



Government
of South Australia

BetterPrisons

Better Prisons South Australian Correctional Centres Performance Regime

Draft

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1 INTRODUCTION

Format of Performance Regime

The table below provides context for understanding the Better Prisons Key Performance Indicators (KPIs) as set out in this Performance Regime. The table provides the reader with:

- a summary of the format which has been used in respect of each KPI; and
- a description of how each element of the KPI is intended to operate.

Element	Detail
KPI Number and Title	Sets out the number and title of the KPI.
Formula	Sets out the formula which will be used to calculate the KPI.
Performance Targets and Thresholds	Sets out the target and thresholds associated with the KPI.
Definitions	Sets out definitions which are relevant to understanding the KPI.
Counting rules	Sets out the rules which will be used to determine performance in respect of the KPI. Examples used in the counting rules are provided to aid with the reader's understanding.
Reporting requirements	Sets out the reporting obligations in respect of the KPI, please note that these requirements are not exhaustive.
Reporting Period	Sets out the period in which the Operator is required to report in respect of the relevant KPI.

Key Words

Key Word	Definition
Correctional Centre	Prison
Correctional Centre Custody	Correctional Centre Custody means in the Correctional Centre, or outside the Correctional Centre during participation in a temporary leave program or when the Prisoner is being (or is required to be) escorted by the Operator.
Operator	The public or private operator responsible for managing the Correctional Centre. For a public prison, this refers to the site's General Manager.

Acronyms

Acronym	Meaning
CFS	Country Fire Service
CRDT	Control, Restraint & Defensive Techniques
DCS	Department for Correctional Services South Australia

Acronym	Meaning
GRN	Government Radio Network
HIRM	Hazard Incident Recording Module
ICAC	Independent Commission Against Corruption
KPI	Key Performance Indicators
MFS	Metropolitan Fire Service
PDP	Performance Development Plan
SA	South Australia
SAPOL	South Australian Police
SOP	Standard Operating Procedure
VERB	Values, Ethical & Respectful Behaviour
WHS	Work, Health & Safety

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2 KEY PERFORMANCE INDICATORS

KPI 1: Unnatural Deaths

KPI 1	Unnatural Deaths
Formula	Number of Unnatural Deaths
Performance Targets and Thresholds	The target for Unnatural Deaths is zero (0).
Definitions	<p>In accordance with the <i>Royal Commission Inquiry into Aboriginal Deaths in Custody</i> Recommendation 41, and with the <i>National Deaths in Custody Program</i>, unnatural deaths are based on the deaths of prisoners that occur in a Correctional Centre or in Correctional Centre Custody.</p> <p>Unnatural Death means a death of a Prisoner in the Correctional Centre or in Correctional Centre Custody which the State Coroner or the Chief Executive determines is the result of an unnatural cause.</p>
Counting Rules	<p>Count the number of Unnatural Deaths in the reporting period:</p> <ul style="list-style-type: none"> • wherever occurring, of a person who is in a Correctional Centre or in Correctional Centre Custody; and • wherever occurring, where the likely cause is suicide, drug overdose, accidental injury or homicide.
Reporting Requirements	<p>The Operator is responsible for providing a report regarding the Unnatural Death in compliance with the Standard Operating Procedures, to include:</p> <ul style="list-style-type: none"> • a summary of the Unnatural Death, including its cause, its discovery and the response by the Operator; and • an overview of the Operator's intended action to enhance the levels of safety and security to prevent future Unnatural Deaths of a similar nature from occurring (including having regard to any report or recommendations of the Chief Executive or Deputy Chief Executive). If none, a detailed rationale supporting this decision is required.
Reporting Period	Monthly

KPI 2: Escapes

KPI 2	Escapes
Formulae	Number of Escapes from Custody
Performance Targets and Thresholds	The target for Escapes from Custody is zero (0).
Definitions	<p>Escape means the departure (regardless of duration), without lawful authority, of a Prisoner:</p> <ul style="list-style-type: none"> • from the perimeter or declared boundary of a Correctional Centre, regardless of whether or not there was a breach of a physical barrier; or • from any approved locations when outside of the perimeter or declared boundary of a Correctional Centre when the Prisoner is being (or is required to be) escorted by the Operator.
Counting Rules	<p>Count the number of each type of Escape during the reporting period. If two or more prisoners Escape at the same time or together, then this is counted as two or more Escapes (as the case may be).</p> <p>Include prisoners escaping while outside a Correctional Centre under custodial supervision, i.e. from work parties or while participating in activities such as sporting events outside the perimeter, but not under direct one-to-one supervision.</p> <p>Exclude prisoners on unescorted leave, e.g. prisoners on work release or day leave who fail to return or are found at an unlawful location.</p>
Reporting Requirements	<p>The Operator is responsible for providing a report regarding the Escape in compliance with the Standard Operating Procedures, to include:</p> <ul style="list-style-type: none"> • a summary of the Escape, the events preceding the Escape, detection and the response by the Operator; and • the Operator's intended actions to enhance the levels of safety and security to prevent future Escapes from occurring. If none, the rationale for this decision.
Reporting Period	Monthly

KPI 3: Major Disruption to the Operation of the Correctional Centre

KPI 3	Major Disruption to the Operation of the Correctional Centre
Formula	Number of Major Disruptions to the Operation of the Correctional Centre
Performance Targets and Thresholds	The target for Major Disruptions to the Operation of the Correctional Centre is zero (0).
Definitions	<p>Major Disruption means an incident involving defiance or disorder by one or more Prisoners which results in:</p> <ul style="list-style-type: none"> • a loss of effective control by the Operator (whether or not by physical or electronic failure or otherwise) of any part of a Correctional Centre (such as an accommodation area, common area, recreational area, work area or yard, rather than a cell); • the taking of a hostage (whether a Prisoner or Non-Prisoner). A hostage situation occurs when a person(s) seizes, detains or otherwise holds another person(s) as security for the fulfilment of a condition(s); • a riot in the Correctional Centre; or • the State (SAPOL or another entity) lawfully intervening to restore good order or security to any part of the Correctional Centre (such as an accommodation area, common area, recreational area, work area or yard, rather than a cell), or any other location while a Prisoner is on temporary leave or being (or is required to be) escorted by the Operator or its Associates.
Counting Rules	<p>Count any incident of Major Disruption that occurred during the reporting period. Count the number of consecutive 24 hour periods for which a Major Disruption subsisted, rounded up to the nearest whole 24 hour period.</p> <p>Count the number of incidents, not the number of Prisoners involved in the incident. For example, if three Prisoners assume control of the roof of one of the Correctional Centres from Thursday afternoon until Saturday morning, count one incident for two days.</p> <p>In all instances, the Chief Executive, with advice from the Office for Correctional Services Review, will make the decision on whether an incident is defined as a Major Disruption to the Operation of a Correctional Centre.</p>
Reporting Requirements	<p>The Operator is responsible for providing a report regarding the Major Disruption in compliance with the Standard Operating Procedures, to include:</p> <ul style="list-style-type: none"> • complete Incident Report Module requirements; • date and time of incident; • location of incident; • events preceding the incident;

KPI 3	Major Disruption to the Operation of the Correctional Centre
	<ul style="list-style-type: none"> • Prisoners, Non-Prisoners or any other person involved in the incident; • details of any injuries to Prisoners, Non-Prisoners or any other person; • details of any hostages involved; • attempted interventions to resolve incident; • details on how the incident was resolved; and • damage to the Correctional Centre or any other location where the incident occurred.
Reporting Period	Monthly

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KPI 4: Specified Serious Incidents

KPI 4	Specified Serious Incidents										
Formulae	<p>Number of Specified Serious Incidents, including:</p> <ul style="list-style-type: none"> A. Fire B. Prohibited Item Find of Firearms, Ammunition, Explosives C. Security Equipment Misplacement, Loss or Theft D. Security System Failure E. Prohibited Items Find F. Serious Assault G. Serious Injury H. Self-Harm 										
Calculation of Performance Points	<p>The target for this KPI is no more than xx% of the daily average population of the Correctional Centre.</p> <p>The following tables set out the performance thresholds for this KPI.</p> <table border="1" data-bbox="488 965 1292 1234"> <thead> <tr> <th></th> <th>Performance Range</th> </tr> </thead> <tbody> <tr> <td>Exceptional</td> <td><xx% daily average population</td> </tr> <tr> <td>Achieving</td> <td>xx – xx% daily average population</td> </tr> <tr> <td>Needs Improvement</td> <td>xx – xx% daily average population</td> </tr> <tr> <td>Poor</td> <td>>xx% daily average population</td> </tr> </tbody> </table>		Performance Range	Exceptional	<xx% daily average population	Achieving	xx – xx% daily average population	Needs Improvement	xx – xx% daily average population	Poor	>xx% daily average population
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Exceptional	<xx% daily average population										
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Definitions	<p>Incident rates are based on the number of Specified Serious Incidents logged on the DCS incident reporting system for the counting period.</p>										
Counting Rules	<p>A. Fire</p> <p>Count the number of incidents where a fire is being managed with the assistance of MFS/CFS recorded during the counting period.</p> <p><i>Exclude: false alarms as they do not require reporting under this KPI, but must be recorded in accordance with the DCS Policies and Procedures.</i></p> <p>B. Prohibited Item Find of Firearms, Ammunition, Explosives</p> <p>Count the number of incidents where an illegal or unauthorised article is located within the defined perimeter of the Correctional Centre which has been identified as:</p> <ul style="list-style-type: none"> • a firearm or ammunition, or explosives; or • any device that has been constructed or modified for the purpose of firing ammunition or detonating explosives. <p><i>Exclude: items found in property upon admission or on inspection of mail items and items found at access control points by screening staff.</i></p> <p>C. Security Equipment Misplacement, Loss or Theft</p>										

KPI 4	Specified Serious Incidents
	<p>Count the number of incidents where the internal or external security of the Correctional Centre is threatened due to the misplacement, loss or theft of a security key, bunch of security keys, or security equipment item.</p> <p>Count the number of incidents where the security of the Government Radio Network is threatened due to the misplacement, loss or theft of a GRN radio.</p> <p>D. Security System Failure</p> <p>Count the number of incidents where the failure of a Correctional Centre’s security system seriously compromises the security of the Correctional Centre and this failure is due to the ineffective operation of the system by the Operator (e.g. entire electronic security system failure, or penetration of the Correctional Centre’s secure perimeter occurs).</p> <p>Exclude security system failures where the failure is not the responsibility of the Operator, e.g. electronic security system failure as a result of a blackout.</p> <p>E. Prohibited Item Find</p> <p>Count the number of:</p> <ul style="list-style-type: none"> • Prohibited Item – Dangerous Substance; • Prohibited Item – Electronic Device (not mobile phone); or • Prohibited Item – Other incidents where a dangerous substance that has not been approved for Prisoner use is located which has been identified as: <ul style="list-style-type: none"> ○ a flammable, corrosive or toxic substance; or ○ any other substance that may cause physical harm to the Prisoner or other persons through inhalation or exposure. <p>AND</p> <p>Where an electronic device that has not been approved for Prisoner use is located which has been identified as:</p> <ul style="list-style-type: none"> • a mobile telephone, any camera or photographic device or electronic storage device; or • any other electronic device that has the potential to compromise the good order and safety of the Correctional Centre. <p>AND</p> <p>Where a Prisoner is found to be in possession of equipment, or any article:</p> <ul style="list-style-type: none"> • capable of being used to effect an escape - i.e. plans for bomb making, Correctional Centre maps/plans, escape implements; or • threatens the good order and safety of the Correctional Centre. <p>F. Serious Assault</p> <p>Count the number of Assault Serious (Physical) and Assault Serious</p>

KPI 4	Specified Serious Incidents
	<p>(Sexual).</p> <p>A serious assault is an act of physical violence committed by a person(s), resulting in actual bodily harm to one or more person(s) where:</p> <ul style="list-style-type: none"> • there is at least one apparently reliable witness to the assault; or • the victim claims an assault and there is no obvious reason to doubt this claim; or • a visible injury has occurred and there is sufficient circumstantial or other evidence to make an assault the most likely cause of the injury on the basis of the balance of probabilities; <p>AND</p> <ul style="list-style-type: none"> • the victim requires medical treatment and assessment by a medical officer resulting in overnight hospitalisation in an offsite medical facility. <p>A serious assault (sexual) is defined as an occurrence where:</p> <ul style="list-style-type: none"> • there is at least one apparently reliable witness to the assault; or • the victim claims an assault and there is no obvious reason to doubt this claim; or • a visible injury has occurred and there is sufficient circumstantial or other evidence to make an assault the most likely cause of the injury on the basis of the balance of probabilities; <p>AND</p> <ul style="list-style-type: none"> • the victim reports that any person in any manner has sexually assaulted him/her, or there is clear evidence of such an assault having occurred, irrespective of whether the person has been hospitalised or not. <p>An assault can be:</p> <ul style="list-style-type: none"> • Prisoner on Prisoner; or • Prisoner on Visitor/ Volunteer /Member of the Public. <p><i>Exclude: Prisoner on Employee assaults. See KPI 11: Prisoner on Employee Assaults.</i></p> <p>G. Serious Injury</p> <p>Count the number of <i>Serious Injuries of a Prisoner – Hospitalisation</i>. A serious injury refers to an incident which results in actual bodily harm to one or more person(s) where:</p> <ul style="list-style-type: none"> • a Prisoner requires medical treatment and assessment by a medical officer resulting in overnight hospitalisation in an offsite medical facility. <p>H. Self-Harm</p> <p>Count the number of Critical Self Harm of a Prisoner – Hospitalisation.</p>

KPI 4	Specified Serious Incidents
	<p>Self-Harm refers to an incident where:</p> <ul style="list-style-type: none"> • a Prisoner is escorted to an external medical facility following an act of critical self-harm, or other life threatening behaviour; or • the use of force was rendered to prevent further self-injury by the Prisoner; or • a Prisoner voluntarily refuses food or liquid for a period greater than three days as means of protest.
Reporting Requirements	<p>The Operator is responsible for ensuring that accurate reports are being provided for each Specified Serious Incident in compliance with the Standard Operating Procedures, to include:</p> <ul style="list-style-type: none"> • date and time of the Specified Serious Incident; • location of the Specified Serious Incident; • details of Prisoner(s) involved in the Specified Serious Incident, including as a victim; • details of Non-Prisoner(s) involved in the Specified Serious Incident, including as a victim; • summary of the Specified Serious Incident; • details of the Operator's response to the Specified Serious Incident; • details of the injury (where relevant); • report from the medical professional attending to the Prisoner injury including where a Prisoner is admitted to hospital, correctional centre clinic, infirmary or correctional centre hospital (where relevant); • the Operator's intended actions to minimise future risk of Specified Serious Incidents; and • Operator's report regarding the Specified Serious Incident in accordance with all relevant Corrections Legislation, e.g. <i>Correctional Services Act 1982</i>.
Reporting Period	Monthly

KPI 5: Time Out of Cells

KPI 5	Time Out of Cells										
Formulae	The % of compliance for Out of Cell Hours										
Performance Targets and Thresholds	<p>The target for Time Out of Cells is XX Out of Cell Hours for the Correctional Centre.</p> <p>The following tables set out the performance thresholds for this KPI.</p> <table border="1"> <thead> <tr> <th></th> <th>Performance Range</th> </tr> </thead> <tbody> <tr> <td>Exceptional</td> <td>xx hours</td> </tr> <tr> <td>Achieving</td> <td>xx hours</td> </tr> <tr> <td>Needs Improvement</td> <td>xx hours</td> </tr> <tr> <td>Poor</td> <td>xx hours</td> </tr> </tbody> </table>		Performance Range	Exceptional	xx hours	Achieving	xx hours	Needs Improvement	xx hours	Poor	xx hours
	Performance Range										
Exceptional	xx hours										
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Poor	xx hours										
Definitions	<p>Time Out of Cells is the average number of hours that Prisoners are not confined to their cells during the counting period, i.e. <u>Out of Cell Hours</u>.</p> <p><i>A <u>Cell</u> is the restricted movement zone accessible by prisoners under normal operating conditions. Where a prisoner is accommodated in an independent living unit, the unit is defined as a cell from the time a curfew is imposed or the front door is locked.</i></p> <p>The total Correctional Centre <u>Target Out of Cell Hours</u> is calculated for each <u>Accommodation Unit</u> based on the number of out of cell hours achieved under the <u>Correctional Centre Prisoner Routine</u>.</p> <p>The Correctional Centre / Accommodation Unit <u>Prisoner Routine</u> is to be agreed between the Correctional Centre Operator and the DCS Chief Executive.</p> <p><u>Accommodation Units</u> are the units, divisions or areas within a Correctional Centre.</p> <p>If the <u>Target Out of Cell Hours</u> varies between <u>Accommodation Units</u>, the calculation of the <u>Correctional Centre Target Out of Cell Hours</u> should take into account the <u>Approved Capacity</u> and <u>Target Out of Cell Hours</u> for each Accommodation Unit (refer counting rules).</p> <p>The total Correctional Centre <u>Actual Out of Cell Hours</u> is calculated for each <u>Accommodation Unit</u> as the number of hours prisoners are not confined to their cell.</p> <p>If the <u>Actual Out of Cell Hours</u> varies between <u>Accommodation Units</u>, the calculation of the <u>Correctional Centre Actual Out of Cell Hours</u> should take into account the <u>Approved Capacity</u> and <u>Actual Out of Cell Hours</u> for each Accommodation Unit (refer counting rules).</p> <p><u>Approved Capacity</u> is the Prisoner capacity agreed between the Correctional Centre Operator and the DCS Chief Executive for each <u>Accommodation Unit</u>.</p> <p>The actual Prisoner numbers on any given day at a Correctional Centre do not</p>										

KPI 5	Time Out of Cells
	<p>impact on Time Out of Cells.</p> <p><u>Actual Out of Cell Hours</u> are calculated at the <u>Accommodation Unit</u> level; not for individual prisoners within the unit. If a prisoner opts to remain in the <u>Cell</u> during a time when the prisoner is permitted to leave or if a prisoner is required by staff to remain in the Cell, that period is included in the calculation of Actual Out of Cell hours.</p>
Counting Rules	<p>The calculation of Time Out of Cells requires the following data items for each location:</p> <ul style="list-style-type: none"> • Target Out of Cell Hours; • Agreed Prisoner Routine for each Accommodation Unit; • Approved Capacity for each Accommodation Unit; • Approved Capacity for the Correctional Centre; • Actual Out of Cell Hours; and • Variance Hours. <p>Target Out Of Cell Hours</p> <p>Each <u>Accommodation Unit's Target Out of Cell Hours</u> is calculated as the number of daily out of cell hours agreed as per the Accommodation Unit's Prisoner Routine * the Approved Capacity for the Accommodation Unit.</p> <p>The <u>Correctional Centre's Target Out of Cell Hours</u> is calculated as the total sum of all Accommodation Units' Target Out Of Cell Hours / the Approved Capacity for the Correctional Centre.</p> <p>Actual Out of Cell Hours</p> <p>Each <u>Accommodation Unit's Actual Out of Cell Hours</u> is calculated on a daily basis as the number of hours Prisoners are not confined to their cells * the Approved Capacity for the Accommodation Unit.</p> <p>The <u>Correctional Centre's Actual Out of Cell Hours</u> is calculated on a daily basis as the total sum of all Accommodation Units' Actual Out Of Cell Hours / the Approved Capacity for the Correctional Centre.</p> <p>Variance Hours</p> <p>The <u>Variance Hours</u> between the target and the Actual Out of Cell Hours is calculated as the Correctional Centre's Total Target Out of Cell Hours – Correctional Centre's Total Actual Out of Cell Hours.</p> <p>Example</p> <p>The tables below provide an example of how a Correctional Centre's target and actual Out of Cell Hours are measured.</p> <p>The Example Correctional Centre has Target Out of Cell Hours of 10.02 hours and has achieved Actual Out of Cell Hours of 9.9 hours.</p> <p><u>Table One: Example Target Out of Cell Hours</u></p>

KPI 5		Time Out of Cells		
	Prisoner Routine	Approved Capacity	Target Hours	
Unit 1	7	50	350	
Unit 2	7	50	350	
Unit 3	11	60	660	
Unit 4	11	70	770	
Unit 5	11	100	1100	
Unit 6	11	80	880	
Sub-Totals		410	4110	
Average Target Out of Cell Hours			10.02	

Table Two: Example Actual Out of Cell Hours

	Hours not confined to cell	Approved Capacity	Total Target Hours	Total Actual Hours	Variance Hours
Unit 1	7	50	350	350	0
Unit 2	6	50	350	300	-50
Unit 3	11	60	660	660	0
Unit 4	11	70	770	770	0
Unit 5	11	100	1100	1100	0
Unit 6	11	80	880	880	0
Sub-Totals		410	4110	4060	-50
Average Actual Out of Cell Hours					9.90

Achievement of the Time Out of Cells KPI is measured as a percentage. For the Example above, the Correctional Centre achieved 98.8% of their target Time Out of Cell.

In measuring the number of hours Prisoners are confined to their cells, include:

- Restrictions due to meal breaks, staff development activities, staff meetings, routine searches, etc. In these circumstances, the lockdown/restriction periods should be subtracted from the time out of cell.

In measuring the number of hours Prisoners are confined to their cells, exclude:

- restrictions due to searches of the Correctional Centre (non-routine);
- prisoners in segregated custody; and

KPI 5	Time Out of Cells
	<ul style="list-style-type: none"> • variations to the daily operating routine following a Critical Incident, Serious Incident (as specified in the Services Specification) or Serious Assault, provided these affect the fewest number of Prisoners and for the shortest period practicable. <p>All exclusions must be approved by the DCS Chief Executive or delegate.</p>
Reporting Requirements	<p>The Operator is responsible for reporting on Time Out of Cells in compliance with Standard Operating Procedures, to include:</p> <ul style="list-style-type: none"> • Total Target Out of Cell Hours based on the agreed Correctional Centre Prisoner Routine. • Daily Account of the number of hours Prisoners are not confined to their cells. • Details of all irregular lockdowns, including: <ul style="list-style-type: none"> ○ date of lockdown; ○ area of lockdown and Prisoners affected by lockdown; ○ reason for lock down; ○ number of Prisoners affected by lock-down; and ○ duration of the lockdown.
Reporting Period	Monthly

KPI 6: Purposeful Activity

KPI 6	Purposeful Activity										
Formulae	<p>A. Number of prisoner hours actively spent in employment.</p> <p>B. Number of prisoner hours actively spent in education and vocational training programs.</p> <p>C. Number of prisoner hours actively spent in offence related programs.</p> <p>D. Number of prisoner hours actively spent in structured meaningful activity.</p>										
Performance Targets and Thresholds	<p>Purposeful Activity = KPI Part A + KPI Part B + KPI Part C + KPI Part D / 4.</p> <p>Note that each of the four elements will be weighted.</p> <p>The target for Purposeful Activity is xx hours</p> <table border="1" data-bbox="464 752 1249 1057"> <thead> <tr> <th></th> <th>Performance Range</th> </tr> </thead> <tbody> <tr> <td>Exceptional</td> <td>>xx</td> </tr> <tr> <td>Achieving</td> <td>xx – xx</td> </tr> <tr> <td>Needs Improvement</td> <td>xx – xx</td> </tr> <tr> <td>Poor</td> <td><xx</td> </tr> </tbody> </table>		Performance Range	Exceptional	> xx	Achieving	xx – xx	Needs Improvement	xx – xx	Poor	< xx
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Needs Improvement	xx – xx										
Poor	< xx										
Definitions	<p>Purposeful activity refers to the prisoner hours engaged in:</p> <ul style="list-style-type: none"> • Employment; • Education; • Offence Related Programs; and • Meaningful Activity. <p>A. The <u>prisoner employment rate</u> is the number of <u>prisoner hours</u> actively employed in Commercial Industries, Work Camps or Work Release during the measurement period.</p> <ul style="list-style-type: none"> • Commercial Industries are programs that operate on a commercial fee for service basis and employ prisoners, including: <ul style="list-style-type: none"> ○ Kitchen and bakery employment; ○ Agricultural employment; and ○ Engineering, joinery and other fee for service employment. • Work Release are programs that employs prisoners in the community under industrial award conditions as part of a pre-release scheme. <p><i>Exclude prisoners engaged in any employment not classified as commercial industries or work release, e.g. unit employment (unit cleaners), except where the prisoner is engaged in this capacity on work camps.</i></p> <p>B. <u>Education</u> is defined as the number of <u>prisoner hours</u> actively engaged in education where an enrolment has occurred in a certificate or course that</p>										

KPI 6	Purposeful Activity
	<p>is Nationally Recognised, including South Australian Certificate of Education and University enrolments.</p> <p>C. <u>Offence Related Programs</u> are defined as the number of <u>prisoner hours</u> actively engaged in programs delivered by Offender Rehabilitation Services or the Correctional Centre, including:</p> <ul style="list-style-type: none"> • Violence Prevention Program [VPP]; • Sexual Behaviour Clinic [SBC]; • Living Without Violence program [LWV] ; • Sexual Behaviour Clinic – moderate intensity [SBC-mod]; • Domestic and Family Violence Intervention Program [DFVIP]; • Making Changes program [MC1/2/3]; • VPP-ME (low functioning); and • SBC-ME (low functioning). <p>D. <u>Meaningful Activity</u> is defined as the number of <u>prisoner hours</u> actively engaged in activities run by DCS staff, external providers or volunteers, including:</p> <ul style="list-style-type: none"> • Therapeutic programs that do not fit the definition of offence related programs; • Programs and classes run by external organisations, e.g. OARS Community Transitions, Seeds of Affinity, Kairos, etc.; and • Structured physical activity, e.g. a football game that is organised and refereed by DCS staff. <p><i>Exclude activity undertaken by prisoners that is overseen but not actively managed by staff. For example, general free time in recreation or in an art room.</i></p>
Counting Rules	<p>The prisoner purposeful activity rate is the number of prisoner hours that prisoners are actively: employed, engaged in education, engaged in offence related programs, or engaged in purposeful activity.</p> <p style="text-align: center;">Formula:</p> $\text{Purposeful activity} = \text{prisoner hours in employment (weighted)} + \text{prisoner hours in education (weighted)} + \text{prisoner hours in offence related program (weighted)} + \text{prisoner hours in meaningful activity (weighted)} / 4$ <p>Prisoner Hours</p> <p>A ‘prisoner hour’ is defined as one hour of active engagement in purposeful activity by one prisoner. If 10 prisoners are actively engaged in education for four hours, this would count as 40 ‘prisoner hours’.</p>

KPI 6	Purposeful Activity																														
	<p>The four elements are weighted as per their significance below.</p> <p>A. Employment – 30%</p> <p>The prisoner employment rate is based on the number of prisoners and prisoner hours engaged in employment, disaggregated by employment category, on the last day of each month during the financial year.</p> <p>B. Education – 30%</p> <p>The prisoner education rate is the number of prisoners and prisoner hours actively participating in actively participating in education, disaggregated by education category, at the end of each month. Include accredited education courses only.</p> <p>C. Offence Related Programs – 30%</p> <p>The offence related program rate is the number of prisoners and prisoner hours actively participating in offence related programs, disaggregated by offence related program, at the end of each month.</p> <p>D. Meaningful Activity – 10%</p> <p>The meaningful activity rate is the number of prisoners and prisoner hours actively participating in meaningful activity, disaggregated by the activity type, at the end of each month.</p> <p>Example</p> <p>The tables below provides an example of how a how a Correctional Centre’s target and actual Purposeful Activity hours are measured.</p> <p>The Example Correctional Centre has a target of 556 hours of Purposeful Activity per day and has achieved 611 hours of Purposeful Activity.</p> <p><u>Table One: Example Target Purposeful Activity Hours</u></p> <table border="1" data-bbox="464 1400 1407 1861"> <thead> <tr> <th></th> <th>Prisoner Routine Hours</th> <th>Prisoner Capacity</th> <th>Unweighted Target Hours</th> <th>Weighted Target Hours</th> </tr> </thead> <tbody> <tr> <td>Employment</td> <td>6</td> <td>200</td> <td>1200</td> <td>360</td> </tr> <tr> <td>Education</td> <td>5</td> <td>100</td> <td>500</td> <td>150</td> </tr> <tr> <td>Offence Programs</td> <td>6</td> <td>20</td> <td>120</td> <td>36</td> </tr> <tr> <td>Meaningful Activity</td> <td>1</td> <td>100</td> <td>200</td> <td>10</td> </tr> <tr> <td colspan="4">Average Target Meaningful Activity</td> <td>556</td> </tr> </tbody> </table>		Prisoner Routine Hours	Prisoner Capacity	Unweighted Target Hours	Weighted Target Hours	Employment	6	200	1200	360	Education	5	100	500	150	Offence Programs	6	20	120	36	Meaningful Activity	1	100	200	10	Average Target Meaningful Activity				556
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KPI 6	Purposeful Activity																																			
	<p data-bbox="464 293 1098 322">Table Two: Example Actual Purposeful Activity Hours</p> <table border="1" data-bbox="464 338 1409 817"> <thead> <tr> <th data-bbox="464 338 655 427"></th> <th data-bbox="655 338 842 427">Hours Achieved</th> <th data-bbox="842 338 1031 427">Prisoners Engaged</th> <th data-bbox="1031 338 1219 427">Unweighted Hours</th> <th data-bbox="1219 338 1409 427">Weighted Hours</th> </tr> </thead> <tbody> <tr> <td data-bbox="464 427 655 477">Employment</td> <td data-bbox="655 427 842 477">5.5</td> <td data-bbox="842 427 1031 477">200</td> <td data-bbox="1031 427 1219 477">1100</td> <td data-bbox="1219 427 1409 477">330</td> </tr> <tr> <td data-bbox="464 477 655 526">Education</td> <td data-bbox="655 477 842 526">5</td> <td data-bbox="842 477 1031 526">150</td> <td data-bbox="1031 477 1219 526">750</td> <td data-bbox="1219 477 1409 526">225</td> </tr> <tr> <td data-bbox="464 526 655 616">Offence Programs</td> <td data-bbox="655 526 842 616">6</td> <td data-bbox="842 526 1031 616">20</td> <td data-bbox="1031 526 1219 616">120</td> <td data-bbox="1219 526 1409 616">36</td> </tr> <tr> <td data-bbox="464 616 655 705">Meaningful Activity</td> <td data-bbox="655 616 842 705">2</td> <td data-bbox="842 616 1031 705">100</td> <td data-bbox="1031 616 1219 705">200</td> <td data-bbox="1219 616 1409 705">20</td> </tr> <tr> <td colspan="4" data-bbox="464 705 1219 754">Average Target Meaningful Activity</td> <td data-bbox="1219 705 1409 754">611</td> </tr> <tr> <td colspan="4" data-bbox="464 754 1219 817">Variance from Target</td> <td data-bbox="1219 754 1409 817">+55</td> </tr> </tbody> </table>		Hours Achieved	Prisoners Engaged	Unweighted Hours	Weighted Hours	Employment	5.5	200	1100	330	Education	5	150	750	225	Offence Programs	6	20	120	36	Meaningful Activity	2	100	200	20	Average Target Meaningful Activity				611	Variance from Target				+55
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Variance from Target				+55																																
Reporting Requirements	<p data-bbox="464 824 1382 891">Correctional Centres are required, using the reporting template provided, to provide monthly accurate reports detailing:</p> <ul data-bbox="464 913 1406 1283" style="list-style-type: none"> • the number of prisoner hours for active participation in Work Release for each month; • the number of prisoner hours for active participation in each category of accredited education courses for each month; • the number of prisoner hours for active participation in each category of Offence Related Programs for each month where the program is delivered by the Correctional Centre; and • the number of prisoner hours for active participation in each category of meaningful activity for each month. <p data-bbox="464 1305 1347 1373">Exclude all occurrences where: prisoners are on a break, prisoners do not attend, prisoners attend late, or prisoners leave early.</p> <p data-bbox="464 1395 1390 1496">Prisoner hours for active participation in Offence Related Programs delivered by Offender Rehabilitation Services will be collected by Offender Rehabilitation Services.</p> <p data-bbox="464 1518 1406 1585">All other data will be collected by the Office for Correctional Services Review / Governance and Executive Services.</p>																																			
Reporting Period	Monthly																																			

KPI 7: Rate of Reoffending

KPI 7	Rate of Reoffending										
Formulae	Total sentenced prisoners returning to SA Correctional Services with a new correctional sanction (either prison or community corrections) within two years.										
Performance Targets and Thresholds	<p>The target for Rate of Reoffending KPI is a reduction in 5% from the current baseline of XXX.</p> <p>The following tables set out the performance thresholds for this KPI.</p> <table border="1" data-bbox="488 618 1329 887"> <thead> <tr> <th></th> <th>Performance Range</th> </tr> </thead> <tbody> <tr> <td>Exceptional</td> <td>>5% reduction in the rate of reoffending</td> </tr> <tr> <td>Achieving</td> <td>3 – 5% reduction in the rate of reoffending</td> </tr> <tr> <td>Needs Improvement</td> <td>0 – 3% reduction in the rate of reoffending</td> </tr> <tr> <td>Poor</td> <td><0% reduction in the rate of reoffending</td> </tr> </tbody> </table>		Performance Range	Exceptional	>5% reduction in the rate of reoffending	Achieving	3 – 5% reduction in the rate of reoffending	Needs Improvement	0 – 3% reduction in the rate of reoffending	Poor	<0% reduction in the rate of reoffending
	Performance Range										
Exceptional	>5% reduction in the rate of reoffending										
Achieving	3 – 5% reduction in the rate of reoffending										
Needs Improvement	0 – 3% reduction in the rate of reoffending										
Poor	<0% reduction in the rate of reoffending										
Definitions	<p>The <u>Rate of Return</u> refers to the percentage of <u>Discharged Prisoners</u> (i.e. prisoners discharged from corrective services following a <u>Sentenced Episode</u>) who return within two years of their release / discharge for a <u>Subsequent Sentenced Episode</u>.</p> <p>Rate of Return</p> <p>For the purposes of this measure, the Rate of Return will be applied to the Correctional Centre where:</p> <ul style="list-style-type: none"> the <u>Discharged Prisoner</u> spent their most recent period of continuous residency of six (6) months or more; <p>OR (where this is not applicable)</p> <ul style="list-style-type: none"> the <u>Discharged Prisoner</u> spent the majority of time during the sentenced episode. <p>Sentenced episode</p> <p>For the purpose of this measure, a <u>Sentenced Episode</u> is a period of custody during which a Prisoner is <u>Imprisoned Under Sentence</u>. The sentenced episode may also include time that the Prisoner spent on remand prior to sentencing.</p> <p>The <u>Sentenced Episode</u> is the period between the date a Prisoner was received into Correctional Centre Custody and the date a Prisoner was discharged from Correctional Centre Custody.</p> <p>Subsequent Sentenced Episode</p> <p>For the purpose of this measure, a <u>Subsequent Sentenced Episode</u> is an episode where a prisoner returns to corrective services with a new correctional sentence (either prison or community corrections) within two years.</p>										

KPI 7	Rate of Reoffending
Counting Rules	<p>The Rate of Reoffending is measured as:</p> $\frac{\text{Subsequent Sentence Episode}}{\text{Discharged Prisoners}}$ <p>For example, if a Correctional Centre has 200 discharged prisoners and 40 subsequent sentence episodes (40 / 200), the rate of reoffending is 20%.</p> <p>Discharged Prisoner (denominator)</p> <p>When counting the discharged prisoners, include:</p> <ul style="list-style-type: none"> • The number of prisoners discharged from Correctional Centre Custody after a <u>Sentenced Episode</u> for the counting period; and • Each discharge, when a prisoner is discharged from more than one <u>Sentenced Episode</u> during the counting period. <p>If a prisoner is transferred to Home Detention, the two (2) year return window commences on the transfer out of Correctional Centre date.</p> <p>When counting the discharged prisoners, exclude:</p> <ul style="list-style-type: none"> • Prisoners discharged from Correctional Centre Custody after an episode comprised only of remand or fine default; • Prisoners discharged after a period in Correctional Centre Custody for breach of parole order conditions only and the order was not cancelled; • Prisoners returning to Correctional Centre Custody following an unsuccessful Home Detention period; • Prisoners whose sentenced episode in the Correctional Centre was terminated/discharged due to: <ul style="list-style-type: none"> ○ the death of the prisoner in the Correctional Centre, or ○ the prisoner being transferred interstate; • Prisoners discharged from Correctional Centre Custody after a sentenced episode directly into custody of Immigration Authorities pending deportation; and • Remand prisoners discharged directly from court following sentencing. <p>Subsequent Sentenced Episode (numerator)</p> <p>When counting the subsequent sentenced episode, include <u>Discharged Prisoners</u> who return to Correctional Centre to serve a <u>Subsequent Sentenced Episode</u> within two years of their discharge</p> <p>Calculate the period of liberty for <u>Discharged Prisoners</u> as the period between their discharge date and their reception date (either to prison or community corrections) for the <u>Subsequent Sentenced Episode</u>.</p> <p>When counting the subsequent sentenced episode, exclude:</p> <ul style="list-style-type: none"> • <u>Discharged Prisoners</u> who return to Correctional Centre for episodes comprised of remand or fine default; • <u>Discharged Prisoners</u> who return to Correctional Centre for <u>breach of</u>

KPI 7	Rate of Reoffending
	<p><u>parole order conditions only and the order was not cancelled; and</u></p> <ul style="list-style-type: none"> • Remand prisoners discharged directly from court following sentencing.
Reporting Requirements	N/A – Data to be prepared by Governance and Executive Services DCS
Reporting Period	Annually

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KPI 8: Budget Performance

KPI 8	Budget Performance										
Formulae	Year-end result as a percentage of annual revised budget										
Performance Targets and Thresholds	<p>The target for this KPI is that the year-end actual net operating cost position be no more than xx% above the annual revised budget, as at 30 June of the financial year.</p> <p>The following tables set out the performance thresholds for this KPI.</p> <table border="1"> <thead> <tr> <th></th> <th>Performance Range</th> </tr> </thead> <tbody> <tr> <td>Exceptional</td> <td><xx% annual revised budget.</td> </tr> <tr> <td>Achieving</td> <td>xx – xx% annual revised budget.</td> </tr> <tr> <td>Needs Improvement</td> <td>xx – xx% annual revised budget.</td> </tr> <tr> <td>Poor</td> <td>>xx% annual revised budget.</td> </tr> </tbody> </table>		Performance Range	Exceptional	<xx% annual revised budget.	Achieving	xx – xx% annual revised budget.	Needs Improvement	xx – xx% annual revised budget.	Poor	>xx% annual revised budget.
	Performance Range										
Exceptional	<xx% annual revised budget.										
Achieving	xx – xx% annual revised budget.										
Needs Improvement	xx – xx% annual revised budget.										
Poor	>xx% annual revised budget.										
Definitions	<p>Annual revised budget is defined as original budget plus any adjustments made during the year.</p> <p>Appropriate adjustments must be verified and approved by the Executive Director, People and Business Services.</p> <p>Net operating cost is defined as: site revenue less site expenditure.</p>										
Counting Rules	<p>Include all site revenue and expenditure as outlined in DCS' Account Balance Report.</p> <p><i>Exclude: all revaluations, workers compensation, depreciation, unfunded surge and salary associated with approved infrastructure builds.</i></p>										
Reporting Requirements	N/A Data to be prepared by Corporate Finance, People and Business Services, DCS.										
Reporting Period	Monthly (commencing September and thereafter each month based on year to date results)										

KPI 9: High Performing Staff

KPI 9	High Performing Staff										
Formulae	<p>A. Mandatory Training Completed</p> <p>B. Performance Development Plans Completed</p>										
Performance Targets and Thresholds	<p>KPI Part A + KPI Part B / 2</p> <p>The target for this KPI is 90%. The following table set out the performance thresholds for this KPI.</p> <table border="1" data-bbox="488 611 1310 878"> <thead> <tr> <th data-bbox="488 611 796 663"></th> <th data-bbox="796 611 1310 663">Performance Range</th> </tr> </thead> <tbody> <tr> <td data-bbox="488 663 796 714">Exceptional</td> <td data-bbox="796 663 1310 714">>90% of all correctional centre staff.</td> </tr> <tr> <td data-bbox="488 714 796 766">Achieving</td> <td data-bbox="796 714 1310 766">90% of all correctional centre staff.</td> </tr> <tr> <td data-bbox="488 766 796 817">Needs Improvement</td> <td data-bbox="796 766 1310 817">80 - 90% of all correctional centre staff.</td> </tr> <tr> <td data-bbox="488 817 796 878">Poor</td> <td data-bbox="796 817 1310 878"><80% of all correctional centre staff.</td> </tr> </tbody> </table>		Performance Range	Exceptional	>90% of all correctional centre staff.	Achieving	90% of all correctional centre staff.	Needs Improvement	80 - 90% of all correctional centre staff.	Poor	<80% of all correctional centre staff.
	Performance Range										
Exceptional	>90% of all correctional centre staff.										
Achieving	90% of all correctional centre staff.										
Needs Improvement	80 - 90% of all correctional centre staff.										
Poor	<80% of all correctional centre staff.										
Definitions	<p>A. Mandatory Training means the following training for Correctional Officers:</p> <ul style="list-style-type: none"> • Introduction to Information Sharing Guidelines • Communicable Diseases; • Manual Tasks; • WHS for Workers; • SOP90; • VERB (including White Ribbon; Code of Ethics & ICAC); • Provide First Aid; • CRDT; and • Aboriginal Cultural Awareness. <p>Mandatory training is defined as the training above that has been undertaken and is successfully completed within the time period of refreshers.</p> <p>B. Performance Development Plan</p> <p>A Performance Development Plan means a plan completed in line with the <i>Step by Step Guide to Performance Development</i>. The Plan must be completed and a date of the discussion entered into HR21. This must occur every six months for each employee.</p>										
Counting Rules	<p>A. Mandatory Training</p> <p>Count the number of staff members in scope against the number of mandatory trainings required.</p> <p>Count the number of successful completions of mandatory training.</p>										

KPI 9	High Performing Staff
	<p>B. Performance Development Plan</p> <p>Count the number of staff members in scope.</p> <p>Count the number of completed Performance Development Plan discussion dates entered.</p> <p>Exclusions</p> <p>For Mandatory Training, exclude all non-Correctional Officer staff.</p> <p>When counting Provide First Aid and CRDT training, exclude all CO6 and CO7 classified staff members.</p> <p>When counting completed WHS for Workers training, exclude all staff who are required to undertake WHS for Managers and Supervisors training.</p> <p>For Mandatory Training and Performance Development Plans exclude:</p> <ul style="list-style-type: none"> • Staff who are classified as board and committee members. • Staff who are classified as work cover beneficiaries • Staff who are classified as Ministers • Staff who are on terminated on or before report date • Staff who are on leave for over 60 days (Note: Staff using a combination of multiple types of leave where each type of leave does not exceed 60 days will not be excluded). • Staff who have the “D” suffix to their Employee ID
Reporting Requirements	<p>Sites are responsible for:</p> <ul style="list-style-type: none"> • Lodging completed mandatory training on HR21; and • Entering completed Performance Development Plan date on HR21. <p>Data to be prepared by Workforce Planning and Development.</p>
Reporting Period	Biannually

KPI 10: Labour Utilisation

KPI 10	Labour Utilisation										
Formulae	A. Rate of unplanned absences B. Rate of unplanned absences / spare utilisation C. Rate of unplanned activity / spare, part-time and/or casual utilisation D. Rate of unplanned activity / overtime										
Performance Targets and Thresholds	<p>Labour Utilisation = KPI Part A + KPI Part B + KPI Part C + KPI Part D / 4.</p> <p>The target for labour utilisation is no more than xx%.</p> <table border="1" data-bbox="488 667 1273 969"> <thead> <tr> <th></th> <th>Performance Range</th> </tr> </thead> <tbody> <tr> <td>Exceptional</td> <td>>xx%</td> </tr> <tr> <td>Achieving</td> <td>xx – xx%</td> </tr> <tr> <td>Needs Improvement</td> <td>xx – xx%</td> </tr> <tr> <td>Poor</td> <td><xx%</td> </tr> </tbody> </table> <p>A. The target for Part A of this KPI is no more than x% of unplanned absences for the number of rostered staff members for each shift.</p> <p>B. The target for Part B of this KPI is no less than x% of unplanned absences is managed through spare utilisation.</p> <p>C. The target for Part C of this KPI is no less than x% of unplanned activity is managed through spare, part-time and/or casual utilisation.</p> <p>D. The target for Part D of this KPI is no more than x% of unplanned activity is managed through overtime.</p>		Performance Range	Exceptional	>xx%	Achieving	xx – xx%	Needs Improvement	xx – xx%	Poor	<xx%
	Performance Range										
Exceptional	>xx%										
Achieving	xx – xx%										
Needs Improvement	xx – xx%										
Poor	<xx%										
Definitions	<p>A. Unplanned Absences</p> <p>Unplanned Absences refers to leave taken by a rostered staff member with less than 48 hours’ notice. Unplanned absences includes:</p> <ul style="list-style-type: none"> • Sick leave (Paid and Unpaid); • Carers’ Leave (Paid and Unpaid); • Special Leave with Pay; and • WorkCover. <p>B. Unplanned Activity</p> <p>Unplanned activity is defined as unplanned / unforeseen activity that requires additional staffing. Unplanned activity includes, but is not limited to, activity as a result of:</p> <ul style="list-style-type: none"> • Unplanned Absences (posts that require backfilling); • Hospital Watches; 										

KPI 10	Labour Utilisation
	<ul style="list-style-type: none"> • Medical Escorts; and • Emergency Response Group activity. <p>C. Spare</p> <p>A spare refers to a staff member who is rostered onto an established or over-established roster with no set function.</p> <p>D. Casual</p> <p>A casual refers to a staff member employed on a casual contract.</p> <p>E. Part-time</p> <p>Part-time refers to a staff member employed on a part-time basis.</p> <p>Only count part-time staff members who have undertaken additional shifts below the full-time threshold. If a part-time staff member works in excess of 38 hours per week this is considered overtime, see Section F, below.</p> <p>F. Overtime</p> <p>Overtime refers to an instance where a shift is filled by an ongoing staff member who is required to take on additional hours at work, this may be through a call-back or through overtime.</p> <p>For an ongoing, <u>part-time</u> staff member overtime refers to additional work in excess of 38 hours of service per week.</p>
Counting Rules	<p>A. Rate of unplanned absences</p> <p>Count the number of rostered staff members taking unplanned leave at each site on each shift. Calculate the percentage of unplanned absences for the number of rostered staff members for each shift.</p> <p>B. Rate of unplanned absences / spare utilisation</p> <p>Count the amount of unplanned absences at each site for each shift. Count the number of spares used to manage unplanned absences and determine the percentage of unplanned absences managed through spare utilisation.</p> <p>C. Rate of unplanned activity / spare, part-time and/or casual utilisation</p> <p>Count the amount of unplanned activity at each site for each shift. Count the number of spare, part-time or casual staff members used to manage unplanned activity and determine the percentage of unplanned activity managed through spare, part-time and/or casual staff utilisation.</p> <p>D. Rate of unplanned activity / overtime</p> <p>Count the amount of unplanned activity at each site for each shift. Count the number of staff members on overtime used to manage unplanned activity and determine the percentage of unplanned activity managed through overtime.</p>
Reporting Requirements	<p>Sites are responsible for:</p> <ul style="list-style-type: none"> • Reviewing and approving each business day's Daily Actuals and Variation Sheet (Duty Manager); and

KPI 10	Labour Utilisation
	<ul style="list-style-type: none"> Forwarding the Daily Actuals and Variation Sheet to the relevant Business Centre and DCS' Central Rosters Team. <p>Data to be prepared by DCS Business Centres.</p>
Reporting Period	Monthly

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KPI 11: Prisoner on Employee Assaults

KPI 11	Prisoner on Employee Assaults										
Formulae	Number of Prisoner on Employee Assaults										
Performance Targets and Thresholds	<p>The target for this KPI is no more than xx.</p> <p>The following tables set out the performance thresholds for this KPI.</p> <table border="1"> <thead> <tr> <th></th> <th>Performance Range</th> </tr> </thead> <tbody> <tr> <td>Exceptional</td> <td><xx</td> </tr> <tr> <td>Achieving</td> <td>xx – xx</td> </tr> <tr> <td>Needs Improvement</td> <td>xx – xx</td> </tr> <tr> <td>Poor</td> <td>>xx</td> </tr> </tbody> </table>		Performance Range	Exceptional	<xx	Achieving	xx – xx	Needs Improvement	xx – xx	Poor	>xx
	Performance Range										
Exceptional	<xx										
Achieving	xx – xx										
Needs Improvement	xx – xx										
Poor	>xx										
Definitions	Prisoner on Employee Assaults are based on the number of specified <i>Prisoner on Employee Assaults</i> logged on the DCS incident reporting system for the counting period.										
Counting Rules	<p>Assault Serious (Physical)</p> <p>Count the number of Assault Serious (Physical) where a prisoner has committed the assault on a DCS employee.</p> <p>A serious assault is an act of physical violence committed by a prisoner(s), resulting in actual bodily harm to one or more person(s) where:</p> <ul style="list-style-type: none"> • there is at least one apparently reliable witness to the assault; or • the victim claims an assault and there is no obvious reason to doubt this claim; or • a visible injury has occurred and there is sufficient circumstantial or other evidence to make an assault the most likely cause of the injury on the basis of the balance of probabilities; <p>AND</p> <ul style="list-style-type: none"> • the victim requires medical treatment and assessment by a medical officer resulting in overnight hospitalisation in an offsite medical facility. <p>Assault Serious (Sexual)</p> <p>Count the number of Assault Serious (Sexual) where a prisoner has committed the assault on a DCS employee.</p> <p>A serious assault (sexual) is defined as an occurrence where:</p> <ul style="list-style-type: none"> • there is at least one apparently reliable witness to the assault; or • the victim claims an assault and there is no obvious reason to doubt this claim; or • a visible injury has occurred and there is sufficient circumstantial or other evidence to make an assault the most likely cause of the injury on the basis of the balance of probabilities; 										

KPI 11	Prisoner on Employee Assaults
	<p>AND</p> <p>the victim reports that any person in any manner has sexually assaulted him/her, or there is clear evidence of such an assault having occurred, irrespective of whether the person has been hospitalised or not.</p> <p>Assault Non-Serious (Injury)</p> <p>Count the number Assault Non-Serious (Injury) where a prisoner has committed the assault on a DCS employee.</p> <p>A non-serious assault is defined as an occurrence where an act of physical violence or the production of a weapon, committed by one or more person(s) on an employee, which results in an injury (whether physical or psychological) that may or may not require short-term medical intervention, but does not require to be admitted to hospital.</p> <p>Exclusions</p> <p>Exclude assaults that are:</p> <ul style="list-style-type: none"> • Prisoner on Prisoner; or • Prisoner on Visitor/ Volunteer /Member of the Public; or • Employee on Prisoner; or • Contractor/Visitor/Volunteer/Member of the Public on Prisoner; or • Contractor/Visitor/Volunteer/Member of the Public on Employee. <p>Please note that these are captured in KPI 4.</p>
Reporting Requirements	<p>The Operator is responsible for ensuring that accurate reports are being provided for each Prisoner on Employee Assault in compliance with the Standard Operating Procedures, to include:</p> <ul style="list-style-type: none"> • date and time of the Prisoner on Employee Assault; • location of the Prisoner on Employee Assault; • details of Prisoner(s) involved in the Prisoner on Employee Assault, including as a victim; • details of Non-Prisoner(s) involved in the Prisoner on Employee Assault, including as a victim; • summary of the Prisoner on Employee Assault; • details of the Operator’s response to the Prisoner on Employee Assault; • details of the injury (where relevant); • the Operator’s intended actions to minimise future risk of Prisoner on Employee Assault; and • the Operator’s report regarding the Prisoner on Employee Assault in accordance with the Corrections Legislation.
Reporting Period	Monthly

KPI 12: Work, Health and Safety

KPI 12	Work, Health and Safety
Formulae	A. Number of new Notifiable Incidents B. Number of total new Workplace Injury Claims.
Performance Targets and Thresholds	A. The target for the number of new Notifiable Incidents is zero. B. The target for the number of total new workplace injury claims is XXX (a reduction of xx% from 2018-19).
Definitions	<p>A. Notifiable Incident</p> <p>A ‘notifiable incident’ is defined as any incident arising out of the conduct of a business or undertaking at a workplace, which results in:</p> <ul style="list-style-type: none"> • the death of a person; • a ‘serious injury or illness’; or • a ‘dangerous incident’. <p><u>Serious Injury or Illness</u></p> <p>Serious injury or illness is defined as:</p> <ul style="list-style-type: none"> • An injury or illness where the person requires any of the following types of treatment: <ul style="list-style-type: none"> ○ immediate treatment as an in-patient in a hospital; ○ immediate treatment as a result of a hospital admission; or ○ medical treatment within 48 hours of exposure to a substance. <p>OR</p> <ul style="list-style-type: none"> • Any infection where work is a significant contributing factor. • Any occupational disease contracted in the course of work involving handling or contact with animals, animal hides, skins, wool or hair, animal carcasses or animal waste products. <p>OR</p> <ul style="list-style-type: none"> • Where there is an incident in relation to a workplace that exposes any person to a serious risk of injury. <p><u>Treatment</u></p> <p>‘Immediate treatment’ is defined as the kind of urgent treatment that would be required for a serious injury or illness. It includes treatment by a registered medical practitioner, a paramedic or registered nurse.</p> <p>‘Medical treatment’ refers to treatment by a registered medical practitioner (a doctor).</p> <p>B. Workplace Injury Claim</p> <p>A workplace injury claim is defined as a new workplace injury reported to the Injury Management Unit within DCS.</p>

KPI 12	Work, Health and Safety
Counting Rules	<p>A. Notifiable Incidents</p> <p>In counting the number of new Notifiable Incidents include:</p> <ul style="list-style-type: none"> • all incidents reported to Safe Work SA as a notifiable incident; • all reports made to the Technical Regulator; • all reports that occurred as a result of an incident on the Correctional centre grounds; and • all reports that occurred as a result of an incident linked to the Correctional centre, e.g. while escorting prisoners off-site. <p>In counting the number of Notifiable Incidents exclude:</p> <ul style="list-style-type: none"> • incidents that happen for reasons which do not have anything to do with work or the conduct of the business or undertaking <p>B. Workplace Injury Claims</p> <p>In counting the number of new Workplace Injury Claims include all claims made by any DCS site staff member that arises out of or in the course of their employment.</p>
Reporting Requirements	<p>The Operator is responsible for:</p> <ul style="list-style-type: none"> • ensuring all notifiable incidents are reported as per SOP 071; • ensuring all injuries and hazards are reported and managed on the HIRM System; and • ensuring all workplace injury claims are reported as per SOP 059. <p>All other data will be prepared by Injury Prevention / Management, People and Business Services, DCS.</p>
Reporting Period	Monthly