has been highly criticised by the regulator. I am asking you whether or not they have continued in that role up to now. And you can provide that on notice.

Ms D'ELIA: I will take it on notice.

Answer

I am advised that the employee who made inappropriate comments to QBE concerning the management of Mr Fitzpatrick's claim ceased employment with the Department of Communities and Justice in 2020.

Question 19 – Trauma informed services to women (page 34-35)

Mr DAVID SHOEBRIDGE: Minister, are you aware of the data on women in prison that shows that at least 70 per cent of the women who are in New South Wales prisons have survived some form of quite significant gender violence?

Mr ANTHONY ROBERTS: The actual data itself, I am unaware of, but it would not be surprising if that was the case.

Mr DAVID SHOEBRIDGE: In fact, if you wanted to see a part of the population who have themselves been the victims of often gender-based violence, the New South Wales prison population of women would be a subset of some of the most disadvantaged and, in many cases, victimised people in the community. Would you agree with that?

Mr ANTHONY ROBERTS: Yes

Mr DAVID SHOEBRIDGE: Given that, can you tell me what trauma-informed support services are being provided to women in prison?

Mr ANTHONY ROBERTS: Yes, I can. Before I pass to the deputy commissioner, the ones I am aware of are Out of the Dark, which is a program for women who have experienced domestic and family abuse that identifies the options and support that is available for them. We have approved counselling services offered to women who have been victims of crime, including sexual assault and domestic violence and, of course, trauma-informed practice training is part of the primary training package for all new custodial recruits and we also provide that to existing frontline staff.

Mr DAVID SHOEBRIDGE: As you are doing this, to the extent you can provide the number of women who have been provided with those services? You will probably have to take this on notice: As a proportion of the women in prison, how many are getting access to those services?

Mr ANTHONY ROBERTS: We might have to take it on notice but the deputy commissioner is the font of all knowledge.

Mr DAVID SHOEBRIDGE: I am not trying to cut off the deputy commissioner.

Mr ANTHONY ROBERTS: No, I am saying that we might be able to give it to you now, if we can.

Mr DAVID SHOEBRIDGE: Indeed.

Mr ANTHONY ROBERTS: He is the font of all knowledge in Corrections. Deputy Commissioner?

Deputy Commissioner GRANT: Thank you for that ring of endorsement.

Mr DAVID SHOEBRIDGE: It is a contested point, Deputy Commissioner.

Deputy Commissioner GRANT: The Minister has done an excellent job there covering some of the things we do. The trauma-informed practice is a starting point in recognising that women in custody have been exposed to trauma. I have contributed to the development of this literature myself by doing the only large proper study of the experience of sexual violence in women in the State. They have published a lot of papers about the prevalence, so you are quite correct about the prevalence. Trauma-informed practice is the most important component of that, recognising that every interaction that every staff member has needs to have that particular lens which they do at Corrections.

We engage with a number of organisations to develop their own trauma-informed practice training which has been rolled out to all the women's centres—perhaps not to all the men's centres but all the women's centres definitely have had that. So all of our staff in those centres have had the benefit of the training. The Minister mentioned the victims counselling service which also has been running in prisons, and that has been very, very, successful. We can get you the numbers from that. In addition to that, individual psychological sessions of contact, which I have not got the numbers in front of me. I know it is massive in its scale in terms of the number of individual contacts that psychologists have had.

I just looked at, say, the sessions and I had to break them down, but there have been about 70,000 sessions in 2020-21 which gives some indication of the scale of that work. I can break that down into the numbers that are provided to women. A lot of that is around mental health related issues. In addition to that, the chaplaincy service provides fundamental support for people as well who are distressed. We have some group-based interventions, including a program that is based on dialectical behaviour therapy called the Real Understanding of Self Help [RUSH] Program.

I do not have the numbers in front of me now but I will take that on notice and give you the numbers for all of those. All of those things are designed to support women. One of the things we recognise is that our other programs, whether they be programs around addiction or behavioural change or even education can be compromised if women are too traumatised and are still suffering from them that they cannot engage. So we take it very, very seriously, and it is a big part of our program at the moment.

Answer

In 2020-21, Corrective Services NSW Offender Services and Programs provided the following psychological interventions to female offenders:

Mental Health	7176 sessions
Suicide and self-harm	1399 sessions
Transitions, coping and adjustment	642 sessions
TOTAL	9217 sessions

Out of the Dark is a six session program for women who have experienced domestic and family violence as victims.

Number of women who participated in the Out of the Dark program:

2018-19	86
2019-20	118
2020-21	78

The Real Understanding of Self-Help (RUSH) program is a 20 session Australian forensic adaptation of Dialectical Behaviour Therapy (DBT). RUSH is a skills-based group treatment program. This program is available to all women in custody, and is run consistently as part of the women's High Intensity Program Unit (HIPU) and Intensive Drug & Alcohol Treatment Program (IDATP).

Number of women who participated in the Real Understanding of Self-Help program:

2018-19	294
2019-20	280
2020-21	282

CONNECT is a 10 session Dialectical Behaviour Therapy (DBT) based program - with building resilience skills at its core – that was launched in 2020.

Number of women who participated in the CONNECT program:

2020-21	34
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Counselling for victims of violent crime is available to women in nine correctional centres state-wide.

In 2020 -21, 144 women received 194 victims services counselling sessions. These women received anywhere between one and five counselling sessions. Of these 144 women, 58 (40%) were Aboriginal or Torres Strait Islander.

Counselling in prisons was paused in 2020 due to COVID-19 restrictions; however, from 1 July to 31 October 2021, 109 women received 200 sessions. Of these 109 women, 44 (40%) were Aboriginal or Torres Strait Islander.

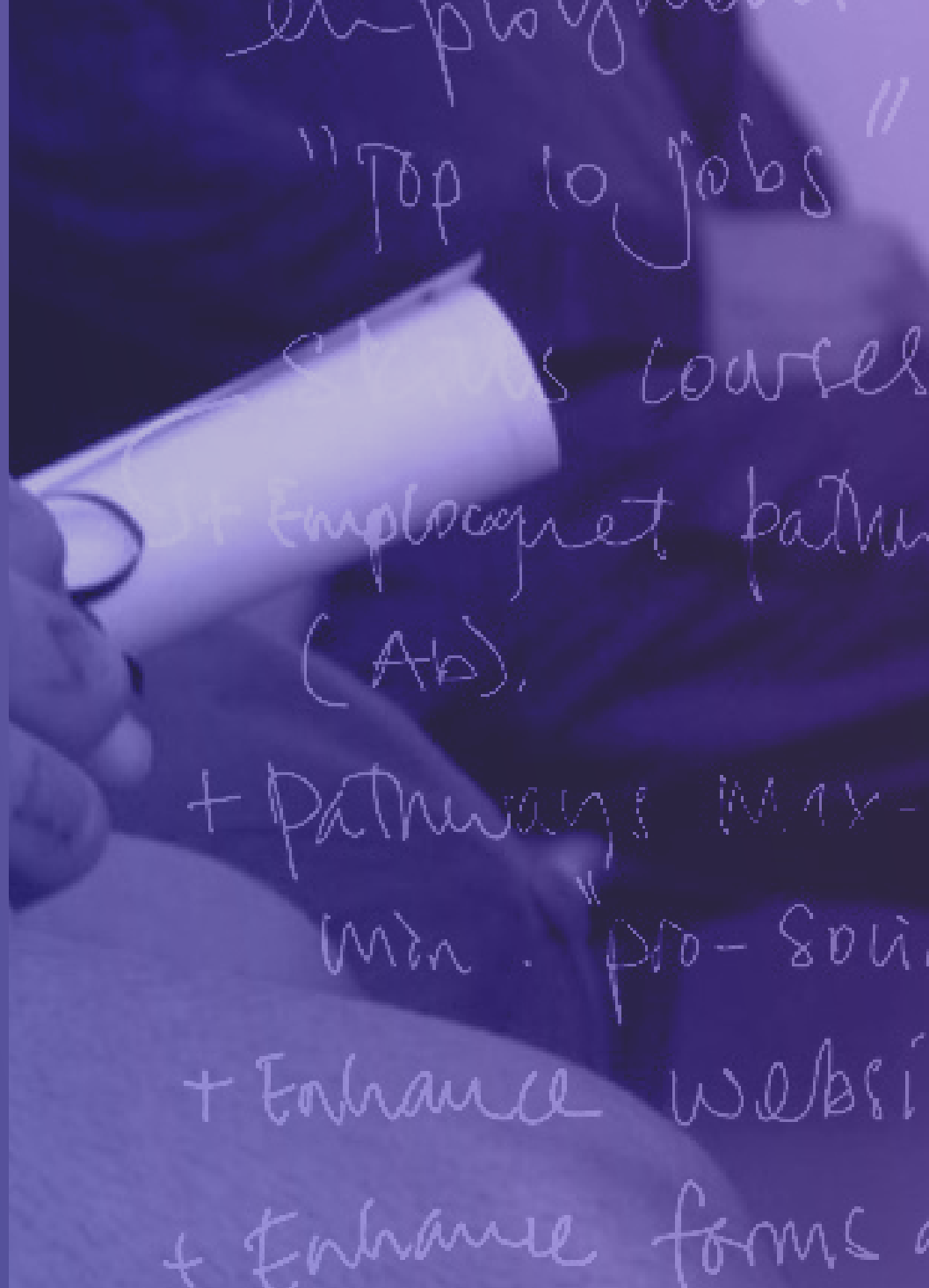
During the recent COVID-19 Delta outbreak in 2021, alternative options such as audio-visual link and telephone counselling has been offered where face-to-face services cannot be provided.



UTS: DESIGN
INNOVATION
RESEARCH CENTRE



**Confidential Draft
Submitted
20 July 2021**



Research and Evaluation Strategy

FOR THE

Transformation of Prisoner Rehabilitation through Digital Technology

Prologue

This research and evaluation strategy is the result of contributions from a range of people working and residing in prisons, and in roles supporting how prisons can use technology to transform rehabilitation and practice. This includes:

- Corrective Services NSW (CSNSW) staff in prisons, and staff from Corrections Research Evaluation and Statistics, Reducing Reoffending Program Management Office, Aboriginal Strategy and Policy Unit, Offender Services & Programs, Corrective Service Industries – Education
- people we met during two sessions with groups of female and male prisoners in the two NSW facilities trialling the tablet devices
- community organisations including Justice Action and the Community Restorative Centre
- international academics and practice experts including [insert names after approval based on viewing of draft]

The intention of this document is to situate these voices and contributions within a research and evaluation strategy so they can be actioned by practitioners, policy makers and researchers interested in transforming rehabilitation through digital technology.

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Executive Overview

This strategy was prepared for Corrective Services NSW to establish the overarching intent and direction for research and evaluation concerning use of digital technologies in NSW prisons. The contents of this document pay testament to the contributions of stakeholders internal and connected to CSNSW in this space.

Chapter Takeaways

Chapter 1: Strategic Intention

- This strategy establishes a collaborative, interdisciplinary, human centred approach to research and evaluation to Transform Offender Rehabilitation Through Digital Technology at CSNSW.
- The strategy promotes a research and development focus where in addition to new knowledge and outcome evaluation, there is emphasis on improving and developing the applications, programs and practices associated with the new technologies.
- The new digital technology and the associated research and development activities will lead to demonstrable changes in:
 - prisoner and staff engagement
 - environmental conditions and prisoner experiences that reinforce attitudinal and behaviour change
 - engagement in skill and knowledge development, and non-offending identity
 - quality and extent of prisoner planning/preparation and support in community around successful transition and desistance
 - increase in prisoners' tertiary desistance in the community



There is little empirical data highlighting what best practice actually looks like when implementing technologies such as internet in prisons.

- Kerr and Willis,
Australian Institute
of Criminology

Chapter 2: Digital Technologies in Prison

- Digital technology is now considered a fundamental social utility in everyday life. Corrections facilities around the world have incrementally embedded digital technology with the aims of enhancing offender management, security, safety, surveillance and efficiency.
- COVID-19 highlighted the value of digital technology in providing services including video visitation, health services and education to prisoners.
- Providing access for prisoners to digital technologies holds the promise of enhancing rehabilitation outcomes to address recidivism, normalising technology, and promoting digital literacy, however:-
- The introduction of digital technologies is not without its challenges, including:
 - Potential duplication or cessation of existing functions and services.
 - Just as digital technologies may enable active participation, they can also lead to people socially retreating with associated negative effects.
 - The untested status of digital rehabilitation programs suggests there is no guarantee that inmates will engage in a way that will necessarily lead to rehabilitative outcomes. Ethical and legal questions regarding data monitoring, collection and storage processes and use of data.
- Four key technologies form the focus of this research and evaluation strategy: prisoner tablets, family visits via Audio Visual Link, LIVIT interactive online group program platform, and program alcoves.
- Digital technologies for correctional rehabilitative applications are emerging internationally. Evidence from other rehabilitation domains such as health as well as literature on the criminal justice system strongly supports that greater access to technology for rehabilitation and reintegration purposes needs to be a key priority. Research plays a key role in informing such design intentions.

Chapter 3: NSW Strategic Context

- The broader NSW Government strategic context driving the need for this strategy:
 - Premier’s Priority targets a 5% reduction in the proportion of people leaving prison re-offending within 12 months.
 - CSNSW rehabilitation practice - the prison systems, programs and activities that support people desisting from – draw from evidence-based theories and Risk Needs Responsivity (RNR) approaches.
 - CSNSW is the lead agency for the Reducing Reoffending outcome within the Department of Communities and Justice Strategic Direction. CSNSW also contributes to three outcomes (Safer Communities; Efficient and Effective Legal System; and Children and Families Thrive).
 - The cross-agency Department of Communities and Justice Research Strategy 2020-2022 outlines a strategic approach, the types of research activities, priorities, and implementing the Research Strategy into Practice.
 - The Human Services Outcomes Framework (HSOF) specifies seven wellbeing outcomes for the NSW population. It is used throughout NSW government to plan, develop and evaluate initiatives.

Chapter 4: A Rehabilitation Practice and Outcome Framework

- The Return to Social Wellbeing Model supports the broader view of rehabilitation created by integrating both the desistance and Risk Need Responsivity (RNR) approaches.
- Rehabilitation journeys are personal and complex, and necessarily culminate in re-joining society. The Return to Social Wellbeing model elevates the desistance theory focus of establishing prison activities to support people leaving prison to be productive members of society who do not offend. RNR interventions have an important role in promoting the rehabilitative change necessary for people to successfully desist.
- The interface between the Return to Wellbeing Model and the new prison digital technologies can be understood in how the NSW Government views the social health of society in the HSOF's seven categories.

Chapter 5: What We Heard from You

- Insights reflect the perspectives expressed by CSNSW stakeholders spanning 11 groups including prisoners from John Morony and Dillwynia correction centres.
- Rehabilitation was associated with attitude change, optimism and self awareness. Support in the form of housing is absolutely critical, as is connection with family. Rehabilitation can be supported through role modelling, peer support, and having confidence walking your own journey.
- Though there is some confusion about what functionality will be rolled out and when, stakeholders are overall very positive about digital technologies. They see possibility for inmates to have greater access to services and information, to plan for release, have agency and support their mental health.
- Challenges to be addressed include continuity and quality of care for prisoners moving between prisons, improving interactions with corrective officers, fostering staff culture that better supports rehabilitation, and large volumes of data. There are concerns around privacy, and risks of some inmates being further disadvantaged due to lack of digital literacy or financial constraints.

Chapter 6: Research and Evaluation Plan

- The research and evaluation plan articulates the rationale for the two key strategy programmes (described in Chapters 7 and 8), and the establishment of an overarching technology research coordination group.
- Effective research and evaluation requires leadership and coordination, drawing on multiple sources of information from across the organisation and research partners.
- The Digital Rehabilitation R&D group (DRR Group) would implement and manage the strategy.
- The DRR group would administer the Collaborative R&D Program including the identification of research partners, coordination of projects and information sharing between projects.
- The DRR group would also have an important translation and communication function ensuring research and practice are connected and draw from each other.

Chapter 7: Collaborative R&D Program

- The R&D Program harnesses the capacity of the university sector to enable CSNSW to lead the design and development of how the new technology will be employed to transform rehabilitation.
- Research knowledge and experimentation is needed to inform these development processes and critical practice and domain knowledge within CSNSW.
- The collaborative model for the R&D program seeks to extend the capabilities of CSNSW and the research partners and create a rich context for innovation and impact.
- The R&D program involves establishing 12 individual R&D projects which are interlinked and inform each other through the coordinating DRR Group:
 - Rehabilitative learning – digital enabled education in prison
 - Materialising Indigenous knowledges – a space for connecting with cultural knowledge and practices
 - Being equipped with the thinking skills for desistance – the role of digital technology
 - Utilising digital technology in prison research – identifying good practices and establishing evidence
 - Transforming prison cultures to support desistance.
 - Protecting the integrity of the platform – a secure and safe digital place
 - Communicating from prison in a digital world with families, friends and services – opportunities and challenges
 - Digital Technology role in the construction of meaning in prison
 - Ethical guidance for the introduction of new digital technologies in prison environments
 - Designing services to improve rehabilitative experiences of prisoners
 - Productive digital pathways through prison and into community
 - Increasing program reach and engagement through online interactive platforms
- Research partners for each project will be identified and selected through a formal EOI and independent assessment process.

Chapter 8: Process and Impact Evaluation Program

- Process and outcome evaluations needs to inform the implementation, development and establishment of each of the key technology domains and activities.
- Program logic models for each of the key domains associated with the four technology initiatives have been articulated to help with establishing the Process and Outcome Evaluation Program.
- The program logic models articulate (page 65-77) how the project activities will lead to the desired outcomes. They serve as a starting point for CSNSW managers and practitioners responsible for key domains or initiatives to develop evaluation briefs with the support of the DRR Group.
- The program will utilise a combination of formative evaluation (concerned with user experience and program delivery and improvement), and summative evaluation (assessing whether the initiatives lead to the outcomes as intended).

1:

Strategic Intention



*'We need to give them
a modern learning experience'*

STAFF '21.

Purpose

Realising the transformation of prisoner rehabilitation through digital technology is the purpose of this strategy. It is about how research and evaluation can be harnessed to transform prisoner rehabilitation within Corrective Service NSW. Digital technologies have transformed many aspects of how people work, learn, recreate, access services, communicate and maintain relationships in society. It has created efficiencies, removed barriers and created more transparency in many areas, while also raising some new challenges. In prisons, however, the reach of digital technology across all these areas (i.e. work, learning, services) has historically been limited. Through the introduction of new digital technologies, including personal android tablet devices outlined later, Corrective Services NSW (CSNSW) has the digital platform through which to fundamentally transform rehabilitation and the prisoner experience.

Rationale

The introduction of new digital technologies by Corrective Services NSW is a core initiative of the NSW Premier's Priorities and the target of reducing reoffending for people leaving prison by 5%. The intention is to utilise digital technologies to positively change and increase the rehabilitative impact of the NSW prison system. This change may be achieved through digital technologies creating novel program or learning opportunities not previously available, and also through systemic changes that open up new opportunities for staff, change the prisoner experience or amplify current positive initiatives.

Research and evaluation is fundamental to the success of the digital technology initiative for two reasons. The first is the need for more knowledge about digital technology, rehabilitation and prison operations. While there is increasing academic and practitioner advocacy for greater use of digital technology in prisons as discussed in Section 2, research and practice knowledge about digital technologies is more piecemeal. This is particularly the case in the key focus area of transforming prisoner rehabilitation where there are few examples, applications and initiatives. There is a need to develop evidence-based knowledge, learn and use this information to establish and maintain a digital platform that will transform rehabilitation in prisons.

The second reason is that monitoring and evaluating change, and understanding how change is occurring, both defines and is fundamental to the ongoing development and success of the digital technology initiative. Having clear targets, and monitoring and developing the digital technology with respect to these targets, is essential for the building of a system capable of transforming prisoner rehabilitation.

An interdisciplinary research and development focus

Transforming prisoner rehabilitation is an important and ambitious goal of this strategy. While the new digital technologies provide the basic platform, they will not in themselves transform rehabilitation. What is required is the development and curation of tools, applications and programs for the platforms that elevate and engage prisoners in activities associated with desistance and rehabilitation outcomes. Many of these tools and applications do not currently exist or need adaptation to this context. Expertise and research methods exist within the fields of interaction design and information technology for developing such applications, but their development also requires knowledge from practice (i.e. teachers, prison officers, program specialists), other academic areas (i.e. adult learning, psychology, design) and potential users (i.e. male and female prisoners from different backgrounds, family members, program specialist, prison officers). An interdisciplinary, human centred approach to research and evaluation is required where, in addition to the creation of new knowledge and establishing impact, an important aspect of the research process is the development and testing of new tools, applications or programs.

Creating knowledge and impact with the university sector

Collaboration with research institutions is identified in the Department of Communities and Justice research strategy (2020-2022) as a core mechanism through which the Department undertakes research. While practice orientated, the interdisciplinary nature, complex, and resource intensive aspect of researching and evaluating digital technologies lends itself to collaboration with the university sector. The complexity of realising rehabilitation through digital technologies requires collaborative engagement and objective research methods rather than contract research, to establish the direction, knowledge and expertise within Corrections NSW. This is fundamental to the research achieving its objectives.

This strategy articulates in Section 7 a number of research and development streams with each being a substantial body of research. Due to different focuses of the streams, and need for specific expertise, it is likely the projects would be distributed across institutions through a competitive process. For Australian universities, these research projects are attractive as they involve engaging with industry to address an important, internationally relevant societal problem using an interdisciplinary approach that will lead to real world impact – these are key and identified research objectives for many Australian universities.^{1,2}

¹ ARC Statement of Support for Interdisciplinary Research, see <https://www.arc.gov.au/policies-strategies/policy/arc-statement-support-interdisciplinary-research>

² Engagement and Impact Assessment, see <https://www.arc.gov.au/engagement-and-impact-assessment>

Outcomes

This research and evaluation strategy has five target outcomes for transforming prisoner rehabilitation through digital technology. The new digital technology and the associated research and development activities will lead to demonstrable changes in:

- prisoner and staff engagement and planning for rehabilitation
 - > evidenced through access to information, use of applications, referrals to services/programs and documentation of discussions
- the environmental conditions and prisoner experience that build strengths and reinforce attitudinal and behaviour change consistent with desistance
 - > evidenced in self-agency, meaning, adjustment to custody
- prisoner and staff engagement in developing prisoners' skills, knowledge and a sense of themselves supportive of desistance and non-offending identity
 - > evidenced by program participation, attitude change, change in risk profile, hope, optimism
- quality and extent of prisoner planning/preparation and support in community around successful transition and desistance
 - > evidenced by established relationships with family, employment/training, health, supervision, and their maintenance post release
- increase in prisoners' tertiary desistance in the community
 - > evidenced by reduction in the occurrence, severity and extent criminal offences.

Strategy Logic Model

Premier's Priority - Breaking the Cycle

Reduction in reoffending for those leaving prison. 5% by 2023

R&D Focus

Transforming Prisoner Rehabilitation Through Digital Technologies

- Tablets
 - LiViT
 - Program Alcoves
 - Family Video Visits
-

Research Governance

Digital Rehabilitation R&D Group

Lead and facilitate the implementation of the research strategy Build collaboration and a community practice around impact

Research Plan

Collaborative R&D Program

Partner, research & develop digital rehabilitation capability
Harnessing the university sector to create impact

Collaboration project themes:

- Education
 - Indigenous Knowledge
 - Offence Focused Interventions
 - Ethics
 - Community transitions
 - Service Design
 - Live Online Programs
 - Research and Data
 - Social Environment
 - Digital Security
 - Maintaining and Making Connections
 - The Making of Meaning
-

Internal Process & Outcome Evaluation

Learn, evaluate and improve each initiative
Utilise logic models to plan and establish evaluation processes

Research Outcomes

Transforming Prisoner Rehabilitation Through Digital Technology

- Prisoner and Staff engagement in planning rehabilitation.
 - Conducive environments for experiences that build desistance
 - Prisoner and Staff engagement in developing desistance skills and knowledge
 - Supportive environments inside prison to plan for reintegration to community
 - Support for tertiary desistance on return to community
-

2:

Digital Technologies in Prisons

We are moving to an era of the digital native. Technology is a natural expectation in life and increasingly be expected to be available in prison life.

STAFF '21.

Digital Technology in Prisons

The world outside prison is dramatically different to what it was even twenty years ago. A large part of this transformation is due to digital technology changing how we live, work and access services. Digital technology is now considered a fundamental social utility in everyday life. It enables personal and professional access to government services, media, education, health and entertainment, and the ability to network and collaborate with remote people.

Focusing on criminal justice, prior to the 2020 COVID-19 pandemic, digital technology in prisons was an evolving research and practice issue. Technologies of offender management, surveillance and security have been adopted but, traditionally, prison authorities have been reticent to provide technologies or internet access to prisoners (McKay 2018). The gradual roll-out of digital technologies to prisoners has been undertaken cautiously due to security concerns that prisoners might remotely harass victims and witnesses, or continue to operate criminal activities, and there have been concerns that the public may resent prisoners being enabled to virtually breach prison walls (Johnson and Hail-Jares 2016).

However, examples from the pandemic revealed the possibilities for digital technologies to facilitate essential services, such as courts. In prisons, COVID-19 highlighted the value of digital technology in providing services including video visitation, health services and education. In so doing, greater interest has been generated within corrections about the potential for digital technologies to transform prison experience and rehabilitation.

This section provides the practice and research context for digital technologies in prison. A brief overview is provided of how digital technologies are being used in prisons internationally including the research literature on their value, benefits and tensions. This is followed by an outline of the intentions for, and capability of, the new digital technologies being introduced in NSW prisons as part of the Premier's Priority initiative. Finally, we identify the opportunities for new technologies to transform prisoner rehabilitation.

What is happening?

Background

The world outside prison is dramatically different to what it was even twenty years ago. A large part of this transformation is due to digital technology changing how we live, work and access services. Digital technology is now considered a fundamental social utility in everyday life. It enables personal and professional access to government services, media, education, health and entertainment, and the ability to network and collaborate with remote people.

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What is happening

Since the 1990s, digital technologies have been incrementally embedded into corrections facilities around the world with the aims of enhancing offender management, security, safety, surveillance and efficiency. Processes of ‘smartification’ have been occurring (Knight & Van De Steene 2017) with technologies including biometrics, facial recognition, AI, data analytics, robotics, RFID tags and drone detection, leading to technologically integrated ‘smart’ prisons. In addition, new communication technologies have been introduced in the form of audio visual links that connect prisoners with remote courts, lawyers and psychologists (Kashyap et al. 2018). Most of these technologies focus on the safe management of prisons rather than benefiting prisoners and their rehabilitative outcomes.

While the incorporation of digital technology for prisoners varies internationally, some form of restricted internet access is commonplace across western prisons according to a review of ICT initiatives in international and Australian prisons (Kerr and Willis 2018). Their examples include:

- limited computer access for restricted purposes in Australian and international prisons;
- limited internet access to restricted websites and email (e.g. in Denmark and Canberra’s Alexander Maconochie Centre);
- video visits
- educational, employment and rehabilitation programs (e.g. USQ), and
- kiosks and tablets (e.g. the Belgium PrisonCloud)

International literature shows that while shared computers and kiosks have been beneficial, especially for accessing legal resources, the provision of detention-grade personal devices to prisoners holds the promise of enhancing rehabilitation outcomes to address recidivism and re-entry into society (Jewkes & Reisdorf 2016; Reisdorf & Rikard 2018), normalising technologies in daily life (Kaun & Stiernstedt 2020) and promoting digital literacy. Digital tablet devices can empower prisoners to be more self-sufficient and responsible in managing their finances and weekly buy-ups, in scheduling their own appointments and being self-directed in undertaking programmes of rehabilitation, training and education, provided relevant and quality content is supplied and scheduled.

Digital technologies in England & Wales prisons have been recently evaluated (Palmer et al. 2020). Reported benefits include more privacy in phone calls, better maintenance of outside familial relationships and reduced tensions between prisoners in accessing phones. The devices act as incentives for good behaviour, promote psychological wellbeing, increase the sense of agency and autonomy, and reduce stress. Staff are freed from time-consuming tasks such as providing prisoners with their balance requests and processing administrative applications. Lindström & Puolakka (2020) provide a useful, recent overview of digital self-service devices in prisons and how these devices can effect positive change in relation to prisoners’ self-esteem and life management as well as the whole prison culture.

Tensions

The introduction of digital technologies is not without its challenges including:

- questions whether it will completely replace in-person visits and what impact that may have on prisoners' wellbeing
- whether the devices will become electronic babysitters (Johnson and Hail-Jares 2016) rather than tools of rehabilitation. While digital technologies are often touted as enabling active participation, they can equally be considered as pacifiers, the new 'opiate of the masses' (Kharzraee & Unsworth 2012)
- there is no guarantee that inmates will engage with digital technologies in a way that will necessarily lead to rehabilitative outcomes. The untested status of digital rehabilitation programs indicate there is the potential for inmates to adopt some of the less desirable aspects of online culture
- ethical and legal questions regarding data monitoring, collection and storage processes and use of those data
- public opposition
- the cost of installation and maintenance of the technology and its inevitable obsolescence, and
- the financial cost to prisoners and their families. The above-market charges to a captive audience far exceed those in the free world (Johnson and Hail-Jares 2016) and equity issues may arise when some prisoners are financially well supported versus those who are cut-off from their family and friends.

Kerr and Willis (2018) found the main challenge of implementing digital technology for corrective departments was around security and the potential for misuse. They argue that restricting access is far more harmful to prisoners and the broader community in the long run, therefore ways to manage these risks are preferable. One possibility is by providing ICT access as a privilege that can be revoked as a way to motivate good behaviour. However, depriving prisoners of access to digital technology will further limit them from integrating back into society upon release. Incentivising good behaviour and preventing digital and physical exclusion are thus seemingly conflicting objectives.

These issues aside, providing prisoners with access to digital technology is widely recognised as both a vehicle to manage increasing numbers of prisoners in corrective facilities through realising efficiencies, and as a means to close the widening digital divide between prisoners and the broader community. The harm caused by withholding technology from prisoners and the subsequent risk to the broader community is reason enough to explore successful models of use.

The transformation opportunity

Kerr and Willis (2018: 14-15) argue in favour of the use of digital technologies and highlight how they can transform prisoners' wellbeing, lived experience in prison and rehabilitation. While "there is little empirical data highlighting what best practice actually looks like when implementing technologies such as internet in prisons", they advocate that:

Detailing a consolidated plan for implementation, evaluation and management of technology in correctional settings can give correctional departments greater assurance that the maximum benefits of investing in new technology will be attained.

Merely implementing the latest technologies is not sufficient: success requires correctional departments to:

invest in creating and sustaining a culture that values the use of technology to enhance prisoner rehabilitation and wellbeing outcomes, and providing the time, space, resources and commitment to do so.

Digital technologies for rehabilitative applications are still very much in conceptual infancy, but the evidence strongly supports that greater access to technology for rehabilitation and reintegration purposes should be a key priority. Clearly, the opportunity exists today to design a bespoke system that best works for the intended purposes. Research plays a key role in informing this design and we later provide a detailed Research and Development Program.

What are the new Digital Technologies?

Four technologies are being specifically introduced as part of the Premier's Priorities. This section provides some information and the rationale behind each. While these four technologies are the focus of this strategy, it is envisaged that other devices and platforms may be introduced in future developments. For example, as educational tasks such as word processing become popular there is evidence to suggest larger computing devices are beneficial.

Tablet Devices for People in Prison

What are the prisoner Tablet devices?

The prisoner tablet devices are an android mobile computing device connected via a controlled WiFi network to a secure digital platform. The tablet devices are specifically designed for the prison context, but the hardware and software are essentially the same as other android mobile computing devices in the community. Administrators of the prisoner tablets and the secure digital platform can centrally limit the hardware or software capability of the devices

for operational reasons. The capability of the devices includes:

- video, audio and text communication
- playing of video and audio content
- processing for interactive, multi-modal applications
- touch sensitive screen
- browsing, searching and accessing of approved information
- server enabled personal information collation and storage
- word processing and data processing

What is the secure prison digital platform?

This is a digital platform designed for the prison environment that enables the restriction of content and communication between any device, the network and any associated servers related to the platform. It is a commercially owned platform that is used across numerous correctional jurisdictions internationally with associated digital security credentials.

When, where and how will people in prison access the tablet devices and the secure digital platform?

The intention is the tablets will be available to the prisoners each day from afternoon lockdown until the following morning before the start of the working day. While it may vary between facilities and accommodation types, most prisoners will predominantly be using the tablets while in their individual or shared prison cell. Prisoners will access the tablets via a personal log-on and password authentication process. Prisoners will have access to a range of free content and services, as well as being able to use the devices for paid communications with approved contacts and possibly some paid entertainment such as movies.

How will the Tablet devices contribute to Transforming Prisoner Rehabilitation to reduce recidivism?

The tablet devices and associated platform are fundamental to the strategy of utilising digital technologies to transform rehabilitation. As discussed in this document, the tablet devices provide a secure means for prisoners to access a range of digital services, information and functions that are intended to support desistance processes, rehabilitative change and reductions in reoffending. The digital devices can be utilised to support engagement and motivation for change, supplement and increase the reach, dosage and engagement of intensive interventions, and support community networks and prisoners in the successful transition to their communities on release. As an android digital platform, there is also the possibility for some services and resources on the tablet to also be available to people in the community once released from prison. The logic model for the tablet devices in Chapter 8 provides a more detailed overview of tablets across 8 domain areas including some intended activities and the associated rationale for achieving outcomes related to reducing recidivism.

How are the tablet devices, digital platform and digital rehabilitation infrastructure being funded?

The tablet devices and the digital platform is funded through the contract for the provision of telephone and data services to NSW prisons. The digital rehabilitation infrastructure is funded through the NSW Government and its partners invested in transforming prisoner rehabilitation in NSW prisons.

The LiViT Platform

What is LiViT?

LiViT stands for Live, Virtual and Therapeutic. LiViT is a secure means to connect with CSNSW programs and psychological services online. Within the Transformation of Prisoner Rehabilitation through Digital Technology strategy, it relates to the provision of program and psychological services through the LiViT platform using digital program alcoves primarily and central AVL studio, but also the tablet devices in some cases.

More information about the LiViT platform is available through the LiViT website - <https://tap.nsw.gov.au/programs/online-services-and-programs-livit>. This site provides information to people in the community who may be interested or be required to participate in programs on the LiViT platform.

What is the purpose of LiViT in the strategy?

The purpose of LiViT in the strategy is to support people in prison, and those being released from prison, desisting from crime. This is achieved through the effective provision of online therapeutic services and programs that contribute to primary, secondary and tertiary desistance, and reduce rates of recidivism. The LiViT logic model further articulates the inputs, activities, outputs and intended outcomes related to the program.

Why LiViT and how does it contribute to Transforming Prisoner Rehabilitation?

There are a number of reasons why LiViT is important to Transforming Prisoner Rehabilitation in NSW. Prisons, prisoners and program and services staff in the NSW system are distributed widely across the state including regional and remote areas. By LiViT enabling staff to work remotely across prisons, and prisoners to access individual and group programs more readily irrespective of prison location, it has the capacity to increase the reach, quality, quantity and impact of services and programs across the system. Some specific benefits include:

- reduces the need for staff travel to remote locations
- reduces prisoner movements
- creates greater flexibility
- provides an alternative mode of delivery that may be more responsive to some prisoners' needs (greater anonymity, safety, situational accountability)
- provides capacity for greater continuity of service
- overcomes impact of some institutional prison constraints on services

Family Video Visits

What are family and friends video visits?

Family Video Visits are where approved family members or friends meet with a person in prison using video conferencing equipment or a tablet device. Under the transforming rehabilitation initiative, the intention is people in prison will be able to have one video visit every two weeks* in addition to weekly face-to-face visits. Families & friends and prisoners will also be able to elect to have a video visit instead of an in-person visit where it is available. Video family visits will occur at scheduled times during the week* and on weekends* with booking made using the same processes as for in-person visits. Family and friends connect via their own mobile or home computing device, or where this is not available, by utilising video conferencing facilities at a Community Corrections Office or government service provider. Each video visit is allocated a minimum of 25 minutes*.

Under the initiative, and while it may vary between facilities, the intention is prisoners will be able to have one video visit every two weeks* in addition to weekly face-to-face visits. If available, prisoners will also be able to elect to have a video visit instead of an in-person visit. Video family visits will occur at scheduled times during the week and on weekends and each video visit is allocated a minimum of 25 minutes*.

* this information needs to be confirmed within CSNSW

Background to introduction of family video visits

While video conferencing has been used to enable people in prison to access specialist services such as legal representatives for over a decade, only infrequently had it been used for visiting with family and friends. During the COVID 19 pandemic, video visits provided a safe means of contact between family, friends and people in prison as an alternative to in-person visiting and was rolled out across the system. Subsequent large surveys of families, and staff identified there were some important benefits associated with Family Video Visits for many families, people in prison and the organisation. Associated research also identified specific instances where using video conferencing was not appropriate and effective including some scenarios related to parent-child visitation and proceedings. Overall, the experience during Covid 19 identified the considerable ongoing value of video visits in supporting connections between people in prison and families and friends in addition to in-person visits. As a result, and as the maintenance of positive community connections is fundamental to desistance, the provision of video visitation in addition to in person visits was made an initiative under the Transforming Prisoner Rehabilitation Through Digital Technology strategy.

How do Family Video Visits contribute to Transforming Prisoner Rehabilitation to reduce recidivism?

The capacity of people in prison to maintain, restore or develop their relationships with family and friends is recognised as being related to reducing recidivism (Mears, Cochran, Siennick and Bales, 2011).

While not the same as in-person visiting, family video visits provide an additional means of maintaining these connections that has important associated benefits including:

- it can reduce the emotional and financial stress for some families of travelling significant distances for in-person visits every week
- it allows the people in prison to see the home environment including pets, gardens and showing/ sharing of items such as children’s artwork or awards
- it can be a more relaxed, confidential and less distracting than in person visits at some facilities
- inclusivity benefits in that it allows people with disabilities and children with behavioural difficulties another option for connecting with people in prison
- it enables making and maintaining connections over large geographic distances including across the state, nationally and internationally
- when drug seeking behaviour is a significant issue for a person in prison, it provides staff with another option for enabling people in prison to maintain family relationships

Digital Connection Alcoves

What are the digital connection alcoves?

The digital connection alcoves (alcoves) are additional small rooms that are being established on the accommodation units within correctional facilities. The alcoves consist of a table, two chairs and a large digital screen and related hardware that enables the space to be used for video meetings and LiViT programs. Within the accommodation units the alcoves are acoustically and visually separated to reduce the potential for distraction.

Why are the alcoves being introduced?

Alcoves with facilities for video meetings are being established to enable people in prison to participate in LiViT programs and interventions as well as those provided by other external service providers. Currently most correctional facilities have limited video meeting facilities with most being housed centrally away from the accommodation units and used predominantly for Audio Visual Link (AVL) legal proceedings and related meetings. Unlike other video meeting facilities for prisoners the alcove hardware can also support user interaction and input through a track pad, mouse or similar device.

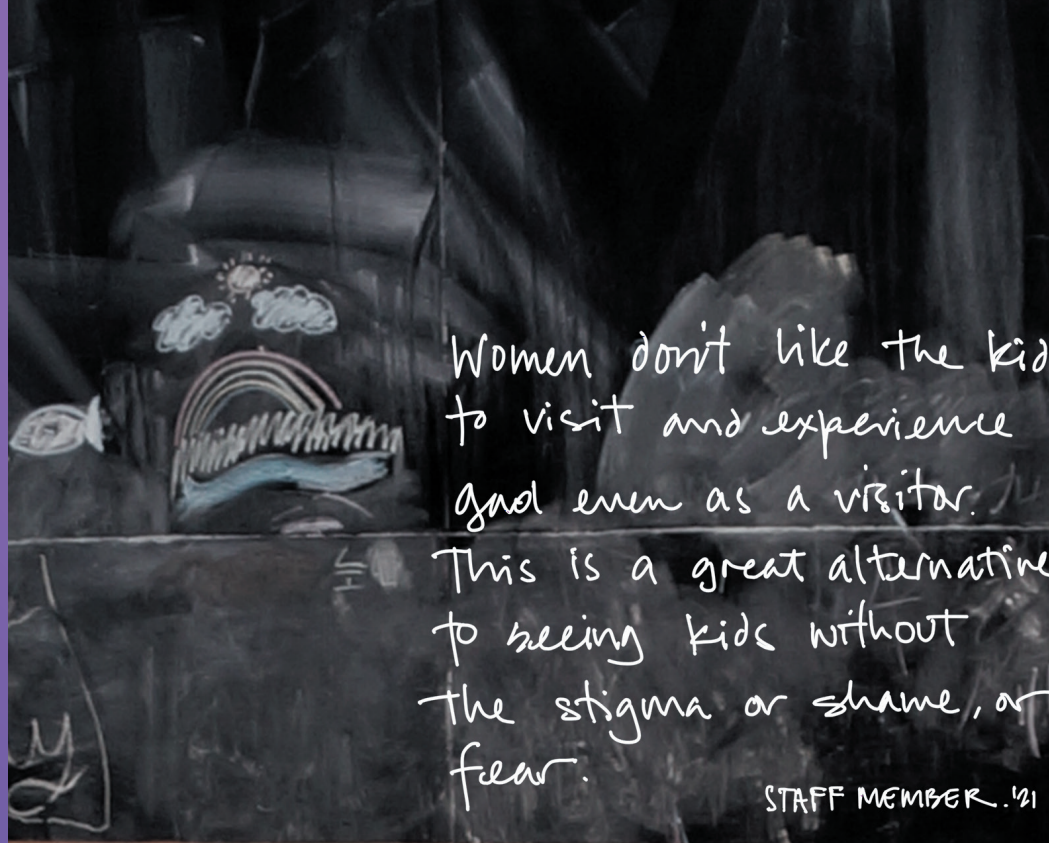
How do the alcoves contribute to Transforming Prisoner Rehabilitation?

The alcoves increase the reach and ability to deliver offender focused programs and other intervention services to more people in prison. The alcoves enable these key services for prisoner rehabilitation and contribute to impact through:

- supporting LiViT with additional video meeting facilities that support user interaction
- reduce the need and potential issues associated with prisoner movements within the prison
- providing a facility where external and post-release can connect through video meetings with people in prison

3:

NSW Strategic Context



NSW Strategic Context

This section situates this strategy within the broader NSW Government strategic context. This is the context that is driving the introduction of the new digital technology, the transformation of prisoner rehabilitation and the need for this research and evaluation strategy. The context is illustrated in Figure 1 providing an overview of where the digital technology research strategy sits in relationship with Government, Departmental and Agency priorities, strategies, and initiatives. Each aspect is described in this section highlighting these relationships. This understanding is important because this research and evaluation strategy needs to respond to, be consistent with and contribute to this context. It is also important to the further articulation of a rehabilitation practice and outcome framework in Section 4 which underpins the strategy.

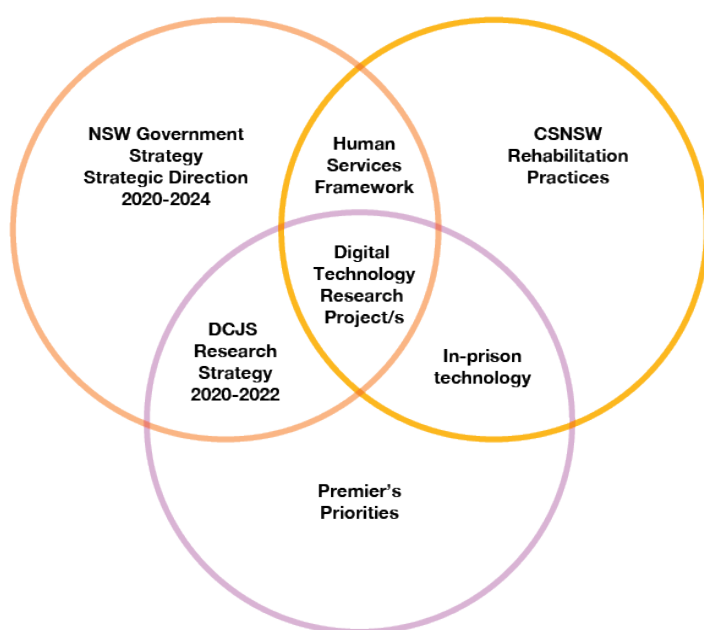


Figure 1. Synthesis of Government Strategy, technology, and CSNSW Rehabilitation practices

Premier's Priorities

The NSW strategic context is directed by the 'Premier's Priorities' that are the NSW Governments 'commitment to making a significant difference to enhance the quality of life for the people of NSW'. The strategic intention of the Premier's Priorities is to address the issues 'that have been seen as being too hard'. In total there are 14 priorities that range across many different social, environmental and government service domains.

'Breaking the Cycle - reducing recidivism in the prison population' is the Premier's Priority driving the introduction of new digital technology and this strategy. The target for this priority is a 5% reduction in the proportion of people leaving prison who re-offend through committing a serious proven offence in the 12 months following release. The base year is the proportion reoffending in 2017, with the proportion needing to reduce by 5% for those leaving prison in 2022.

³ <https://www.nsw.gov.au/premiers-priorities>

⁴ While the transforming rehabilitation through digital technology initiative is formally linked to the reducing the prison population target, it has clear links to breaking the cycle domestic violence as well as potentially other social and government system targets such as homelessness, health and customer service.

Corrective Services NSW have identified four key intervention initiatives to break the cycle and reduce the prison population. Each intervention relates to enhancing rehabilitation practice in prisons to support people to desist from crime.

- Increasing program hours for higher risk offenders
- Delivering better programs and continuity of care for people with complex needs
- Delivering a prison environment that enables rehabilitation
- Transforming prisoner rehabilitation through digital technology.

New Digital Technologies in Prisons

As part of the Transforming prisoner rehabilitation through digital technology, CSNSW are introducing four new digital technology initiatives to enhance the rehabilitative impact of prisons and reduce rate of re-offending. Previously described in additional detail in Chapter 2, these initiatives are:

- prisoner android tablet devices
- regular video conferencing (AVL) family visits
- LiViT interactive online group programs
- Dedicated alcove spaces attached to prison accommodation that allow individuals to attend programs online without distraction

CSNSW rehabilitation practice

CSNSW rehabilitation practice refers to the prison systems, programs and activities that support people desisting from crime and a reduction in re-offending. CSNSW acknowledges the process of transition away from crime is different for each individual and is facilitated through social, economic or other positive life changes that enhance an individual's strengths and build positive social capital and resilience. CSNSW aims to contribute to this individual process through the delivery of high-quality correctional services that:

- assist in the development of new skills and pro-social strategies
- address factors that contribute to offending behaviour
- provide a safe and pro-social environment
- build community and cultural connections and support
- ensures individuals are accountable and responsible for their behaviour.

Underpinning CSNSW's rehabilitation practice are evidence-based theories and Risk Needs Responsivity (RNR) approaches to understanding how people desist from crime, what are the individual indicators of this change and what types of systems, programs or activities support rehabilitative change. These are elaborated on in Chapter 4.

DCJS Strategic Direction 2020-2024:

Department of Communities and Justice Strategic Direction is a cross-agency strategic plan. The plan sets out the purpose, values, State outcomes, and a description of all the Agencies that comprise the Department of Communities and Justice. Meeting specific Aboriginal outcomes sits at the forefront of the strategy. With regards to the State Outcomes, there are eight with CSNSW contributing to three outcomes (Safer Communities; Efficient and Effective Legal System; and Children and Families Thrive), and the lead agency for Reducing Re-offending outcome.

DCJS Research Strategy 2020-2022:

Department of Communities and Justice Research Strategy 2020-2022 is a cross-agency strategy that outlines a strategic approach, the types of research activities (shown in Figure 2), the priorities, and the approach to implementing the Research Strategy into practice. The Strategy has a direct link to the NSW Human Services Outcome Framework as the primary outcomes for research activities. Other aspects of the DCJS strategy are articulated in later sections where relevant.

Communities and Justice Research Activities



Figure 2. DCJ research activities

Human Services Outcomes Framework

The Human Services Framework specifies seven wellbeing outcomes for the NSW population: Social and Community, Empowerment, Safety, Home, Health, Economic, and Education and Skills.

This Human Services Outcomes Framework is used throughout NSW government and the Department of Communities and Justice to plan, develop and evaluate initiatives. It is fundamental in the development of project logic models, theories of change and outcome measures for new government initiatives. We draw on this model in the 'Return to Social Wellbeing Model' in the next section.

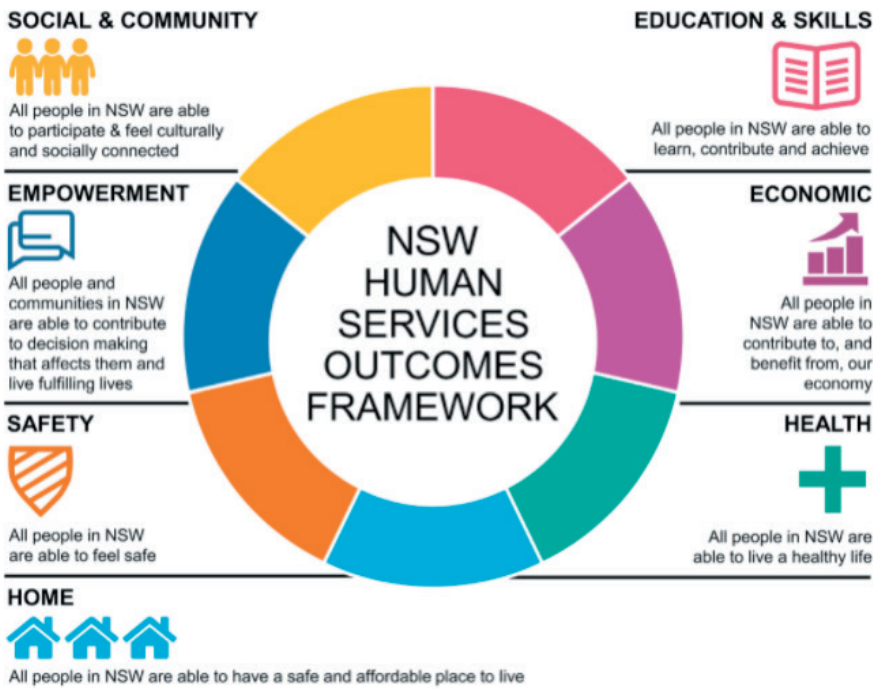


Figure 3. NSW Human Services Outcomes Framework

4:

A Rehabilitation Practice and Outcome Framework

Many Indigenous people are embarrassed about literacy or literacy. The tablet could really open up opportunities.

STAFF MEMBER '21



A Rehabilitation Practice and Outcome Framework

As this research strategy seeks to transform rehabilitation through digital technology, CSNSW rehabilitation practices, and the theories and approaches that underpin it, are fundamentally important. They are important to developing how digital technology may transform and enhance current rehabilitation practice, but they are also important to assessing and understanding the outcomes and impacts of any initiatives that seek to impact on recidivism.

Considerable effort in developing this strategy involved bringing together the CSNSW approach to rehabilitation practice, and its relationship to the broader NSW strategic and research context. With respect to CSNSW's intervention approach for 'Breaking the Cycle - reducing recidivism in the prison population', it clearly draws on a desistance theory approach as well as the criminogenic Risk Needs Responsivity (RNR) approach. Here each of these approaches are outlined before articulating the 'Return to Social Wellbeing Model'.

Key approaches

Desistance approach

Desistance from crime by an individual is regarded as a complex, psychosocial process that requires among other things a permanent and positive shift in a person's identity and sense of belonging. CSNSW aims to contribute to this individual process through the delivery of high-quality correctional services that:

- assist in the development of new skills and pro-social strategies
- address factors that contribute to offending behaviour
- provide a safe and pro-social environment
- build community and cultural connections and support
- ensures individuals are responsible for their behaviour.

Corrective Services NSW developed a desistance framework to assist in the planning of interventions to address the Premier's Priority of reducing reoffending of people leaving prison. The desistance framework draws on the notion of primary, secondary and tertiary desistance (Farrell and Maruna, 2004; McNeil, 2014) to align the individual process of change with the conditions and rehabilitative opportunities provided in prison. The framework is summarised in Table 2 with promising intermediate outcomes associated with rehabilitative change (supplied confidential report, 2019) and related theoretical approaches. Within this desistance framework, the interventions stemming from a criminogenic Risk Needs Responsivity (RNR) approach are located as an intensive activity within the secondary desistance stage. The efficacy of the RNR approach to support desistance, however, is affected by whether the prison environment provides the conditions for change and the community supports are in place that promote the change.

⁶ Paraphrased from <https://correctiveservices.dcj.nsw.gov.au/csnsw-home/reducing-re-offending/targets.html>

	Beyond primary desistance	Secondary desistance	Towards tertiary desistance
People in prison's experience	People in prison are motivated and engaged in rehabilitation	People in prison have the skills and knowledge required for rehabilitation	People exiting prison receive the social supports to assist rehabilitation
What CSNSW provides	Prison environment enables rehabilitation through creating the conditions for people to engage in behaviour change	Intensive interventions address criminogenic risk and needs	Reintegration services assist in the transition from custody and remove structural barriers to stability in the community
Intermediate outcomes	Hope, optimism, self-efficacy, psychological flexibility, recovery social identity, belief in redemption, generality, changes in dynamic risk factors		
Theory	Self-determination Theory	Social-Learning Theory	Social determinants of crime theory

Table 1. Risk - Needs - Responsivity principle approach

Risk Needs & Responsivity Approach

The Risk, Needs and Responsivity approach is an established, psycho-social approach to intervening to reduce the risk of reoffending and is an important part of CSNSW intervention approach. It is built on an extensive evidence base from psychological research and is structured around three key principles:

- risk principle – priority is given to intervening with the high-risk offenders
- needs principle - interventions target needs associated with reoffending
- responsivity principle – the intervention methods are effective and consider individual learning needs, it occurs at the appropriate time and individual is motivated to participate

Criminogenic needs are the focus of intervention in the RNR model and these are (changeable) risk factors or deficits associated with reoffending in a range of need domains. The program logic of the approach is that through considered and timely addressing of these criminogenic needs, the offending risk of individual people is lowered leading to reduced offending.

Often needs are regarded as criminal attitudes and beliefs leading to psycho-social program interventions, but the set of criminogenic need domains outlined in Table 2 is considerably broader. While phrased more in terms of deficits, rather than well-being, there are clear parallels to the seven human services well-being outcomes outlined in the previous section.

**Education
Employment****Deficits, stability or rewards
provided by schooling and work**

Financial	financial stress and/or stability and self-sufficiency
Family/Marital	pro-social or antisocial family history and their influences on the offender
Accommodation	lack of secure housing and prosocial bonds can lead to increased risk
Leisure/Recreation	opportunities for community integration through leisure activities
Companions	extent of peer relationships being pro or antisocial
Alcohol/Drug Problems	drug/alcohol abuse history and negative effects
Emotional/Personal	personal difficulties and stressors related to offending
Attitude/Orientation	conventional or criminal attitudes held by offenders

Table 2. Criminogenic needs⁶

While the RNR approach is often viewed as discrete psychological program interventions focused around reducing risk, CSNSW locates the RNR approach within a broader rehabilitation practice framework using the desistance model outlined previously. It broadens the focus from specific psychological interventions to other educational, vocational and strength-based interventions, as well as consideration of the social environment. This broader approach is also consistent with the underlying theory of the RNR approach including the Personal, Interpersonal, and Community Reinforcement (PIC-R) perspective (Andrews 2006; Bonta & Andrews 2003 cited in supplied confidential report, 2019)). Criminal lifestyles and identities become automatic, reinforced ways of acting and thinking that can be promoted or discouraged by prison and community social environments. For sustained personal change to occur, there is a need for people in prison to gain psychological insight, understanding and skills within programs, but it also requires social reinforcement, the development of personal strengths and community supports.

⁶ 'Criminogenic needs Fact Sheet', CSNSW offender assessment unit accessed from <https://correctiveservices.dcj.nsw.gov.au/csnsw-home/reducing-re-offending/initiatives-to-support-offenders/offender-assessment.html>

Return to Social Wellbeing Model

Supporting the broader view of rehabilitation created by integrating both the desistance and RNR approaches is the Return to Social Wellbeing Model. The Return to Social Wellbeing Model draws on the NSW Government Human Services Outcome Framework (HSOF) and overlays it on the desistance framework as shown in Figure 4. The CSNSW desistance approach is based on theories that advocate and provide evidence for a strength-based and wellbeing approach alongside the RNR risk frameworks (Serin and Lloyd, 2017). HSOF is an established NSW government model of individual wellbeing for people in NSW and, as such, provides the basic wellbeing criteria supportive of tertiary desistance. As previously noted, the HSOF wellbeing domains also have strong parallels with the criminogenic need domains in the RNR approach. By framing the model in terms of a 'return to' social wellbeing, it also recognises the process of desistance for many people in prison involves a process of change and the adoption of non-offending social identity.



Figure 4. Return to Social Wellbeing Framework

The objective of the Return to Wellbeing model is to bring into context the over-arching DCJ strategies and desistance theory into one model. CSNSW note that the reduction in offending is a complex undertaking and to date, is not fully understood because the journey of desistance from crime depends very much on the individual attachment to a criminogenic identity. As covered elsewhere in this document, desistance, and the corresponding distancing from a criminogenic identity is understood through Maruna (2001) and McNeil (2014) as having being affected in stages of 'primary', 'secondary', and 'tertiary'.

These staged descriptions follow a trajectory of moving from the initial ceasing of criminal behaviour and the acknowledgement of this by the individual, through the three stages to a full acceptance by broader society (and by the individual's view of themselves) that a person is now no longer identifiable with criminal behaviour. As CSNSW have noted, this journey is personal and complex – possibly more winding in nature and not all with the same kinds of personal or social needs to achieve desistance. Nevertheless, the journey of desistance needs to have context in its eventual social setting to understand what is needed to achieve rehabilitation and the re-joining of society.

The model takes its primary structure from the NSW Government Human Services Outcome Framework (HSOF) categorisation of social wellbeing. Employing the Government's HSOF wellbeing framework allows for the rehabilitative journey of the prisoner to be aligned with one or a number of wellbeing goals set out by the Government. It enables these needs to be contextualised in the community and for considering the general as well as specific needs of someone re-entering society from prison. Overlaying the three levels of desistance (see Figure 4); 'primary', 'secondary', and 'tertiary' in concentric circles (the journey beginning at the centre and working out towards society) serves to activate the HSOF from a static description of wellbeing outcomes to a model where a person's (RNR) profile and journey can be mapped against their wellbeing and level of desistance.

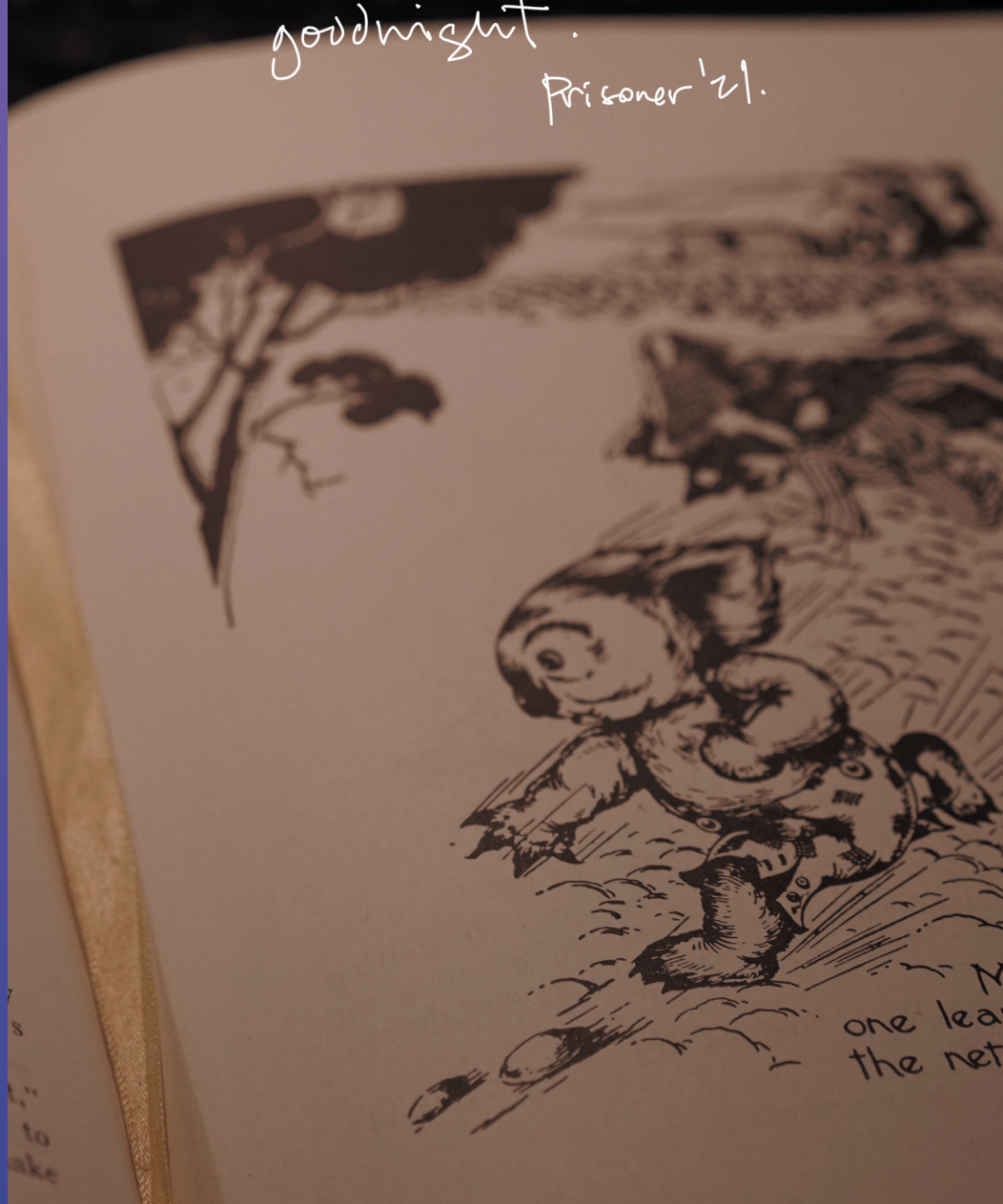
The interface between the Return to Wellbeing Model and the new technologies in prisons initiative can be understood in how the NSW Government views social health in the HSOF's seven categories of 'wellbeing', and the argument in the Digital Technology in Prisons section of this strategy that digital technologies are fundamental to the social utility of everyday life.

5:

What We Heard From You

The tablets are most popular for ringing the kids. They like to read them a bed time story and say goodnight.

Prisoner '21.



What we heard from you..

The following insights reflect the perspectives expressed by CSNSW stakeholders spanning 11 groups including prisoners from John Morony and Dillwynia Correctional Centres which served as site for the pilot of the tablets.

..about the technology

Generally people were very positive about the tablets, AVL visits, introduction of LiViT to prisons and associated program alcoves. Often the discussion would turn to the tablets as a new personal device, however, when AVL visits and LiViT were specifically discussed, it was clear participants in prison and stakeholders saw their value. Particularly among CSNSW stakeholders there was some confusion about the roll out and functionality of the technology and when it will be rolled out.

..about rehabilitation

Positive changes towards rehabilitation was talked about by both prisoners and staff as a change in attitude. Prisoners talk about how when other prisoners dropped the street talk and started to be more genuine about their relationships that change was happening. Others talked about there was often a hopefulness, optimism and self-confidence around other aspects of prisoners lives. Some prisoners spoke of rehabilitation being associated with being more self aware , and the need to “own their story” in order to change it. Others spoke about the role of learning and self-development feeling like it is rehabilitative. For the women, however, a place to live was paramount and they considered that the absence of stable housing precluded any likelihood of rehabilitation outcomes.

Supporting good behaviour in prisoners is important for achieving the above – through role modelling, peer support, encouraging prisoners to “go at your own pace”. Many prisoners expressed the importance of having purpose in driving positive change, be it working towards release, or focusing on holistic health.

Connection with family is considered important for supporting positive change from a wellbeing perspective but also for the opportunity to role model, demonstrate positive progress to their families, and minimise unintended negative impacts on family members and children.

“A roof over your head”

Capacity to support others

Social and emotional change

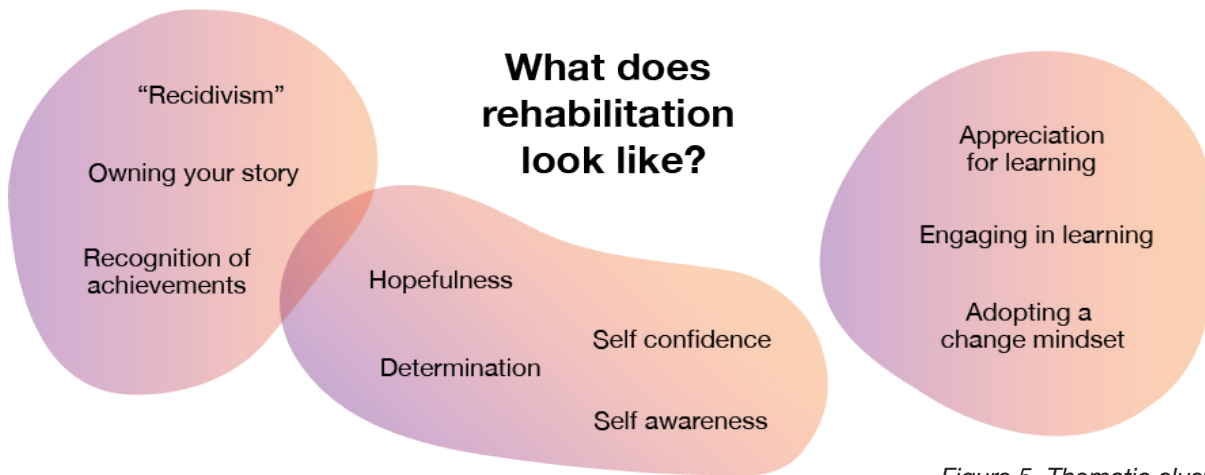


Figure 5. Thematic clusters of perspectives on rehabilitation

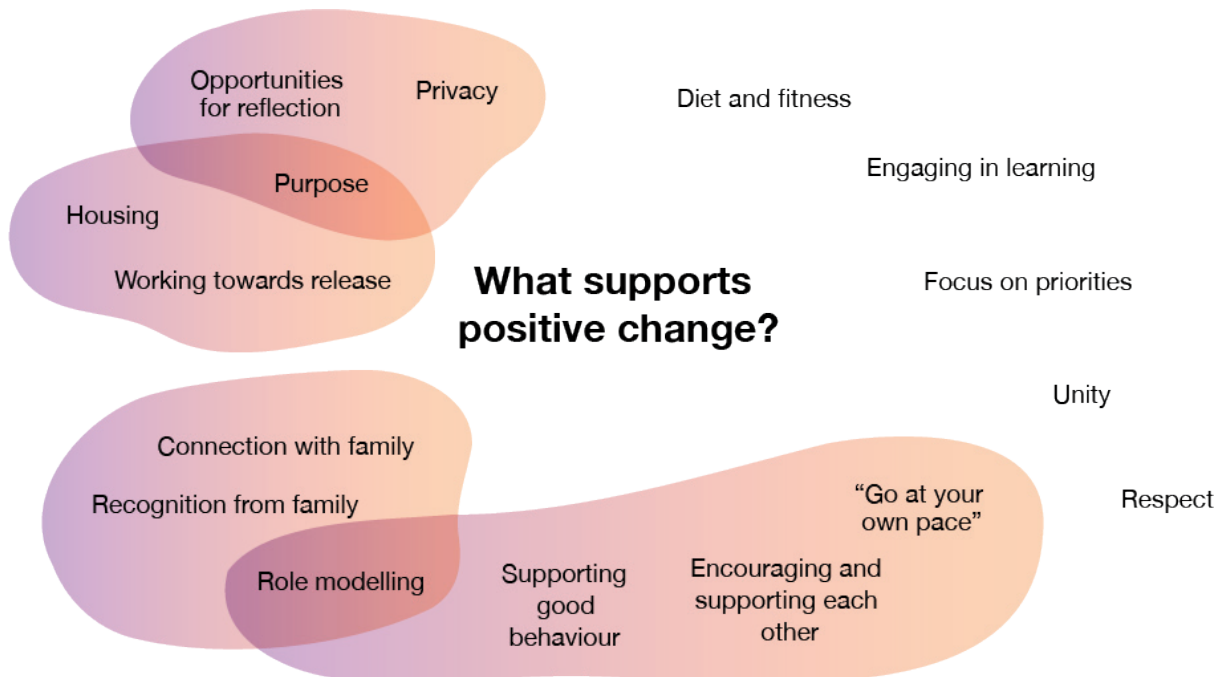


Figure 6. Thematic clusters of perspectives on positive change

Challenges: Continuity of care across facilities is acknowledged to be a significant challenge – prisons across NSW vary in their culture and operations. Catering for this wide audience while maintaining a level of quality and personable feel for prisoners is a consideration. Can individual prisons, for instance, tailor the content deployed on the tablets in their facility?

It is acknowledged that corrective officers have a difficult role. Psychologists look to them to reinforce learning from therapeutic programs in the short window available. However, interactions with corrective officers are instead seen as having the effect of undermining the impact/intent of these programs. It is important that any technology initiative considers the cultural change management that needs to occur alongside.

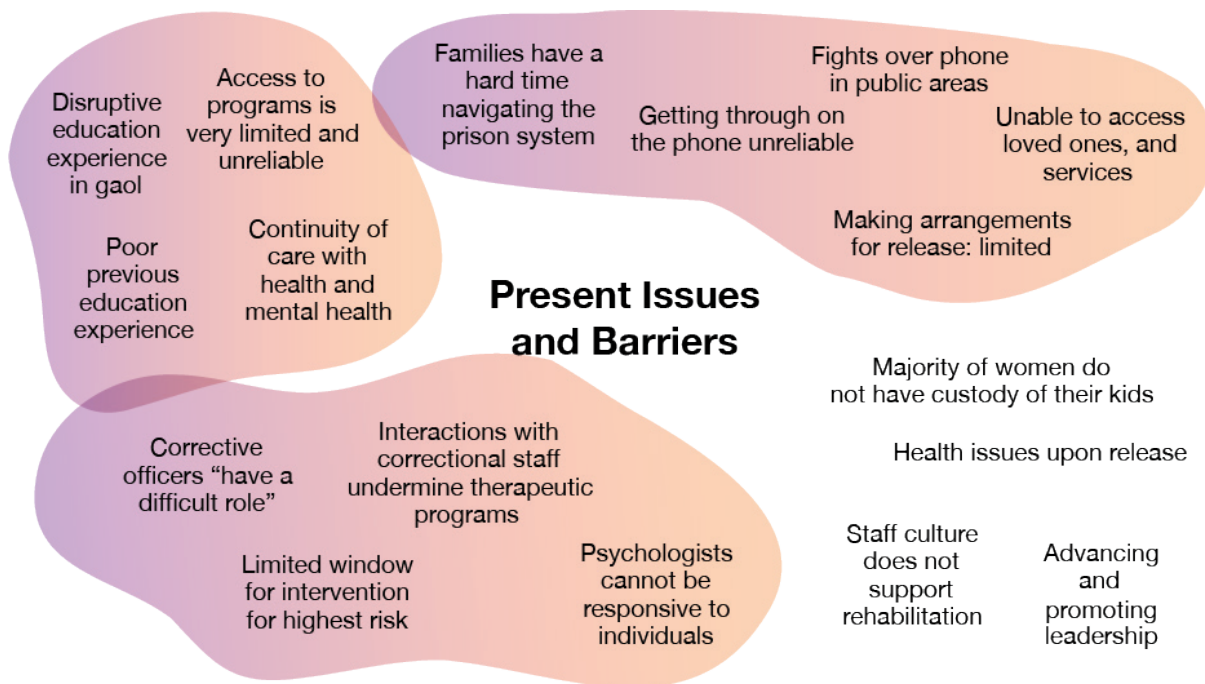


Figure 7. Thematic clusters of perspectives on present issues and barriers to rehabilitation

..about the possibilities

The new digital technology makes it possible for inmates to access content and services previously not considered possible.

There are possibilities to empower inmates with everyday agency - to engage in buy ups and check their own account balances on their own for instance. Removal of this reliance on corrective officers is an opportunity to shift the relationship between inmates and corrective officers by officers of these administrative burdens and to open relations to more strategic interactions.

Technology is also seen as a possible vehicle to empower inmates to be more proactive and self-determined about release and rehabilitation.

Most see the impacts related to a calmer mood of individual inmates and subsequently across overall prison environment. Access to mental health support across the day enables inmates to access help when most needed such as during lock in hours.

The opportunity to improve the continuity of care received by inmates in their time within the corrections system is seen as a significant opportunity that needs to be addressed if rehabilitative benefits are to be realised. Lack of care continuity when it comes to education, therapy, and health for inmates e.g. moving between facilities undermines the intentions of these initiatives. Inmates at John Morony understood the tablet devices as a privilege that motivated them to behave well; however they also dreaded the thought of being moved to another facility that had yet to roll out this technology because the continuity of relationships would be affected - it meant they would not be able to keep in touch with loved ones with the same frequency and ease. "Taking the jail out of the visit" was a significant benefit for children in particular.

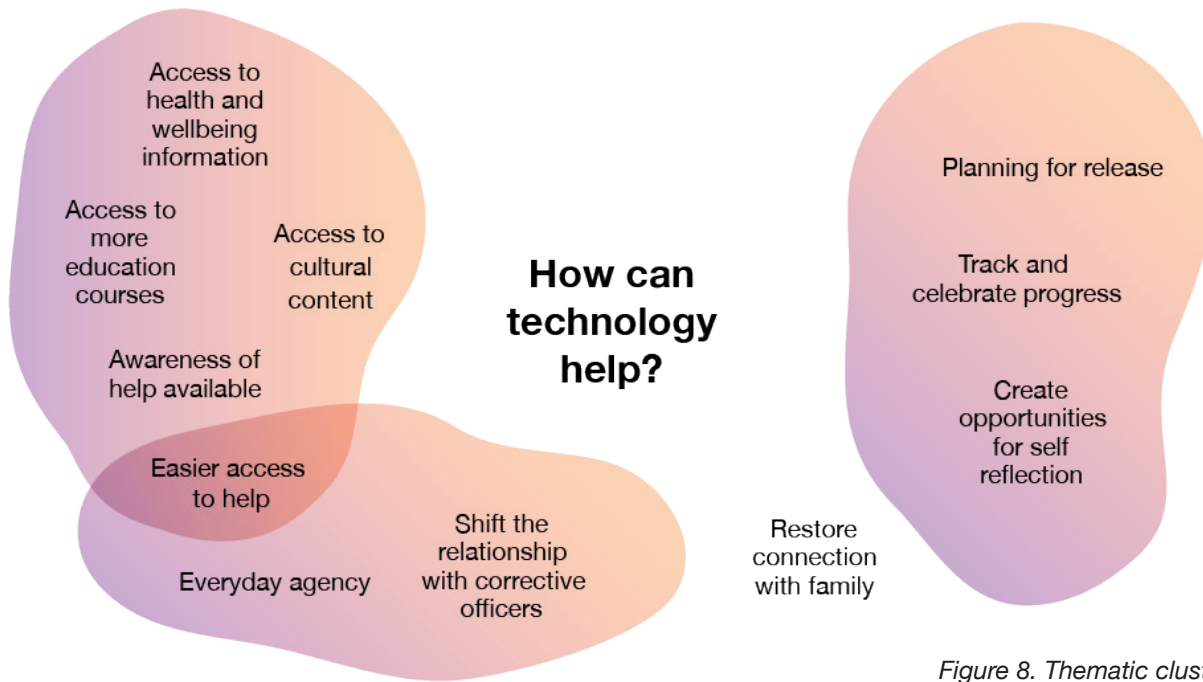


Figure 8. Thematic clusters of perspectives on the role of technology

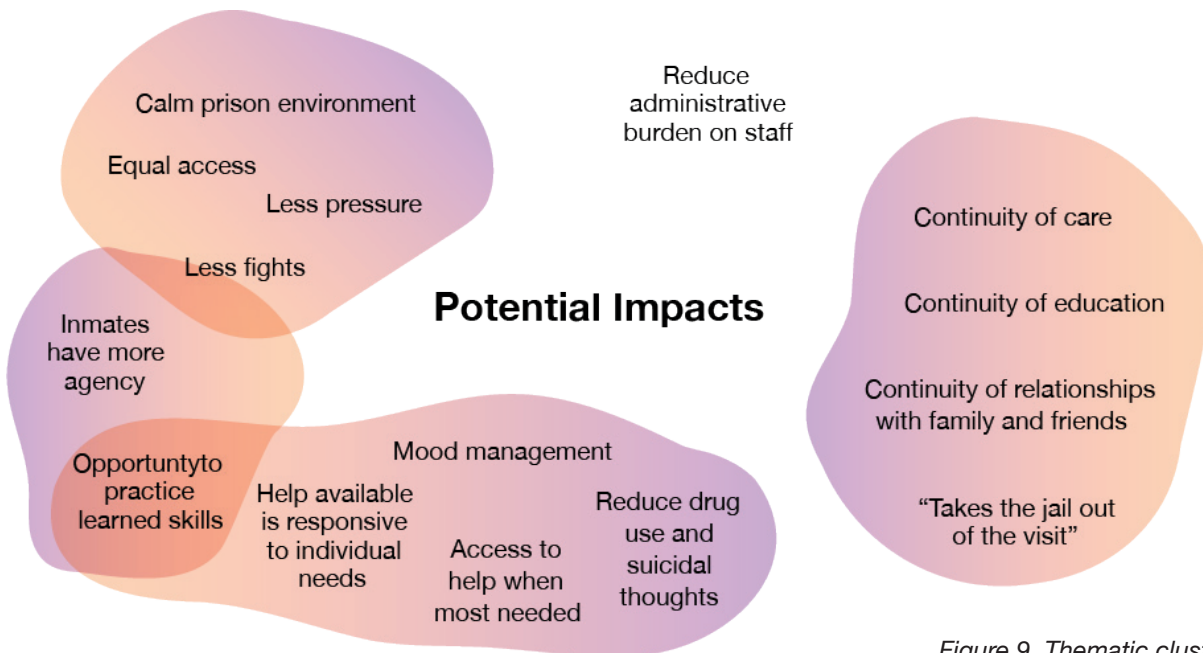


Figure 9. Thematic clusters of perspectives on potential impacts of technology on inmates and prison environments

..about the risks/ ethics

Continuity of care across facilities is acknowledged to be a significant challenge – Prisons across NSW vary in their culture and operations. Catering for this wide audience while maintaining a level of quality and personable feel for inmates is a consideration. Can individual jails for instance tailor the content deployed on the tablets in their facility?

It is acknowledged that corrective officers have a difficult role. Psychologists look for them to reinforce learning from therapeutic programs in the short window available. However, interactions with corrective officers are instead seen as having the effect of undermining the impact/intent of these programs. It is important that any technology initiative considers the cultural change management that needs to occur alongside.

The opportunity to conduct research using tablet devices touches on considerations of privacy. While inmates have little privacy, they expressed reticence to give up the little they have. Incentive to participate needs to factor in.

Tablet technology is important for giving inmates access to technology. Its provision is made possible by inmates paying for services or content on the devices themselves. This brings into question individual capacity to pay and how to ensure that no inmates are disadvantaged as a result. The pressure on families / loved ones to support inmates also needs to be taken into consideration.

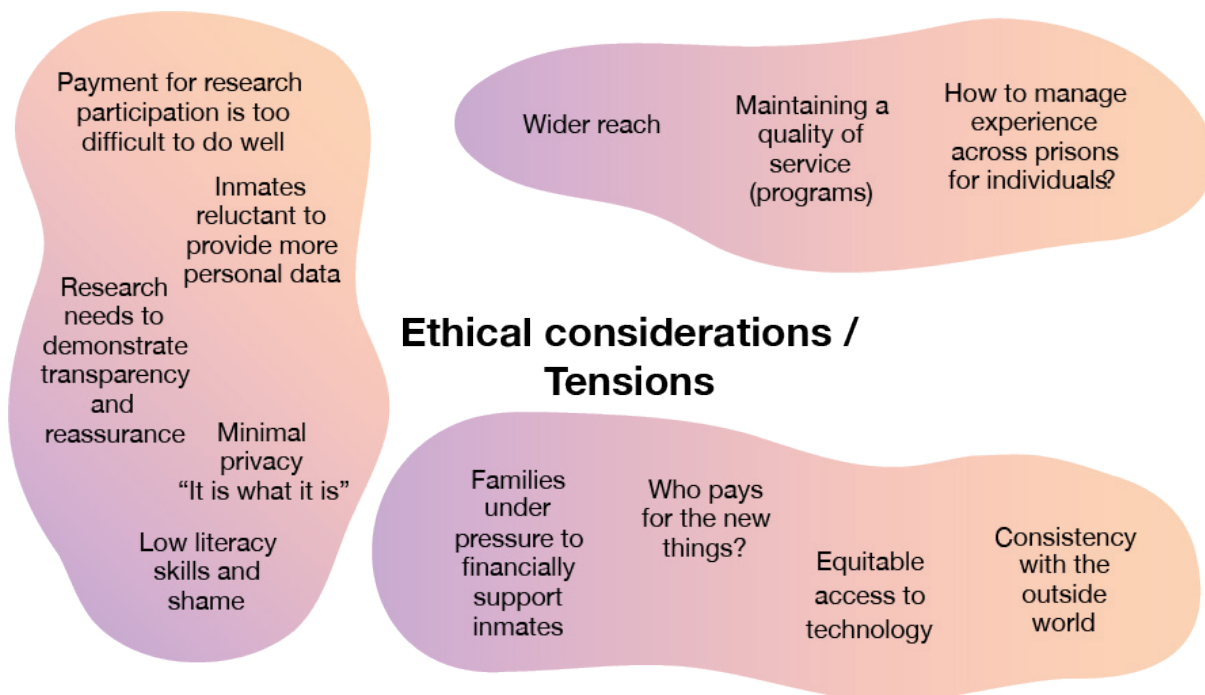


Figure 10. Thematic clusters of perspectives on ethical considerations and tensions

Unintended consequences include:

- Misuse of personal tablets would undermine the case for having them;
- For those prisoners either unable or unwilling to use digital technology, further marginalisation and disengagement;
- Where prisoners might consider personal tablets to be communications/entertainment devices rather than rehabilitation devices;
- Large volumes of communication data to monitor

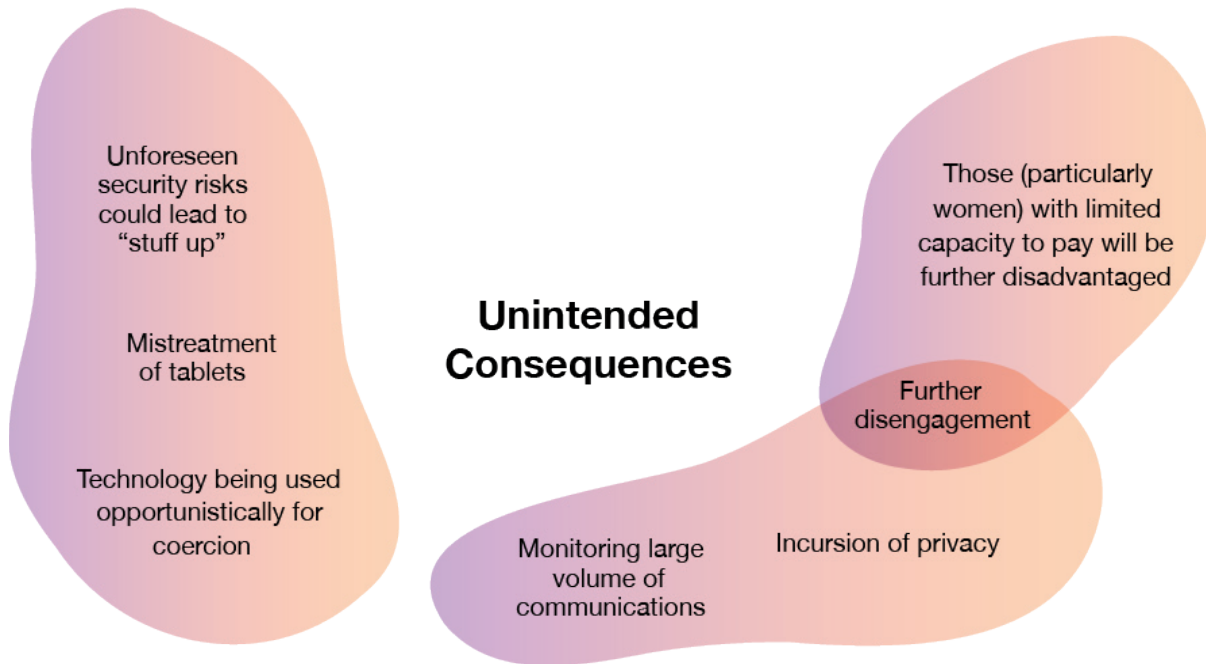


Figure 11. Thematic clusters of perspectives on unintended consequences

6:

Research & Evaluation Plan



Overview

The strategic research and evaluation plan draws on the analysis of the academic and practice literature, the Return to Wellbeing Outcome Framework and ‘what you said’ research. The technology itself will not transform rehabilitation – it is how it is employed, utilised and evolved to achieve the goals of rehabilitation that will create change. There is a need to undertake a research program to support and develop a system that is designed based on program logic to transform rehabilitation, and then evaluate and refine its effectiveness. This is a research and evaluation plan to realise this.

The plan has three core interconnected components which draw from the Department of Communities and Justice research strategy activities presented previously in Figure 2, page 20. They are; a Collaborative Research and Development program, an Process and Outcome Evaluation program, and the establishment of a coordination group. We will outline each component below.

Collaborative Research and Development Program

The Collaborative Research and Development Program is a strategy to engage, partner and harness the research and development capabilities in the university sector. Detailed in Section 7 the program involves establishing research partnerships with universities around eight core projects through commissioning and collaborative mechanisms. Each project is about developing understanding, designing and testing initiatives, and then evaluating effectiveness and impact of the initiatives in each domain. These projects are an opportunity for universities to undertake important interdisciplinary and collaborative research where they can create and demonstrate real world impact with international significance. For CSNSW it is an opportunity to establish research partners in a range of areas relevant to the use of digital technology within the prison context. Through participating in these collaborative research partnerships, it is an opportunity for CSNSW staff to lead the development of digital technologies and rehabilitative practice, and produce new evidence-based knowledge.

Process and Outcome Evaluation Program

Process and Outcome Evaluation Program relates to the important ongoing strategic research activities undertaken within CSNSW to deliver, oversee and connect research with practice. As a major new initiative, monitoring and evaluation is central to the delivery of the transforming prisoner rehabilitation through digital technology initiative. With the NSW Government’s endorsed ‘Deliverology’ methodology, the approach includes anchoring the activities in existing data, conducting fieldwork, targeting initiatives and establishing routines as described in Figure 12. These activities all essentially relate to monitoring key interventions to learn and improve the impact of those interventions. It requires leadership and a coordinated approach where drawing on multiple sources of information from across the organisation and from research partners in the Collaboration R&D Program.

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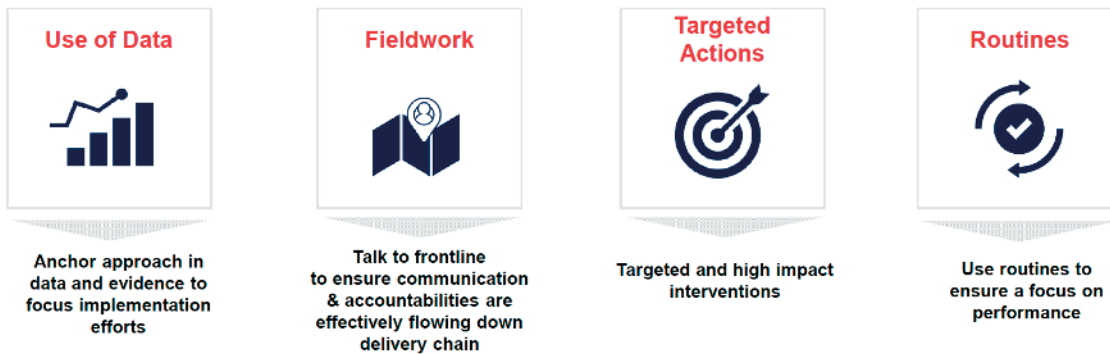


Figure 12. Premier's Implementation Unit (PIU) delivery approach.⁷

Digital Rehabilitation R&D Group

The Digital Rehabilitation R&D Group (DRR Group) is a coordinating and program control group for research activities associated with transforming prisoner rehabilitation through digital technology. The DRR Group would have responsibilities for implementing and managing the performance of this Research and Evaluation Strategy, reporting to the Project Management Office (PMO), Corrections Research Evaluation and Statistic Branch (CRES), and CSNSW Executive. The membership of DRR Group would include representatives from PMO office, CRES, Custodial Corrections, Offender Services & Programs, Aboriginal Strategy & Policy Unit and Corrective Service Industries (learning and training). The DRR group would also have an important translation and communication function ensuring research and practice are connected and draw from each other (see Figure 2, Chapter 3) A key responsibility of the DRR group is the administration of the Collaborative R&D Program including the identification of research partners, coordination of projects and ensuring the sharing of information between practitioners, research partners and the organisation. This will include establishing and fostering a community of practice around developing rehabilitative digital technology with CSNSW staff and practitioners, research partners and NGO stakeholders as members of the group.

⁷ Needs, A (2019) Deliverology in NSW (Presentation). Premiers Implementation Unit, NSW Department of Premiers and Cabinet, Accessed 11 Jan 2021 from http://www.wa.ipaa.org.au/content/docs/2019/A.Needs_Deliverology-in-NSW.pdf

7:

Collaborative R&D Program

Cultural studies would be
popular.

Indigenous Unit staff '21

Dreaming
Voices from Junee C



Overview

The Collaborative Research and Development program (R&D Program) is a core component of this research strategy and aims to provide CSNSW with the required and additional capacity to transform prisoner rehabilitation through the new digital technology. The R&D Program involves harnessing the capacity within the university sector to enable CSNSW to lead the design and development of how the new technology will be employed to transform rehabilitation. As Kerr and Willis (2017), Knight and Van De Stein (2018) and Ross (2018) all suggest, what is required currently is the purposeful design and development of digital technology platforms, applications and practice guidelines to achieve rehabilitation outcomes that can be implemented and then subjected to evaluation. There is a need for objective research knowledge and experimentation to inform these development processes as well as the critical practice and domain knowledge within CSNSW. The collaborative model for the R&D program seeks to extend the capabilities of CSNSW and the research partners and create a rich context for innovation and impact.

The R&D program involves establishing 12 individual R&D projects which are interlinked and inform each other through the coordinating DRR Group. The domain areas for the R&D projects were identified, refined and validated through the strategy development process. The identification and selection of CSNSW project leaders and research partners for each project is undertaken through a formal process managed by DRR Group. CSNSW will allocate \$50,000 in seed funding and \$100,000 in-kind funding to establish each project. The research partner would be required to source the additional \$200,000 to \$400,000 of funding through research linkage grants or industry partners.

R&D Project Areas

The domain areas for the 12 collaborative projects that make up the R&D program were identified and refined through the research and consultations undertaken in developing this strategy. The project domains include specific practice or program areas where the digital technology can support rehabilitative change as well as some overarching system considerations such as ethics, Indigenous knowledge and research and data. While these overarching system considerations may not in themselves relate directly to rehabilitative outcomes, they are important foundations for a system that will achieve this. They also bring specific and important expertise to the R&D Program that can be drawn upon across projects through collaboration in the DRR Group. For example, monitoring and evaluation of any application developed as part of a project will benefit from meta-data and evaluation approaches developed through the Research and Data project.

R&D Project Briefs

The project briefs outline the purpose, context and opportunity associated with each project. The briefs are intentionally broad to enable the expertise within the research and CSNSW practice partners to inform the specific details of the research within the problem or domain area. In line with the research and development focus, each project has applied aims related to developing and testing applications, guidelines or tools as well conducting primary research about new knowledge, needs and challenges in the domain area. Each project will include an evaluation and impact assessment phase associated with the domain area. These evaluation activities will provide an addition independent evaluation stream for the initiative as well as specific implementation monitoring and evaluation activities.

Research partner selection, resourcing and Coordination

Research partners for each project will be identified and selected through a formal EOI and independent assessment process. Research partners would ideally be inter-disciplinary teams who are able to build and draw on academic knowledge as well as engage with digital technology and the prison practice. CSNSW will allocate \$50,000 of seed funding and \$100,000 in-kind funding to establish the project. The research partner would be required to source the additional \$200,000 to \$400,000 of funding through research linkage grants or industry partners. The in-kind component would include the allocation of a CSNSW sponsor and practice team to support each project. The DRR Group would oversee and the coordinate the research projects. Due to the need for cross project collaboration and coordination, all research partners would meet twice yearly for a R&D symposium and information sharing session.



Project 1: Education



Education is a way
I can have something
when I get out.

- Person in prison,
Dillwynia

Rehabilitative learning – digital enabled education in prison

Purpose

Develop knowledge and practices about how learning and education programs that promote desistance can be amplified through digital technology within prisons

Context

There is clear evidence internationally that prisoner participation in meaningful education is associated with desistance and reductions in reoffending (Davis et al. 2013; McGregor 2020). Despite this, currently there are limited opportunities for prisoners to engage in remedial, secondary and tertiary education. When prisoners do engage in learning, it can be difficult for prisoners to access learning materials or continue courses when they move between facilities or are released. Digital technologies have the potential to transform educational opportunity and its rehabilitative impact in prison when combined with quality pedagogy and educators (Farley et al. 2016; Farley & Willems 2017). With approximately 12,000 prisoners that have diverse cultural backgrounds, educational achievements and interests, the scope and potential are immense.

Within the Department's rehabilitation framework this project focuses on education, empowerment and secondary desistance, while also being relevant to primary and tertiary desistance experiences.

Opportunity

Corrective Services NSW recognises the value of harnessing the impact of education and learning through the new digital technologies. One of the first CSNSW initiatives was the establishment of a new "Education and Learning Hub" enterprise system as a first step in realising the potential of the system.

CSNSW is seeking a collaboration with a multi-disciplinary University team with expertise across the relevant areas to establish new knowledge about the role of digital technology in creating a prison education system with greater impact on desistance from crime. This is an ambitious project that seeks to establish leading practice and new knowledge with international significance. It will require a research partner willing to provide robust critique as well as engage in research and development with the agency. The University project team would contribute to the achievement of three core project aims

- Understand the needs, experience and motivations of prisoners from different backgrounds as it relates to education broadly, and for utilising the new digital technology (and its challenges) in education specifically
- Explore, design and test new educational opportunities or systems that utilise the digital technology to engage prisoners in meaningful education
- Monitoring and evaluating the engagement, experience and impact of digital technology assisted education in prison

Project 2: Indigenous Knowledge



The girls would get into it. So would the boys over there. They love learning about their culture particularly in when not around everyone.

– Person in prison
at Dillwynia

Materialising Indigenous knowledges – a space for connecting with cultural knowledge and practices

Purpose

Develop new understanding and digital practices about how Indigenous knowledges and connections can be supported on the new digital prison platforms.

Context

Indigenous people are grossly over-represented in NSW prisons due to historical reasons of colonisation, institutional racism and intergenerational trauma (Blagg & Anthony 2019). Corrective Services NSW recognises this and is committed to developing Indigenous led practices and services to assist with remedying this burden on Indigenous people and communities now and into the future. The new digital technologies, particularly the android tablet devices, provide an opportunity for Indigenous people in prison to explore, listen, watch and potentially create and connect to a body of knowledge about Indigenous culture and practices (Akama et al. 2017; Thorpe, Galassi & Franks 2016).

Supporting and advancing Indigenous-led research is a key priority of the Department of Communities and Justice Research strategy. Within the Return to Wellbeing framework it relates fundamentally to Empowerment and Social and Community across the processes of desistance, but also the other wellbeing components.



So many of the Land Councils have great digital applications about their country, health matters and other stuff. These could maybe go on there, yeah?

- Staff member
in Aboriginal Unit

Opportunity

There is an opportunity for an Indigenous-led multi-disciplinary University team with expertise across the relevant areas to partner with CSNSW and their Aboriginal Program and Services Unit to develop knowledge and digital practices to support Indigenous people in prison. There is the opportunity and desire for this Indigenous-led research team to also provide general advice and critique across the collaborative research projects.

CSNSW is seeking a collaboration with an Indigenous-led multi-disciplinary University team with expertise across the relevant areas to establish new knowledge about role of digital technology in developing how Indigenous knowledges and connections can be supported on the new digital prison platforms. This is an ambitious project that seeks to establish leading practice and new knowledge with international significance. It will require a research partner willing to provide robust critique as well as engage in research and development with the agency. The University project team would contribute to the achievement of three core project aims:

- Understand the needs, experience and motivations of Indigenous prisoners relating to diverse cultural practices, and for utilising the new digital technology to support them
- Explore, design and test new opportunities or systems that utilise the digital technology to engage prisoners in meaningful cultural content and support
- Monitoring and evaluating the engagement, experience and impact of digital technology assisted cultural content and support in prison

Project 3: Psycho-social programs



Just because you understand it in your head doesn't mean you can do it when you get out. You need to practice and live it.

- Person in prison,
John Morony



..like the TAP stuff in the community – where it actually looks good and is engaging – that's what we need.

- Staff member,
Dillwynia

Being equipped with the thinking skills for desistance – the role of digital technology

Purpose

Develop knowledge and practices for augmenting EQUIPS and other psycho-social programs through digital technology within prisons

Context

There is an established evidence base and role of psycho-social programs in supporting desistance among people in prison with high risk of re-offending (Andrews & Bonta 2010; Klepfisz, Daffern & Day 2016). These programs such as EQUIPS involve engaging people in prison to reflect on their offending, how it relates to their beliefs, behaviour and thinking, and then learning the social and thinking skills required to change these patterns of behaviour. It is complex, challenging work requiring engagement and 100 to 300 hours participation. Digital technologies provide a new and interactive means through which engage, work with and provide opportunities for reinforcement and learning (Morris & Knight 2018; Morris et al. 2021; Ross 2018).

While the potential of digital technologies to augment psycho-social programs is recognised Reisdorf & Rikard 2018, the practice and associated evidence base is limited (Reisdorf & Rikard 2018; Ross 2018). More evidence and examples are available in the mental health domain such as for digital cognitive behavioural interventions (Torok et al. 2020). This literature shows digital interventions, particular when an adjunct to in-person interventions, can be effective. It highlights the potential of gamification, augmented reality and other interactive approaches.

Within the Department's rehabilitation framework, this project focuses on education, empowerment and secondary desistance, while also being relevant to primary and tertiary desistance experiences.



It needs to be designed for the digital medium – it's not a simple transfer of the old program manuals.

- Expert



Getting into programs is hard. I don't want to move prisons to do a program – I'm settled here in a good way. If I could do it online or through video it would be great.

- Person in prison,
John Morony

Opportunity

Corrective Services NSW recognises the value of digital technologies to support psycho-social programs and intervention as illustrated in the investment made in the TAP online resource and LiViT programs within Community Corrections. The introduction of LiViT, program alcoves and the capacity to put resources such as TAP on the digital tablet devices within prisons provides a range of new opportunities as well as resources specific to the prison context.

CSNSW is seeking a collaboration with a multi-disciplinary University team with expertise across the relevant areas to establish new knowledge about role of digital technology in increasing the reach, engagement and impact of psycho-social programs on desistance from crime. This is an ambitious project that seeks to establish leading practice and new knowledge with international significance. It will require a research partner willing to provide robust critique as well as engage in research and development with the agency. The University project team would contribute to the achievement of three core project aims:

- Understand the needs, experience and motivations of prisoners from different backgrounds as it relates to psycho-social programs broadly, and for utilising the new digital technology (and its challenges) in psycho-social programs specifically
- Explore, design and test new psycho-social program opportunities or systems that utilise the digital technology to engage prisoners in meaningful education
- Monitoring and evaluating the engagement, experience and impact of digital technology assisted psycho-social programs in prison

Project 4: Research and Data



Being able to survey people in prison using the tablets could be amazing improvement to our capability to conduct research.

- Research staff member

Utilising digital technology in prison research – identifying good practices and establishing evidence

Purpose

Develop knowledge and productive frameworks for utilising digital technologies and the associated data to learn and establish the impact of different initiatives

Context

Undertaking research with prisoners to understand their experience as it relates to rehabilitation is critically important to improving the prison system and reducing reoffending. This requires data about what programs, activities and services a prisoner engages in, but also assessments and data associated with a prisoner's wellbeing, rehabilitative change and behaviour. Conducting research in prison, however, is typically slow and cumbersome requiring manual methods of recruitment and data collection (Sivakumar 2018). This impacts on the ability for learning to occur organisationally about what is working well (Cullen, Myer & Latessa 2009).

Digital technologies, and the ability for prisoners to regularly log onto and use digital devices in relative privacy, creates a range of new research, evaluation and consultation possibilities. While each has its own important ethical considerations (Knight & Van De Steene 2020), this could include conducting qualitative interviews, surveys and questionnaires on devices as well access to specific meta data associated with the programs, activities and services prisoners are accessing on the devices. Recruitment of prisoner participants can also potentially be more transparent through direct system messages as well as better enabling randomisation or longitudinal sampling and associated research designs. Where prisoner participation in research has important system benefits, it may also be possible to offer incentives such as phone or buy-up credit through the system in a way that is transparent and ethical.

Opportunity

Corrective Services NSW recognises the specific and considerable value of digital technologies to support research and evaluation and the goal of transforming prisoner rehabilitation. They also recognise there is specific technical, methodological and ethical considerations involved in the use of digital technology for research in the prison context. Many of these methodological and technical considerations will be relevant across research projects.

CSNSW is seeking a collaboration with a multi-disciplinary University team with expertise across the relevant areas to establish new knowledge about how digital technology can be utilised in research and evaluation. This is an ambitious project that seeks to establish leading practice and new knowledge with international significance. It will require a research partner willing to provide robust critique as well as engage in research and development with the agency. The University project team would contribute to the achievement of three core project aims:

- Understand the meta data that are generated by prisoners' use of digital technologies, the ethical and legal requirements for data access, monitoring, storage and use in research practices
- Explore, design and test new forms of research using prison digital devices
- Monitoring and evaluating the impact of digital technology data on informing rehabilitation priorities.

Project 5: Social environment



We introduce and explain the centre to the boys when they come in. Tell them about our boot camps and the respect it creates. We could maybe do a video about this so everyone get the same message.

- Person in prison (paraphrased),
John Morony

Transforming prison cultures to support desistance.

Purpose

Developing knowledge and best practices for utilizing digital technologies to create prison environments that support positive change

Context

Staff-prisoner relationships, pro-social modelling and the broader social environment of prisons are recognised as critical aspects in establishing prisons that support the identity and behavioural changes required for desistance (Bosma et al. 2020; Chouhy, Cullen & Lee 2020; Hall & Chong 2018). Developing prison cultures however is difficult – it requires both staff and prisoners to change (Frizzell 1993). It also requires leadership and visible examples of where both staff and prisoners show genuine regard and support for prisoners to change and desist from crime.

In the consultations with prisoners and staff in developing this strategy, one of the stronger themes was the potential value of the digital technology to create and share content that could support and make visible positive local prison cultures. The digital technology makes it possible for prisoners or staff to create authorised content that can be shared with others across the platform. This may include information and news about local initiatives such as Bootcamps, rehabilitation programs, recipes or talks from local elders (linking to the Materialising Indigenous knowledges project above). The digital technology platform has the potential to be curated as a less hierarchical, more purposeful and collaborative space within prison. It could involve prisoners rather than psychologists introducing rehabilitation programs, or staff and prisoners sharing stories of change and achievement. This information could be in the form of videos, podcasts, artwork and written word.



It would be so much more powerful if a respected prisoner explained in a video what the rehabilitation program was about rather than it being a psychologist.

- Staff member (paraphrased)

Opportunity

Corrective Services NSW recognises that developing prison cultures that are supportive of rehabilitative change is critical to meeting the Premier's Priority targets to reduce reoffending. Through consultations for this strategy, the potential value of the new digital technology platform to support, make visible and develop more positive prison cultures was a strong theme. While CSNSW acknowledges the potential value, it is also aware there is a lack of knowledge and precedents for such systems within prisons. Curating and maintaining user interest is a challenge on most digital platforms, and in the prison context it requires research to examine and develop viable approaches.

CSNSW is seeking a collaboration with a multi-disciplinary University team with expertise across the relevant areas to establish new knowledge about how the digital technology platform could be utilised to support the development of more positive prison cultures. This is an ambitious project that seeks to establish new knowledge as well as develop and test new practices to support positive local prison cultures. The University project team would contribute to the achievement of three core project aims:

- Develop new knowledge about what staff and prisoners regard as activities, interactions and opportunities within a local prison environment that represent a positive prison culture, and then more specifically how these could be supported or promoted locally through the digital technology
- Explore, design and test approaches that utilise the digital technology platform to support more positive prison cultures
- Monitor and evaluate the engagement, experience and impact of digital technology in supporting more positive prison cultures.

Project 6: Digital Security



We don't want to lose the tablets because someone tries to do something stupid.

- Person in prison,
John Morony



Get a group of prisoners involved in making sure the system is secure. It's in their interests – they don't want to lose it. They will tell you if anything is going on.

- Person in prison,
Dillwynia

Protecting the integrity of the platform – a secure and safe digital place

Purpose

Develop knowledge, expertise and collaborative practices for ensuring the platform is secure and safe.

Context

System security is identified as a key concern limiting the introduction and sustainability of digital technology platforms in prisons (Justice Action 2011; Kerr & Willis 2018). Among correctional administrators yet to utilise digital technology, system security is a prominent concern although less so for administrators who are utilising it (Mufarreh, Waitkus & Booker 2021). There are examples of where digital technology systems have been breached allowing communication beyond the prison (Fabre & Zymaris 2016). As such, system security remains an important issue that needs to be managed effectively. Prison advocates identify system security as the biggest threat for the sustainability of digital technology in prisons. They suggest in the interests of people in prison, it is paramount that it is managed proactively (Jewkes & Reisdorf 2016; Justice Action 2011).

Opportunity

CSNSW is seeking a collaboration with a multi-disciplinary University team with expertise across the relevant areas to establish new knowledge about security and safety associated with the use of digital technologies in prison. It will require a research partner willing to provide robust critique as well as engage in research and development with the agency. The University project team would contribute to the achievement of three core project aims:

- Create new knowledge about the security needs, risks and challenges associated with the use and misuse of digital technology in prison
- Develop and test guidelines or tools to support governance, monitoring or intervention approaches to maintain the security of the system.
- Assess staff and prisoner perception of system security and evaluate the performance of any security related initiatives

Communicating from prison in a digital world with families, friends and services – opportunities and challenges

Purpose

This research seeks to understand opportunities around greater connection with family and friends and how these opportunities might be harnessed to impact prisoner wellbeing and rehabilitation.

Context

Connection with loved ones is well understood to have links with rehabilitative outcomes for prisoners. While entering the prison system is disruptive for prisoners and their families, digital technology poses the opportunity to bridge some of this disruption.

We are seeing initial positives of connecting prisons with family and friends. Prisoners perceive access to such technology as a privilege and value the opportunity to be involved in family life.

There are also unique opportunities presented within prison. Anecdotal evidence suggests that being in prison sets the space for prisoners to rebuild or pick up relationships with loved ones that have suffered when they were outside of prison.

The level of access to loved ones is also unprecedented, and the environment around which this occurs has now moved from a heavily supervised physical setup to mostly digital. However, this digital environment which now extends into the homes of loved ones is not well understood.

What are the experiences of prisoner families and friends? What are the potential opportunities for misuse of the technology to cause harm? Where are the opportunities to support rehabilitative behaviour?

Opportunity

CSNSW is seeking a collaboration with a multi-disciplinary University team with expertise across the relevant areas to establish new knowledge about the role of digital technology in supporting. This is an ambitious project that seeks to establish leading practice and new knowledge with international significance. It will require a research partner willing to provide robust critique as well as engage in research and development with the agency. The University project team would contribute to the achievement of core project aims:

- assess the initial impact of digital technology on the quality of relationships
- identify strategic opportunities to impact rehabilitation through improved regular communication with loved ones

Project 8: The making of meaning



doing simple things
that make you feel
good is something
many people in there
need to re-learn. Like
leisure activities.
There lives have been
so chaotic many have
forgot how to.

– CSNSW Aboriginal
programs and services unit

Digital Technology role in the construction of meaning in prison

Purpose

The 'Making of Meaning' project recognises that a person's construction of meaning in prison environments has been traditionally connected (in literature) to either personal or interpersonal responses to environment both physical and environmental (Perez-Gomez, 2016). Technology in prisons introduces another environment where meaning can be constructed as it is in general society. This project has a focus on the construction of meaning through the technology environment and what that means to the individual and institution alike. The purpose has a specific focus on the construction of meaning with regard to the theories of desistance and a law-abiding life (McNeil, 2014).

Context

The issue is the individual construction of meaning and how that manifests within a technology platform. Meaning is constructed through language (spoken and environmental), context and the medium of communication, and the introduction of digital technology requires the development of a new language for its application, practice, and use.

Opportunity

CSNSW is seeking a collaboration with a multi-disciplinary University team with expertise across the relevant areas to establish new knowledge about the role of digital technology in supporting new modes of meaning making. This is an ambitious project that seeks to establish leading practice and new knowledge with international significance. It will require a research partner willing to provide robust critique as well as engage in research and development with the agency. The University project team would contribute to the achievement of three core project aims:

- Understand the needs, experience and motivations of prisoners from different backgrounds as it relates to meaning making in general, and for utilising the new digital technology (and its challenges) in the construction of meaning
- Explore, design and test new opportunities or systems that utilise the digital technology to engage and provide agency for prisoners in their ability to create and maintain forms of meaning.
- Monitoring and evaluating the engagement, experience and impact of digital technology assisted meaning-making in prison

Project 9: Ethics



When information and communication is in a digital form it changes how that information can be used.

It becomes searchable in ways that were never thought about or possible previously. That raises new ethical considerations.

- CSNSW staff member

Ethical guidance for the introduction of new digital technologies in prison environments

Purpose

Develop understanding of the ethical implications of introducing digital technology into prison environments and how this might inform an approach to digital technology that supports its greatest potential and limits harm.

Context

Digital technology has transformed the way we communicate and understand the world. In prison environments this means an unprecedented level of access to people, information, services that have previously been restricted by physical location and environment. There are also new opportunities for research and monitoring through data. Yet digital technology has conflict aspects that are potentially enabling yet disrupting, connective yet pacifying. These complexities are not well understood and the risk of poor implementation/choices can lead to much greater harm to prisoners and undermine the capacity of rehabilitation.

Opportunity

CSNSW is seeking a collaboration with a multi-disciplinary University team with expertise across the relevant areas to establish new knowledge about the role of digital technology in supporting new modes of meaning making. This is an ambitious project that seeks to establish leading practice and new knowledge with international significance. It will require a research partner willing to provide robust critique as well as engage in research and development with the agency. The University project team would contribute to the achievement of three core project aims:

- articulate the landscape of ethics issues from emerging digital technology and how they relate within a prisons context
- identify issues concerning data privacy and data storage
- produce guidance in the form of key values and principles for ethical research

Project 10: Service Design



Just because a process is digitalised it doesn't mean it will be quicker or more efficient. If they are not designed, they can be even more frustrating, inefficient and alienating. Done well – like some of the Service NSW and Court Services initiatives – it can fundamentally help people get on with their lives.

– CSNSW staff member

Designing services to improve rehabilitative experiences of prisoners

Purpose

Designing services that capitalise on the opportunities afforded by new technology to improve the rehabilitative experiences of people in prison and upon release.

Context

Digital technology presents key opportunities to aid rehabilitation for people in prison including greater access to psychological and health support in prison and upon release, and enabling greater agency and autonomy over aspects of prison life such as scheduling appointments with service providers. There are also other advantages including reducing administrative demands on custodial staff, as such enabling them to have greater capacity for productive interactions with inmates.

Such aims are complex to enact. Custodial staff presently act as conduits between internal corrective systems and external service systems, acting on behalf of inmates, and translating requests between systems. In a digital scenario, one simple request fired on a device would conceivably trigger off a series of interactions that cross over systems of services within and external to prisons. Facilitating greater access through technology thus has on flow effects to the design and integration of corrections related services. There is also room to consider the broader rehabilitation journey(s) desired for people entering prison and the continuity of care that the scale and reach of digital technology can bring in light of this. If poorly implemented, some inmates might be further disadvantaged and prisons could end up with parallel systems of services, effectively doubling workload for all and disempowering staff.

Opportunity

CSNSW is seeking a collaboration with a multi-disciplinary University team with expertise across the relevant areas to establish new knowledge about how digital technology can be utilised in research and evaluation. This is an ambitious project that seeks to establish leading practice and new knowledge with international significance. It will require a research partner willing to provide robust critique as well as engage in research and development with the agency. The University project team would contribute to the achievement of three core project aims:

- How might services be integrated across technology to provide continuity of care for people in prison and upon release?
- What valuable uses and contexts might be introduced? What are the barriers for inmates, critical experiences to support, points to integrate between services?
- How might inmates and staff experience the transition? What are the negative impacts on stakeholders to ameliorate?

Project 11: Transitions



We see the younger girls go out and then come back. They can't get stable accommodation – there is just not enough support out there for them. It's sad.

– Prisoner, Dillwynia



Reducing reoffending by people leaving prison by 5% is not just about changing what happens in prison. Its also about what happens when they get out.

– CSNSW staff member

Productive digital pathways through prison and into community

Purpose

Develop knowledge and practices about how digital technology in prison can support and assist prisoner entry and exit from prison.

Context

Corrective Services NSW provides information regarding entering prison and exiting. This information takes various forms and is intended to equip those that are entering the system and their families with knowledge about how things work, what is available, and what to expect. On exit, CSNSW makes available a hardcopy Exit Checklist in conjunction with the Community Restorative Justice Centre.

The research questions that this project would address is how, to what extent, an how effective digital technology can support transition into and out of prison, and whether it can offer a digital environment of end to end throughcare available and managed by the individual.

Opportunity

CSNSW is seeking a collaboration with a multi-disciplinary University team with expertise across the relevant areas to establish new knowledge about the role of technology in supporting people entering and exiting the prison system. The opportunity this project presents is in developing new knowledge in the methods and capacity of digital technology, to support end-to-end throughcare and corresponding development of desistance. This is an ambitious project that seeks to establish leading practice and new knowledge with international significance. It will require a research partner willing to provide robust critique as well as engage in research and development with the agency. The University project team would contribute to the achievement of three core project aims:

- Understand the needs, experience and motivations of prisoners from different backgrounds in relation to entering and exiting the prison system
- Map critical government and non-government agencies and essential service providers
- Explore the design of transition communication on digital platforms
- Examine the storage and transfer of personal data, programs and other content on exiting prison
- Monitor and evaluate the engagement, experience and impact of digital technology-assisted transition experiences

Project 12: Live Online Programs



If we could stay in this prison and still do the programs we need to do to get parole – that would be mad. It just doesn't mean a whole lot of upheaval where things can go wrong.

– Prisoner, John Morony

Increasing program reach and engagement through online interactive platforms

Purpose

Develop knowledge and best practices about the use of online interactive platforms to deliver programs and services that deal with offending risks and support desistance.

Context

Through the LiViT platform Corrective Services NSW has developed capability and expertise in the delivery of programs and services to people on correctional orders. As such, LiViT places the organisation at the forefront of international practice on the delivery of programs using video conferencing and other related interactive technologies such as Adobe Connect. While there are many potential benefits of the LiViT platform (see Chapter 2), how best to deliver rehabilitative programs and interventions through these mediums, and whether they are as effective as face-to-face programs, is largely unknown with limited prior research (Ross 2018). Some of the research on tele-health is promising and relevant (particularly around mental health and psychiatry interventions) (Edge et al. 2019, Reay, Looi and Keightley 2020), but there are additional considerations in a prison context and for the delivery of offence focused programs. Building on existing practice knowledge, this research project seeks to establish what is good practice for live, online program delivery in corrections, and contribute knowledge about the efficacy of the approach in comparison to other mediums.

Opportunity

CSNSW is seeking a collaboration with a multi-disciplinary University team with expertise across the relevant areas to establish new knowledge about the use of online interactive platforms to deliver programs and services that support desistance and reduce offending risk. The project presents the opportunity for the research to create new knowledge and establish real world impact through potentially positively impacting the wellbeing and productivity of staff and people in prison. This is an ambitious project that seeks to establish leading practice and new knowledge with international significance. It will require a research partner willing to provide robust critique as well as engage in research and development with the agency. The University project team would contribute to the achievement of three core project aims:

- Establish new knowledge about the experiences, preferences and motivations of participants in live, online programs in the prison context
- Establish new knowledge about the how facilitators and clinicians conduct a range of programs using online interactive platforms
- Evaluate whether programs and interventions delivered using online interactive platforms are as effective as face to face in creating rehabilitative change
- Drawing on the research and new knowledge, develop a guideline resource or a new pilot program

8:

Internal Process and Outcome Evaluation



Internal Process and Outcome Evaluation

The Transforming Prisoner Rehabilitation through Digital Technology initiative requires process and outcome evaluation to inform the implementation, development and establishment of the initiative. This includes the R&D Collaboration Program, but also ongoing process and outcome evaluation of each of the key activities associated with the initiative. Supporting and facilitating the evaluation of each of the key activities is an important function of the Technology Research Coordination Group.

NSW Government's Program Evaluation Guidelines

The NSW Government's Program Evaluation Guidelines and associated Evaluation Toolkit outlines key considerations and a process for planning, managing and undertaking evaluation in the NSW government context. It identifies the starting point for the planning of an evaluation is the program logic model that articulates how the project activities will lead to the desired outcomes. The program logic model also articulates what resources and conditions (inputs) are required to support the activities at the necessary intensity and quality (outputs). To assist with establishing the Process and Outcome Evaluation Program, this section articulates program logic models for each of the key domains associated with the four technology initiatives: tablets, LiViT, alcoves and family video visit.

Using these program logic models as the starting point, managers and practitioners responsible for key domains or initiatives will develop an evaluation brief with the support of the DRR Group. As suggested in the Evaluation Toolkit In the early stages of implementation, formative evaluation with close practitioner and prisoner user involvement will be the focus. Formative evaluation is concerned with user experience and program delivery, and seek to contribute to program improvement, learning and decisions about incremental changes. Once the initiatives are established, summative evaluation assessing whether the initiatives lead to the outcomes as intended becomes the focus along with decisions around continuation.

Tablet Logic Models

Communication & connections
Prison services & administration
Research & consultation
Personal planning, admin & transition
Indigenous & cultural
Education & learning
Offence focused & therapeutic
Health & wellbeing

LiViT Logic Models

Primary desistance
Secondary desistance
Tertiary desistance

Alcove Logic Model

Family Video Visits Logic Model

Tablet Logic Models

Communication & connections

Inputs

What is required for the activity to occur

- Money for paid communications
- Monitoring of communications
- Approval systems

Activities

Functions or services accessed through tablets

- Contact with approved family and friends, legal representatives and other services through:
- Voice calls
 - Voice messages
 - Text messaging

Outputs

Quality and quantity of use

- digital communication use (type, no., when, how, duration)
- satisfaction / areas of improvement

Technology mediated effects

Additional potential positive and unintended negative effects of technology (on families, staff, organisation etc.)

- Positive effects:
- Family and friends enjoy greater relationship with loved one in prison
 - Reduction in conflict related to landline phones
- Negative effects:
- Volume of communication burdensome on family and friends,
 - Call costs for families
 - Resource demands for monitoring

Outcomes

The rehabilitative related change for prisoners in the domain of primary, secondary and tertiary desistance

- Primary: Better adjustment and stabilisation through, maintaining community connections and responsibilities leading to sooner engagement in intervention and growth.
- Secondary: Commitment to change through continuity of relationships, agency, enact new attitudes and recovery identity with community networks.
- Tertiary: Establishing community supports, risk awareness and optimism through making plans and negotiating relationships for release with family, friends and services.

Impact

People leaving prisons and integrating in the community with a commitment to desist and expectation of desistance success leading to lower population rates of recidivism

Returning to Wellbeing
NSW human Service



Tablet Logic Models

Prison services & administration

Inputs

What is required for the activity to occur

- Systems interface existing systems
- System training and support

Activities

Functions or services accessed through tablets

Digitalisation and extension of prison administrative services including:

- Notification systems
- Notice board
- Buy-up
- Meal selection
- Visitation/health/ services
- Complaint processes
- Classification

Outputs

Quality and quantity of use

- use of digital resource/tools (what, no., when, how, duration)
- satisfaction / areas of improvement

Technology mediated effects

Additional potential positive and unintended negative effects of technology (on families, staff, organisation etc.)

Positive effects:

- Transparency into justice processes for inmates
- Less waste
- Reduce staff admin and increase staff time engaging with prisoners

Negative effects:

- Loss of social contact & associated social skills
- Staff lose connection and regular contact with inmates
- Staff lose insight into the individual condition of inmates

Outcomes

The rehabilitative related change for prisoners in the domain of primary, secondary and tertiary desistance

- Primary: Clearer orientation and information leading to shorter settling period and sooner engagement in intervention and growth.
- Secondary: Develop and maintain agency, responsibility and life skills including the use of digital technologies, reducing institutionalisation.
- Tertiary: Better informed, prepared with relevant life skills, self-efficacy and expectations of successful desistance.

Impact

People leaving prisons and integrating in the community with a commitment to desist and expectation of desistance success leading to lower population rates of recidivism

Returning to Wellbeing
NSW human Service



Safety



Health



Economic



Empowerment

Tablet Logic Models

Research & consultation

Inputs

What is required for the activity to occur

- Governance
- Research proposals
- Research strategy
- Research organisations as partners

Activities

Functions or services accessed through tablets

- Digital resources and tools for
- Surveys
 - Interviews
 - Royal commission and inquiry's
 - Usage Data

Outputs

Quality and quantity of use

- digital participation in research or consultation (what, no., when, how, duration)
- satisfaction / areas of improvement

Technology mediated effects

Additional potential positive and unintended negative effects of technology (on families, staff, organisation etc.)

- Positive effects:
- Greater confidence in the prison system
 - Better and more timely data for CSNSW to monitor, evaluate and improve services, programs and systems
- Negative effects:
- Over consultation of inmates
 - Ethical and confidentiality issues

Outcomes

The rehabilitative related change for prisoners in the domain of primary, secondary and tertiary desistance

- Primary: Being consulted and having a say. Sense of legitimacy about the system.
- Secondary: Having a say and making a difference Increasing self-efficacy and supporting hope and optimism.
- Tertiary: Helping others through sharing experience to make change(generality). Supporting recovery identities and desistance.

Impact

People leaving prisons and integrating in the community with a commitment to desist and expectation of desistance success leading to lower population rates of recidivism

Returning to Wellbeing

NSW human Service



Social + Community



Empowerment



Education + Skills

Tablet Logic Models

Personal planning, admin & transition

Inputs

What is required for the activity to occur

- PDP templates
- Learning management similar system
- Conversation guide for discussions with case management staff

Activities

Functions or services accessed through tablets

Digital resources and tools including for:

- Learning management system
- Release planning
- Personal development plan
- Job preparation
- Post release digital resources

Outputs

Quality and quantity of use

- use of digital resource/tool (what, no., when, how, duration)
- satisfaction / areas of improvement

Technology mediated effects

Additional potential positive and unintended negative effects of technology (on families, staff, organisation etc.)

Positive effects:

- ability to self initiate and plan, autonomy in managing affairs, responsibility
- standardisation across system; less dependant of staff

Negative effects:

- depersonalise processes and reduce staff & prisoner interaction
- less digital literate or marginalised prisoners maybe further marginalised

Outcomes

The rehabilitative related change for prisoners in the domain of primary, secondary and tertiary desistance

- Primary: Increasing engagement and motivation by seeing the options, planning and taking control early. Building hope and commitment to desistance.
- Secondary: Building a commitment to change through agency and taking responsibility for future. Self-efficacy through achieving goals, developing insight and overcoming hurdles.
- Tertiary: Support positive desistance expectations and community support through planning and preparation and risk awareness.

Impact

People leaving prisons and integrating in the community with a commitment to desist and expectation of desistance success leading to lower population rates of recidivism

Returning to Wellbeing

NSW human Service



Health



Empowerment



Education + Skills

Tablet Logic Models

Indigenous & cultural

Inputs

What is required for the activity to occur

- Governance
- Indigenous apps and content
- Indigenous support groups as partner

Activities

Functions or services accessed through tablets

Digital resources and tools for Indigenous and other cultural groups such as those related to:

- Language
- Place
- Cultural practices
- Health

Outputs

Quality and quantity of use

- use of digital resource/tool (what, no., when, how, duration)
- satisfaction / areas of improvement

Technology mediated effects

Additional potential positive and unintended negative effects of technology (on families, staff, organisation etc.)

Positive effects:

- Increase breadth and depth of information available
- allow people in prison engage with information in own private time

Negative effects:

- trivialise important cultural knowledge and changes associated meaning
- difficulty in accomodating and having content across all Aboriginal nations

Outcomes

The rehabilitative related change for prisoners in the domain of primary, secondary and tertiary desistance

- Primary: Acknowledging country, making connections with cultural representatives, opportunity to develop cultural identity.
- Secondary: Build commitment to change through engaging with culture, developing cultural identity, sharing culture, building connections.
- Tertiary: Develop expectation of success through ability to represent culture, passing on knowledge, reconnecting with community.

Impact

People leaving prisons and integrating in the community with a commitment to desist and expectation of desistance success leading to lower population rates of recidivism

Returning to Wellbeing
NSW human Service



Tablet Logic Models

Education & learning

Inputs

What is required for the activity to occur

- Educational application(s) and content adapted for the platform
- Integration with existing education systems

Activities

Functions or services accessed through tablets

Digital resources and tools associated with selecting, undertaking and supporting formal and informal learning including:

- Literacy & numeracy
- Secondary school equivalent
- Vocational training and certification
- University qualifications
- Special interest / self directed

Outputs

Quality and quantity of use

- Participation (what, when, how, duration, dro)
- Achievement (what, when, dropout)
- Satisfaction of use/ improvements

Technology mediated effects

Additional potential positive and unintended negative effects of technology (on families, staff, organisation etc.)

Positive effects:

- Enables self-initiated and directed learning
- Increase access to information and resources
- Supplement and amplify face to face learning

Negative effects:

- inaccessible or ineffective for some people learning difficulties/ low digital literacy
- Lead to a reduction in face to face hours in education that diminishes the rehabilitative effect

Outcomes

The rehabilitative related change for prisoners in the domain of primary, secondary and tertiary desistance

- Primary: Increasing engagement and motivation to engage in learning through browsing and choosing learning programs.
- Secondary: Build commitment to change and expectations of successful desistance through enabling learning, achievement learning goals and the building of a new sense of self.
- Tertiary: Increase expectations of desistance through changing how prisoners view capabilities and possibilities both vocationally and personally

Impact

People leaving prisons and integrating in the community with a commitment to desist and expectation of desistance success leading to lower population rates of recidivism

Returning to Wellbeing
NSW human Service



Empowerment



Education + Skills

Tablet Logic Models

Offence focused & therapeutic

Inputs

What is required for the activity to occur

- tablet application(s) and content that supports offende focused program
- program staff with expertise to develop and support use of tools
- organisational and officer support

Activities

Functions or services accessed through tablets

Digital resources and tools associated with undertaking and supporting offence focused and therapeutic interventions such as:

- EQUIPS interventions
- other offence specific programs
- drug and alcohol programs
- culturally specific programs

Outputs

Quality and quantity of use

- use of digital resource/tool (no., when, how, duration)
- satisfaction of use/ areas for improvement

Technology mediated effects

Additional potential positive and unintended negative effects of technology (on families, staff, organisation etc.)

Positive effects:

- ready access to information and tools that re-enforce and support skills
- new digital ways for prisoners to engage with offence focused information and learning

Negative effects:

- leads to a reduction in face to face services that may be more effective
- unknown effectiveness

Outcomes

The rehabilitative related change for prisoners in the domain of primary, secondary and tertiary desistance

- Primary: Increase motivation and engagement by providing prisoners access to information and resources about offence related and therapeutic programs.
- Secondary: Develop commitment to desistance, optimism and risk awareness through reenforcing and rehearsing skills and knowledge learnt in programs and interventions.
- Tertiary: Establish community supports and expectations of desistance through identifying strategies for maintaining skills, knowledge and risk awareness in the community.

Impact

People leaving prisons and integrating in the community with a commitment to desist and expectation of desistance success leading to lower population rates of recidivism

Returning to Wellbeing

NSW human Service



Tablet Logic Models

Health & wellbeing

Inputs

What is required for the activity to occur

- Tablet application(s) and content adapted for the platform
- Health services as partner
- Range of apps offered to cover all circumstance

Activities

Functions or services accessed through tablets

Digital resources and tools for promoting and enabling better physical and mental health:

- Mindfulness
- Creativity
- Health
- Sexual health
- Physical training

Outputs

Quality and quantity of use

- use of digital resource/tool (no., when, how, duration)
- Satisfaction / areas of improvement

Technology mediated effects

Additional potential positive and unintended negative effects of technology

Positive effects:

- allow more private access to information about health issues
- access to wide range of detailed information in different mediums

Negative effects:

- Inmates may use health information to self diagnose rather than access health services
- literacy and digital literacy issue may limit access for some people

Outcomes

The rehabilitative related change for prisoners in the domain of primary, secondary and tertiary desistance

- Primary: Better health and wellbeing assisting with adjustment and stabilisation so can engage in interventions and positive growth.
- Secondary: Wellbeing increasing the capacity to commit to change including participation in programs that can be personally challenging.
- Tertiary: Wellbeing providing personal resources to plan for and navigate the real challenges associated with leaving prison and desisting from crime in the community.

Impact

People leaving prisons and integrating in the community with a commitment to desist and expectation of desistance success leading to lower population rates of recidivism

Returning to Wellbeing
NSW human Service



LiViT Logic Models

Primary desistance *People in prison are motivated and engaged in rehabilitation*

Inputs

What is required for the activity to occur

- LiViT Referral systems (staff, self, system generated)
- Program and service content appropriately adapted or designed for online LiViT delivery
- Psychological/ program staff who are competent & motivated to deliver LiViT programs and interventions
- Quantity and quality digital alcoves / devices capable of supporting LiViT
- Reliable internet service at speeds necessary for LiViT
- Communications to ensure service/client awareness

Activities

Functions or services accessed through tablets

LiViT platform services and programs that motivate people to engage in behaviour change including:

- stabilisation and adjustment services
- Program engagement and risk assessment
- Referral & sentence planning

Outputs

Quality and quantity of use

- LiViT delivered activities across facilities (no., what, when, where, duration, timeliness)
- Quality of LiViT delivered programs with respect to intervention principles
- Satisfaction / areas of improvement

Technology mediated effects

Additional potential positive and unintended negative effects of technology (on families, staff, organisation etc.)

Potential positive meditating effects of the LiViT platform:

- Increase the reach, timeliness and dosage of programs & services
- Reduces staff travel time to remote locations
- reduce prisoner movements between prisons
- More responsive to some prisoners' needs and learning styles
- Ability to better curate multi-media experience
- More flexible programs services that can be directed to prison with greatest need
- More anonymity, safety and situational accountability for participants
- Potential continuity of service between locations & prison/community
- Overcome some institutional prison constraints on services (lockdowns, movements)

Potential negative (unintended) effects

- LiViT delivered programs may be less effective generally or with specific clients
- Online delivery may lead to increased demand and unsustainable increases in staff workloads
- Reduction in face-to-face services that may better meet client needs generally or for specific clients
- LiViT delivered programs may increase, but overall service delivery including face-to-face may decrease
- Less variety through the 'digital' screen rather than face to face.

Outcomes

The rehabilitative related change (Day et al, 2020) in prisoners related to desistance

LiViT increases the reach, timeliness and engagement in stabilisation, assessment and referral services leading to greater motivation and engagement in activities that will lead to rehabilitative change

Impact

People leaving prisons and integrating in the community with a commitment to desist and expectation of desistance success leading to lower population rates of recidivism

Returning to Wellbeing
NSW human Service



LiViT Logic Models

Secondary desistance *People in prison have the skills and knowledge required for rehabilitation*

Inputs

What is required for the activity to occur

- LiViT Referral systems (staff, self, system generated)
- Program and service content appropriately adapted or designed for online LiViT delivery
- Psychological/ program staff who are competent & motivated to deliver LiViT programs and interventions
- Quantity and quality digital alcoves / devices capable of supporting LiViT
- Reliable internet service at speeds necessary for LiViT
- Communications to ensure service/client awareness

Activities

Functions or services accessed through tablets

- LiViT delivered intensive interventions address criminogenic risks and needs such as:
- EQUIPS interventions
 - other offence specific programs
 - Drug and alcohol programs
 - Culturally specific programs

Outputs

Quality and quantity of use

- LiViT delivered activities across facilities (no., what, when, where, duration, timeliness)
- Quality of LiViT delivered programs with respect to intervention principles
- Satisfaction / areas of improvement

Technology mediated effects

Additional potential positive and unintended negative effects of technology (on families, staff, organisation etc.)

- Potential positive mediating effects of the LiViT platform:
- Increase the reach, timeliness and dosage of programs & services
 - Reduces staff travel time to remote locations
 - reduce prisoner movements between prisons
 - More responsive to some prisoners' needs and learning styles
 - Ability to better curate multi-media experience
 - More flexible programs services that can be directed to prison with greatest need
 - More anonymity, safety and situational accountability for participants
 - Potential continuity of service between locations & prison/community
 - Overcome some institutional prison constraints on services (lockdowns, movements)
- Potential negative (unintended) effects
- LiViT delivered programs may be less effective generally or with specific clients
 - Online delivery may lead to increased demand and unsustainable increases in staff workloads
 - Reduction in face-to-face services that may better meet client needs generally or for specific clients
 - LiViT delivered programs may increase, but overall service delivery including face-to-face may decrease
 - Less variety through the 'digital' screen rather than face to face.

Outcomes

The rehabilitative related change (Day et al, 2020) in prisoners related to desistance

LiViT increases the reach, timeliness and engagement in therapeutic and criminogenic need interventions leading to greater commitment to desistance, risk awareness and optimism and expectation of desistance success

Impact

People leaving prisons and integrating in the community with a commitment to desist and expectation of desistance success leading to lower population rates of recidivism

Returning to Wellbeing
NSW human Service



LiViT Logic Models

Tertiary desistance *People exiting prison receive the social supports to assist rehabilitation*

Inputs

What is required for the activity to occur

- LiViT Referral systems (staff, self, system generated)
- Program and service content appropriately adapted or designed for online LiViT delivery
- Psychological/ program staff who are competent & motivated to deliver LiViT programs and interventions
- Quantity and quality digital alcoves / devices capable of supporting LiViT
- Reliable internet service at speeds necessary for LiViT
- Communications to ensure service/client awareness

Activities

Functions or services accessed through tablets

- LiViT delivered maintenance, release planning and integration programs and interventions:
- EQUIPS program top up interventions
 - connecting with post release services including CCO where they have additional orders
 - Connecting with drug and alcohol services

Outputs

Quality and quantity of use

- LiViT delivered activities across facilities (no., what, when, where, duration, timeliness)
- Quality of LiViT delivered programs with respect to intervention principles
- Satisfaction / areas of improvement

Technology mediated effects

Additional potential positive and unintended negative effects of technology (on families, staff, organisation etc.)

- Potential positive meditating effects of the LiViT platform:
- Increase the reach, timeliness and dosage of programs & services
 - Reduces staff travel time to remote locations
 - reduce prisoner movements between prisons
 - More responsive to some prisoners' needs and learning styles
 - Ability to better curate multi-media experience
 - More flexible programs services that can be directed to prison with greatest need
 - More anonymity, safety and situational accountability for participants
 - Potential continuity of service between locations & prison/community
 - Overcome some institutional prison constraints on services (lockdowns, movements)
- Potential negative (unintended) effects
- LiViT delivered programs may be less effective generally or with specific clients
 - Online delivery may lead to increased demand and unsustainable increases in staff workloads
 - Reduction in face-to-face services that may better meet client needs generally or for specific clients
 - LiViT delivered programs may increase, but overall service delivery including face-to-face may decrease
 - Less variety through the 'digital' screen rather than face to face.

Outcomes

The rehabilitative related change (Day et al, 2020) in prisoners related to desistance

LiViT increases the reach, timeliness and engagement in transition and integration services/ programs leading to increase community support, risk awareness and expectations of desistance success

Impact

People leaving prisons and integrating in the community with a commitment to desist and expectation of desistance success leading to lower population rates of recidivism

Returning to Wellbeing

NSW human Service



Alcove Logic Model

Digital connection alcoves

Inputs

What is required for the activity to occur

- Physical infrastructure
- Technology
- Staff to supervise
- Staff able to run online services and programs
- People-in-prison motivated and able to engage in services

Activities

Functions or services accessed through tablets

- LiViT programs and interventions
- External service providers and post release

Outputs

Quality and quantity of use

- | | |
|--|--|
| <p>Use statistics:</p> <ul style="list-style-type: none"> – number – duration – activity type | <p>Quality/ experience of use:</p> <ul style="list-style-type: none"> – satisfaction – issues with use |
|--|--|

Technology mediated effects

Additional potential positive and unintended negative effects of technology (on families, staff, organisation etc.)

- Positive effects:
- enable LiViT through purpose designed and additional video meeting facilities
 - reduce the need for movements within the prison
 - make possible video meetings with external and post release services
 - enables service delivery to more remote prisons where specialist staff unavailable
- Negative effects:
- lead to fewer face-to-face programs and interventions which may be more effective
 - little separation of accommodation and program spaces where intense conversations may occur

Outcomes

The rehabilitative related change for prisoners in the domain of primary, secondary and tertiary desistance

- Primary: enabling an increase in the reach and timeliness of stabilisation, assessment and referral services leading to greater motivation and engagement in activities
- Secondary: enabling an increase in the reach and participation in therapeutic and criminogenic need interventions leading to greater commitment to desistance, risk awareness and optimism and expectation of desistance success
- Tertiary: enabling an increase the reach, timeliness and engagement in transition and integration services/ programs leading to increase community support, risk awareness and expectations of desistance success

Impact

People leaving prisons and integrating in the community with a commitment to desist and expectation of desistance success leading to lower population rates of recidivism

Returning to Wellbeing
NSW human Service



Family Video Visits Logic Model

Family video visits

Inputs

What is required for the activity to occur

- Effective visitor approval system
- Effective booking system
- Functional video meeting facilities technology
- Staff or systems to monitor interactions

Activities

Functions or services accessed through tablets

Visits between family and friends, and a person in prison

Outputs

Quality and quantity of use

Use statistics by:

- occurrence
- duration
- visitor

Quality/ experience of use:

- satisfaction
- issues with use

Technology mediated effects

Additional potential positive and unintended negative effects of technology (on families, staff, organisation etc.)

Positive effects:

- Family and friends enjoy greater relationship with loved one in prison
- Reduced pressure to travel
- Option when contraband/ drug seeking an issue
- Inclusivity benefits for visitors with disability or life circumstances that make in person visits difficult
- less geographic limitations with possibility for interstate or international visitors

Negative effects:

- it may lead to reduced access to in person visits
- potential for new methods of surveillance

Outcomes

The rehabilitative related change for prisoners in the domain of primary, secondary and tertiary desistance

Primary: better adjustment and stabilisation through, maintaining community connections and responsibilities leading to sooner engagement in intervention and growth

Secondary: commitment to change through continuity of relationships, agency, enact new attitudes and recovery identity with community networks

Tertiary: establishing community supports, risk awareness and optimism through making plans and negotiating relationships for release with family and friends

Impact

People leaving prisons and integrating in the community with a commitment to desist and expectation of desistance success leading to lower population rates of recidivism

Returning to Wellbeing
NSW human Service



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We are moving to an era of the digital native. Technology is a natural expectation in life and increasingly be expected to be available in prison life.

STAFF '21.