Wandoo Reintegration Facility a benchmark

Serco Australia has welcomed the Office of the Inspector of Custodial Services’ report into Wandoo Reintegration Facility that has found Wandoo’s offender management model is the best in the state, and should be used as a benchmark for other state facilities.

Serco Managing Director Heath Chapple said the report underlined the management and staff commitment to reintegration and rehabilitation of prisoners that was leading to reduced reoffending and improved community safety.

"I am pleased that the Inspector found that we have exceeded expectations and would like to thank our diligent staff and community partners for their work to achieve this," Mr Chapple said.

"In particular the positively targeted initiatives which challenge the issues which lead to offending. This includes substance abuse programs, education, skill development and access after release to support services to maintain jobs and remain in the community."

Inspector, Professor Neil Morgan said: "Wandoo provides a positive, purposeful and safe regime, and has performed well across all key measures. It offers new ways of 'doing business' that are relevant to the management of both adult prisoners and juveniles at the troubled Banksia Hill Detention Centre.”

The report said that there were several standout areas of delivery:
- A coherent, purposeful philosophy that is supported by staff and which permeates all areas of the centre’s operations
- A strong multi-disciplinary approach to managing and supporting the residents
- A model that is based on personal responsibility, positive reinforcement and genuine opportunities for rehabilitation
- Sustained and targeted partnerships with the not-for-profit sector
- ‘Real’ work opportunities for residents leading to post-release employment
- Serco’s contractor’s willingness to respond, innovate and improve

The full report can be found at www.oics.wa.gov.au/

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