

Excellent education at Borallon Correctional Centre wins Premier's Award

Serco staff at Borallon Correctional Centre in Queensland have won a Premier's Award for Excellence in Public Service Delivery, recognising their outstanding prisoner education programs.

The annual award, in the 'Smart' category, found that Borallon's 'Learning – Pathway to Potential' strategy 'far exceeded contractual requirements and key performance indicators, ensuring high quality service delivery and value for money'.

Many prisoners come into custody with poor literacy and numeracy skills, with some unable to read or write. Studies have shown that education reduces the risk of re-offending by around 25 per cent, helping to cut crime and make communities safer.

Staff at Borallon tackled the reasons why offenders hadn't engaged with education previously by creating an interesting, constructive learning environment with courses prisoners want to attend.

The 'Tell Me A Story' programme helps offenders to write storybooks for their children. The 'Making Up For Lost Time in Literacy' programme engages prisoners by helping them to read letters from home for themselves. The prison's Careers, Employment and Education expos allow prisoners to understand what training they need to seek gainful employment when they are released.

With strong support from specially trained staff, more than half the prisoners at Borallon now take part in education, with 96 per cent completing their courses. One prisoner even delayed applying for parole so he could leave with his Year 10 certificate.

Reward for the hard work comes at special Offender and Family Graduation ceremonies, where prisoners receive the certificates they have earned in front of an audience of parents, partners and children.

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The 'Learning – Pathway to Potential' strategy also delivers nationally recognised vocational training, career counselling, and peer tutoring in which prisoners help each other to learn.

Scott McNairn, Borallon Correctional Centre Director said:

“Successful education is key to making a difference in the lives of offenders. It unlocks their potential to live positive, constructive lives and make our communities safer.

“The Premier’s Award for Excellence in Public Service Delivery is highly sought after and highly competitive. This is an outstanding achievement and well-deserved recognition of the great work that our staff do.”

Borallon was also Highly Commended for ‘Excellence in Innovative Environmentally Sustainable Work Practices’ in the National Safety Council of Australia’s 19th Annual 2011 NSCA/GIO Workers Compensation National Safety Awards of Excellence. 98 per cent of its waste is now being recycled; and through the offenders’ involvement in the programs, their rehabilitation has been enhanced and employment prospects upon release, increased.

In addition to these most recent awards, this year alone the prison has earned a prestigious Australian Business Award for Environmental Sustainability and been Highly Commended in the Minister’s Awards for Excellence in Community Safety for its approach to offender education.

David Campbell, Chief Executive, Serco Asia Pacific, has high praise for the achievements of Serco staff at Borallon and the success of its innovative educational and environmental programs.

“These awards show that Borallon continues to set the highest standards in making a lasting difference to prisoners’ lives through education and caring for the environment. I extend my congratulations to the team for two more outstanding awards”.

Media Release (continued)

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Serco has been delivering mission critical public services for more than 40 years. We support governments, agencies and companies in 30 countries who seek a trusted partner with a solid track record of providing assured service excellence. Globally our 100,000 employees deliver operational, management and consulting expertise in defence, science, technology, justice, immigration, transport, health, education, aviation and business process outsourcing.

Our 7,000 people in the Asia Pacific business operate in Australia, Hong Kong and New Zealand. Our customers have the dual benefits of global scale and local autonomy. One of our strengths is that we live locally, think locally, act locally, and are supported globally.

In Asia Pacific, Serco supports the Australian Defence Force through the provision of garrison and port services, rehabilitates offenders in our prisons, cares for people in immigration detention, helps to make the roads safer in Victoria through our traffic camera services, provides travellers in Perth, Brisbane and New South Wales with timely and helpful public transport advice, keeps Melbourne's parks and gardens green, operates tunnels in Hong Kong helping 76.8 million commuters each year and provides an unparalleled, award winning rail tourism experience on the Ghan, Indian Pacific and Overland.

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