

Committee on Children and Young People
Public hearing – 14 May 2021

Responses to questions taken on notice
SERCO

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14 June 2021**

Mr DAVID SHOEBRIDGE: It sounds not totally dissimilar to what we saw at Corrective Services, although I do not know what Moodle is. But maybe you could give us some answers on notice about what is on that, because they were wi-fi, they were accessing buy-ups—they had many of those features on the Corrective Services tablet. I think there are more than 4,000 of those rolled out in Corrective Services. If you could just give us some detail, on notice?

Please find below additional information in relation to the QON pertaining to the tablets and how they differ from CSNSW. All activity on the tablets can be tracked and counted towards purposeful hours for inmates at Clarence. Please let me know if you require any further information as I am happy to assist.

Further, the tablet content is a work in progress. There are plans for far more activity to be loaded on the system shortly which will further target supporting reducing reoffending as well as enhancing parenting skills.

Moodle information as requested for the Parliamentary response.

Moodle is a learning platform. It allows us to provide a secure platform to load courses and literature that inmates can view and participate in. We can open the courses on Moodle to everyone and let them self-enrol or we can only open a particular Moodle course to those inmates who are enrolled.

We have the ROME program (Re-engaging Offenders through Music and Education) installed onto Moodle. The ROME program is currently locked down and only those inmates enrolled in the ROME program can gain access to the course.

We also have a range of Wellbeing courses, such as meditation, meditation for sleep and mindfulness podcasts. There are recipes for those inmates living in residential quarters and an outline to what fitness courses are available here at Clarence. These courses are open to all inmates to access.

These courses are: Changing a Habit, Let's Meditate with Kat John, Meditation and help for sleep.

A list of useful legal phone numbers are available, for all inmates to view as well as a Program and Course Catalogue that features all our available and upcoming educational courses and EQUIPS Programs.

The complete Inmate Induction package is on Moodle, this provides a wealth of information to the inmate and tests their knowledge along the way. At the end of the course inmates can tick a box to confirm their understanding and acceptance of the rules. This information is available in a report, run through Moodle to confirm the inmate has completed their induction. In the future we are hoping to extend the Induction Package to include a spoken version which will assist those inmates who may have trouble reading.

To assist our inmates studying University, we have loaded a lot of supporting material for the Mathematics course onto Moodle, this information is available to all students and they can access it at any time. This supporting material is Module 2 to 8 Workbooks, Assignment 2 Tutorial and Assignment 3 and 4 Tutorial.

We plan to load full TAFE courses onto Moodle soon, which will complement the teacher and provide the inmate with material they can study and revise back in their cell, ready for the next class or at a time when they feel revision is required.

We also plan to load reading material for Shine for Kids onto Moodle, this will allow all enrolled inmates to read the handouts before, during and after class.

**Responses to questions taken on notice - SERCO
11 June 2021**

Ms ROBYN PRESTON: Looking at all the programs that you have got happening, and SHINE is heavily involved in that, one of the systems in place so that organisations that can assist—what is the trigger so that when someone checks in as an inmate an organisation is told that there are children and we need to plug into the principals of the schools to let them know that there may be some issues with the child integrating? There is that issue of shame and not wanting to talk about their parent's issue and situation. How do organisations that assist find out where the inmate is and plug into those connections?

Mr SCHOLLES: [...] When an inmate comes into jail, they go through what is known as an ISQ, which Cherie Goodwin can talk more fully about in terms of inmates screening questionnaires. [...]

The Inmate Screening Questionnaire (ISQ) is a comprehensive questionnaire and assessment that is conducted on all inmate's arriving directly from the community to Clarence Correctional Centre (it is my understanding that this is assessment tool is used at all other Correctional Centres in NSW).

The ISQ is used to identify an inmate's risk, immediate needs and any safety and / or welfare concerns (both in custody and for those family / animals / social supports remaining in the community). The ISQ ensures that appropriate actions and follow-up interventions are put into place. It is also imperative in gathering information relevant to the inmate's management in custody which is then relayed to the Custodial Staff.

The key areas the ISQ covers are: Presentation at the time of screening, including immediate issues, risk – to self and others, disabilities, special needs, aboriginal inmates, interpreter / CALD needs, family / property – family support, AVOs, child safety / contact (care orders) – child protection, alcohol and other drug issues, mental health, physical health, finances and reintegration.

There is also a screening telephone call which is provided to an individual of the inmate's choosing (providing there are no AVO's etc prohibiting contact).

At the conclusion of the ISQ a Service Plan is developed, which is a record of any referrals that are generated from the ISQ.