REDUCING RECIDIVISM
Through Supported Reintegration and Rehabilitation

2016 CHURCHILL FELLOWSHIP

by
Louise Kelly
Initiatives for Reducing Recidivism through Supported Reintegration & Rehabilitation

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Introduction

Reducing Recidivism through supported Reintegration and Rehabilitation

“Recidivism, in a criminal justice context, can be defined as the reversion of an individual to criminal behaviour after he or she has been convicted of a prior offence, sentenced, and (presumably) corrected.”

Recidivism can be defined as failure! Prior to and throughout my Fellowship study tour I have reflected on society’s penchant in measuring failure, as opposed to success, and I had a very valuable conversation regarding this in the final week of my journey.

“Shadd Maruna and Thomas LeBel describe reentry after release from incarceration as a negative rite of passage with no positive ceremony to mark the person’s having paid his debt to society and being welcomed back as a member of his community”

When I submitted my application for the 2016 Churchill Fellowship, political rhetoric in relation to prison, prisoners, offenders, parolees, and anyone who has previously offended etc. was extremely negative within South Australia. In 2008, Treasurer (Acting Premier) Kevin Foley pledged to stash away more offenders without increasing prison capacity which was succinctly captured with his phrase: "Rack ’em, pack ’em, stack ’em, if that’s what it takes to keep our streets safe.”

In the week following my interview for the fellowship the rhetoric changed! In August 2016 The Minister for Correctional Services, the Hon Peter Malinausakas MLC (appointed in January 2016) had the courage to change the story, set a target and challenged the previous thinking of the South Australian Government, and much of the community, and thus the 10 by 20 initiative was born. With a target, plan and strategy to reduce recidivism in South Australia, 10% by 2020.

“Reoffending has substantial costs for our community. It means more crime, more victims and more expense to the taxpayer through costly court proceedings and incarceration. However, a reduction in reoffending means a safer community and frees up Government resources to invest in more productive community services, like schools and hospitals”

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2 Rowe, Michael (2015) ‘Citizenship & Mental Health’ Oxford University Press; New York Pg. 76
The language we use in every aspect of our work and play is vital in educating and informing those around us, and the community as a whole. In order to support people released from prison to positively integrate into the community, we must also support the community to be accepting, welcoming and supportive.

My study tour took me to Singapore, Scotland, Canada and the USA, where I had opportunity to see a range of programs and meet with several inspirational and innovative people who are either actively engaged or were been instrumental in the development of programs and services aimed at supporting people released from prison or in contact with the criminal justice system, currently or previously. With 11 flights, and 61.5 hours of flying time, I have returned with a head full of information bursting at the seams and eager to learn and educate more.

Throughout this report, I use the terms client, participant and service user interchangeably. The wording used reflects the terminology used at the relevant location / programs / service at the time of my visit.

Reintegration is the term used in Australia, Scotland, Singapore and parts of Canada, whereas the United States of America use the term reentry – both are referring to the same process by which those released from custody rejoin society and communities.

The reader is cautioned against taking the term ‘reintegration’ too literally, as in many instances, the offenders were not successfully integrated into their community prior to their incarceration. Typically marginalised, and often failing to acquire the attitudes and behaviours that result in most people functioning productively in society.5

Integration generally is not a typically easy process, not just for people released from prison, but migrants, refugees, returned soldiers and other like cohorts, however this tour and report is specifically focused on ‘ex-offenders’.

This report provides a summary of the countries programs and services that I visited, following extensive research and engagement. This report also summarises the recurring themes and challenges identified across the differing Nations visited, offering various solutions and considerations, which in turn have informed the recommendations in this report.

Key words: recidivism, offender, rehabilitation, reintegration, reentry, recovery.


Figure 2: http://www.corrections.sa.gov.au/_data/assets/pdf_file/0004/27796/10by20-Response-and-Action-Plan.pdf
Executive Summary

The Churchill Fellowship provided me with the opportunity to visit four different countries and learn from those actively engaged in a range of services and approaches that support rehabilitation and reintegration, and in turn reduce recidivism.

Singapore where I spent a week, presented me with their responses to the overarching question “If the outside world is afraid of the prison and those inside, how can ex-convicts be accepted by society”

I visited, restaurants and café’s owned and run by ex-offenders, call centres, halfway houses, an art gallery, a drug counselling service which also provides tattoo removal, and met some very inspiring people.

One of the key messages I left Singapore with was the acceptance that the community felt for ex-offenders, and that the ex-offenders themselves felt, being able to give back, and positively contribute to their communities.

I spent 2 weeks in Scotland, mostly in Glasgow, and learnt a lot about the supports available to enable ex-service users to re-engage with their community, and in turn engage in peer mentoring activities, and support one another.

I spent time visiting the various accommodation facilities with a wide variety of entrance criteria including those detoxing, on release from prison, with alcohol dependencies and the like, including a 24/7 drug crisis centre, with in-patient beds. I was fortunate enough to attend a farm outreach program, a women’s alternative to custody program, a prison public social partnership initiative, as well as some auricular acupuncture.

I spent a further 2 weeks in Canada visiting various people and places in Toronto, Ottawa, Saint-Alphonse-Rodriquez, Joliette and Montreal.

I spent time at the South Etobicoke Reintegration Centre, very strategically located across the road from the Toronto South Detention Centre (Provincial Jail), and at a social enterprise coffee grinding and distribution centre.

Correctional Services Canada (CSC) organised a well-rounded itinerary, providing me with many different experiences and people to meet. I was introduced to all their ‘correctional’ and ‘social’ programs, including those specific for aboriginal offenders and women offenders. I spent a day with a parole officer, who took a different approach to my initial request, and took me on a road trip to all of the non-government providers she refers clients to, and works collaboratively with.

I visited an Aboriginal Healing Lodge – a minimum-security prison / Halfway House for Aboriginal men and a women’s prison with specialist mum and baby facilities and programs in a structured living environment. I also visited a women’s halfway house located in an affluent suburb in Montreal.

The two weeks I spent in New York commenced with a statement made at a graduation ceremony for the 2017 Leading with Conviction program cohort, which really hit home - ‘Everyone gets sentenced to life’ because the stigma never leaves.

I also had the privilege of meeting the founder of the ‘Housing First’ Model, attended a seminar at John Jay College of Criminal Justice, visited Community Justice Centres, Alternatives to Custody, services specifically for children of prisoners, AIDS Council, leading research bodies, and a non-government organisation providing accommodation services to over 100 people in their ‘Castle’ Accommodation Facility.
I had the opportunity to make a couple of day trips to New Haven, to spend some time at the Yale Program for Recovery and Community Health (PRCH), predominantly learning about, and participating in their Connecting Citizens programs – supporting those with diagnosed mental illnesses and a history of offending to become part of the community, teaching and learning from their facilitator and peers.

The last week of the trip was spent in Austin, and incorporated a visit to the University, the Reentry Roundtable, the Reentry Advocacy Project, the Texas Public Policy Foundation which leads the ‘Right on Crime’ agenda, and other advocates/activists, some of whom had participated in the Leadership program in New York.

Some of the key themes and big takeaways from the trip were around the cultural differences (and obviously legal) and what may or may not readily translate to an Australian / South Australian context.

- **Housing**
  Visiting the Accommodations and Halfway Houses across all four countries. I did notice very different cultures to Australia, in that the houses took responsibility for drug testing, one facility performed a search on entry, and facilities you were unable to leave after curfew. Incorporating many different sizes, styles funding arrangements and operating procedures.

- **Employment**
  Employment is always identified as one of the ‘big ticket’ items to reduce recidivism. Clearly, other supports not only need to be in place but need to operate alongside employment to ensure that employment can be successful. Supports cover, but are not limited to addiction management, housing and societal acceptance.

- **Community**
  We all need to feel like we belong, for different people this means different things, and operates differently in different countries and cultures, but the premise is always the same – we need others, we need their support.

- **Recovery**
  Whether it be mental illness, substance use, trauma or another life disruption, there are many things people experience and recover from. Significantly with this cohort mental illness, substance use and other comorbidities are more so the rule, than the exception. Recovery is a very important aspect of each and everyone’s journey that must be acknowledged, supported and celebrated.

- **Stigma / Language**
  Ex-offenders, ex-criminals, ex-cons... Many of the countries I visited are using alternative terminology rather than all the ‘exes’... Including ‘people with convictions, women in conflict with the law, returning citizens, formerly incarcerated. In Glasgow they referred to prison release as Liberation.

- **Peer Mentors**
  Many of the services and organisations internationally use the expertise of peer mentors, and those with life experience. I was not only able to see the excellent work being undertaken with peer mentor support, but also hear about the challenges and significant education/training programs and supervisory techniques employed to support this style of service.

*How would you feel if you were only ever known for the worst thing you've ever done?*
Program

Below is a basic summary of my program for the 8 weeks. I have only listed key contacts within the organisations that I was privileged to visit; these people are only some of those that I met and held discussions with, all of whom have contributed to my experience and learning’s that I have am presenting in this report.

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<td>Program / Organisation</td>
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<tr>
<td>Founder of Yellow Ribbon Project</td>
<td>Jason Wong</td>
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<td>Care Network &amp; Yellow Ribbon Project</td>
<td>Grace Chan &amp; Koh Beng Hong</td>
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<td>SCORE Training Programs within Changi Prison</td>
<td>Evelyn</td>
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<td>Job Site Visits (SCORE)</td>
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<td>Agape Connecting People</td>
<td>Anil David &amp; Bhart Sheri</td>
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<td>Singapore Anti-Narcotics Association (SANA)</td>
<td>Ng Zhi Han</td>
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<td>Rehabilitation &amp; Reintegration (Singapore Prison Srv.)</td>
<td>Lee Kwai Sem</td>
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<td>New Charis Mission</td>
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<td>Breakthrough Café / Breakthrough Missions</td>
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<td>5seventeen Gallery</td>
<td>Barry Yeow &amp; Denise Chow</td>
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<td>Turning Point Scotland (TPS) Overview</td>
<td>Christine Buntrock</td>
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<td>Connecting Citizens (Citizenship) (TPS)</td>
<td>Karen Black</td>
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<td>TPS Connects (TPS)</td>
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<td>Housing Overview (TPS)</td>
<td>Patrick McKay</td>
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<td>Housing First (TPS) &amp; Moving On (TPS)</td>
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<td>Glasgow Housing Service (GHS) – Link up (TPS)</td>
<td>Kevin Fergusson</td>
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<td>218 Women’s Service (TPS)</td>
<td>Sandra Mutter</td>
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<td>Court Program (218) (TPS)</td>
<td>Rebecca Gray</td>
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<td>Women’s Supported Bail Service, CPO, Turnaround Community, (TPS)</td>
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<td>Glasgow Drug Crisis Centre (GDCC) (TPS)</td>
<td>Laura Stewart</td>
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<td>Garscube Alcohol Rehabilitation Service (GARS) (TPS)</td>
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<td>Turnaround Residential Unit (TPS)</td>
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<td>Abstinence Project (TPS)</td>
<td>Lyn Foy</td>
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<td>HMP Low Moss PSP (TPS)</td>
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<td>Positive Prisons? Positive Futures</td>
<td>Pete White</td>
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<td>Violence Reduction Unit (VRU), including Bravehearts</td>
<td>Will Linden, Iain Murray</td>
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<td>Street &amp; Arrow (VRU / Bravehearts)</td>
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<tr>
<td>Animal Sanctuary &amp; Auricular Acupuncture (Apex)</td>
<td>Kenny Robertson</td>
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<td>Persistent Offender Project</td>
<td>Joan &amp; Iain</td>
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<td>Scottish Drug Forum</td>
<td>Trisha Tracey, Jason Wallace</td>
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<td>Program / Organisation</td>
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<td>Overview of Correctional Services Canada (CSC)</td>
<td>Robert Ouellette</td>
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<td>Aboriginal Initiatives</td>
<td>Sarah Strickland</td>
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<td>Reintegration Services (Social Programs)</td>
<td>Suzzane Cuff</td>
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<td>Reintegration Programs (Correctional Programs)</td>
<td>Stephanie Hamell, Emily Henry</td>
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<td>Community Supervision &amp; Connection to Services</td>
<td>Julie Colbourne</td>
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<td>Elizabeth Fry Society (Ottawa)</td>
<td>Diane Serre, Arshina Martin</td>
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<td>Minwaashin Lodge</td>
<td>Jordyn Playne</td>
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<td>Time4Change (John Howard Society)</td>
<td>Alex Cross, Haleigh Guest</td>
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<tr>
<td>Aboriginal Liaison Officer &amp; Programs Officer (CSC)</td>
<td>Mary &amp; Kathleen</td>
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<tr>
<td>Waseskun Healing Centre</td>
<td>Brian Sarwer-Foner</td>
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<td>Joliette Institution</td>
<td>Francois Jeanson, Sylvie-Ann Hiscock</td>
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<td>Maison Therese-Casgrain House (Elizabeth Fry Soc)</td>
<td>Aleksandra Zajko</td>
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<td>Klink Coffee</td>
<td>Mark Kerwin &amp; Zoe Layne</td>
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<tr>
<td>South Etobicoke Reintegration Ctr. (John Howard Soc.)</td>
<td>Amber Kellen &amp; Sean Bulloch</td>
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<tr>
<td>MaRS DD</td>
<td>Allyson Hewitt</td>
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**Canada (Ontario, Quebec)**  
5th September 2017 – 14th September 2017

United States of America (New York, Connecticut, Texas)  
15th September 2017 – 9th October 2017

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<th>Program / Organisation</th>
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<td>Just Leadership USA – 2017 Cohort Grad. Celebration</td>
<td>Glenn E. Martin</td>
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<td>VOCAL - NY Gala</td>
<td>Marilyn Reyes</td>
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<td>Center for Community Alternatives</td>
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<td>Fortune Society</td>
<td>Max Lindeman</td>
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<td>AIDS Council Queens County</td>
<td>Dawn Douglas, Rosemary Lopez</td>
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<td>Hour Children</td>
<td>Kellie Phelan, Sr. Tesa</td>
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<td>Vera Research Institute</td>
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<td>Seminar Re: Prison Exchange Program (Prison-to-College-Pipeline) (John Jay College of Criminal Justice)</td>
<td>Prof. Baz Driesenger</td>
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<td>Pathways Housing First Model</td>
<td>Dr. Sam Tsemberis</td>
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<td>Citizenship Project – Yale Program for Recovery &amp; Community Health (PRCH)</td>
<td>Prof. Michael Rowe, Patty Benedict</td>
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<td>Austin Travis County Reentry Roundtable</td>
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<td>Reentry Advocacy Project (RAP)</td>
<td>Annette Price, Darwin Hamilton</td>
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<td>American Civil Liberties Union (ACLU) - Texas</td>
<td>Lauren Johnson</td>
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<td>Grassroots Leadership</td>
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<td>Right on Crime, Texas Public Policy Foundation</td>
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<td>Topics in Reentry: The Spectrum of the Criminal Justice System (University of Texas at Austin – Texas Law)</td>
<td>Helen Gaebler</td>
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<td>Defy Venture</td>
<td>Sarah Binion</td>
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<td>United Nations</td>
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Louise Kelly
2016 Churchill Fellow
Reducing Recidivism through supported Reintegration and Rehabilitation

- 59 days
- 11 flights
- 4 countries

- 42 organisations
- 100's of amazing people
Singapore

My week in Singapore was full with appointments, visits, and information, all of which gave me an incredible insight into life in Singapore, and what supports are available to those released from prison, their families and also the community to understand and support those released. My week centrally focused on the activities of SCORE, the CARE Network and the Yellow Ribbon Project

**Singapore Corporation of Rehabilitative Enterprise** (SCORE) is a self-funded arm of Singaporean Government, established as a statutory board under the Ministry of Home Affairs. SCORE seeks to enhance the employability of offenders and prepare them for their eventual reintegration into the national workforce by focusing on four main building blocks of training, work, employment assistance and community engagement.

SCORE’s mission is to ‘Rehabilitate and help reintegration offenders to become responsible and contributing members of society’ SCORE provides work programs, skills training, employer engagement, job placement and retention support.

The **Community Action for the Rehabilitation of Ex-Offenders Network** (CARE) Network was formed to coordinate and improve the effectiveness among many agencies’ effort in engaging rehabilitative works for ex-offenders in Singapore – The Sector Engagement.

The CARE Network is made up of a number of member organisations, of which Singapore Anti-Narcotics Association (SANA) is one, as is Singapore Prison Service (SPS) and SCORE.

The **Yellow Ribbon Project** (YRP) seeks to engage the community in giving ex-offenders a second chance in the community and to inspire a ripple effect of concerted community action to support ex-offenders and their families – The Community Engagement.

Organised by the CARE Network, the YRP generates greater awareness of the need for second chances, inspires more Singaporeans to accept ex-offenders into their lives and encourages more to come forward to demonstrate support for the campaign.⁶

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⁶ [www.yellowribbon.org.sg](http://www.yellowribbon.org.sg)
CARE network and YRP formed in 2004, with 3 main aims – Awareness, Acceptance and Action. Media campaigns, mass campaign, ground canvassing, building social capital, pro-social supports, utilizing the existing technologies – smart phones, social media. Yearly media campaign, public art exhibition help mobilise the community.

In 2016 there were more than 5,000 employers on YRP database, and an average of 400 media hits per year, and 158 schools and organisations engaged in 2016, with 91% awareness level about the Yellow Ribbon Project in the population of Singapore.

Some of the public activities, which are well established in Singapore, include the Yellow Ribbon Run, and the Yellow Ribbon Community Art Exhibition.

Whilst I missed the opportunity to attend both, the Yellow Ribbon Run took place in September, with over 7,000 participants, raising more than $123,500 for the Yellow Ribbon Fund.

Charity runs, which are popular in Singapore, provide a fantastic opportunity to engage with the community and promote positive integration. They also provide an opportunity for community members to come inside the doors of Changi Prison, into the grassed areas near the complex, and remove some of the unknown.

I had the opportunity to spend a day with Mr. Jason Wong – the founder of the Yellow Ribbon Project. Whilst Jason no longer works for SCORE, and has moved on to create further public campaigns in different areas of support, he offered to spend the day with me, speak to me about the history, his story and introduce me to some incredible people.

Mr. Wong believes former offenders can find redemption only through societal acceptance

Jason took me to Changi Prison to meet with Mr. Anil David. Anil established Agape Connecting People, with the help of Angel Investors a call centre from within Changi Prison and also linked to one in the community. Agape Connecting People is part of the SCORE / Yellow Ribbon Industries Work Program, in that they lease their space within Changi Prison from SCORE.

This call centre has some significant contracts, providing inbound and outbound services for some major Telco companies, and government contracts. Excitingly, a new 24/7 call centre is about to open in the Women’s Prison at Changi – and I cannot wait to see how that progresses.

I met many men who were working in the call centre, many with varied backgrounds and sentence lengths, all of whom had not been outside for some time.

“To be in a call centre for a prisoner is the most effective work there is in the prison. In the prison environment, there are no distractions. They are completely focused and hungry for more.

In times when customers call them and scold them, you know they will not react because they value their jobs and they have that skill of patience.” – Anil David, Agape Connecting People

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7 Strait Times, 08/10/2011, Page D7 – Mr. Jason Wong
As at 31 December 2016, there were 11,355 inmates (male and female, convicted and remand) at Changi Prison. SCORE boasts 22,945 training places inside the prison, 5,131 inmates attending training programs (may attend more than 1), and a daily average of 3,742 inmates engaged in work. 

I had the opportunity to tour the education/training section of Changi Prison. I was able attended a communication class, a culinary class (where they were discussing South Australian oysters) and performing warehouse operations. I toured the warehouse simulation building and the Hope Café, set up as real-life scenarios within the walls of the prison to teach the proper skills. All qualifications undertaken within Changi Prison are outsourced and meet the Singapore Workforce Skills Qualifications, and the skills training pathways, which support ongoing education, reduction in stigma and in turn a reduction in recidivism.

I had the opportunity to attend visits with a SCORE job-coach and attend workplaces in the community to meet with employed ex-offenders and their employers to support their progress and learn about their journeys.

As I sat quietly reflecting on my day at the SCORE offices, I was informed that Singaporeans don’t like to talk for the sake of it (‘like some Caucasians’), but instead offer advice and views to the clients/participants, in order to help them establish their long term plan, and visualize the end state.

SCORE attributes some of the increased success of reintegration and rehabilitation to habitual repetition. With emphasis placed on daily goals and ensuring they can become habitual – particularly with relationships building and adapting to the current environment. And then providing enough support and time for the criminogenic responses and skills training to take effect, enabling habitual repetition to change the behavioural mindset.

Some fantastic work undertaken by the Singapore Anti-Narcotics Association (SANA) who welcomed me to their offices and discussed with me some of the work that was undertaken there. SANA are part of the CARE Network, and I was drawn to tears when I read some of the letters which were written by school children, who had engaged in the Yellow Ribbon Project, and had written letters to those who were accessing SANA for counselling and support services. These letters were laminated and available on all coffee tables and public spaces.

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SANA – The fight against drug abuse starts with building self-worth and enabling self-determination. SANA equips ex-offenders with various programs to help them integration back into society as well as family networks.

I also met with Lee Kwai Sem the Director of Rehabilitation & Reintegration Division of Singapore Prison Service (SPS), who advised me that the Drug Rehabilitation Centre within the Prison operates a regime similar to that of treatment centres. With a coordinated approach, benchmarked against Risk Needs Responsively (RNR), and a team of specialised psychologist and counselors.

Lee also spoke of the children support program, which is funded by the prison service, and facilitated by non-government organisations, as well as the YR Community Project. This project is currently managed by SANA, and acts as a bridge between prisoners and their family, helping foster and strengthen relationships when a family member is in prison. As at December 31 2016, 898 volunteers were engaged and 5,127 families have benefited from the support available through this project.\(^\text{10}\)

Lee was working for the SPS prior to the change instituted by Chin Kiat Chua – Making Captains of Lives. SPS’s Vision is: as captains of lives, we inspire everyone at every chance, towards a society without reoffending.\(^\text{11}\) Lee reported the significant culture change which took place, supporting a rehabilitative environment (with also security), as opposed to a strictly security focused prison system, I was quite intrigued by this process, and spoke with Lee about her experiences through this which she shared were quite positive, and those who did not wish to participate in this new approach, tended to leave and seek alternate employment.

Many of the halfway houses are religious/spiritual based and as such can involve strict religious/spiritual aspects, however for those who do not wish to engage in these aspects there are halfway houses which are secular. There is however only 1 women’s halfway house in Singapore, and it is Christian based, however has not presented as a concern. When asked about female offenders, I was advised that they tend to not reoffend in Singapore, and as such little is required in terms of reintegration / rehabilitation support.

I visited two different halfway houses as well as the social enterprise café attached to a third. Each halfway house has established social enterprise businesses, with most commencing with a furniture removal service, and branching out further, some to include home restoration and renovation, furniture building and sales, a fishing tackle shop, café, car washing and detailing, picture framing and landscaping. All three were faith based, as is much of the rehabilitation sphere across Singapore, incorporating correctional programs, work therapy and spiritual reflection, as well as a convenient place to sleep and support rehabilitation and community reintegration.

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\(^\text{10}\) Singapore Anti-Narcotics Association (SANA) Annual Report 2016
\(^\text{11}\) Singapore Prison Service (SPS) Annual Report 2016
The Halfway House Service Model (HSM) was implemented by the Singapore Prison Service (SPS) to create a structured residential aftercare framework for offenders undergoing community-based programs at the Halfway Houses during the tail end of their sentences. Regular reviews are conducted and SCORE provides assistance and support.

**Helping Hand Halfway House** is on the HSM. It typically houses between 40-60 men, reporting a 95% successful completion rate of their program for men who are mandated to attend the program, on their release from custody – whereby the prison determines the length of their program. The Helping Hand Rehabilitation model is 4 fold and includes spiritual, social, work therapy and physical, with 5 targeted rehabilitation outcomes – employment / education, accommodation, social supports, coping skills and positive lifestyle.

“**The pasts of most individuals in TNCM predispose them to a potential lifetime of shame, fear and regret**”

I also visited **The New Charis Mission (TNCM)**, - TNCM is not formally part of the HSM. It provides a residential program structures by 3 key phases – Recovery, Restoration and Reintegration. Supporting individuals seeking a new environment away from familiarity with illicit substances and offending behaviour. Their reach is also extended to resident’s families. Beginning with emphasis on recovery and concludes with a focus on their integration as individuals.

I had lunch at the **Breakthru Café**, a social enterprise run by Breakthrough Mission, with the owner and founder Mr. Freddy Wee. Aside from the delicious food it was an inspirational experience reading all the new articles and hearing the stories of reformation and enterprise.

Breakthrough Mission also operates a Halfway House, which is on the HSM, and many other social enterprises are facilitated from this location.
I had lunch with Jason Wong at Soon Huat Bak Kut Teh where the owner is also a former prisoner and quite an inspirational man. Mr. Jabez Tan, the owner came and spoke to me about his journey and all of the messages on the walls of his restaurant; his future plans, including opening a restaurant in China. Jabez hires ex-offenders in his restaurants giving them a second chance, new skills and a stigma free workplace.

**Mission:** To provide ex-offenders a new start in life with a meaningful career

**Vision:** Raising up ex-offenders to help ex-offenders

On my final day in Singapore, I spent an hour at 5Seventeen Studio, with Mr. Barry Yeow (and Denise from SCORE), a former prisoner himself who found support and future through art. Barry now teaches art to others in the community, and also attends Changi Prison to facilitate art classes. Through his art, the YRP, and a media article, Barry was able to reconnect with his family whom he had not seen whilst he was serving a 10 year prison sentence and could not speak more highly of the ‘Power of the Media’. Barry has painted the feature piece for the YRP Art Exhibitions over the last 2 years, including the one pictured for the 2016 theme ‘From Night to Light’. “Whole Again Mural” with all four puzzle pieces, illustrating how it is only through working together that the mural and thus, the inmate’s lives, can be made whole again.12

Barry often recites The Starfish Story by Loren Eiseley, whereby the young man who throws the starfish back into the water ‘made a difference to that one’.

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12 [https://www.hometeam.sg/article.aspx?news_sid=201608193De1MUj0uSw](https://www.hometeam.sg/article.aspx?news_sid=201608193De1MUj0uSw)
REFLECTIONS

- Singapore boasts a 2-year recidivism rate of 26.5% as at 31 December 2016 (release cohort from 2014). This is significantly lower than South Australia’s (and Australia’s collectively). This has reduced from an approximate recidivism rate of 46% prior to the commencement of the CARE Network & Yellow Ribbon Project.

- The collaboration of services and agencies as part of the CARE Network has enabled a coordinated, supportive response to reintegration and rehabilitation of offenders. The Throughcare approach is evidence based.

- Family is very important to Singaporeans, prisoners are encouraged to send any money they make home to their families, this is done not only to support the families financially, but in order to seek forgiveness. Relationships are encouraged; it was not uncommon for me to hear that someone’s goal was to be married, within the next 12 months.

- Housing is not a major issue like it is in Australia. 85-90% of Singaporeans live in Public Housing, this is a standard, and many people I spoke to spoke about making applications for ‘built-to-order’ public housing and moving in with their wife / husband.

- The halfway houses are different to what would be deemed ‘halfway house’ in Australia. Many of the rooms housed upwards of 8 men in bunk beds, meals prepared by other residents, and no rent paid – however when they are partaking in work therapy they in turn are not ‘paid’ for this work.

- Enterprise is vital – Singapore is ahead of most of the world in terms of social enterprise and social innovation. Every Halfway House I visited had a minimum of 3 social enterprises, and many other social enterprises existed across the country.

- Religion is significant in Singapore. Majority of Halfway Houses are based upon religious or spiritual principles. Many of the places I visited, people I spoke to and books I read detail the power religion holds in the support they are offered and provided.

Recommendation 1:
Develop ‘Yellow Ribbon Project’ style approach to:

- Educate and engage the community,
- Provide additional & coordinated support to offenders and their families.

Such a program could result in improved reintegration outcomes, reduce stigma and increase community acceptance.
Sir Winston Churchill (1874 – 1965)

Parliament Square
Westminster, London
Scotland

In November 2012 a report entitled ‘Reducing Reoffending in Scotland’\textsuperscript{13} was prepared for the Auditor General for Scotland and the Accounts Commission. This was following recognition that 30% of the 47,000 people convicted of an offence in 2009/2010 were convicted again within one year. The two-year reconviction rates in 2002/03 of 45% and 42% in 2008/09, these rates and recording records are similar to those reported in Australia and South Australia.

I spent two weeks in Scotland, predominantly Glasgow, visiting the many and varied services offered at Turning Point Scotland, and also had some excellent opportunities to meet with other organisations, individuals, services and government officials.

I met with Christine Buntrock at the head office of \textbf{Turning Point Scotland} (TPS) in Glasgow. Christine had organised an excellent schedule allowing me to see the different services, which were operated in their homelessness, addiction and criminal justice portfolios, she showed me around their facilities and introduced me to many different and inspiring people. One such person, Karen Black briefly and passionately explained the Citizenship Program, an innovative model for community integration and social inclusion. The 6-month program encompasses a holistic approach promoting recovery, self-determination and inclusion. In this program clients/participants are referred to as ‘students’ and they must make an application to participate, rather than a referral.

I had further opportunity during the week to see some of the work undertaken within the Citizenship Program, which incorporates TPS Connects. What an experience! The sport connect afternoon was an unexpected experience which was incredibly inspiring. I spent the afternoon with both current and ex-service users in the Hall of Strathclyde University playing badminton, table tennis, soccer and a large game of rounder’s. It was a fantastic opportunity for current and ex-service users to interact, share their stories and participate in some healthy physical activities. Following the sporting afternoon we returned to the Citizens hub at the TPS office to join in a ‘what’s up?’ opportunity with those who are participating in the connecting citizens project at TPS. Whilst I cannot share what was said in-group, it was an incredible experience, to listen to people’s experiences, the feedback and advise offered by other participants. Such an incredible and moving experience to be a part of. I was able to return the following week to re-connect with the students in their weekly ‘What’s Up?’ session and fill them in on some of my travels from the week.

\textsuperscript{13} Audit Scotland (2012) ‘Reducing Reoffending in Scotland’
I met with Operations Manager, Patrick McKay who spoke about the statutory Right to Housing, which is legislated in Scotland, and places a legal obligation on Glasgow City Council (and all other councils in Scotland) to provide assistance if you are considered homeless under the law. **TPS Housing Services** firstly operate in a preventative model – providing support to service users to prevent eviction, and maintain tenancies - and then addressing high and complex needs – such as Criminal Justice, Mental Health, and Addiction. Patrick spoke of the desire to scale up Housing First, to support the statutory right to housing, and then supporting the prevention of homelessness. All employees are trained in Psychologically Informed Environment (PIE) and attachment theories, and work to support removing the ‘master identity’ as imposed in labeling theory, whether this be through the support worker or through the Connecting Citizens Program.

**Housing First Service** – is modeled off the Housing First Model initiated by Dr. Sam Tsemberis in New York. The service supports 40 people in their own individual tenancies. Operating with caseworkers and also peer support workers. There is no timeframe with which one must engage/disengage with the service. The program is an assertive outreach model, with criteria of: active/previous addiction, long-term homelessness, single and 18+. The service is a favoured model within Glasgow, giving participants independence and support to address their needs and barriers in their own environment, following the principles of Housing First. Within a model of care focused on reducing drug related harm and removing the requirement to progress through transitional accommodation prior to being accepted into the program.

I visited the **Glasgow Housing Support** in Maryhill (also known as ‘Moving On Service’). This service offers accommodation to 10 (either male or female) tenants, promoting recovery from substance misuse and homelessness in partnership with Glasgow City Council Addiction Teams providing the care management and addiction support. Tenancies tend to range from 9-12 months, with regular reviews, 1 one which I have the opportunity to be a part of, speaking about the tenants progress, discussing barriers to accessing his welfare benefits and his plan to exit the service.

The **Glasgow Housing Service** (GHS) provides accommodation and service to those who are ‘registered homeless’ in Glasgow City. The service is broken into 2 part, crisis and resettlement. With a doctor onsite Monday-Friday in the crisis unit, detox is available on-site. Crisis residents are provided up to 4 weeks accommodation and resettlement residents up to 12 months. The service reports 67% success rate for resettlement residents who are also supported to access alternative long-term accommodation and supported to gain life skills needed to resettle into the community. When vacancies are available, crisis residents will move into the resettlement service.
The **218 Service** was a visit I was most looking forward to. An alternative to custody option for women, where up to 12 women can reside for a period of 6-months, participating in a 4-phase program. An additional 50 women are supported in the community. It is acknowledged that women won't let their guard down to participate in programs within the prison, however in this alternative they are presented with little choice but the participate. The service has been recognised with National awards, and the recommendations of inquiry reports. The service provides a holistic response to recovery, with a doctor on site, PIE focus approach, human contact and community engagement program. Programs to address Post Traumatic Stress Disorder (PTSD), improving self-esteem and confidence are available.

I had the incredible opportunity to attend the Sherriff & Justice of the Peace (JP) Court, with Becks from the 218 Service. We met with women who were in the cells awaiting court from either overnight or custody, women who were arrested on warrants and new charges. Becks discussed what services are available to women within TPS and Glasgow generally, and spoke to the women about their options for support both in residential facilities, and within the community in an outreach capacity. The women were grateful for the understanding ear and advice they were offered, and the small amount of comfort this could bring, as well the Court officials who appreciated the external, expert advice that could be offered to the women.

The **Women’s Supported Bail Service** provides individual one-to-one support to women on an assertive outreach basis – in their homes, independent tenancies, supported accommodation or living with family, all aimed at reducing the inappropriate, or unnecessary use of remand.
**Glasgow Drug Crisis Centre (GDCC)** is a one-stop service available 24 hours a day, 7 days per week (24/7). The facility has 12 residential detox beds available, and as expected demand is high, so readiness must be assessed. Residents pay rent whilst in the facility and stay for 21 days, with the service supporting residents to access alternative accommodation upon their discharge if required. This service is not specifically for people with convictions, however they are available eligible for services.

The Centre also operates a 24/7 needle exchange service and naloxone program, which is often the starting point to discuss withdrawal/detox and recovery from addiction. The service provides potential service users the opportunity to access support and engagement the minute they contemplate abstinence – being open 24/7 allows for anyone to access the service at the time that they need the relevant support, rather than having to wait until 9am the following day.

This YouTube Clip provides some detail and history to the Centre, including it’s opening in 1994. [https://www.youtube.com/watch?time_continue=74&v=KdxWq_4NtP0](https://www.youtube.com/watch?time_continue=74&v=KdxWq_4NtP0)

**Garscube Alcohol Rehabilitation Service (GARS)** provides accommodation and supports to those who are addressing alcohol addiction and homelessness. Both Males and Females can be accommodated, for a typically 9 month stay. The program is a Psychologically Informed Environment (PIE), working on trauma and attachment theories. The service engages external supports such as Alcoholics Anonymous (AA) to attend on weekly basis, and has previously hosted SMART (Self-Management & Recovery Training) Recovery groups, as well as art therapy sessions. Following discharge from the service, participants are provided with 6 weeks outreach support and are always welcome to return to the service on a Wednesday afternoon to share and engage. Participants who complete the program are supported to access ongoing affordable accommodation. This service is not specifically for people with convictions, however they are available eligible for services.

I had the opportunity to sit in on a group session titled ‘Broken Bottles, Broken Dreams’ which was facilitated by in-house staff and discussed ‘what did you want at 16 years old?’ and ‘what would you tell a 16 year old you?’ One participant who was leaving the service the next week provided some great advise to the other residents, as well as some essential self-reflection. Some of the comments that I was privy to included:

- ‘I need connection’
- ‘I can’t be happy with anyone else until I am with me’
- ‘I had a one way ticket to the mortuary’

**Turnaround Residential Service** in Paisley provides a 6 week residential rehabilitation / criminal justice alternative service. Ten men can be accommodated at the facility, enabling the service to be used as an alternative to custody and a bail option for those who need to detox/withdraw from alcohol or other drugs. The service dispenses medication and provides health & safety checks on residents. Residents cannot leave the service on their own, and must hand in their mobile phones on arrival.

I had the opportunity to sit in on the group session being conducted at the facility, which focused on sleep deprivation and ways to enhance sleeping and relaxation. The group responded well to the topic with one offering the advice ‘it’s not a good sleep you get on drink’.
The **Turnaround Community Services** supports both males and females and is co-located in Criminal Justice Social Work Offices, offering one-to-one support and group work to those on Community Payback Orders (CPO), to reflect and address their alcohol or drug misuse and associated offending.

I visited with the **Abstinence Project** in Glasgow. The program provides six months of support to facilitate and support abstinence. Organised over three phases, participants must be four days abstinent to commence the program, and aiming to be detoxing from all pharmacotherapy within 24 weeks of commencement on the program. Within the service participants are able to engage with Cognitive Behaviour Therapy (CBT) offered by college students for individual sessions. The program is structured as a ‘day rehab’ operating different aspects of the program each day/week.

I was able to sit in on a ‘Recovery Share’ session where two previous participants spoke about their personal journeys, the deaths of friends and family members and what keeps them motivated to remain in recovery. Current participants in the program then asked questions and provided feedback and positive encouragement.

**Low Moss Public Social Partnership** (PSP) is a program and support system within Her Majesty’s Prison (HMP) Low Moss, for short-term prisoners - anyone in prison for one day less than four years (total sentence). The service engages while the person is in prison, and then provides continuity into the community. The program commences by recognising and developing the ‘routes to recovery’, Recovery Plan, Risk Assessments. Programs facilitated include, ‘changing lives, anxiety pack, alcohol awareness pack’. The PSP has been operating since April 2013, with an evaluation in 2016 identifying examples of positive progress towards desistance, as well as evidence to suggest that the PSP had already contributed to reducing reoffending with 51% of service users reporting a reduced ‘criminal behaviour’ and almost all of those in the sample cohort believed that having a PSP worker had reduced their risk of reoffending.**¹⁴**

**Positive Prison ? Positive Futures** is committed to advocating for the rights of people with convictions and campaign for structural change to the Scottish Justice System. I met with Pete White, the Chief Executive in Edinburgh. Pete and I spoke about the language used to speak about ‘ex-offenders’ and the language change which has taken place in Scotland, to ‘people with convictions’ or ‘people with an offending background’. The other term utilised is ‘citizen in recovery’ – this could be recovery from addiction, mental health or offending. Pete spoke about the value of lived-experience input in all aspects of decision-making, has advocated for, and been engaged at various levels of government and decision making to share views and expertise as someone with lived-experience.

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The **Violence Reduction Unit** (VRU) was the initial reason for Scotland’s inclusion in my itinerary, after hearing Karyn McCluskey speak in Adelaide at a White Ribbon Event about the VRU and their public health approach to violence. This is a unit within Scotland Police Service. I met with Will Linden the Acting Director of the VRU. The VRU work with ‘friends’, *if you’re not in the bus, get out of the way!*

The Scottish Government’s Homicide in Scotland 2016-2017 figures show a 47% reduction in homicides over the last decade. Over the last decade Scotland has seen a massive decrease in violence. “Why have we seen this reduction? There was no single solution; it is everyone working together to tackle the disease of violence that was infecting Scotland.”

Currently, the aim at the VRU is to change the community by, changing the community mindset, utilising asset based community development and addressing things locally. Specific targets at a local level are areas of deprivation, prevention education and engaging the youth with the elderly (and everyone in between) in their communities. The guiding principle is to supporting communities to develop their own therapeutic communities/families and address adverse childhood events.

The VRU have been able to maintain their focus through changes of government, policy and legislation changes. The VRU is helping address the prevalence of violence, as well as engage the community and people with convictions in the process.

When asked about peer mentors – known as Navigators within the Unit, Will explained that their criterion includes lived experience, skills and addressed trauma.

The VRU operates a Desistence through Employment program – Inspector Iain Murray spoke to me about the hope and opportunity given to ex-offenders to become employed. Each year, Iain leads a team of ‘people with convictions’ to Edinburgh to set up the Edinburgh military tattoo, they set up and worked at the 2014 Commonwealth Games in Glasgow and a newer initiative of the Street & Arrow Social Enterprise Food Van. The varied programs utilise Navigator’s support, and also engages with families to provide relevant supports. The key aspect of the program is to ‘create a new norm’. Iain and Eddie (Navigator) expressed just how loyal their employees are at the Food Van, and how they are utilising a previously untapped resource in the workforce. The youth who are engaged at Street & Arrow are eager to learn, teach and succeed. Much of the employment, social enterprise, hospitality learning and set-up within the VRU has been implemented by Homeboy Industries in Los Angeles, where Iain has visited on several occasions to transferred his learning’s with program being operated by the Scottish Police Service rather than a non-government organisation.

Many other services/programs operate out of the VRU – unfortunately I ran out of time to see all of these services whilst in Glasgow, however have established connections and will continue to learn from these people over time.

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Apex Scotland operates services across Scotland. My visit with them was in Inverness where Kenny Robertson took me to visit the farm sanctuary program. This program runs weekly, providing service users with the opportunity to give back. Working at the animal sanctuary provides an element of pet therapy, mindfulness and also reparation. Participants provide assistance with cleaning, caring for animals and building fences along with a fantastic garden. The participants speak very highly of the opportunity to take in the farm life for a day, look after the animals and know that they are also supporting a couple who personally provide sanctuary to many damaged and abused animals.

Auricular Acupuncture is part of the recovery support offered at Apex, aiding withdrawal, cravings, stress, and anxiety, and is administered by staff in a group setting. I did not fair well in this process, however the participants could not speak more highly of the experience and opportunity to participate in the program.

Arranged by Apex Scotland I had to opportunity to meet with two members of the Persistent Offender Project (POP) in Inverness, a Police officer, and a Prison officer. The team also includes a Psychiatric Nurse, working in closely with Criminal Justice Social Work, and organisations such as Apex Scotland. POP report that housing is the main issue they see in being able to support their particular cohort in the community to remain drug and crime free. And also emphasise the lack of pro-social activities playing a huge role in gang and affiliated offending, citing the biggest issue being what to do with their time, and acknowledged that female offenders have not engaged particularly well in the Project. The benefit of POP is that there is no limit to the time that support can be provided. All work is done in pairs, meet in public, and utilise the harm reduction services for appointments where appropriate, rather than at the police station etc.

One of the major initiatives across Scotland is the introduction and training in use of Naloxone to block the effects of opioids, especially in the event of an overdose. I met with Trish and Jason at the Scottish Drugs Forum (SDF) whose roles entail Drug Death Prevention and Naloxone Training & Support. The SDF also facilitate, educate and encourage peer workers within the sector, the training provided by SDF prepares peer workers to volunteer and work within recovery services across Glasgow (and Scotland). Some programs have been rolled out into prisons, engaging Peers in Prisons to provide a role for lifers to play in supporting and reducing drugs in the community – with the recognition that community and custodial settings are vastly different. When discussing reintegration with Jason, he raised an issue which has been aligns closely with my personal view, that if someone wasn’t properly integrated in the first place, then reintegration isn’t going to provide a new pathway.
REFLECTIONS

- While I was in Scotland, the 2016 Drug Related Death\textsuperscript{16} report was released. Whilst the data paints a very morbid picture – it is valuable to see the real data, and clearly visualise what drugs are in the community, what is causing concern and the effects of the impurities in the products that are being bought and sold in the community. Over the 2 weeks I was in Scotland, I heard a story almost every day of a recent death, overdose or funeral, and often these stories were related to someone who had had a minor lapse, or a recent relapse in their recovery journey. These all too frequent occurrences highlight the importance of training in the use and application of Naloxone, as an additional option of intervention at this stage.

- I was also provided with a copy of the 2015 Prisoner Survey (SPS)\textsuperscript{17}. Valuable evaluation and report information relating to self-reported responses from prisoners, including 41% reporting they were ‘drunk’ at the time of their offence, 40% reporting being under the influence of drugs at the time of their offence, 45% reporting they lost their tenancy / accommodation when they went to prison. The report also details family contact, visits and telephone calls, cleanliness, whether a prisoner was in care as a child. The results help frame a picture of the common barriers and issues which are/may be present for prisoners (not just in Scotland).

- There is so much print media in Scotland! In explaining to people about current circumstances in South Australia, and explaining that we only have one statewide newspaper people were blown away. The variety of media outlets and newspapers presented different views to the community, enabling them to see/hear other sides to a story and make a somewhat informed personal decision.

- Use of language provided a very valuable insight into the progress made in the community regarding ‘ex-offenders’. The use of the term ‘people with convictions’ has been adopted nationally as the preferred and accepted phrase, removing the label and stigma of ‘ex-offenders’. I also like the use of the term ‘liberation’ for someone on their day of release from custody, it in a sense celebrates the release and promotes freedom.

- Glasgow is where I was introduced to the term ‘Citizenship’ – I followed this up further throughout my trip (in New Haven) and really appreciate the use of language with the Citizenship Project – i.e. students, application – as well as the innovative approach to community integration and education, as well as the element of peer support and mutual aid.

- Recovery is the term utilised for the many and varied alcohol and other drug (AOD) services across Scotland. In Australia the National Plan references ‘harm reduction’ as the preferred method in addressing AOD use and addiction, however this conflicts with correctional practices and parole/reporting requirements for those who are so obliged.

\textsuperscript{17} http://www.sps.gov.uk/Corporate/Publications/Publication-4565.aspx
• Group work and group sessions appeared to be by far the most utilised support mechanisms, particularly in reference to AOD, but also Citizenship and the like. The element of peer support and mutual aid, without the formal ‘peer mentor’ role or title provides the additional element of support and understanding that seems to be preferred. And in addition, being able to provide more support to more people.

**Recommendation 2:**
Consider the value of implementing a survey similar to the Scottish Prison Service (SPS) Prisoner Survey to gather data, make informed decisions, and inform program ad service design and delivery.

**Recommendation 3:**
Promote and implement access to 24-hour services, enabling access and support at crucial times (homelessness), and stages of contemplation (addiction). Face-to-face services – not just phone services. This will also help reduce Hospital Emergency Department presentations.
Canada

Legal / Correctional Context: There are 14 correctional jurisdictions in Canada: 1 Federal system (Correctional Services Canada); 10 Provincial systems; and 3 territorial systems. The Provincial and Territorial governments have exclusive responsibility for offenders serving less than 2 years, remandees, offenders sentenced to probation, and young offenders. Adult offenders (18+) sentenced to two or more years are sent to a federal penitentiary.

I spent a time in and around Correctional Services Canada (CSC) – The Federal System - learning about the different programs and preparations, which are made with prisoners pre and post release to support their rehabilitation and transition back into the community on release. Along with learning about the programs, I had the opportunity to visit different people, places and prisons and learn about Canada’s history. I was eager to meet with CSC on my trip, as Australia’s systems often look at the direction Canada is leading with Correctional Practice, and Rehabilitation, and particularly how their programs are adapted / developed to accommodate the different needs, views and experiences of different groups, including women and aboriginal prisoners.

A comprehensive schedule was put together for me by Robert Ouellette, of Intergovernmental Relations at CSC, which covered a wide range of programs, services and locations.

I received a presentation from the Aboriginal Initiatives Directorate. CSC recognises the cumulative effects of inter-generational trauma on Indigenous peoples, resulting in many cases, in incarceration and loss of family and community connections. Canadian legislation requires CSC to be responsive to the unique needs of Aboriginal offenders, specifically those with First Nations, Metis, and Inuit heritage.

The continuum of care model begins at intake, and is then followed by paths of healing while in custody, and ultimately leading to the reintegration of indigenous offenders into the community. The model provides flexibility necessary to respect the diversity of First Nations, Metis and Inuit Peoples, and accounts for variations in cultures based on location, rural/urban/remote and northern communities.

Within institutions holistic healing environments have been established. The Pathways Initiative is a correctional intervention that is; elder driven, healing intensive, consistent with indigenous traditional values and beliefs, supportive of individual healing plan and correctional plans, and a stepping stone to lower security reclassification.

Significantly, CSC has developed and currently delivers culturally appropriate programs to address violence, substance abuse, attitude, negative association, sexual offending, and cognitive and social interaction; people with the same cultural background deliver these programs wherever possible, or supported by Elders. Elders and spiritual advisors also provide traditional counselling, cultural teaching and ceremonies to indigenous offenders.
CSC engages with Elders on an as needs ‘contractor’ basis. This ensures that indigenous offenders have access to spiritual and cultural services. Currently there are 110 elders engaged across Canada providing services to offenders, and spiritual support and advice to the Institution Management regarding ceremonies including offenders’ access to ceremonial objects and traditional medicines within the institution.

As with Australia, Aboriginal Liaison Offices are employed and support offenders to access culturally appropriate services, pre and post release, and help support their reintegration into the community.

Correctional Services operates programs across 4 areas:

- Social Programs – life skills.
- Correctional Programs – behaviour changes
- Educational Programs – priority to those with less than grade 12 education
- Vocations Programs – both institutional and community and CORCAN. CORCAN is a Special Operating Agency (SOA) within CSC, which allows it to operate as an independent business, while respecting government policies and regulations.

My particular focus was on the Correctional and Social Programs, and the particular differences / adaptations and re-writes for Aboriginal and/or Women offenders.

I received a presentation from Reintegration Services Division on social programs. Social Programs within CSC encourage offenders to undertake activities that contribute to a health, pro-social lifestyle, and teach offenders how to occupy their leisure time in a constructive manner. Social Programs include: Parenting Skills Training, Community Integration Program (for males) and Social Integration Program (for females). They also include recreational activities, arts and crafts, leisure activities, cultural and developmental activities, and social events.

The Social Programs are both structured and unstructured, provided skills and strategies to prepare for transition into the community. Promoting positive values and interactions, giving skills to practice, which support the learning’s from the correctional programs. All women offenders complete the Social Integration Program, and male offenders are assessed for their suitability to undertake the Community Integration Program. All participants are provided with a book full of resources – housing, budgets, bank account details, identification etc.

In another presentation from the Reintegration Programs Division with outlined the Integrated Correctional Program model used by CSC. Correctional Programs include:

- Substance Abuse Program
- Violence Prevention Program
- Family Violence Prevention Program
- Sex Offender Program
- Community Maintenance Program

Each program has a range of levels ‘High, Moderate & Adapted / Engagement’, with each of the relevant programs having an Aboriginal Offender specific program, and a women’s offender specific program. These programs are delivered within correctional institutions and in the community.
I spent a day with a Julie Colbourne, a Parole Officer from Ottawa Parole Office – who took me to various different partner and support organisations where she refers her parolees to for additional supports, programs and services.

We visited the Elizabeth Fry Society of Ottawa, including the JF Norwood Halfway House – a 12-bed transitional housing service for women that is staffed twenty-four hours. As part of the residential program women are expected to develop and put into action personal support plans, with the assistance of support workers, and incorporating any statutory obligations and conditional requirements (i.e. parole conditions). Community Justice Workers provide court support, and a Direct Accountability Program (DAP) for both men and women including Theft Diversion, Anger Diversion and Drug & Alcohol Diversion programs. Some unique and powerful programs are facilitated, including life after trauma, theft prevention group, relapse prevention, self-esteem and emotional regulation and programs specifically for women who are/ have worked in the sex trade. Programs mainly offered in group settings, but are where relevant offered on a one-to-one basis.

In 2017 the Elizabeth Fry Society also commenced running a women’s Bail Residential Program offering accommodation to women to avoid the use of remand, and provide the opportunity for women in the community prior to sentencing.

Minwaashin Lodge, Aboriginal Women’s Support Centre provides a range of programs and services to First Nation, Inuit and Metis women and children who are survivors of domestic and other forms of violence. All programs and services are provided in the context of cultural beliefs and values to ensure a holistic journey is used as a part of the healing journey. The lodge incorporates family nights, employment readiness programs, a ‘courage to soar’ program and a sacred child’s play lodge. The lodge facilitate camps and peer engagement, counselling / crisis services. At a location away from the Lodge is also a shelter for women and children operated along the same principles.

The John Howard Society (JHS) of Ottawa facilitates a program known as Time for Change (T4C). An initiative dedicated to male and female young adults, adults and their families who are impacted by gang involvement. Providing gender-responsive supports and services in education and training, employment readiness, safety and stability, housing, counselling, family reunification, community engagement, mentorship.

I also had the opportunity to meet with the Aboriginal Liaison Officer (ALO) – Mary, and the Programs Officer – Kathleen at the Ottawa Parole Office. Mary spoke to me about the health, education, counselling, family and community opportunities available for aboriginal offenders in the community, along with men and women specific healing programs, and the family resource centre. The week following my visit and Inuit specific halfway house was opening in partnership between CSC and the John Howard Society, allowing for cultural specific practices and living environments.

Kathleen spoke to me about the programs, which she delivers in the community, the utilisation of the ‘Good Life Wheel’ in programs, and the option to refer participants to one-to-one programs and/or support if they present with major mental illness. When facilitating programs in Ottawa they are facilitated in English, however at times there are participants who only speak French, or traditional aboriginal languages – where possible other participants will support the learning of others in the group, and utilise pictures and visual aids in the event of low literacy.
I spent an afternoon at Waseskun Healing Lodge, in Saint-Alphonse-Rodriquez, Quebec. Waseskun is a non-profit Aboriginal organisation affiliated with Correctional Services of Canada and Correctional Services of Quebec. Their aim is to facilitate the holistic healing of Aboriginal offenders who have committed crimes and violent acts, often related to drug and alcohol abuse, and have been transferred to Waseskun as residents in order to foster their successful reentry into their families, communities and nations.

Waseskun uses a holistic approach aimed at producing changes in negative lifestyle patterns, based on a deep sense of cultural and traditional values while providing the residents the tools they need for developing healthy relationships. The overall aim is to empower the residents to accept responsibility for their own actions and understand the consequences they have created for themselves, their victims, families and communities.

The lodge operates a Waseya Holistic Healing Program, with components dedicated to healing, culture, education, skill-development and self-esteem / self-concept. I learnt about the medicine wheel, and some of the ceremonies, practices and prayers, which are undertaken at the lodge. I was given the gift of a necklace from a resident, as he explained to me his journey, and that his biggest fear about reentry was going to a supermarket. After 42 years in prison, the day prior was the first time he had been out of a facility, and not in a prison van – he had participated in a program Connecting with the Land. The necklace depicts the Medicine Wheel, and three feathers, representing vision, truth and freedom.

The National Film Board of Canada has released a documentary on Waseskun, which can be accessed through their website

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I visited **Joliette Institution for Women** in Joliette, Quebec. The institution is a multi-level facility enabling different levels of security within the one complex. I was given a tour and pleased to hear that the segregation wing was empty, and maximum security was only at 75% capacity.

Children can remain with their mothers in Joliette until the age of 5 (following necessary assessment), in a specific housing block for women with children, which also houses an additional prisoner as a ‘babysitter’ to ensure that mums are also able to attend their required programs. There is a specific family area within the prison, where children can play, learn and interact with their mothers, including video calling to children who are not able to reside, or live too far away.

The women within Joliette can apply to attend the local school, leaving the prison during the day to attend classes and return at the end of the day. CORCAN also operates textile facilities within Joliette – which provides offenders with employment and employability skills training whilst incarcerated.

The prison has a specialised Structured Living Environment (SLE), which provides a therapeutic, multidisciplinary approach for multiple security levels for female offenders with diagnosed Mental Illness. The environment is Dialectical Behaviour Therapy (DBT) based, with specific Correctional Officers rostered to work in the SLE to maintain the effective operation and structured environment.

Many of the women who exit Joliette Institution, are accommodated at **The Maison Therese-Casgrain Halfway House** of the Elizabeth Fry Society, in Montreal. The house has been operational in an affluent suburb of Montreal since 1980, and can accommodate up to 40 women. The service provides programs and services for anger management, relapse prevention, mental health supports, autonomy, creativity, legal advice services, accompaniment by volunteers and workshops on theft and economic crimes. These programs are available for both residents and women in the community. Support is offered twenty-four hours per day, with group and individual program sessions, common rooms, living spaces and capacity for children to stay when appropriate. Women’s are eligible to be accommodated when they have completed the first third of their federal sentence, or the first sixth of their provincial sentence, enabling them to serve the remainder of their sentence in a halfway house with integration supports.
The following appointments were organised outside my interactions with Correctional Services Canada.

I found Klink Coffee in my online searches of Toronto, and made my way to their offices to find out more about their social enterprise. Klink grind and distribute coffee beans to cafes, businesses and individuals, and employ ex-offenders as both paid employees (where possible) and volunteers to work within the organisation, promote and support the work of Klink and others who have had similar experiences. Klink is continuously expanding their ideas and plans to support prevention, intervention and integration. I took up more of Mark, Zoe & George’s time than I probably should have, but talking and sharing their stories was invaluable to my learning, and learnt a lot about the cultures, practices, language and achievements of the program.

I arrived at The South Etobicoke Reintegration Centre of the John Howard Society (JHS) of Toronto by train and a short walk, which was abruptly halted by the imposing Toronto South Detention Centre, filling the horizon. The Reintegration Centre however is just around the corner, perfectly located for the men released from the Detention Centre. I was welcomed into the centre and made feel at home while I waited to meet my hosts for the day. The centre is operated by the John Howard Society, however shares space with other like-minded organisations and supports. Those who enter seeking assistance are greeted by their peers, offered coffee and a snack and provided accompaniment from a lived experience – navigator. Public Health funding provides the necessary funding to JHS to employ the peer mentors - who all undergo training. Each mentor is provided additional training in motivational interviewing and has daily supervision meetings with the centre manager – who has found that the role requires lived experience and ‘gained respect’. Because we are all part of communities, the centre helps build another community and develop a team atmosphere for the mentors, and also clients.

The centre operates on harm reduction principles, and overdose prevention, including utilising naloxone kits.

“I can relate as a role model, who has survived this shit”
At the centre I learnt about the housing crisis which is becoming more and more of an issue across Canada and particularly with those who have offended or been convicted of offences. I heard about some of the hostels and accommodation options available to ex-offenders, and what different criterion applies. Options such as the Community Residential Centres (CRC), of which 200 are provided nationally by non-government organisations in partnership with CSC, provide a structured (halfway house model) to enable a more structured transition to the community following incarceration.

I had the opportunity to visit one of South Australia’s Thinkers in Residence Allyson Hewitt at her workplace in Toronto whilst visiting. Allyson was able to fill me in on some of her experiences having a background in Criminology, Law, and Public Affairs (among others) and known and understood the criminal justice system. Allyson’s passion for innovation, social impact and collaboration shone through as we toured Medical and Related Sciences Discovery District (MaRS DD).
REFLECTIONS

- As the Canadian legal system is set up differently to Australia, with different time frames and sentence lengths determining where one is imprisoned. This also determines which services may be available pre and post release. It appears to me that the federal correctional prisons have better transition programs, than the provincial – however this may be due to having/knowing sentence length and timeframes for rehabilitation (as opposed to remandees)

- Social enterprise and social innovation are emerging practices providing different funding streams, but also to providing greater employment and voluntary / experience opportunities to offenders in the community.

- The structure of release to Halfway Houses with set timeframes of acceptance provides clarity and consistency to prisoners (and their families) to enable planning and well-prepared transition to the community.

- The adaptations and re-writes of programs with appropriate advice (i.e. elders) provide a better holistic / culturally appropriate service and program structure to meet the needs of specialist population

**Recommendation 4:**

Ensure that when programs are developed in Australia, they are adapted to account for the different and varied needs of women and Aboriginal / Torres Strait Islander prisoners / offenders

**Recommendation 5:**

Ensure social programs are effectively integrated and legitimised as part of the core activities within prisons. Such programs need to adopt holistic throughcare approaches, enabling further development / continuation in the community.
United States of America (USA)

New York, New York

As I travelled to New York from Montreal, I landed at LaGuardia airport - flying in over and landing next to the infamous Rikers Island – a rather imposing prison complex (which consists of nine jails), and introduction to my travels / learning’s in New York.

I had the opportunity to attend the graduation celebration of the most recent leaders from the Leading with Conviction (LwC) Program of Just Leadership USA (JLUSA), funded through various means, including a recent philanthropic grant from the Chan Zuckerberg Initiative to continue their advocacy and work to reform the Criminal Justice System. JLUSA is dedicated to cutting the United States correctional population in half by 2030, empowering the people most affected by incarceration to drive policy reform.

The Leadership Program – LwC is an advanced leadership-training program for the formerly incarcerated, and has a proven track record in advocacy. Participants must be at least 3-5 years post-criminal justice involvement to ensure they have the time to resolve normal reentry issues, secure housing and employment and focus on leadership advocacy in their communities prior to undertaking the program. The training provides skills in Leadership & Organisational management, Community Building, Advocacy & Policy Skills as well as Communication.

I met some incredible people at the celebration, including some I had already been in contact with, and others who I would go on to interact with further before the end of my trip. It was a truly inspirational evening and one where I heard from many formerly incarcerated graduates of the program about their advocacy and their journey forward.

At the Just Leadership USA Celebration, I met Marilyn Reyes who invited me to attend the VOCAL – New York (Voices of Community Activists and Leaders) Gala Event. VOCAL builds power among people affected by HIV/AIDS, drug use and incarceration to create healthy and just communities. VOCAL has chapters in Albany, New York and Seattle.

The Gala was celebrating VOCAL’s year, and the supporters who ‘fought beside them’. With four people honoured, sharing their stories, their passions and some great food and conversations. Around the room were banners and posters for the campaigns VOCAL ran and stood up for in the past year.

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Louise Kelly
Reducing Recidivism through supported Reintegration and Rehabilitation
One of those honoured, Dr. Jonathan Giftos spoke about his involvement in harm reduction advocacy. As the current Clinical Director of Substance Use Treatment for the Division of Correctional Health Services at Rikers Island, he oversees diversion, harm reduction, treatment and reentry services for incarcerated patients with substance use disorders, also operating as the medical director of the Opioid Treatment Program (OTP) for the New York City jail system. He has partnered with VOCAL-NY to advocate for and support Safe Consumption Spaces (SCSs) and continues to partner with community-based organisations to advocate for humane drug policy.

I visited the Fortune Society who’s mission is to “Building people, not prisons” support successful reentry from incarceration and promote alternatives to incarceration, thus strengthening the fabric of our communities. I met with Max at ‘The Academy’ (also known as ‘The Castle’) in West Harlem, and heard about all the programs and services, along with having a tour of ‘The Castle’ accommodation, which accommodates 60 people. The accommodation site operates in phases, with emergency/ triage accommodation (5 people to a room) and transitional accommodation (1-2 people to a room). In addition to the Castle, there are 250 ‘scatter-site’ apartments, in various locations across New York City, rented as an agency (sponsor based), which are available to those who have transitioned through The Castle.

Fortune Society operate an Individualised Corrections Achievement Network (I-CAN) program which provides skill-building and release preparation services to eligible individuals during their incarceration in New York City Department of Correction jails, and continue offering reentry support following their release. This program is currently available in all Rikers Island facilities and provides the vital link to services in the community, to help prevent the cycle of re-offending.

Fortune also offers Alternatives to Incarceration (ATI) programs, including a licensed outpatient day-treatment program designed to support individuals battling substance abuse make the transition from criminal activity to positive, productive livelihoods (Flametree ATI Program).

Employment and education programs also operate to teach basic literacy skills support, to earn high school equivalency and attending college. Programs also support job readiness, employment opportunities, career coaches and engagement with Fortune 500 companies within New York to experience and prepare for interviews.

My visit took place on a Thursday evening, with the intention of being involved in the Community Meeting, held at ‘The Castle’. Current and past residents are invited to get together and share, discuss and support one another. However attendance that evening well and truly exceeded expectations with people flowing out of the room and not even leaving any standing room.

A video overview, providing some client insight into the Fortune Society is available on YouTube https://www.youtube.com/watch?time_continue=219&v=HaiDV.ptr1w
In Brooklyn I met with David, Josefina and Kelly at the Center for Community Alternatives (CCA), a leader in community-based alternatives to incarceration and policy advocacy to reduce reliance on incarceration.

The CCA promotes reintegrative justice and a reduced reliance on incarceration through advocacy, services and public policy development in pursuit of civil and human rights. The ‘reintegrative justice’ movement calls for an understanding of the challenges a person faces once embroiled in the Criminal Justice System. Endeavouring to see that barriers are understood and addressed from the very beginning of a persons contact with criminal justice institutions.

The CCA court advocates offer alternatives to Incarceration (ATI) to the Courts for both youth and adults who have been charged with an offence. While enrolled in a CCA program, participants continue to live at home with families and in the own communities. ATI programs are far less costly than incarceration and have an excellent track record for protecting public safety and reducing recidivism. The ATI programs allow participants to engage in services and supports, which may otherwise be unavailable if incarcerated. The opportunity to to address barriers in the community presents ‘real-life’ situations to form suitable and stable coping strategies and address traumas.

CCA was founded on the belief that the solutions to crime resist in community not imprisonment. CCA’s core advocacy unit it made up predominantly of lawyers as are many of the Reentry Clinic staff.

Providing legal clinics, steps to correct criminal records (‘rap sheet’), as well as civic restoration of civil rights such as voting and access to education, which may have been removed following incarceration. CCA also provide reintegration services to those who require support to access employment, or become job ready.

As has previously been highlighted, recovery is an ongoing process. CCA operates ‘recovery networks’ in Syracuse and Rochester. The networks are peer led support groups, connect participants with community activities, promoting personal and community health, as well as a life long commitment to recovery.

The Crossroads program helps participants to address their overall physical and health needs, as well as barriers related to parenting, employment and housing. Crossroads, along with many other programs at CCA, incorporates peer mentors in their service delivery.

Given that the prevalence of HIV/AIDS is far higher among substance users and people who have been incarcerated than the general public, I also visited the AIDS Center Queens County (ACQC) and was advised that it is mandatory for inmates in Federal prisons in the United States of America to undergo screening for HIV/AIDS.

ACQC case managers assist people living with HIV/AIDS infection in coordinating the various services available to them. The primary goal of each case manager is to be an advocate for those living with HIV/AIDS, as experts in handling the red tape and the bureaucracy that one encounters in the ‘system’. Case managers can advocate for; medical care, social security, disability benefits, public assistance and HIV/AIDS Service.
Administration (HASA), AIDS Health Insurance, AIDS Drug Assistance Plan (ADAP), legal assistance, mental health support, transportation, nutrition, community referrals, client education, peer education, housing services, harm reduction (including needle exchange), medical and pharmacy support. The AIDS Healthcare Foundation (AHF) enables a more holistic health service given that they operate full pharmacy services onsite that specialise in providing service to people with HIV/AIDS and Hepatitis C, and also funding some of the services at ACQC.

I attended one of the housing sites of ACQC available in Jamaica, Queens – the accommodation site is co-located with the YMCA (Young Men's Christian Association) and available for up to six-months, residents are provided three meals a day and are referred directly from HASA, and assisted with the relocation to permanent housing.

Prevention and education is provided by the ACQC, including school education. Food and nutrition services are vital supports provided by ACQC along with other services that help address the needs of those with HIV/AIDS. A 'Food Pantry' (like Australia’s Foodbank) is available through ACQC as is nutritional advice and assistance, including Supplemental Nutrition Assistance Program (SNAP) offering nutrition assistance to millions of eligible, low-income individuals and families.

The Harm Reduction service provides the lowest possible threshold services in order to meet the individual 'where they're' at any given moment. The syringe exchange program operated at four ACQC sites throughout Queens, and provides/offers sterile syringes, condoms, hygiene kits, support and referrals. This service is often seen as the first step in an active user's re-engagement with care services.

Another connection/contact made from the JLUSA celebration was a philanthropic funder who put me in touch with an organisation known as Hour Children. Sister Tesa started this inspiration organisation, initially providing home and foster care for children whose mothers were in prison. It has evolved to its current form, with the stated mission of helping incarcerated and formerly incarcerated women and their children successfully rejoin the community, reunify with their families, and build healthy, independent, and secure lives. To accomplish this, Hour Children provides compassionate and comprehensive services and encourages all to live and interact with dignity and respect.

Hour children was named to acknowledge the important hours that shape the life of a child with an incarcerated mother – the hour of their mother’s arrest, the hour of their visit, and the hour of her release.

I spent the day learning about the different services offered to the children of prisoners, and also formerly incarcerated women. I had the opportunity to meet with women who are participating in programs, and to join in on their Power Hour meeting.
A significant program, which is operated by Hour Children, is Hour Working Women Reentry Program (HWWRP), a four-phase program specifically designed to support formerly incarcerated women by providing hard and soft skills training and employment placement support needed to obtain a meaningful, livable-wage job that provides the income and stability essential to achieving self-sufficiency and provide for their families. Mentoring is also provided through this service.

Employment is critical, of course, but Hour Children's top priority for families is getting a roof over their heads. Homelessness is shown to have a direct link with recidivism. The service offers various accommodation options, which can accommodate approximately 70 families at any given time. Hour Children does not limit how long mothers can stay with them, providing mothers and their children the chance and support to reunify following incarceration in a stable environment for as long as is required. Many of the accommodation options are a communal model, reducing isolation for these women, while some independent apartments are also available.

Sister Tesa started providing foster care at 'my mothers house' to enable children to say they were staying at 'my mothers house' and remain engaged with their local communities if their mother was incarcerated. This house is located across the road from the offices of Hour Children, and also incorporates a licensed child and day care centre, as well as after school programs – enabling mothers to complete their programs and know their children are being well looked after. Mentoring and support programs are also available for children and teenagers, including dance and creative writing classes, yoga, self-defense boxing classes, and other enrichment programs.

I met with John Bae at the Vera Institute of Justice and heard about some of the research and advocacy work taking place. Vera works in partnership with local, state and national government officials to create change from within which involves research, pilot programs, and engagement of diverse communities. They utilise best-practice research to inform policy and practice, and are currently active in more than 40 states of the United States of America. John's work focuses on housing and education projects; as such I was able to hear about the work that is being done in relation to these two arenas in particular.

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We spoke about the New York City Housing Authority’s Family Reentry Pilot Program, supporting 150 formerly incarcerated individuals to re-unite with family members in Public Housing, and be provided individual case management for a 2 year period, by one of the many partner organisations. The Coming Home report\(^{21}\) is an evaluation of the New York City Housing Authority’s Family Reentry Pilot Program. It was found that the pilot contributed to the reentry needs of participants being met, including employment, attending job training, attending education courses and/or receive substance-use treatment while living at home. For people with criminal records, public housing exclusions present a formidable obstacle to gaining a firm footing when they return to their community from jail or prison. By offering a stable living environment with family members and a wide array of services to help people reenter/reintegrate, the pilot program has shown promise in reducing the risks for recidivism and launches participants towards productive lives, while maintaining public safety.

The Making the Grade report Developing quality post secondary education programs in prison\(^{22}\) referred to a study evidencing that incarcerated people who participate in prison education programs are 43% less likely to re-offend than those who do not. Incarcerated men and women report lower levels of educational attainment than their counterparts in the community. Those who take college courses find it easier to secure employment and establish or strengthen positive relationships with family, friends, and associates when they return home. Providing educational opportunities and support is identified as a key factor important in supporting crime-free lifestyles.

I had the opportunity to attend a seminar at the John Jay College of Criminal Justice (part of the City University of New York) with **Professor Baz Driesenger**. I first contacted Baz after reading her book ‘Incarceration Nations’\(^{23}\) and reached out to see if we could meet while I was in New York. Following a resounding yes, Baz informed me that she was in fact going to be in Adelaide in June, prior to my trip, and we should meet then. Baz is the founding director of the ‘Prison-to-Colleges’ program, which offers college courses and reentry planning to men incarcerated at Otisville Correctional Facility, and broadly works to increase access to higher education for incarcerated and formerly incarcerated individuals.

The students I met were preparing for their ‘learning exchange’, whereby they would travel to Otisville Correctional Centre and participate in college classes with those who are currently incarcerated. This opportunity provides students with an understanding of prison, and also supports engagement with the outside/inside community for both. All currently incarcerated students gain relevant credits for the subjects undertaken, and upon release from custody, can continue their studies with John Jay College. Some will also be travelling to South Africa in early 2018 with Baz to initiate the program there.

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I met with **Sam Tsemberis** - the founder of Pathways Housing First (PHF). Simply put, Pathways unique approach is this: provide housing first, and then combine that housing with supportive services and treatment services.\(^{24}\)

Housing First is an internationally recognised homelessness response/support model and as such meeting with Sam also provided the opportunity to discuss Housing First on a global scale with others from Brazil and Czech Republic at the meeting. Some of the emerging trends and concepts discussed included the importance of choice. While the principles of Housing First dictate that the consumer must have choice and self-determination, housing people together, if that is their choice, does not violate this basic tenant. Applying flexibility to this principle does not take away the consumer choice – if their choice is to live with others, while still promoting self-determination and recovery oriented practice.

It was great to have the opportunity to discuss the Housing First principles in the context of working with clients still subject to statutory conditions/obligations. Where operated on a harm reduction/recovery journey basis, this may conflict with statutory conditions and/or obligations.

Housing First is truly a client centered, holistic intervention program, with no entry criteria, and no time limit to support or service. The Housing First approach has proven to be, effective, cost saving for both the street-dwelling homeless and those staying in shelters, jails, state hospitals, or other institutions.\(^{25}\) Given the restrictions and limitations the formerly incarcerated already experience this opportunity to be housed ‘first’ and then address barriers and goals is extremely important to their reentry, and rehabilitation, as well as community safety overall.

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\(^{24}\) Tsemberis, Sam (2010) *Housing First* Hazelden Publishing: Minnesota

\(^{25}\) Ibid
Revolving Door: Something that leads back to a previous place or condition: for some offenders, the justice system is a *revolving door*
New Haven, Connecticut

I was introduced to the Citizenship Project when I was in Scotland, and made contact with Professor Michel Rowe at Program for Recovery and Community Health (PRCH) of Yale University in New Haven, to see if I could visit while I was in the United States of America.

I spent 2 days with the Michael who initiated the first Citizenship Project in New Haven, and Patty who currently facilitates the program. This experience was unparalleled – meeting with students who were participating in the citizenship project, answering their questions about the differences and similarities in Australia and being trusted to participate in their ‘What’s Up?’ group.

The citizenship model supports the strengths, hopes and aspirations of people with mental illnesses to become neighbours, community members and citizens. The program is run over two days per week, in two-hour blocks, and included time for ‘What’s Up?’ – the opportunity in each meeting for everyone to talk about what’s going on with them, and for other group members to provide feedback.

They are studying to take on valued social roles in mainstream society26

Citizenship is defined as the strong connection to the 5 R’s of rights, responsibilities, roles, resources, and relationships that society offers to its members, and a sense of belonging that comes from others recognition of one’s valued membership to society.

Patty also took me to meet the people at the Community Reporting Engagement Support and Treatment (CREST) Center, a day rehab center for those required to attend programs in the community. Criminal justice agents refer clients to this center as an alternative to incarceration, for people who have a dual diagnosis (AOD and Mental Health). The intensive day reporting program provides structured skill building, illness management, relapse prevention and recovery support services.

CREST bridges the efforts of the Mental Health & Criminal Justice System to more efficiently serve the needs of mentally ill people who commit petty crimes. Case Managers, a Social Worker, Recovery Advisors and Peer Mentors staff the center.

Austin, Texas

I arrived in Austin, the evening following the significant massacre at the Las Vegas music festival, and as such, many conversations during my week in Austin were related to gun-control, with many people still surprised to hear that Australia has heavily legislated gun ownership, and outlawed possession of many automatic weapons over 20 years ago. However as gun control was not the intention of my trip, I did not let this hijack my learning experiences.

I attended the Austin/Travis County Reentry Roundtable – a significant group including those from Texas Department of Family & Protective Services, Sherriff’s Office, Texas Criminal Justice Coalition, Austin Recovery, Goodwill, Community Court, Probation, Lawyers, Educators and Community members brought together to facilitate better reentry processes. The Roundtable’s mission is to be a robust collaborative promoting safe and healthy communities through effective reentry and reintegration of formerly incarcerated persons and individuals with criminal histories.

The current fellow of the Reentry Round Table shared her story and journey publicly in the time I was in Austin. Annette shared her story with Austin Radio Station ‘KUT 90.5’. The roundtable brings together partners and stakeholder to strategically develop plans that will bring about system change ensuring the safety and well-being of all. The Roundtable has a detailed work plan for 2017-18 (commenced in October 2017) with goals related to; community engagement, Diversion / Navigation, Collateral Consequences, and Organisational capacity.

I had the opportunity to attend the Reentry Roundtable’s Reentry Advocacy Project (RAP) one evening and meet formerly incarcerated people, their families and those who would like to support them. This experience was invaluable, and again raised the topic of measurement of recidivism… measurement of failure – why not measure successes?

The Reentry Advocacy Project engages formerly incarcerated men and women to advocate for the development and implementation of policies and practices that directly and positively impact the reentry population and their families, as well as provide guidance to the Roundtable.

I met with Lauren Johnson, the inaugural fellow of the Austin Travis County Reentry Roundtable, and also a LwC fellow. Lauren was now works for the American Civil Liberties Union (ACLU) in Austin. My visit with Lauren however wasn’t about her current role, but her story, where she is now, the projects she is currently working on... 

Every sentence has a story

and extremely passionate about. I was also very interested to learn more about the theater group (Conspire) a part of, supporting formerly incarcerated women to re-build self-esteem and share their stories through performance.

This YouTube clips provides a short snippet of the program at Conspire. [https://www.youtube.com/watch?time_continue=121&v=USYEdjY0BvU](https://www.youtube.com/watch?time_continue=121&v=USYEdjY0BvU)

Lauren shared with me her story, and her experiences, describing her lived experience as a super power, she has elevated her experiences in a powerful and protective way to shine light on her rehabilitation and rehabilitation opportunities for others. Lauren remains engaged with the RAP and advocacy for those formerly incarcerated.

I met with Jorge at **Grassroots Leadership** whose mission states they are working for a more just society where prison profiteering, mass incarceration, deportation and criminalisation are things of the past. Jorge is also member of the Reentry Advocacy Project, and shared some insight with me into the messaging of recidivism, and recidivism rates being about failure – rather than celebrating the successes, for example those who have been released from custody, and heading forward. Jorge spoke about a research opportunity which he is involved in which a study which was currently being undertaken with those successfully completing parole and not re-offending. He highlighted that it has been difficult to gather the required sample population for the study, as most have moved on from ‘that life’ and don’t want to go back over their past, instead focusing on the future.

We spoke about the ‘Ban the Box’ campaign promotes and proposes policy change. They had been advocating and the recent win they had had in relation to this. ‘Ban the Box’ is a policy shift, requiring the removal of conviction inquiries from job applications - easing the hiring barriers and creating a fair chance to compete for jobs. This change allows employers to judge applicants on their qualifications first, without the stigma of a record. The National Employment Law Project (NELP) provides a map of all states within the United States of America, and their current status on ‘banning the box’.  

A significant reason for my visit to Austin was to visit the **Texas Public Policy Foundation (TPPF) ‘Right on Crime’.** Where I met with Derek Cohen and Michael Haugen, who explained to me some of the history and politics, which surrounded the *Right on Crime* approach, rather than ‘tough on crime’ approach, which we have seen in South Australia in recent years.

Texas has gained national acclaim for closing prisons while achieving a reduction in crime that exceed the national drop. Since 2005, crime has fallen 33.4% in Texas while the incarceration rate has declined 16.6%.  

Texas has proven that crime and incarceration can be addressed at the same time.  

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29 [https://www.texaspolicy.com/blog/detail/texas-should-close-prisons-but-strengthen-alternatives](https://www.texaspolicy.com/blog/detail/texas-should-close-prisons-but-strengthen-alternatives)
Texas, like the rest of the United States, calculate 3-year recidivism rates. For Texas, the 2017 Fiscal year reports on releases from custody from 2013. In this period, 15.8% of females released were reincarcerated within the 3-year period, and 21.7% males. This is not directly comparable to the Australian/South Australian 2-year recidivism rate for various reasons, related to the counting mechanisms, but most particularly in relation to the timeframe – this means more offenders have been released from custody, compared with the return/recidivism rate.

While the incarcerated population is higher than Australia’s national prison population, 10 facilities have closed in Texas in the past 10 years, about 7,500 prison beds. These closures are attributed to reductions in recidivism, lower incarceration rates and the provision of diversion options and alternatives to incarceration. Texas State utilises Specialised Diversion Courts – including for Veterans, Mental Health, Substance Use and Prostitution, whereby the programming available is unique to each court.

As mentioned at the very beginning of this report, South Australia’s previous tough on crime mantra has contributed to prison overcrowding as well as substantial infrastructure costs associated with building more prisons. It is encouraging to see the changes in policy and approach in Texas, even if initially driven from an economic/fiscal perspective, are resulting in positive change; we can learn from these approaches and adapt them to Australian circumstances.

Attending the University of Texas at Austin was another highlight. I was able to participate in a Reentry Subject, an elective subject for University students studying law. It was great to meet and discuss the importance of reentry supports with future lawyers. This week’s topic was in relation to criminal records, where they are stored, how they are accessed and what they mean for someone trying to move forward with their life. Addressing and understanding the collateral consequences of crime, the students were asked to research different states in America to investigate the implications of offending behaviour and convictions.

Collateral consequences are legal and regulatory sanctions and restrictions that limit or prohibit people with criminal records from accessing employment, occupational licensing, housing, voting, education and other opportunities. Collateral consequences most frequently affect people who have been convicted of a crime, though in some states an arrest alone – even an arrest that doesn’t result in a conviction – may trigger a collateral consequence. The National Inventory of Collateral Consequences of...
Conviction\(^{31}\) provides information and updates state-by-state of what collateral consequences may exist for offences in that particular state.

What I found very interesting was the availability of people’s criminal records online, the fact that ‘mug-shots’ are made public and available on the internet – which is generally taken when someone is charged with an offence, not necessarily at conviction – and these remain on the internet, sold to different private companies and very difficult to retract. Some of the students participate in a program supporting the expunction of records, as part of their learning, and explained how difficult it is to retract all the records as they are sold to different companies, not always updated and so easily available online now. The internet is making these types of systems too accessible, and creating further stigma and prejudice. The Australian system appears to be much more protective in that sense, in that there are only limited places where an application for a criminal record check can be made, and mug-shots are not made public. While court records are publicly accessible, they are not as ‘Google-able’ as those in the United States.

**Defy Venture** was the only ‘program based’ organisation I met with in Austin; they provide a program in prisons and the community, created by the same women who started The Prison Entrepreneur Program (PEP) in Houston.

The Defy Ventures program provides a blended learning model – paper, video, face-to-face, which runs for 6-8 months, 20 hours per week with a 'shark-tank' style pitch including character and business development and mentoring.

Currently there are 4,400 self-selecting volunteers nationally who, provide mentoring and attend the shark tank pitch. The volunteers and the program work with the community to support development and understanding, as well as bringing people (volunteers) into the prisons to participate in the ‘pitch competition’. This demystifies some of the prison culture and surroundings for potential employers and investors, and provides education for all.

One of the graduates of the program – Coss Marte - features in an article in Men’s Health Magazine about the 'ConBody' empire he has built.

The program has proven to be better targeted at male prisoners, and is broken down into unit costing for the relevant prison/jail/department to fund, per prisoner to participate.

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31 https://niccc.csgjusticecenter.org/map/
REFLECTIONS

- While I was in New York, I had a strange realisation about metaphors and symbols. The United States of America has the highest prisoner population in the world (both in terms of absolute numbers and when expressed as a percentage of population)\(^{32}\), and by personal observation, the most revolving doors I have ever come across. I’m wondering if this is coincidence or conspiracy (photos page 43).

- I met a lot of people; some advocates, some activists and some formerly incarcerated themselves. Their stories are inspirational, and the supports and options they provide are priceless. Translation to an Australian context although necessary, may be problematic given our cultural perspective and perceived ‘laid-back’ attitudes and lifestyle. Most services and organisations in the United States also operate significant advocacy and activist roles.

- The one-stop-shop set-ups for services like those in New York, provide everything in the one location, enabling a more cohesive and coordinated rehabilitation and reentry process, accessible by public transport, all services in one location enabling participants to essentially ‘jump the queue’ when necessary.

- Enabling specialised services for formerly incarcerated mothers, and the children of prisoners/offenders is invaluable. The care and compassion shown by the staff and volunteers is meaningful, and supportive. The gender specific service provides additional support and empathy in a holistic manner to women and their children.

- There are numerous supports available to those impacted by HIV/AIDS across New York (and the United States as a whole). USA data reports that people who inject drugs accounted for 9% of new infections diagnosed within 2016\(^{33}\), whereas Australian data reports 3% of transmissions were attributed to injecting drug use\(^{34}\). The numbers of people are incomparable given the significant population difference between Australia and the USA, and it was incredible to see such holistic response/supports available, outside of hospitals and ‘medical professionals’.

- The best-practice research and evidence-based approaches utilised by the PRCH provide such valuable lessons to us all. The international network which has been created from the Citizens Project is significant, and has led to further research and international comparison, with the particular recognition that the program cannot operate the exact same in every country, even every state or town.

\(^{32}\) [http://www.prisonstudies.org/highest-to-lowest/prison-population-total?field_region_taxonomy_tid=All](http://www.prisonstudies.org/highest-to-lowest/prison-population-total?field_region_taxonomy_tid=All)
Philanthropy and philanthropic giving is more common in the USA than it is in Australia, with more prospects to seek funding and support outside government grants, and operation of prescribed programs. These opportunities for engagement, involvement and sponsorship provide open opportunities to develop innovative programs, supporting passion and alternatives, including prevention and intervention style programs.

**Recommendation 6:**
Develop and pilot a Citizenship Project, adapted for South Australia, to support reintegration and community engagement

**Recommendation 7:**
Explore alternative funding opportunities. Engage and educate philanthropists regarding the barriers and challenges facing the formerly incarcerated on their reentry / reintegration to society.

**Recommendation 8:**
Further education opportunities in relation to reintegration processes and barriers, for legal professionals / students
United Nations

While in New York, I took the opportunity to visit the United Nations (UN) Headquarters. Although not formally part of my study tour, it has contributed substantially to my reflection, thoughts and planning. To be able to soak in the strength and significance of the UN’s purpose.

The UN Charter sets out four main purposes:

- Maintaining worldwide peace & security
- Developing relations among nations
- Fostering cooperation between nations in order to solve economic, social, cultural or humanitarian concerns
- To be a centre for harmonizing the actions of nations in attaining the above.

I arrived the Friday prior to the UN’s closure for the annual General Assembly, which forces closure to many parts of Manhattan Island to ensure safety and security of the 193 world leaders attending the Assembly. It was a surreal experience to be able to stand in the General Assembly Hall and Security Council Chamber and see where the following week world leaders would be discussing matters of international significance.

As always in this work and policy context, I am always aware of the Nelson Mandela Rules, and in the context of this trip.

The United Nations Standard Minimum Rules for the Treatment of Prisoners (The Nelson Mandela Rules), adopted by the UN General Assembly on 17th December 2015 after a five-year revision process – cannot be underestimated. These rules provide a background for policy development and implementation of reforms and policy/legislation engagement internationally. These Rules are specific for the treatment of prisoners, and in addition to the Universal Declaration of Human Rights.

Rule 90 in particular applies to the context of my trip:

"The duty of society does not end with a prisoner’s release. There should, therefore be governmental or private agencies capable of lending the released prisoner efficient aftercare directed towards the lessening of prejudice against him or her and towards his or her social rehabilitation"35

It was also coincidental that I attended the Waseskun Healing Lodge in Quebec (Canada) on the 10th anniversary of the UN Declaration of Indigenous Rights.

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Themes

Housing

“For people returning to their communities from jail or prison, housing is not just shelter: it provides a critical foundation for success... having a secure place to live also helps reduce drug use... and is an important factor in getting and keeping a job”^36

Every country I visited had various forms of housing for those recently released from prison, whether halfway houses, addiction specific rehabilitation and accommodation programs, transitional housing and /or pilot projects.

These opportunities often cannot accommodate everyone in need – which is certainly the case in Australia. The increasing need with the increasing prison population highlights the relevance of support models and housing frameworks such as 'Housing First', where choice in location and no pre-requisites for accommodation, removing potential discrimination. This approach allows the opportunity to be accommodated first, without which the ability to achieve goals can be compromised. The provision of housing must be a priority as it is a basic need.

Housing First can conflict with statutory obligations however models are emerging internationally and variations of Housing First do exist, however not all are strict in their adherence and application of the 5 principles: immediate access to housing with no readiness conditions, consumer choice and self-determination, recovery orientation, individualized and person-driven supports as well as social and community integration.

Housing provides shelter, stability and security to enable the opportunity to address barriers, achieve goals and work towards a crime-free life.

Outside of the Housing First homelessness response model I was impressed by the operation and function of the sites I visited in Scotland. I feel that the Scottish approach could be adapted effectively to fit an Australian context, however with the option of some elements of the bigger halfway houses being operated as therapeutic communities.

The scope available in the large halfway houses I visited in Singapore and Canada really open up additional opportunities for community engagement, and work/enterprise related activities – such as the café's and businesses operated in Singapore.

An Australian Institute of Criminology study of housing and homelessness outcomes for ex-prisoners found that stable accommodation was likely to contribute to a decrease in reoffending and drug use^37

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^37 M Willis, Ex-Prisoners, Supported Accommodation Assistance Program housing and homelessness in Australia, Australian Institute of Criminology, Canberra, 2004.
Employment

“... a lot of time, [a] record disqualifies you from being a full participant in our society - even if you’ve already paid your debt to society...”

– President Barack Obama, Rutgers University, November 2, 2015

Employment provides not only financial benefits, but also provide social connections and lifestyle benefits. Getting up each morning and going to work help those released from prison to build and maintain a structured lifestyle, and engage with others doing the same. It also provides a new identity to the formerly incarcerated; rather than being an ‘ex-prisoner’ or a ‘crim’ they can be a receptionist, or a delivery driver etc.

The ‘work therapy’ programs, which are run from the Halfway Houses in Singapore, provide engagement and initiation into working cultures, provides ‘work-hardening’ skills. The work therapy provides the skills, references and experience.

Supported work programs, and social enterprises like, Street & Arrow (Glasgow), Klink Coffee (Toronto) and the café/restaurants in Singapore – Soon Bak Kut Teh and Breakthru Cafe, provide support and employment opportunities to ensure that reintegration needs are met, and employment opportunities are available. These programs are invaluable, providing a reference for future employers and the necessary experience to be listed on resumes.

Singapore a world leader with regard to innovation and social enterprise, and the opportunities that are available to ex-offenders through the Yellow Ribbon Project and community engagement are invaluable.

Many of the organisations I met with in the USA employed ex-offenders as peer mentors, as well as in other roles throughout the organisation the advocacy campaigns were significant in relation to ‘ban the box’ and supporting the expunction of criminal record.

Engagement in employment and support is invaluable in supporting ex-offenders to be valued members of society, provides engagement opportunities and reduces/removes stigma.

However, as has been highlighted and is clearly recognised, numerous elements need to be in place in order to ensure stable employment. It is difficult to attend work on a daily basis if you are homeless, and/or still using illicit substances, so it is important to engage these supports pre-employment and during critical transition phases and stages of employment, so as to reduce risks and barriers, associated with other relevant life domains.

The other valuable lesson learnt in Singapore is the importance of engaging with employers. This may be a new initiative and one where past experiences of the formerly incarcerated is not understood, so it is important to also engage with employers to offer support and encourage and foster their engagement in employing more / further ex-offenders.

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Community

“Community involvement has become an essential ingredient of crime prevention in all kinds of partnerships involving municipalities, the police, schools, health and social services, and the private sector”\textsuperscript{39}

The community's engagement is vital in the successful reintegration and rehabilitation of offenders. If the community are not willing to accept people back, people who have 'done their time', then how can someone effectively re-join society?

I learnt about and saw different levels of community engagement in my study tour. Not just the community outside the prisons, the community inside the prisons, the community in general, and the lived experience / mutual aid community supporting one another to engage in, and educate the community on their role in this life transition.

There are many stigmas associated with offending, convictions and the like, these are often heightened by many media reports and the presentation of fear. Fear of crime, can be a form of social control, which reduces social interaction, especially among strangers\textsuperscript{40}.

There are also people in the community who want to engage and support those attempting to reintegrate to society, however don't know how to – and so community education is a key element to this engagement.

Programs like the Citizenship Project (New Haven & Glasgow) provides valuable insight into the reintegration/reentry learning's that are invaluable to those who have had 'life disruptions'. Enabling former offenders to be engaged as 'students' to learn about their roles within society (amongst other things) and supporting their engagement through Valued Role Projects – which provide students the opportunity to step outside their relatively closed system of relationships and into the larger community.

The Yellow Ribbon Project shows the power of community, following campaigns, engagement and education, the community in Singapore engages positively with the YRP, attending the Yellow Ribbon Run, and Community Art Exhibition, amongst other events. Additionally, as reflected earlier, the media reports on positive reintegration messages and stories in the Strait Times and in turn engages the community in this aspect.

\textsuperscript{39} https://www.publicsafety.gc.ca/cnt/rsrsrcs/plctms/scl-rntgrtn/index-en.aspx#s21
\textsuperscript{40} Roach Anleu, Sharyn (1999) \textit{Deviance, conformity and control} (3rd ed.) Addision Wesley Longman Australia Pty Limited.
Recovery

‘The concept of recovery, though primarily used in the field of mental disorder, also has resonance for those who have experienced other types of life disruption’41 Life Disruptions are characterized as significant events that may prevent someone from reaching expected developmental milestones – such as mental health diagnosis, substance misuse, homelessness, involvement in the criminal justice system, or a combination of these disruptions.42

Across the services I visited, there was a tendency to address mental illness and substance use individually, targeting the main presenting issue – this is much the same in Australia. However the exception to that rule was the Citizens Project. The engagement in community supporting recovery as a whole enabled all life disruptions to be addressed – in many circumstances, mental illness, substance use and history of offending.

Services supporting / facilitating recovery from substance use in Glasgow (and Scotland generally) were recovery oriented and often with a focus on abstinence. Involving peer mentors and people with lived-experience is favoured amongst recovery oriented practices – whether it be peers-mentors brought in for that specific role, or the peers in the group coming together to support one-another and themselves. Internationally group therapy sessions appear to be favoured – more people can be supported, and know that their issues, barriers or concerns are normal, because others in the group have or are currently experiencing it.

Whilst group work and therapy can have its challenges, there are a lot of benefits to having more than one voice in the room, shared experiences, and a ‘friend’ to be able to call upon, outside of group time.

Supporting recovery from a ‘past-life’, the Singapore Anti-Narcotics Association (SANA) provides a tattoo-removal service, enabling ex-offenders to have gang tattoos removed, and ‘start fresh’ in their recovery from offending and substances. The Conspire Theater group in Austin gives recovery a theatrical/artistic outlet, as does Barry Yeow’s art therapy and workshops facilitated within Changi Prison in Singapore, and also in the community.

Harm minimisation principles (as opposed to recovery) can and do conflict with statutory conditions and obligations (i.e. Parole, Home Detention etc.). Statutory conditions generally require abstinence, rather than minimisation and/or reduction.

Recognising and identifying mental illness and substance use as ‘disorders’ one can recover from also removes the negative connotations and labels associated with the stigmatisation and segregation of society.


Language

Everywhere I visited used different language. Language changes were supported by ex-offenders, and some can also be found in government policy.

Australia still generally use the term ‘ex-offenders’ when referring to those released from prison, or convicted of a crime.

The stigma of these labels alone is damaging. Labeling theory focuses on the social reaction, the response from others who identify and interpret the activities of individuals becoming a deviant (or offender/criminal) is a process and does not automatically follow rule-breaking behaviour: it depends on the social audience’s enforcement of that rule. Based on this theory and assertions, it is possible for the community to support and influence this language shift, and remove the stigma and negative connotations.

Scotland has a national policy, now using the term ‘people with convictions’, separating the action from the person, and therefore removing the label, people with convictions, rather than convicted people, convicts. However when asked when this is no longer applicable, I was told when the convictions are spent (expunged), and not before – therefore holding this language for some time. In different jurisdictions, different offences are subject to a range of conditions to be applicable to be spent/expunged, it is not a given, generally must be applied for, and some offences cannot ever be removed from records.

The United States of America use the term ‘formerly incarcerated’, Canada use the term ‘people in conflict with the law’. The labels can still ‘hang around’ for a long time.

When does an ex-offender stop being an ex-offender? And how would you feel if you were only ever known for the worst thing you’ve ever done?

My personal favourites – person, human, citizen, community member, son, daughter, father, mother, brother, sister... These terms that have nothing to do with a decision/thing that related to a conviction or offence, we are still talking about people, and the more we label them, the more we push them away. We can utilise their ‘lived experience’ and their ‘peer support’ to provide knowledge and influence the minds and decisions of community.

Recommendation 9:

Review and adapt / modify the labeling language used, in consultation with those with lived-experience, to enhance reintegration processes and reduce stigma.

Peer Mentors

“The people who are closest to the problem are closest to the solution, but the farthest from power and resources”

Many of the services I visited utilised the expertise of peer workers within the programs, organisations and advocacy bodies. I was advised that to be an effective peer-mentor, one must have lived experience, relevant education and have addressed traumas associated with their lived experience. Some agencies were able to provide additional support and supervision (clinical or line-management) to peer-workers, peer-mentors to assist in their development and the service provided to clients.

The power of ‘real-life’ experiences of recovery in advocacy and engagement provide valuable insight and knowledge, coupled with recognition that everyone has their own journey, and different services/supports etc. work for different people.

Peer workers are a great addition, but must also fully supported to ensure that no one is further traumatised, and does not impose their thoughts, beliefs and life journey on someone else.

Some agencies reported that peer workers have been both their biggest challenge and biggest success, resulting in modified recruitment processes with supportive and active supervision processes in place, to offer the best support and guidance to peer workers.

With regard to Housing First, ‘the peer specialist’ is essential to the team’s success because he or she provides wise counsel from someone who has ‘been there, done that’. The presence of a peer specialist on the team directly demonstrates to other team members and to clients that recovery is indeed possible.

Many agencies I visited, particularly within the United States value the role of peer mentors and lived experience, and where possible employs from within, those with the right skills and approach. Fortune Society, for example, indicate that approximately 70% of their employees have histories of incarceration, substance use or homelessness, exemplifying the importance of new chances and serve as role models for their clients.

Programs such as Leading with Conviction and Citizenship Project can teach and provide the skills and knowledge to those with lived experience to be able to advocate and support others in similar situations.

Cultural mentors and supporters (elders, helpers etc.) can share relevant experiences, knowledge, support and advocacy, providing an alternative source of expertise as a peer or influencer in relevant cultural contexts.

Recommendation 10:

Establish lived-experience reference groups, and provide appropriate engagement and training opportunities to those who wish to engage in peer mentoring/support type roles

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44 Glenn E. Martin, JustLeadershipUSA
46 www.fortunesociety.org
Summary of Recommendations

<table>
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<th>Recommendations</th>
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| 1 | Develop ‘Yellow Ribbon Project’ style approach to:  
  - Educate and engage the community,  
  - Provide additional & coordinated support to offenders and their families.  
  Such a program could result in improved reintegration outcomes, reduce stigma and increase community acceptance. |
| 2 | Consider the value of implementing a survey similar to the Scottish Prison Service (SPS) Prisoner Survey to gather data, make informed decisions, and inform program and service design and delivery. |
| 3 | Promote and implement access to 24-hour services, enabling access and support at crucial times (homelessness), and stages of contemplation (addiction). Face-to-face services – not just phone services. This will also help reduce Hospital Emergency Department presentations. |
| 4 | Ensure that when programs are developed in Australia, they are adapted to account for the different and varied needs of women and Aboriginal / Torres Strait Islander prisoners / offenders. |
| 5 | Ensure social programs are effectively integrated and legitimised as part of the core activities within prisons. Such programs need to adopt holistic throughcare approaches, enabling further development / continuation in the community. |
| 6 | Develop and pilot a Citizenship Project, adapted for South Australia, to support reintegration and community engagement. |
| 7 | Explore alternative funding opportunities. Engage and educate philanthropists regarding the barriers and challenges facing the formerly incarcerated on their reentry / reintegration to society. |
| 8 | Further education opportunities in relation to reintegration processes and barriers, for legal professionals / students. |
| 9 | Review and adapt / modify the labeling language used, in consultation with those with lived-experience, to enhance reintegration processes and reduce stigma. |
| 10 | Establish lived-experience reference groups, and provide appropriate engagement and training opportunities to those who wish to engage in peer mentoring/support type roles. |
Conclusion

"The duty of society does not end with a prisoner’s release. There should, therefore be governmental or private agencies capable of lending the released prisoner efficient aftercare directed towards the lessening of prejudice against him or her and towards his or her social rehabilitation."\(^{47}\)

The engagement of community, and the collaboration of services are vital in ensuring the support and services can be provided to those who need them the most.

South Australia has come a long way in the past 18 months since the introduction of the 10% (reduction in recidivism) by 2020 target, and the strategy and recommendations following from this. Programs and initiatives are being funded and further investigated within government, and also in partnership with non-government and private organisations.

When I submitted my application I could not have imagined the change in rhetoric and government policy/strategy (10% reduction in recidivism by 2020) we have seen in the past 18 months which has made my experiences even more valuable and valued.

Programs already in place in SA to support effective (re)integration and alternatives to incarceration such as the Home Detention Integration Support Service Program (HISSP) can only be further enhanced by gaining an improved understanding of how similar systems are working internationally some of which I saw directly as part of my study tour.

A key learning from this trip was more about the significance of engagement with the community (and in turn their engagement with the formerly incarcerated) rather than solely the correctional / rehabilitation programs. The importance of education and engaging the broader community in conversation with Government, Non-Government, Educators, Legislators and those with Lived-Experience, should not be underestimated as a critical success factor to achieving positive and enduring change.

Whilst every program / service I saw and met with shared valuable experience knowledge and information with me, it must be acknowledged that not everything will translate neatly (or at all) to an Australian context. Different cultures, legislation and expectations impact on the introduction of ‘direct copy’ programs into an Australian / South Australian environment.

I wish to end with the same questions I posed at the beginning.

- **How would you feel if you were only ever known for the worst thing you’ve ever done?**
- **When does an ‘ex-offender’ stop being an ‘ex-offender’?**

## Acronyms

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<thead>
<tr>
<th>Acronym</th>
<th>Meaning</th>
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<tbody>
<tr>
<td>AA</td>
<td>Alcoholics Anonymous</td>
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<td>ACLU</td>
<td>American Civil Liberties Union</td>
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<td>ACQC</td>
<td>AIDS Center Queens County</td>
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<td>AIDS</td>
<td>Acquired Immunodeficiency Syndrome</td>
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<td>AJC</td>
<td>Austin Justice Coalition</td>
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<td>ALO</td>
<td>Aboriginal Liaison Officer</td>
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<td>AOD</td>
<td>Alcohol &amp; Other Drugs</td>
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<td>ATI</td>
<td>Alternative to Incarceration</td>
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<td>CARE Network</td>
<td>Community Action for the Rehabilitation of Ex-Offenders Network</td>
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<td>CBT</td>
<td>Cognitive Behaviour Therapy</td>
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<td>CCA</td>
<td>Center for Community Alternatives</td>
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<td>CPO</td>
<td>Community Payback Order</td>
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<td>CRC</td>
<td>Community Residential Centres</td>
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<td>CREST</td>
<td>Community Reporting Engagement Support &amp; Treatment</td>
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<td>CSC</td>
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<td>CUNY</td>
<td>City University New York</td>
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<td>DAP</td>
<td>Direct Accountability Program</td>
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<td>DBT</td>
<td>Dialectical Behaviour Therapy</td>
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<td>Domestic Violence</td>
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<td>EIT</td>
<td>Entrepreneur in Training</td>
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<td>FACE</td>
<td>Focus Acts of Connection Everyday</td>
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<td>Garscube Alcohol Rehabilitation Services</td>
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<td>HF</td>
<td>Housing First</td>
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<td>HMP</td>
<td>Her Majesty's Prison</td>
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<td>HSM</td>
<td>Halfway House Service Model</td>
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<td>HWWRP</td>
<td>Hour Working Women Reentry Program</td>
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<td>MaRS DD</td>
<td>Medical &amp; Related Sciences Discovery District</td>
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<td>NELP</td>
<td>National Employment Law Project</td>
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<td>NFP</td>
<td>Not-For-Profit</td>
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<td>NGO</td>
<td>Non-Government-Organisation</td>
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<td>Offenders Aid &amp; Rehabilitation Services</td>
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<td>Pathways Housing First</td>
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<td>Psychologically Informed Environment</td>
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<td>Persistent Offender Project</td>
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<td>Program for Recovery &amp; Community Health (Yale)</td>
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<td>Public Social Partnership</td>
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<td>PTSD</td>
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<td>Risk Needs Responsivity</td>
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<td>Voices of Community Activists &amp; Leaders - New York</td>
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<td>VRU</td>
<td>Violence Reduction Unit</td>
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<td>YRP</td>
<td>Yellow Ribbon Project</td>
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“The mood and temper of the public with regard to the treatment of crime and criminals is one of the unfailing tests of the civilisation of a country”

Sir Winston Churchill, Statement to the House of Commons, 1911
REDUCING RECIDIVISM
Through Supported Reintegration and Rehabilitation
2016 CHURCHILL FELLOWSHIP

by
Louise Kelly