

## Press Release

### Acacia prison praised by independent report

17 May 2011

Serco Australia has welcomed a report into Acacia prison which says it is “without doubt one of the best performing prisons in Western Australia, if not the best and it is also providing a financial saving to the State.”

The inspection, carried out in November 2010 by the Western Australian Office of the Inspector of Custodial Services, found that the prison delivers “high quality services”. It has a good record on security and safety; staff are doing good work to reduce re-offending; other prisons can learn from Acacia’s innovations; it is transparent and accountable; its prison health services are the best in the State; and the establishment continues to improve.

Serco Australia Chief Executive David Campbell praised staff at Acacia for their achievements.

“I’m absolutely delighted with this report and I would like to thank the Inspector for his comments.

“This is a great credit to our staff. Their hard work, positive attitude and great ideas have made Acacia what it is. You might not hear about them very often, but they are unsung heroes who do vital work to make our communities safer. They keep prisoners secure as they serve out their sentences, and use that time constructively to reduce the chance that they will re-offend on release.

“The report found that we are not complacent, that we are continuously trying to improve. It’s pointed out areas where we need to get better, we have taken those recommendations on board and are already working to address them.

“I’m very proud of the whole team at Acacia and I’m pleased the Inspector is giving them the credit they deserve today.”

Treatment of prisoners, management of social visits and standards of accommodation were all commended by the report. The inspection team found that prisoners were treated with decency and respect at Acacia Prison and the prison strikes a good balance between security, supervision and a family-focused approach for social visits.

## Press Release (continued)

Acacia also presented the best prison health service in Western Australia. Areas of particular strength include provision of a full-time doctor, dentist and dental nurse; a focus on services for Aboriginal prisoners including employment of an Aboriginal nurse; and health promotion and education initiatives for prisoners.

The report stated that Acacia Prison excels in the area of case management where prisoners are given support from staff to prepare them for release and successful reintegration into the community. Innovative education programs introduced at Acacia Prison aimed at resettling prisoners once they are released were also rated highly.

Sustainable initiatives at the prison were applauded, as they are not only based on direct benefit to the environment, but also on the potential rehabilitation benefits to prisoners and the community.

The Inspector commended WA Department of Corrective Services and Serco for Acacia's transparency and accountability, saying "in Western Australia and nationally Acacia sets a benchmark".

The report also identified a number of areas where improvements were needed. There had been a number of incidents where prisoners had climbed onto roofs, and the prison has developed an action plan to tackle this. The Inspector also called for 30 hours of constructive activity per week for each prisoner, recognising that Serco had made significant investment in this area, which he described as a "persistent challenge" affecting most prisons.

### **Media contact:**

**Emma Needham – Tel: + 61 (0) 400 266 659**

### **Acacia Prison**

Acacia is a 1,007 capacity medium security prison for adult males, 55 kilometres east of Perth. Serco Australia took over management of the prison in May 2006. The State Government recently granted Serco Australia a five-year contract extension to continue management of Acacia Prison until May 2016. Serco Australia has also been selected as the preferred bidder for the provision of Court Security and Custodial Services (CSCS) to the Western Australian Department of Corrective Services.

## Press Release (continued)

Serco Australia's high performance at Acacia Prison has been verified by independent inspections and the 2010 Operator and Service Excellence Award, Infrastructure Partnerships Australia's prestigious National Infrastructure Award.

### **Serco in Western Australia**

Serco has been operating in Western Australia for more than 16 years providing transport, maritime, justice, immigration and defence support services.

Serco has transformed services at Acacia Prison since 2006 and is committed to ensuring prisoners rejoin society as improved citizens. Serco also provides health, allied and non-clinical services to prisoners at Acacia Prison, the first Western Australian prison to achieve an Australian General Practitioners Accreditation Licence. This nationally recognised medical qualification has a rigorous and demanding criteria for achievement.

Since 2006, prisoner numbers have increased from 785 to 1000 under the direction of the Department of Corrective Services. A proposed capital works program will further increase the prison's capacity to 1,400 prisoners.

Since 1999 Serco has owned and operated Great Southern rail, including the transformation of the iconic Indian-Pacific trans-continental train that travels to and from Perth twice a week. Great Southern Rail was awarded "Best Luxury Rail Journey" in the luxury Travel magazine's Gold List Awards in April 2010, beating the Orient Express, the Rocky Mountaineer and the Blue Train.

Since 1997, Serco has provided maritime support to the Navy at HMAS Stirling, through its joint venture DMS Maritime – Australia's largest maritime services provider. We provide a variety of specialist maritime support services and oversee the management and operation of over 550 offshore support vessels and harbour support craft.

Since 1995, Serco has provided transport information and ticketing services for Transperth. In 2010, the service responded to more than one million calls from public transport users across Perth with Serco's people described by callers as "a strong team of quality people" who are "going above and beyond the call of duty to help".

More information can be found at [www.serco-ap.com.au](http://www.serco-ap.com.au)

## Press Release (continued)

### **About Serco**

Serco is a FTSE 100 international service company, which combines commercial know-how with a deep public service ethos. We improve services by managing people, processes, technology and assets more effectively. Our strategic advice comes from hands-on experience. We advise policy makers, design innovative solutions, integrate systems and – most of all – deliver front-line services that make a positive difference to customers and communities.

Serco has been delivering mission critical public services for more than 40 years. We support governments, agencies and companies in 30 countries who seek a trusted partner with a solid track record of providing assured service excellence. Globally our 70,000 employees deliver operational, management and consulting expertise in defence, science, technology, justice, immigration, transport, health, education, aviation and business process outsourcing.

Our 6,000 people in the Asia Pacific business operate in Australia and Hong Kong. Our customers have the dual benefits of global scale and local autonomy. One of our strengths is that we live locally, think locally, act locally, and are supported globally.

In Asia Pacific, Serco supports the Australian Defence Force through the provision of garrison and port services, rehabilitates offenders in our prisons, cares for people in immigration detention, helps to make the roads safer in Victoria through our traffic camera services operation, provides travellers in Perth and Brisbane with timely and helpful public transport advice, keeps Melbourne's parks and gardens green, operates tunnels in Hong Kong helping 76.8 million commuters each year and provides an unparalleled, award winning rail tourism experience on the Ghan, Indian Pacific and Overland.