# Throughcare, education, employment, and rehabilitation

## **Provide positive opportunities**

NTCS works with some of the most disadvantaged and vulnerable prisoners and offenders in Australia.

#### We wil

- Support the Aboriginal Justice Agreement by ensuring that programs offered to prisoners and offenders are culturally appropriate and meet their needs
- Work with communities and offenders to address criminogenic risks to tackle re-offending.
- Improve outcomes for prisoners and community supervised offenders by improving Through-Care integrated case management approaches.
- Improve rehabilitation through education programs, therapeutic services, vocational training, and employment opportunities.

# **Prisoner health services**

## **Better options**

Over half of our prisoners have chronic health conditions that require on and off-site treatment.

We will work with the Department of Health to identify:

- Improvements in chronic health management.
- Professional staffing requirements.
- Options to increase onsite treatment options for efficiency of service.
- Efficient ways of conducting medical and hospital escorts.

# People

### Attract, recruit and retain

Our people are the key to our success.

#### We will

- Recruit skilled and capable staff with the skills we need and build capability with the right training.
- Facilitate improved teams models in our facilities.
- Devise baseline staffing levels and review rosters to improve efficiency.
- Develop opportunities to increase our Aboriginal workforce and develop cultural competencies with existing staff.
- Provide training and vocational opportunities for our staff.
- Conduct holistic staff performance appraisals.
- Review rosters to improve efficiency.
  Provide progression apportunities to
- Provide progression opportunities to new and emerging leaders.
- Improve workplace safety and wellbeing for our staff.



# **Efficiency**

Reducing workloads and increasing operational effectiveness

Many of our policies and procedures are outdated or need improvements.

#### We will:

- Work with stakeholders to review NTCS policies and procedures to improve efficiency in our roles.
- Review classification and sentence manuals in our correctional facilities.
- Re-engineer processes and improve systems and technology to enable NTCS the ability to adjust to future demands.

# Infrastructure and equipment

## Dealing with pressures on the system

To provide the best outcomes for our prisoners and the community we need to plan for the future.

### We will

- Develop a master infrastructure and investment plan to improve capacity, services and outcomes within the prisons.
- Modernise outdated or no longer fit-for-purpose equipment.
- Pursue technology improvements to support efficiency in the criminal justice system.





Service delivery

Planning and performance



# Purpose, planning and performance

## Strategic roadmap

None of this works without planning for the long term

### We wil

- Develop a long-term strategic roadmap to improve our planning, governance and oversight.
- New key performance indicators to track results
- Operational activity benchmarks and improved organisational structure to get things done.
- Set milestones for review and continuous improvement.
- Align NTCS with AGD and whole of government priorities.

