

## **APCCA Newsletter No. 15**

**December 2002**

### **Highlights**

#### **1) 23<sup>rd</sup> APCCA Conference Host**

Hong Kong (China) will play host to the participating countries at the 23<sup>rd</sup> APCCA Conference in 2003.

#### **2) APCCA Website's New Look**

With effect from October 2002, the Australian Institute of Criminology (AIC) has officially handed over the hosting of the APCCA website to the Singapore Prisons Department. The website has been given a new "look and feel". The 21<sup>st</sup> and 22<sup>nd</sup> APCCA Conference Reports, discussion papers from several participating countries, as well as the June 2002 issue of the APCCA newsletter may now be found at the website. The most current contact details of the APCCA Permanent Secretariat are also available. Singapore Prisons Department cordially invites you to visit the website at <http://www.apcca.org>

#### **3) Voluntary Contribution Acknowledgement to APCCA Fund**

The following countries/areas are gratefully acknowledged for their contributions to the APCCA Fund for the year 2002:

Northern Territory of Australia	US\$1000
Macao	US\$1000
Papua New Guinea	US\$956.95
Philippines	US\$500
Thailand	US\$1000

Member jurisdictions who wish to contribute to the APCCA Fund can either pay by bank draft in US dollars payable to "Asian and Pacific Conference of Correctional Administrators" or by telegraphic transfer to the Fund's US dollars bank account 002-9-643038 with the Hong Kong and Shanghai Banking Corporation Limited at 1 Queen's Road Central, Hong Kong.

#### 4) Donation to victims of the Bali bomb blast

APCCA wishes to extend our deepest condolences to the victims, their families and friends, of the 12 October 2002 Bali bomb blast. APCCA has also decided, at the recent 22<sup>nd</sup> Conference in Bali, that a donation of US \$10,000 from the APCCA fund be donated to help the victims and their families through the local government.

#### **AGENDA SETTLED FOR 23RD APCCA IN HONG KONG (CHINA)**

An ad hoc sub committee was appointed at the preliminary business meeting of the 22<sup>nd</sup> APCCA to recommend an agenda for the 23<sup>rd</sup> APCCA to be held in Hong Kong (China) in 2003. The sub committee comprised representatives of Australia, Hong Kong (China), Korea, New Zealand and Singapore together with the APCCA Coordinator, Professor David Biles, and the Co Rapporteur, Dr Neil Morgan.

After considering a number of suggestions from a range of sources the sub committee decided to recommend, and the full conference subsequently accepted, the following agenda for the 23rd APCCA:

**Substantive Agenda Items:**

**Agenda Item 1 Contemporary Issues in Corrections**

**Agenda Item 2 Dealing with Prisoners' Complaints and Grievances**

**Agenda Item 3 Promoting Desirable Prison Officer Culture and Behaviour**

**Agenda Item 4 Major Prison Disturbances: Causes and Responses**

**Specialist Workshops:**

**(Two of the three topics listed below to be selected by the conference host in the light of offers to make presentations by participating nations.)**

- 1. Prison Industry Partnerships (New Zealand offered a presentation)**
- 2. Training and Succession Planning for Senior Correctional Managers, and**
- 3. Techniques for Reducing Prison Overcrowding including Non custodial sentences and Early Release Schemes.**

Professor Biles, indicated to the meeting that he would elaborate on this outline in the Discussion Guide which should be available in early 2003.

**Joint Declaration at 22<sup>nd</sup> APCCA Conference in Bali**

A Joint declaration was signed by all delegations at the 22<sup>nd</sup> APCCA held in Bali, Indonesia in October 2002. These include ACT, New South Wales and Northern Territory of Australia, Brunei Darussalam, Cambodia, Canada, China, Hong Kong (China), Fiji, India, Indonesia, Japan, Republic of Korea, Malaysia, Mongolia, New Zealand, Philippines, Singapore, Sri Lanka, Tonga, Thailand and Vietnam

The Joint Declaration serves as a formal constitutive instrument in which the purpose, activities, structure and procedures of the APCCA are clearly defined. This helps in giving the APCCA a more professional identity and placing the organisation on a more secure footing.

The Joint Declaration has come into effect between the signing parties upon signature on 18 October 2002. According to the Joint Declaration, all signing parties are members of the APCCA. Any other state, territory or area may accept the Joint Declaration by signing a registration book deposited at the APCCA Secretariat and completing necessary procedures, if applicable, as stipulated in the Joint Declaration. For details, please contact the APCCA Secretariat by phone at (852) 2582 5205, fax at (852) 2582 5205 or email at [apcca\\_sec@csd.gov.hk](mailto:apcca_sec@csd.gov.hk).

### **Participants from the International Training Course Visit a Juvenile Training School**

UNAFEI has been conducting the 122nd International Training Course on “The Effective Administration of Criminal Justice to Tackle Trafficking in Human Beings and Smuggling of Migrants.” On 24 September 2002, as a course programme, the participants visited Ariake Kogenryo, a Juvenile Training School located in Nagano Prefecture. After a briefing on the juvenile justice system in Japan and correctional programmes given in the institution, the participants went on a tour around the institution. The participants were impressed with the various educational programmes oriented to rehabilitate juveniles committed thereto.

Ariake Kogenryo is an open-type juvenile training school operated by the Ministry of Justice and receives juveniles aged 14 to 19, who have a high possibility of re-socializing within a short period and are suitable for open-type treatment. The institution is developing a variety of correctional programmes including academic education or extramural vocational training with the support of the community.

**22ND APCCA ANOTHER GREAT SUCCESS, DESPITE BOMBING**

by David Biles

The 22nd assembly of the Asian and Pacific Conference of Correctional Administrators held at the Bali Hilton International Hotel, Nusa Dua, Indonesia, from 13 to 19 October 2002 was undoubtedly another great success, despite the horrific terrorist bombing that occurred on 12 October just a few kilometres away from the conference location. Conference delegates were acutely aware of the atrocity which claimed nearly 200 lives and injured twice as many, but, with one exception, all delegations stayed to see the conference through. It was widely felt that to abandon the conference would be seen as surrendering to the terrorists.

The conference was hosted by Mr Adi Sujatno, the Director General of Corrections for Indonesia, and was officially opened by The Honorable Prof. Dr. Yusril Ihza Mahendra, the Minister for Justice and Human Rights for Indonesia.

The conference was attended by delegations from 21 nations or regions, which was equal to the highest number since it was established in 1980. For different reasons, all unrelated to the bombing, three other nations decided not to attend and this prevented a new record being set. Even with 21 nations, which included China and India, the governments of approximately one half of the total population of the world were represented by the delegations attending.

The conference itself considered four substantive agenda items:

1. Contemporary Issues in Corrections,
2. The Outsourcing of Correctional Services,
3. Recruitment, Training and Career Development of Correctional Staff, and
4. The Reception and Classification of Prisoners as the Key to Rehabilitation.

In addition, two specialist workshops discussed:

1. Correctional Standards, Service Quality, Benchmarking and the Risk of Reoffending, and
2. Community Participation and Engagement in Corrections.

All participating delegations prepared detailed papers which were circulated to all participants. These papers will eventually be published on the APCCA web site <[www.apcca.org](http://www.apcca.org)>. A draft report of the conference was circulated to all delegates before their departure, and a final report is to be published by the Indonesian hosts in early 2003. This will also be circulated as well as published on the APCCA web site.

In addition to the formal conference discussions, delegates were taken on professional visits to two prisons on the island of Bali as well as to the Denpasar Court and other places of cultural interest. A separate program of visits for spouses was also provided. Generous hospitality in the form of formal and informal dinners was provided by the hosts on five of the six nights of the conference, and at most of these dinners traditional Balinese dancers and other actors entertained the guests. For a Balinese Village theme dinner, delegates were required to wear an APCCA 22 polo shirt, sarong and udeng (an Indonesian head scarf). Special shirts were also provided for other occasions.

At the conclusion of the conference all delegates expressed their warm appreciation of the hospitality of Adi Sujatno and also congratulated his team of conference organisers, led by Pak Ambeg. Finally, the delegates unanimously voted to donate \$10,000 (US) from the APCCA Fund to the Balinese victims of the bombing.

### **ACT Corrective Services**

ACT Corrective Services (ACTCS) is committed to the ongoing improvement of the educational and practical skills of all staff involved in offender management.

In 2002, ACTCS continued to recruit and train custodial officers against the national qualification Certificate III in Correctional Practice. A number of improvements have been made to the recruitment and training program, including a more practical and holistic approach to the assessment of recruits during their traineeship, and the introduction of a mentoring scheme to support new staff and facilitate their learning. In addition, approximately 20 existing officers completed their 'Train Small Groups' qualification, which provides ACTCS with a pool of experienced officers to provide training to new staff.

In March 2002 ACTCS, in partnership with the Canberra Institute of Technology, offered the Certificate IV in Correctional Practice to existing officers. Approximately 40 officers will have completed this course of study by December 2002. Officers undertaking this course of study have built on the knowledge gained at Certificate III level in Custodial Services, and have also gained a Certificate IV in Correctional Practice (Community). This has expanded the skill base for those officers, to enable them to work within other areas of the organisation and justice system.

ACTCS, in conjunction with ACT Youth Justice Services (ACTYJS), have been recognised at the ACT and National Training Excellence Awards for their commitment to the development and education of staff. In August, ACTCS and ACTYJS were joint finalists in the category 'Employer of the Year ACT Training Excellence Awards. In November, the organisations were jointly presented with the Corrective Services Industry Award at the Australian Training Awards

For further information please contact Julie Nolan, Senior Training Officer,  
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### **Children benefit from nursery sales**

A cheque for \$9500 was presented recently to the Sydney Children's Hospital, Randwick from Panama Developments Pty Limited - a private sector company operating a commercial

nursery at Long Bay Correctional Centre. Long Bay is on the NSW coast, just south of Bondi Beach, near Sydney.

“Sale Days” are held throughout the year providing a retail service to the community by Correctional, Inmate and Panama Developments staff. These sales over the past eight years have generated donations to the hospital in excess of \$62,000. The donations are used to purchase equipment such as respirators and thermometers within the Children’s Hospital.

Accepting the cheque was the Executive Director of the Children’s Hospital, Professor Les White. The Professor said “I live in close proximity to the Centre at Long Bay and have purchased many plants from the sale days on a number of occasions, I might add I have had great success with them.” He thanked Corrective Services, Panama Developments and Corrective Services Industries (CSI) for their long association with the Hospital. Aimee Mason, Special Events Co-ordinator also provided the group with an informative insight into the enormous challenges, constraints and rewards that are experienced whilst providing the best patient care possible.

Ian Flynn, Regional Superintendent, Wonderfrash Fitwota, SOS, Panama Developments and Anne Picard, CSI Business Services Manager represented the Department. Russel Dickson, On-Site Manager for Panama Developments presented the cheque.

“What a great result!” Anne Picard said. “Although it was very sad to see so many very sick little babies, it was a privilege to know that our donations have been used to help make a little life easier.”

*(Published 3 Oct 2002)*

### **Indigenous Sex Offender Treatment Program**

The Queensland Department of Corrective Services has developed an innovative Indigenous Sex Offender Treatment Program. The program grew out of recommendations from a Queensland Government report *Corrections in the Balance* that articulated the need for culturally appropriate programs for Aboriginal and Torres Strait Islander offenders. The development of this program was in accord with the Queensland Government’s crime

prevention through effective correctional programs and reducing the over representation of indigenous offenders initiatives. The Queensland Government provided special funding for the development and facilitating of the program.

The department has run a Sexual Offender Treatment Program for serious sexual offenders since 1991. This program targets rapists and paedophilic offenders. However, few indigenous sex offenders volunteered to undertake the program due to concerns about the program's cultural appropriateness.

The department recognised that the pathways to sexual aggression were not necessarily the same for indigenous and non-indigenous offenders. For example, indigenous offending often occurred in the context of cultural marginalisation, poverty, unemployment and alcohol abuse. Additionally, indigenous offenders' cultural and social experiences were not always addressed by the western orientation of the existing programs.

Related to the issues of cultural appropriateness is group makeup. Most treatment groups are comprised of individuals who generally share similar social and cultural backgrounds. A group allows participants to benefit from the group dynamic, to learn, to confront and be confronted in a therapeutic environment. Where great dissimilarity of social, cultural, education, socio-economic status or undercurrents of racism are present rehabilitation can be inhibited. Similarly, if offending circumstances are difficult to relate to, or placed in a cultural context, the learning gains are reduced. It was evident that a specific program for indigenous offenders that factors these issues into its approach would be likely to achieve greater gains. However, an indigenous offender, if he prefers, can attend an existing sexual offender program which offers a "standard" curriculum.

Another problem identified was program entry requirements. Existing programs require literacy skills that many potential indigenous participants lacked. Existing sexual offender programs have heavy reading and writing, reflecting and group participation requirements. For example, participants are required to write a detailed autobiography and present it in class. This requirement could discriminate against motivated indigenous offenders to

undertake the course. It was also potentially a subtle form of bias suggesting the primacy of literacy over other non-written forms of expression.

Taken together, these issues suggested that simply porting over an existing sex offender program was not a viable alternative for all indigenous sexual offenders. The department recognised that a new culturally appropriate and relevant program was needed. The aim was not to reject interventions that worked or reinvent the wheel, but to build on what worked, in a format relevant to indigenous offenders.

The department entered into a contractual agreement with a Brisbane university in 1999 to develop a sexual offender treatment program for indigenous offenders and in January 2000, a draft program manual was provided to the department.

The draft program consisted of four modules:

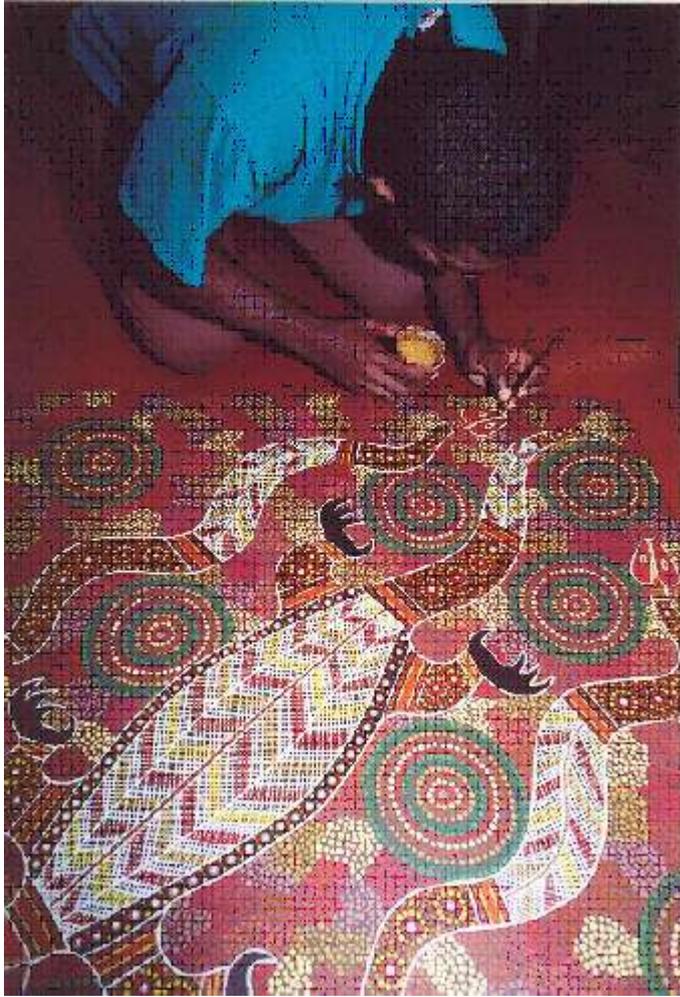
- Module one objectives include identifying Aboriginal history, the impact of European settlement, family and coping skills that have been employed to adapt to European settlement in Australia. This module also undertakes a life review of the participant's family and community.
- Module two's objectives are to provide a vehicle to disclose appropriately and comprehensively, the participant's history of sexual offending behaviour, demonstrate acceptance of full responsibility for his offending behaviour, describe his offending in terms of its antecedents and consequences.
- Module three aims to identify and challenge thinking patterns that contributed to the development and maintenance of offending behaviour, apply techniques to challenge offence related thinking and identify negative consequences that arise from his sexual offending behaviour.
- Module four concentrates on identifying future situations that increase the risk of re-offending and planning effective risk management strategies.

The last three modules utilise a relapse-prevention model of intervention. This model is the most widely used intervention for sexual offenders and an increasing body of research suggests that it produces a treatment effect. However, they were designed with indigenous participants in mind and were culturally sensitive.

The program represents a new direction in the treatment of indigenous sexual offenders. It combines state-of-the-art interventions with cultural appropriateness. Therapeutic integrity is maintained by adhering to world's-best-practice and facilitation by trained professionals.

The program commenced in May 2001 as a pilot and graduated ten participants in May 2002. The program facilitators were lead by a senior psychologist experienced in facilitating sexual offender programs with indigenous groups.

The program has been generally well received by participants and stakeholders. Participants were highly motivated to complete the program not only for their own sake but also for others who will follow. Stakeholders, centre management and facilitators have all noted attitudinal changes in participants. Perhaps the best indication of the program's success, is word of mouth - 17 offenders have already enrolled for the next program which commences in October 2002.



### **Hearty Music Behind Walls**

The voices of more than 60 male and female singers were smooth and powerful. The glorious high and low voices struck all the audiences who happened to hear the choir and could not help but ask who these singers were and where had they trained, for being able to perform such beautiful melodies. The answer was rather surprising when it was told that these singers were drug addicted prisoners from various correctional institutions who had gathered and been trained for a choir, part of inmates' treatment program called Music Therapy, in prison.

Music is not something new. Indeed, it is a general activity that has always been performed within prisons as recreation program. In Thailand, most prisons usually have one or more

music bands, traditional Thai and rock band, trained and performed by inmates as entertainment on various occasions such as New Year and other festivals. But just during this last year, Pathum Thane Correctional Institution for Drug Addicts cooperated with the Christian Ministry Mission to train a group of inmates for a chorus team. The outcome of the training was so satisfactory that it has brought joy and pride to all concerned parties who could not resist bringing these inmates out of the institution to convey that heartfelt joy to audiences across the country. This music therapy has simply represented that it not only creates a positive outcome to the inmates themselves, but also enhances productive attitude in those who hear the voices of the choir.

The inmates of Pathum Thane Correctional Institution are previous drug addicts who do not know even a single music note. When chorus singing was introduced to the institution, they were puzzled and did not expect themselves to be qualified or capable members of the choir. But thanks to the strong effort of trainers, in a short period of time, the inmates have finally found themselves and proven to be a capable team of chorus singers. Their beautifully combined voices have rendered astonishment and admiration to every person who listens to the choir. Hearty music has happened behind those secret walls.

Actually, the choir is not merely a singing activity. The inmates who participate in the choir have learnt to live and interact with other inmates. They have to cooperate, to study, and to exchange experiences with one another. The outcome of the interaction is considered as productive as other theoretical rehabilitation activities. The singing practice has rendered both physical and mental treats, and proves to be an economical and worthwhile investment of human resource development.

Following the Department's "Open the Prison to the Community" project, the inmates have been brought out to perform chorus singing to the public outside prisons. People in the community can learn about the prison's activity and, at the same time, the choir can be a protective wall against drug addiction within the risked group, particularly students in educational institutions. As ex drug addicts, the participants are spending their time behind bars due to the drug offences they committed. Indeed they are in the best position to give

warning to the younger generation not to enter the dark circle of drugs like their previous painful experience.

At present, the choir activity has expanded into more facilities. From time to time, choirs from different institutions are brought out to perform on different occasions and in different places across the country. Their voices not only marry among themselves to create endless beautiful songs, but it also creates linkages between inmates and their friends, inmates and the staff, and between Corrections Department and the community. The music rendered by the choir is the voice leaking out of the walls, providing information on the treatment of inmates to the public. It has also taken part in drug prevention programmes for youth. It is definitely the pride of the inmates and all correctional staff.

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Prison choir singing in public



## **Helping inmates to Start Over**

*New Zealand Department of Corrections*

Connecting employers with skilled and motivated workers while also making communities safer is the philosophy behind a new government initiative called Start Over.

Start Over was launched in May to a packed audience at Ullrich Aluminium's head office in Auckland. Those present included employers, representatives from organisations that help offenders, community groups, plus Corrections and Work and Income personnel.

Jointly developed by the Department of Corrections Corporate Management group and the Ministry of Social Development, Start Over is about helping recently-released offenders into employment and encouraging employers to hire them.

A dedicated freephone has been set up for employers to call for more information or to register a vacancy. Calls to 0508 START OVER are received by Work and Income, who refer Start Over job seekers with suitable skills and experience to vacancies. Work and Income may also use its connections with community organisations and talk with the Community Probation Service to see if there is anyone available to fill the position.

Start Over is an opportunity for community-spirited employers to contribute to making communities safer. By the end of September 57 potential employers had registered with the scheme and 32 offenders had been successfully placed.

Research shows that employment plays a key role in reducing re-offending. One study by the Canadian Corrections Service found that offenders employed within the first six months of release re-offend at half the rate of unemployed offenders.

Start Over is one of a number of initiatives that the Department of Corrections has in place to rehabilitate inmates and provide them with training and work skills. For example, inmates working for Corrections Inmate Employment can gain New Zealand Qualifications Authority approved unit standards, which are the building blocks for national certificates and diplomas.

### **More support makes a difference for Maori offenders**

#### **New Zealand Department of Corrections**

Reducing re-offending by Maori, the indigenous people of New Zealand, is a key objective of the Department of Corrections and is a direct reflection of its commitment to reducing social inequalities.

Maori are part of the Polynesian cultures in the South Pacific and comprise 14.5 percent of the total population of approximately 3.7 million people in New Zealand. Maori are disproportionately represented in the correctional population. They comprise 53 percent of all offenders serving custodial sentences, 48 percent of all offenders serving community-based sentences, 59 percent of all female inmates and 51 percent of all male inmates.

In response the Department of Corrections has launched the *Kaiwhakamana Policy*, an initiative that aims to provide Maori with an opportunity to view and guide the delivery of corrections services to Maori inmates.

The policy allows Maori elders or spiritual or community leaders, greater and easier access to prisons and Maori inmates. People registered under the policy are known as Kaiwhakamana (the “Enablers”) and have access to any prison in the country during normal visiting hours, or outside these hours by arrangement with prison management.

National Systems and Services Manager Graeme Vercoe is excited about what the new policy is going to achieve.

“Maori have been calling for a greater involvement to contribute to the wellness and well-being of their people and this is just one of the ways the Department is working with them to achieve that.”

Graeme says the initiative will allow Maori inmates to be provided with advice on things like family relationships and personal and cultural matters; it will also assist them in returning to their communities.

The Department has also established a similar initiative for Pacific Island inmates, the *Fautua Pasefika Policy*. This also allows Pacific Island community leaders greater access to prisons in order to provide support and guidance to inmates of Pacific Island descent.

Photo caption:

Former Minister of Corrections Matt Robson (second from left) with registered Kaiwhakamana, from left, Bishop Whakahuihui Vercoe, Doris Te Parekore Vercoe and Maori programme provider Mita Mohi at the launch of the *Kaiwhakamana Policy*.



### **Quality comes first in handling of complaint**

Hong Kong Correctional Services

Following the certification of its provision of complaints handling service to ISO 9002:1994 standard in August 2000, the Complaints Investigation Unit (CIU) of the Hong Kong Correctional Services Department (CSD) successfully obtained an ISO 9001:2000 edition accreditation in August 2002.

This has demonstrated that the CIU, which mainly handles and investigates complaints and requests made by inmates and members of the public in relation to the day-to-day operation of CSD, is determined to discharge its duties efficiently under the ISO accredited mechanism.

In striving for quality management, the CIU employs the Total Quality Management concept with emphasis on competence, continuous improvement, communication and stakeholder satisfaction.

To strengthen their competence and maintain the dynamics for continuous improvement, [the](#) CIU officers are provided with internal and external training. Since 2001, 11 front-line officers from various institutions have also participated in the 'Attachment-to-[the](#) CIU Programme' to hone their skills in complaints handling.

An e-learning courseware on 'Complaints Investigation and Reporting' is also being produced to enhance knowledge management and organisational learning.

Continuous improvement is another important element to enhance service quality. Improvements made in the year to improve user-friendliness and efficiency included standardising report format, streamlining procedures and conducting benchmarking activities on processes and functions with public and business organisations.

Effective communication is another key element to enhance service quality. About 100 officers participated in outreaching experience-sharing activities organised by the CIU at various institutions in the first three quarters of 2002.

The discussions aim at exploring appropriate actions to diffuse situations before they develop into complaints. The sessions also enhance the mutual understanding and trust between front-line staff and CIU investigators.

The Unit has published its Annual Report 2001 in which typical cases were highlighted for experience sharing and learning. The report has also been uploaded on to the CSD Intranet.

To fine-tune [the](#) CIU's service, a customer satisfaction survey targeting the two main groups of stakeholders - the complainants and those being complained - has been conducted to identify customer needs and expectations. In the first three quarters of 2002, over 80% of the respondents were satisfied with [the](#) CIU's service.

The CIU will continue to handle complaints efficiently under the ISO accredited mechanism. In essence, the complaints are investigated, inadequacies of services identified; corrective and preventive actions for improvement implemented to achieve the strategic goal to better CSD's service quality.

### **Hong Kong receives prestigious ICPA award**

The inaugural President's Award of the International Corrections and Prisons Association (ICPA) goes to the Hong Kong Correctional Services Department (CSD). The winning initiative, one of the two from Hong Kong, is 'The leveraging experience of adding values to people in corrections'.

The awards ceremony was held at the Annual General Meeting and Conference of the Association at Noordwijkerhout, the Netherlands, starting October 20. A six-member CSD delegation led by the Commissioner of Correctional Services, Mr. Benny Ng Ching-kwok, attended the six-day conference together with correctional administrators from 53 countries and regions.

"The industries team has worked hard, wisely and diligently to achieve not only greater operational efficiencies and a professional certification, but also enhanced the reintegration process for offenders, strengthened staff teamwork and dedication, and improved partnership and customer satisfaction. This is an impressive display of real results in the real

world and also of 360 degrees improvement and of systems thinking at it's best," said Dr. Ole Ingstrup, President of ICPA.

"I am glad that CSD has been chosen to receive this inaugural award, which is an international recognition of our professionalism," Mr. Ng said after the opening of a showcase on the winning initiative on October 21.

"It is our mission to deliver quality custodial and rehabilitative services recognised internationally for excellence. The honour belongs to all staff members of Hong Kong Correctional Services."

CSD started ISO 9001 management practices in 2001 at three large laundries managed by its Correctional Services Industries (CSI), namely the Pik Uk Laundry, Tuen Mun Hospital Laundry and Shum Wan Laundry. These three laundries complied with ISO 9001: 2000 quality management system standard and obtained certification in the same year.

The sign-making business of CSI and the Complaints Investigation Unit of CSD also obtained ISO 9002 certification for their management systems in 1999 and 2000 respectively and upgraded to ISO 9001:2000 recently.

He said the ISO quality management system provided good principles and guidelines that enabled CSI to conform to service requirements, sustain development through customer focus and achieve continuous improvement.

"The initiative adds values to people and practices in major areas of prison management, co-operation with partners, staff development and prisoners rehabilitation. As no external consultant services had been employed, staff teamwork and committed participation was the key to the success," Mr. Ng added.

The showcase mounted between October 21 and 25 drew enthusiastic response from delegates with some of them hailing the initiative as a model of work rehabilitation in corrections.

The ICPA Awards Programme was launched this year to encourage cooperation, partnership, teamwork and sharing of professional knowledge. It recognises outstanding progress and excellent achievements that advance humanitarian approaches and professional corrections. There are 3 other award categories.

The winner of Management and Staff Training Award is the Women's Estate Policy Unit in HM Prison Service and the Trust for the Study for Adolescence. The Research Award goes to Dr Jeffrey Pfeifer and Ms. Reagan Hart-Mitchell of University of Regina, Canada. There are two recipients of Offender Management and Reintegration Award. The first is the Israel Prison Service and the second is being shared between a partnership consisting of the Correctional Service of Canada, the National Parole Board of Canada, Sponsoring Agencies and their In-Reach workers.

### **New Rehabilitation Programme for Young Offenders**

The Hong Kong Correctional Services Department (CSD) has implemented a new Rehabilitation Centre Programme since July 2002.

The programme is specially devised to cater for the rehabilitation needs of young offenders between 14 and less than 21 years of age whose crimes call for a short-term residential treatment.

It is physically less demanding than the Detention Centre Programme and provides an intermediate sanction between the longer term Training Centre Programme (from six to 36

months) run by CSD and non-custodial measures such as probation administered by the Social Welfare Department.

The programme aims to deter young offenders from committing further crimes, correct their delinquent values and behaviour, help them develop socially acceptable behaviour and respect for law, equip them with necessary social and life skills to enhance their problem solving capacity, and provide them with opportunities to learn the necessary skills for reintegration into society.

It provides training in a correctional institution in the first phase followed by residing in a half-way house in the second phase.

The first phase provides two to five months' training in a correctional facility which focuses on discipline training and aims to help the young offenders learn to exercise better self-control and develop a regular living pattern.

During the second phase, young offenders will be accommodated in a hostel with a half-way house setting for a period of one to four months on a mandatory basis. They may go out for work, attend vocational training and educational courses, and participate in community service programmes. They would also be encouraged and assisted to maintain contacts with their family members and friends.

The total period of detention would range from a minimum of three months to a maximum of nine months. The actual period of detention depends on the offender's progress, improvement in behaviour, self-care ability, and response towards counselling. Discharged young offenders are subject to one year's statutory supervision by CSD aftercare officers.

As at September 25, 2002, 31 young male offenders and nine young female offenders were admitted to phase one rehabilitation centres.



Discipline training helps to instil a respect for law in rehabilitation centre inmates.

**Aspiring Music**

Aspirations—a gift from inmates at Singapore’s Kaki Bukit Centre (Prison School) to society. This is a compilation of original songs written and performed by reforming offenders, and Prison Officers at the Kaki Bukit Centre (Prison School), as well as volunteers from the community. The album, titled Aspirations, is a joint production by the Singapore Prisons Department and the Southeast Community Development Centre (CDC). The sales proceeds of this CD are to be donated to the Lifeworks Student Care Centre for intellectually challenged youths.

The album consists of songs in the 4 national languages of English, Malay, Mandarin and Tamil. Boosting titles such as ‘You Came’, ‘Friends’, and ‘We Can Live Together’, the songs not only portray patriotism and love for Singapore, but also the feelings of these inmates towards their past, and their hopes for the future. With these songs, the Southeast CDC aims to reflect Singapore’s strong community spirit and distinct national identity, and to enhance racial harmony in the community.

More importantly, this project represents a further testament to the Singapore Prisons Department’s successful partnership with the community in helping reforming offenders rehabilitate, renew and restart their lives. For many of the inmates involved, the project was especially meaningful as it allowed them to contribute towards society via a charitable cause. The production process proved also to be a journey of self-discovery, and great motivation for these inmates.

The significance of this activity is threefold. It serves a charitable cause, enhances patriotism and allows the inmates show their determination to re-enter society as responsible citizens.



## **SINGAPORE PRISONS DEPARTMENT MAKES HISTORY**

On Sat 12 Oct 2002, the Singapore Prisons Department launched the pilot project for the world's first Internet Home Tele-visit facility for inmates and their families.

The objectives of this 12-month long pilot project are to evaluate the viability of the Internet Home Tele-visit concept, to test the reliability of the system, and more importantly, to gauge the acceptance level of the inmates and their family members towards this facility.

With this facility, both the Institutions and the inmates' homes will be equipped with a personal computer and video conferencing system such as a web-based camera, microphone and speakers. The families will not be required to purchase them. At a scheduled time, the family members will log on to the Internet video conferencing system to tele-visit with the inmates at the Institutions. The session will be automatically terminated when the visiting time expires.

60 inmates and their families have been selected for this pilot project. Their selection was based on good conduct and positive response to our rehabilitation efforts and having families who are supportive, computer-literate and willing to participate in this pilot.

The pilot implementation will be at Moon Crescent Prison/Reformative Training Centre and Kaki Bukit Centre (Prison School) before being extended to Tanah Merah Prison and Changi Women's Prison.

Family support is essential for the rehabilitation of reforming offenders and their successful reintegration into society. The Internet Home Tele-visit is another opportunity provided by the Department to help inmates stay connected to their families.

**This latest initiative is a fine example of leveraging on technology as part of our rehabilitation efforts.**

These are some of the feedback we had gathered from two inmates who participated in the trial:

Inmate A: "Thank you for giving me the opportunity to participate in this trial. I feel that it is very good for families who do not have the time to come all the way here to visit due to work commitments. I need not worry about my elderly parents because they need not travel so far to visit me anymore. "

Inmate B: "When the link was up, I was overjoyed to see my own house after a year. I can see the colour of my living room. I was almost unable to control my own emotions. I saw my wife, dad, mum and siblings. Tele-visit has made it possible for me to meet my mum and dad, as they are old and could not come and visit me due to old age sickness; my brother

and sisters, who are very committed to their job and business and did not have time to visit me. I can see from their faces that they were very happy to see me again."

