



# Service Delivery Standards Self-audit Report 2011-12

## Indigenous Justice Program

### Prisoner Through Care

#### Instructions

The Self-audit Report is to be used to report your performance against the Service Delivery Standards (the Standards) and performance indicators (PIs).

Please complete the report by reviewing Your organisation's activities funded by the Indigenous Justice Program (the Program) and provide a rating (by placing an 'x' in the appropriate box) and a comment against each question. . The questions cover the key elements of each standard and the PIs.

Your comments should justify the rating that You have selected and should use the following structure:

- *What:* what have you achieved to meet this performance indicator?
- *How:* how did you achieve this?
- *When:* when did you achieve this?

Your answers should be in line with what You have achieved and the progress You have made, while also acknowledging what still needs to be done. If You have experienced problems, acknowledge the issues and outline how You are seeking to resolve those problems.

Documentary evidence is not required if You have already provided this in previous reports. However, You must provide changes and updates to any documentary evidence previously provided.

If you have any queries concerning the report, and how to complete it, please contact the Department.

This Schedule is in respect of the 2011-12 financial year

Organisation: .....Reporting period: .....

Project contact officer: ..... Telephone: .....

Email address:.....

#### Service Standard 1: Provision of services

##### Sub-output: Prisoner Through Care

Service Standard assessment: Prisoner through care services for prisoners / detainees assist in their

rehabilitation and successful reintegration back into the community as law abiding citizens		
<b>Task</b>	<b>Proposed/achieved actions Proposed/achieved timelines Outcomes</b>	<b>Rating and reasons (including evidence) how rating derived</b>
Liaise with key institutional staff to ensure duplications of services are avoided and key service gaps are met		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Assess clients and develop case management plans that coordinate key services to assist in their rehabilitation and reintegration back into the community, targeting key underlying issues in their offending and key rehabilitation and reintegration challenges		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Provide additional support, as needed during the sentence, for clients and their families including, counselling, legal education and mediation		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Prepare accurate and timely reports that assist clients access parole and other community-return programs		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Provide support to clients and their families, in the pre and post release phase, to assist in their successful reintegration in the community, including those returning to remote communities, and report on the process		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Demonstrate that client confidentiality has been upheld appropriately		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Demonstrate that the prisoner through care services have provided culturally relevant and innovative case management, that has helped build motivation to engage in rehabilitation and to live crime free		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Other tasks undertaken		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
<b>Overall Rating</b>		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4

## Service Standard 1: Provision of services

### Sub-output: Prisoner Through Care

**Performance indicator assessment:** Prisoner through care services for prisoners / detainees assist in their rehabilitation and successful reintegration back into the community as law abiding citizens

<i>Performance indicator</i>	<i>Performance indicator</i>
<p><b>1</b> Number of offenders &amp; prisoners in detention or prison assisted with rehabilitation &amp; reintegration in the community to reduce recidivism</p>	<p><i>Number:</i></p>
<p><b>2</b> Number of service sites – communities / detention centres / prisons. Name the service sites and their location</p>	<p><i>Number:</i></p> <p><i>Names:</i></p>
<p><b>3</b> Overall rating of extent to which service standards are met and provide a brief comment justifying how the rating was determined</p> <p>Rating: 1 = not met, to 4 = fully met</p>	<p><i>Rating:</i></p> <p><input type="checkbox"/>1   <input type="checkbox"/>2   <input type="checkbox"/>3   <input type="checkbox"/>4</p> <p><i>Comment justifying how the rating was determined:</i></p>
<p><b>4</b> Rating of community partners satisfied with the project (taking a sample of 4-8 partners. Grantee to collect the feedback). Provide a brief comment justifying how the rating was determined</p> <p>Rating: 1 = not satisfied, to 4 = highly satisfied</p>	<p><i>Rating:</i></p> <p><input type="checkbox"/>1   <input type="checkbox"/>2   <input type="checkbox"/>3   <input type="checkbox"/>4</p> <p><i>Comment justifying how the rating was determined:</i></p>
<p><b>5</b> Extent to which the deliverables of the project were successful in achieving the intended outcomes of the project. Provide a brief comment justifying how the rating was determined</p> <p>Rating: 1 = not met, to 4 = fully met</p>	<p><i>Rating:</i></p> <p><input type="checkbox"/>1   <input type="checkbox"/>2   <input type="checkbox"/>3   <input type="checkbox"/>4</p> <p><i>Comment justifying how the rating was determined:</i></p>
<p><b>6</b> Briefly outline the service interventions provided and how you assisted the clients.</p> <p>Rating: 1 = not met, to 4 = fully met</p>	<p><i>Rating:</i></p> <p><input type="checkbox"/>1   <input type="checkbox"/>2   <input type="checkbox"/>3   <input type="checkbox"/>4</p> <p><i>Comment justifying how the rating was determined:</i></p>

## Service Standard 2: Accessibility and cultural relevance

**Service Standard assessment:** Accessibility and cultural relevance are fundamental to ensuring effective services are provided to Indigenous Australians. It is essential that Service Providers provide a culturally relevant service that effectively meets the cultural needs of their clients, to give the best chance of changing negative, dysfunctional attitudes and habits, that contribute to and support offending

Task	Proposed/achieved actions Proposed/achieved timelines Outcomes	Rating and reasons (including evidence) how rating derived
Staff are aware of and sensitive to local cultural values and key issues		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Relevant cultural factors, such as family and inter-generational issues, have been accounted for in the design of the service		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
A non-discriminatory eligibility policy is in place ensuring all Indigenous people, and their families, in the service target area are treated equally and fairly, in the assessment and provision of the service		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Other tasks undertaken		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Overall Rating		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4

1. Indicate your reporting assessment category: \_\_\_\_\_
2. Indicate the number of documentary pieces of evidence required \_\_\_\_\_
3. Documentary evidence may include, but is not limited to:
  - a copy of your cultural awareness training as provided to staff and others
  - a copy of information on local Indigenous values and key issues provided to staff
  - a support letter from other local Indigenous organisations or community members that confirms accessible and culturally appropriate services are being provided, or
  - a copy of client evaluation forms that indicate satisfaction with the accessibility and cultural relevance of the service
  - Other: \_\_\_\_\_
4. Indicate by ticking the items (or adding a new item), what documentary evidence you have attached
5. Documentary evidence is not required if you have already provided this in previous reports. However, you must provide changes and updates to any documentary evidence previously provided:
  - Documents previously provided:
  - Date provided:
  - Updates and changes:  Attached  Not applicable

### Service Standard 3: Organisational management

**Service Standard assessment:** Effective service provision is based on Service Providers having appropriate structures, policies and procedures in place to ensure their organisation has sound governance, and effective financial as well as organisational management

Task	Proposed/achieved actions Proposed/achieved timelines Outcomes	Rating and reasons (including evidence) how rating derived
Risks have been identified, prioritised and managed, including service delivery capacity		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
A plan has been developed and is being implemented to monitor and evaluate service delivery, it includes consideration of client feedback		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
There is ongoing maintenance of accurate data and confidential data is securely stored		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Accurate and timely financial management and performance reporting is being achieved		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Job descriptions that clearly outline the services provided are in place		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
A staff training plan is in place and training sessions occur on a regular basis, including familiarity with organisational policies and procedures		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Clear lines of accountability are in place across core functions of the organisation		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Other tasks undertaken		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Overall Rating		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4

1. Indicate your reporting assessment category \_\_\_\_\_
2. Indicate the number of documentary pieces of evidence required \_\_\_\_\_
3. Documentary evidence may include, but is not limited to:
  - a copy of the risk management plan or policy
  - a copy of the service delivery plan or policy
  - a copy of the file management manual or procedures
  - job description documents to cover the operation of the service
  - a copy of the staff training plan or policy
  - a copy of the staff supervision structure and policy, or
  - a copy of the performance monitoring plan or policy
4. Indicate by ticking the items (or adding a new item), what documentary evidence you have attached
5. Documentary evidence is not required if you have already provided this in previous reports. However, you must provide changes and updates to any documentary evidence previously provided:
  - Documents previously provided:
  - Date provided:
  - Updates and changes:  Attached    Not applicable

**Service Standard 4:****Cooperation and relationships with other Service Providers**

**Service Standard assessment:** Cooperative relationships with other Service Providers is essential to ensure the issues and needs of clients are met to the highest level possible, through referral and information exchange, to support sustainable change

<b>Task</b>	<b>Proposed/achieved actions Proposed/achieved timelines Outcomes.</b>	<b>Rating and reasons (including evidence) how rating derived</b>
A contact list of key service providers and community organisations is in existence and is maintained		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Proactive steps have been taken to engage and build constructive and cooperative working relationships with them		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Steps have been taken to foster working collaboratively with them, such as developing protocols for appropriate information exchange and referral		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
A policy is in place to manage potential conflicts of interest, such as the involvement of family members in the organisation		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Key meetings and forums have been attended with other relevant service providers and community leaders and members, and the organisation has played an active role in appropriately sharing information		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Other tasks undertaken		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
<b>Overall Rating</b>		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4

1. Indicate your reporting assessment category: \_\_\_\_\_
2. Indicate the number of documentary pieces of evidence required \_\_\_\_\_
3. Documentary evidence may include, but is not limited to:
  - a current contact list of key Service Providers and community organisations
  - minutes from regular meetings and involvement of new staff in internal and external meetings building relationships with other services
  - Memorandum of Understanding between services (formal agreements) or policies and action steps outlining methods for working together cooperatively and collaboratively, or
  - pictures, newspaper articles, flyers of community events and projects
4. Indicate by ticking the items (or adding a new item), what documentary evidence you have attached
5. Documentary evidence is not required if you have already provided this in previous reports. However, you must provide changes and updates to any documentary evidence previously provided:
  - Documents previously provided:
  - Date provided:
  - Updates and changes:  Attached    Not applicable

## Service Standard 5: Client Satisfaction and Managing Complaints

**Service Standard assessment:** Service Providers periodically review their performance to ensure they are effectively meeting the needs of their clients through the provision of quality services that support positive change

Task	Proposed/achieved actions Proposed/achieved timelines Outcomes	Rating and reasons (including evidence) how rating derived
A clear definition of the client eligibility criteria and the services provided has been developed and is promoted		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Eligible clients are given the opportunity and means to provide feedback on their level of satisfaction with the services provided		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
A complaints management plan with a clearly process for dealing with client feedback in place		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Promotion of the complaint's process is made with all clients		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Client feedback and complaints are considered in case reviews and in guiding service improvements		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Other tasks undertaken		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Overall Rating		<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4

1. Indicate your reporting assessment category: \_\_\_\_\_
2. Indicate the number of documentary pieces of evidence required \_\_\_\_\_
3. Documentary evidence may include, but is not limited to:
  - a copy of the client eligibility criteria and outline of services together with a summary of the steps taken to promote the information
  - a copy of the policy for seeking client satisfaction feedback, together with a copy of the client satisfaction form, and an outline of other methods used to gain this information
  - a copy of the complaints management plan, or policy, including the complaints form and an outline of other methods used to gain this information, together with a summary of the steps taken to promote the process, or
  - an example of how client feedback and / or complaints have been used to improve the service.
  - demonstration that the complaints process reflects the principles of natural justice, and includes a commitment to consider and resolve all legitimate issues raised
  - demonstration that the feedback and complaints management process ensures that people from diverse Indigenous cultural and linguistic backgrounds can participate
4. Indicate by ticking the items (or adding a new item), what documentary evidence you have attached
5. Documentary evidence is not required if you have already provided this in previous reports. However, you must provide changes and updates to any documentary evidence previously provided:
  - Documents previously provided:
  - Date provided:
  - Updates and changes:  Attached    Not applicable

**Concluding comments from the Chairperson:**

**Overview of performance:**

**Highlights of performance:**

**Key issues:**

**Management of key issues:**

**Chairperson's name:** .....

**Chairperson's signature:**..... **Date:** .....