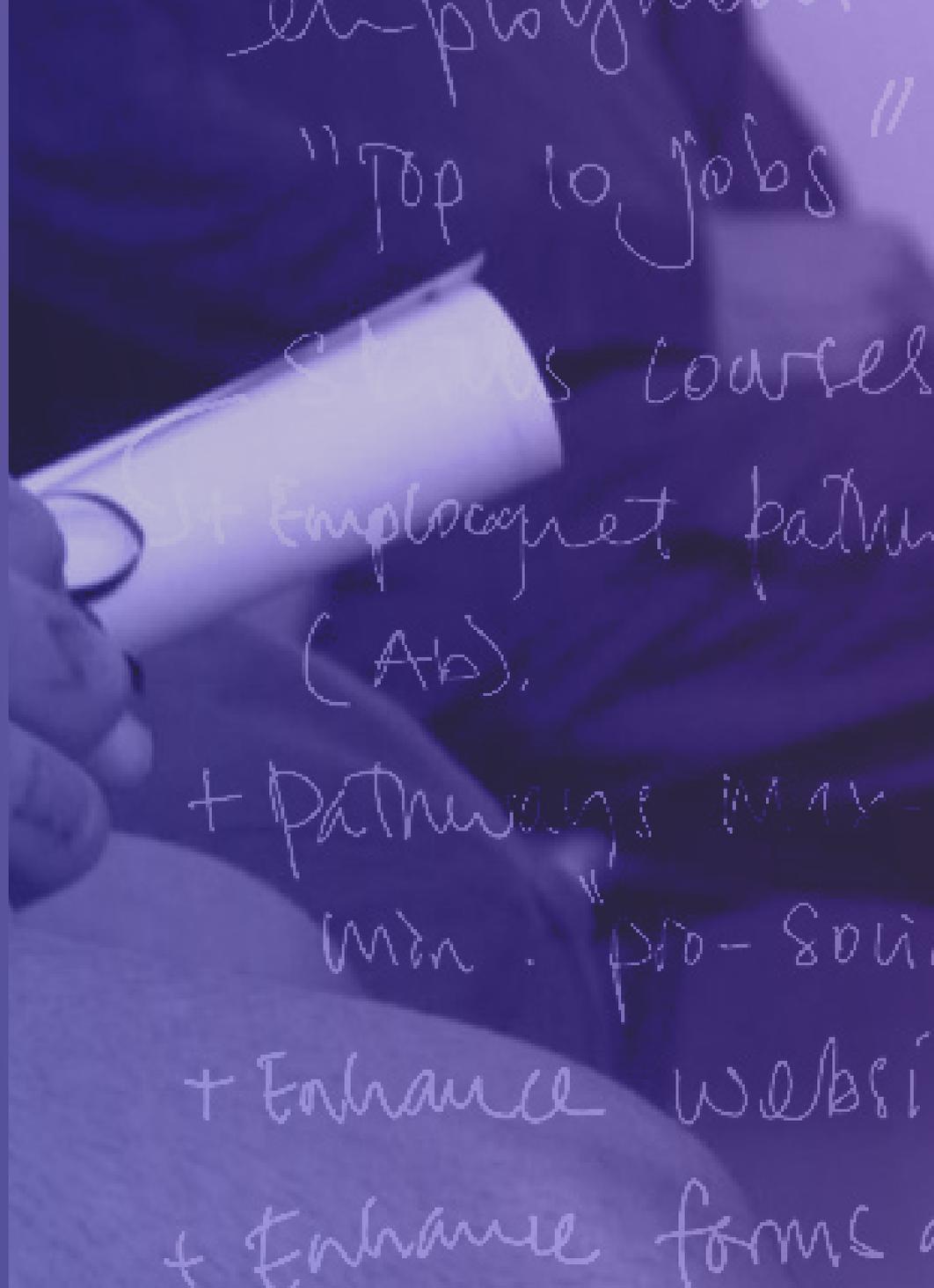




**A Corrective  
Services NSW  
Strategic  
Document**



**Research and  
Evaluation Strategy**

FOR THE

**Transformation of  
Prisoner Rehabilitation  
through Digital Technology**



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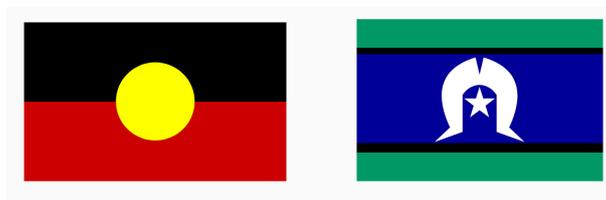
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# Acknowledgement of Aboriginal People

We (Corrective Services NSW) acknowledge the Aboriginal people as the First Nations Peoples of NSW. We acknowledge the ongoing connection Aboriginal people have to this land and recognise Aboriginal people as the original custodians of this land..

We pay our respects to Elders past, present and emerging, as well as acknowledging the Aboriginal and Torres Strait Islander people who contributed to the development of this document.



# Prologue

This research and evaluation strategy is the result of contributions from a range of people working and residing in prisons, and in roles supporting how prisons can use technology to transform rehabilitation and practice. This includes:

- Corrective Services NSW (CSNSW) staff in prisons and staff from the Corrections Research Evaluation and Statistics, the Reducing Reoffending Program Management Office, Aboriginal Strategy and Policy Unit, Offender Services & Programs and Corrective Service Industries – Education.
- female and male prisoners from two NSW facilities trialling the tablet devices
- community organisations including Justice Action and the Community Restorative Centre
- international academics and practice experts including Jana Robberechts (Vrije Universiteit Brussel) Stuart Ross (University of Melbourne) and Steven Van De Steine (De Montfort University/ SMart Corrections)

The intention of this document is to situate these voices and contributions within a research and evaluation strategy so they can be actioned by practitioners, policy makers and researchers interested in transforming rehabilitation through digital technology.

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# Executive Overview

This Corrective Services NSW (CSNSW) strategy establishes the overarching intent and direction for research and evaluation concerning the use of digital technologies in NSW prisons. The contents of this document pay testament to the contributions of stakeholders internal and connected to CSNSW in this space.

## Chapter Takeaways

### Chapter 1: Strategic Intention

- This strategy establishes a collaborative, interdisciplinary, human centred approach to research and evaluation to Transform Offender Rehabilitation Through Digital Technology at CSNSW.
- The strategy promotes a research and development focus where in addition to new knowledge and outcome evaluation, there is emphasis on improving and developing the applications, programs and practices associated with the new technologies.
- The new digital technology and the associated research and development activities will lead to demonstrable changes in:
  - prisoner and staff engagement
  - environmental conditions and prisoner experiences that reinforce attitudinal and behaviour change
  - engagement in skill and knowledge development, and non-offending identity
  - quality and extent of prisoner planning/preparation and support in community around successful transition and desistance
  - increase in prisoners' tertiary desistance in the community



**There is little empirical data highlighting what best practice actually looks like when implementing technologies such as internet in prisons.**

- Kerr and Willis,  
Australian Institute  
of Criminology

## Chapter 2: Digital Technologies in Prison

- Digital technology is now considered a fundamental social utility in everyday life. Corrections facilities around the world have incrementally embedded digital technology with the aims of enhancing offender management, security, safety, surveillance and efficiency.
- COVID-19 highlighted the value of digital technology in providing services including video visitation, health services and education to prisoners.
- Providing access for prisoners to digital technologies holds the promise of enhancing rehabilitation outcomes to address recidivism, normalising technology, allowing connection to culture and community and promoting digital literacy, however:-
- Introducing digital technologies is not without its challenges, including:
  - Potential duplication or cessation of existing functions and services.
  - Just as digital technologies may enable active participation, they can also lead to people socially retreating with associated negative effects.
  - The untested status of digital rehabilitation programs suggests there is no guarantee that inmates will engage in a way that will necessarily lead to rehabilitative outcomes. Ethical and legal questions regarding data monitoring, and the collection, storage and use of data.
- Four key technologies form the initial focus of this strategy: prisoner tablets, family visits via Audio Visual Link, LIVIT interactive online group program platform, and program alcoves. This will likely include other digital devices, services and infrastructure in the future.
- Digital technologies for correctional rehabilitative applications are emerging internationally. Evidence from other rehabilitation domains such as health as well as literature on the criminal justice system strongly supports that greater access to technology for rehabilitation and reintegration purposes needs to be a key priority. Research plays a key role in informing such design intentions.

## Chapter 3: NSW Strategic Context

- The broader NSW Government strategic context driving the need for this strategy:
  - Premier's Priority targets a 5% reduction in the proportion of people leaving prison re-offending within 12 months.
  - CSNSW rehabilitation practice - the systems, programs and activities that support people desisting from crime - draw from evidence-based approaches including the Risk Needs Responsivity approach.
  - CSNSW is the lead agency within the Department of Communities and Justice for addressing the Reducing Re-offending outcome. CSNSW also contributes to three outcomes (Safer Communities; Efficient and Effective Legal System; and Children and Families Thrive).
  - The cross-agency Department of Communities and Justice Research Strategy 2020-2022 outlines a strategic approach, the types of research activities, priorities, and how the Research Strategy is implemented into Practice
  - The Human Services Outcomes Framework (HSOF) specifies seven wellbeing outcomes for the NSW population. It is used throughout NSW government to plan, develop and evaluate initiatives.

## Chapter 4: A Rehabilitation Practice and Outcome Framework

- The Return to Social Wellbeing Model supports the broader view of rehabilitation created by integrating both the desistance and Risk Need Responsivity (RNR) approaches.
- Rehabilitation journeys are personal and complex, and necessarily culminate in re-joining society. The Return to Social Wellbeing model elevates the desistance theory focus of establishing prison activities to support people leaving prison to be productive members of society who do not offend. RNR interventions have an important role in promoting the rehabilitative change necessary for people to successfully desist.
- The interface between the Return to Wellbeing Model and the new prison digital technologies can be understood in how the NSW Government views the social health of society in the HSOF's seven categories.

## Chapter 5: What We Heard from You

- Insights reflect the perspectives expressed by CSNSW stakeholders spanning 11 groups including prisoners from John Morony and Dillwynia correction centres.
- Rehabilitation was associated with attitude change, optimism and self awareness. Support in the form of housing is absolutely critical, as is connection with family. Rehabilitation can be supported through role modelling, peer support, and having confidence walking your own journey.
- Though there is some confusion about what functionality will be rolled out and when, stakeholders are overall very positive about digital technologies. They see possibility for inmates to have greater access to services and information, to plan for release, have agency and support their mental health.
- Challenges to be addressed include continuity and quality of care for prisoners moving between prisons, improving interactions with corrective officers, fostering staff culture that better supports rehabilitation, and large volumes of data. There are concerns around privacy, and risks of some inmates being further disadvantaged due to lack of digital literacy or financial constraints.

## Chapter 6: Research and Evaluation Plan

- The research and evaluation plan articulates the rationale for the two key strategy programmes (described in Chapters 7 and 8), and the establishment of an overarching technology research coordination group.
- Effective research and evaluation requires leadership and coordination, drawing on multiple sources of information from across the organisation and research partners.
- The Digital Rehabilitation R&D group (DR-R&D Group) would implement and manage the strategy.
- The DR-R&D group would administer the Collaborative R&D Program including the identification of research partners, coordination of projects and information sharing between projects.
- The DR-R&D group would also have an important translation and communication function ensuring research and practice are connected and draw from each other.

## Chapter 7: Collaborative R&D Program

- The R&D Program harnesses the capacity of the university sector to enable CSNSW to lead the design and development of how the new technology will be employed to transform rehabilitation.
- Research knowledge and experimentation is needed develop domain knowledge, processes and practices for harnessing CSNSW technology
- The collaborative model for the R&D program seeks to extend the capabilities of CSNSW and the research partners and create a rich context for innovation and impact.
- The R&D program establishes 14 individual R&D projects which are interlinked and inform each other through the coordinating DR-R&D Group:
  - digital enabled rehabilitative learning – **education** in prison
  - Connecting with **Aboriginal knowledge** and practices
  - **Offence focused programs** - thinking skills for desistance
  - **Research and data** - digital research & consultation
  - **Social environment** - cultures to support desistance
  - **User experience and digital inclusion** – maximising impact
  - **External therapeutic services** – new opportunities for rehabilitation
  - **The making of meaning** – digital technology and the construction of positive identity
  - **Digital security** - protecting the integrity of the platform
  - **Maintaining and making connections** with family, friends, services
  - **Ethics** - guidance on digital technologies in prison environments
  - **Service design** - designing systems and services that support rehabilitative change
  - **Transitions** - Productive digital pathways through prison and into community
  - **Live online programs** - Increasing program reach & engagement
- Research partners for each project will be identified and selected through a formal EOI and independent assessment process.

## Chapter 8: Process and Impact Evaluation Program

- Process and outcome evaluations needs to inform the implementation, development and establishment of each of the key technology domains and activities.
- Program logic models for each of the key domains associated with the four technology initiatives have been articulated to help with establishing the Process and Outcome Evaluation Program.
- The program logic models articulate (page 65-81) how the project activities will lead to the desired outcomes. They serve as a starting point for CSNSW managers and practitioners responsible for key domains or initiatives to develop evaluation briefs with the support of the DR-R&D Group.
- The program will utilise a combination of formative evaluation (concerned with user experience and program delivery and improvement), and summative evaluation (assessing whether the initiatives lead to the outcomes as intended).

# 1:

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## Strategic Intention



*'We need to give them  
a modern learning experience'*

*STAFF '21.*

# Purpose

Realising the transformation of prisoner rehabilitation through digital technology is the purpose of this strategy. It is about how research and evaluation can be harnessed to transform prisoner rehabilitation within Corrective Service NSW. Digital technologies have transformed many aspects of how people work, learn, recreate, access services, communicate and maintain relationships in society. It has created efficiencies, removed barriers and created more transparency in many areas, while also raising some new challenges. In prisons, however, the reach of digital technology across all these areas (i.e. work, learning, services) has historically been limited. Through the introduction of new digital technologies, including personal android tablet devices outlined later, Corrective Services NSW (CSNSW) has the digital platform through which to fundamentally transform rehabilitation and the prisoner experience.

# Rationale

The introduction of new digital technologies by Corrective Services NSW is a core initiative of the NSW Premier's Priorities and the target of reducing reoffending for people leaving prison by 5%. The intention is to utilise digital technologies to positively change and increase the rehabilitative impact of the NSW prison system. This change may be achieved through digital technologies creating novel program or learning opportunities not previously available, and also through systemic changes that open up new opportunities for staff, change the prisoner experience or amplify current positive initiatives.

Research and evaluation is fundamental to the success of the digital technology initiative for two reasons. The first is the need for more knowledge about digital technology, rehabilitation and prison operations. While there is increasing academic and practitioner advocacy for greater use of digital technology in prisons as discussed in Section 2, research and practice knowledge about digital technologies is more piecemeal. This is particularly the case in the key focus area of transforming prisoner rehabilitation where there are few examples, applications and initiatives. There is a need to develop evidence-based knowledge, learn and use this information to establish and maintain a digital platform that will transform rehabilitation in prisons.

The second reason is that monitoring and evaluating change, and understanding how change is occurring, both defines and is fundamental to the ongoing development and success of the digital technology initiative. Having clear targets, and monitoring and developing the digital technology with respect to these targets, is essential for the building of a system capable of transforming prisoner rehabilitation.

# An interdisciplinary research and development focus

Transforming prisoner rehabilitation is an important and ambitious goal of this strategy. While the new digital technologies provide the basic platform, they will not in themselves transform rehabilitation. What is required is the development and curation of tools, applications and programs for the platforms that elevate and engage prisoners in activities associated with desistance and rehabilitation outcomes. Many of these tools and applications do not currently exist or need adaptation to this context. Expertise and research methods exist within the fields of interaction design and information technology for developing such applications, but their development also requires knowledge from practice (i.e. teachers, prison officers, program specialists), other academic areas (i.e. adult learning, psychology, design) and potential users (i.e. male and female prisoners from different backgrounds, family members, program specialist, prison officers). An interdisciplinary, human centred approach to research and evaluation is required where, in addition to the creation of new knowledge and establishing impact, an important aspect of the research process is the development and testing of new tools, applications or programs.

# Creating knowledge and impact with the university sector

Collaboration with research institutions is identified in the Department of Communities and Justice research strategy (2020-2022) as a core mechanism through which the Department undertakes research. While practice orientated, the interdisciplinary nature, complex, and resource intensive aspect of researching and evaluating digital technologies lends itself to collaboration with the university sector. The complexity of realising rehabilitation through digital technologies requires collaborative engagement and objective research methods rather than contract research, to establish the direction, knowledge and expertise within Corrections NSW. This is fundamental to the research achieving its objectives.

This strategy articulates in Section 7 a number of research and development streams with each being a substantial body of research. Due to different focuses of the streams, and need for specific expertise, it is likely the projects would be distributed across institutions through a competitive process. For Australian universities, these research projects are attractive as they involve engaging with industry to address an important, internationally relevant societal problem using an interdisciplinary approach that will lead to real world impact – these are key and identified research objectives for many Australian universities.<sup>1,2</sup>

<sup>1</sup> ARC Statement of Support for Interdisciplinary Research, see <https://www.arc.gov.au/policies-strategies/policy/arc-statement-support-interdisciplinary-research>

<sup>2</sup> Engagement and Impact Assessment, see <https://www.arc.gov.au/engagement-and-impact-assessment>

# Outcomes

This research and evaluation strategy has five target outcomes for transforming prisoner rehabilitation through digital technology. The new digital technology and the associated research and development activities will lead to demonstrable changes in:

- prisoner and staff engagement and planning for rehabilitation
  - > evidenced through access to information, use of applications, referrals to services/programs and documentation of discussions
- the environmental conditions and prisoner experience that build strengths and reinforce attitudinal and behaviour change consistent with desistance
  - > evidenced in self-agency, meaning, adjustment to custody
- prisoner and staff engagement in developing prisoners' skills, knowledge and a sense of themselves supportive of desistance and non-offending identity
  - > evidenced by program participation, attitude change, change in risk profile, hope, optimism
- quality and extent of prisoner planning/preparation and support in community around successful transition and desistance
  - > evidenced by established relationships with family, employment/training, health, supervision, and their maintenance post release
- increase in prisoners' tertiary desistance in the community
  - > evidenced by reduction in the occurrence, severity and extent criminal offences.

# Strategy Logic Model

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## Premier's Priority - Breaking the Cycle

Reduction in reoffending for those leaving prison. 5% by 2023

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### R&D Focus

### Transforming Prisoner Rehabilitation Through Digital Technologies

- Tablets
  - LiViT
  - Program Alcoves
  - Family Video Visits
- 

### Research Governance

### Digital Rehabilitation R&D Group

Lead and facilitate the implementation of the research strategy  
Build collaboration and a community practice around impact

---

### Research Plan

### Collaborative R&D Program

Partner, research & develop digital rehabilitation capability  
Harnessing the university sector to create impact

#### Collaboration project themes:

- Education
  - Aboriginal Knowledge
  - Offence Focused Programs
  - Ethics
  - External Therapeutic Services
  - Transitions
  - Service Design
  - Live Online Programs
  - Research and Data
  - The Making of Meaningt
  - Social Environment
  - Digital Security
  - User Experience & Inclusion
  - Maintaining and Making Connections
- 

### Internal Process & Outcome Evaluation

Utilise logic models to plan and establish evaluation processes  
Learn, evaluate and improve each initiative

---

### Research Outcomes

### Transforming Prisoner Rehabilitation Through Digital Technology

- Prisoner and Staff engagement in planning rehabilitation.
  - Conducive environments for experiences that build desistance
  - Prisoner and Staff engagement in developing desistance skills and knowledge
  - Supportive environments inside prison to plan for reintegration to community
  - Support for tertiary desistance on return to community
-

# 2:

## Digital Technologies in Prisons

We are moving to an era of the digital native. Technology is a natural expectation in life and increasingly be expected to be available in prison life.

STAFF '21.

# Digital Technology in Prisons

## Background

The world outside prison is dramatically different to what it was even twenty years ago. A large part of this transformation is due to digital technology changing how we live, work and access services. Digital technology is now considered a fundamental social utility in everyday life. It enables personal and professional access to government services, media, education, health and entertainment, and the ability to network and collaborate with remote people.

Focusing on criminal justice, prior to the 2020 COVID-19 pandemic, digital technology in prisons was an evolving research and practice issue. Technologies of offender management, surveillance and security have been adopted but, traditionally, prison authorities have been reticent to provide technologies or internet access to prisoners (McKay 2018). The gradual roll-out of digital technologies to prisoners has been undertaken cautiously due to security concerns that prisoners might remotely harass victims and witnesses, or continue to operate criminal activities, and there have been concerns that the public may resent prisoners being enabled to virtually breach prison walls (Johnson and Hail-Jares 2016).

However, examples from the pandemic revealed the possibilities for digital technologies to facilitate essential services, such as courts. In prisons, COVID-19 highlighted the value of digital technology in providing services including video visitation, health services and education. In so doing, greater interest has been generated within corrections about the potential for digital technologies to transform prison experience and rehabilitation.

This section provides the practice and research context for digital technologies in prison. A brief overview is provided of how digital technologies are being used in prisons internationally including the research literature on their value, benefits and tensions. This is followed by an outline of the intentions for, and capability of, the new digital technologies being introduced in NSW prisons as part of the Premier's Priority initiative. Finally, we identify the opportunities for new technologies to transform prisoner rehabilitation.

# What is happening

Since the 1990s, digital technologies have been incrementally embedded into corrections facilities around the world with the aims of enhancing offender management, security, safety, surveillance and efficiency. Processes of ‘smartification’ have been occurring (Knight & Van De Steene 2017) with technologies including biometrics, facial recognition, AI, data analytics, robotics, RFID tags and drone detection, leading to technologically integrated ‘smart’ prisons. In addition, new communication technologies have been introduced in the form of audio visual links that connect prisoners with remote courts, lawyers and psychologists (Kashyap et al. 2018). Most of these technologies focus on the safe management of prisons rather than benefiting prisoners and their rehabilitative outcomes.

While the incorporation of digital technology for prisoners varies internationally, some form of restricted internet access is commonplace across western prisons according to a review of ICT initiatives in international and Australian prisons (Kerr and Willis 2018). Their examples include:

- limited computer access for restricted purposes in Australian and international prisons;
- limited internet access to restricted websites and email (e.g. in Denmark and Canberra’s Alexander Maconochie Centre);
- video visits
- educational, employment and rehabilitation programs (e.g. USQ), and
- kiosks and tablets

International literature shows that while shared computers and kiosks have been beneficial, especially for accessing legal resources, the provision of detention-grade personal devices to prisoners holds the promise of enhancing rehabilitation outcomes to address recidivism and re-entry into society (Jewkes & Reisdorf 2016; Reisdorf & Rikard 2018), normalising technologies in daily life (Kaun & Stiernstedt 2020) and promoting digital literacy. Digital tablet devices can empower prisoners to be more self-sufficient and responsible in managing their finances and weekly buy-ups, in scheduling their own appointments and being self-directed in undertaking programmes of rehabilitation, training and education, provided relevant and quality content is supplied and scheduled.

Digital technologies in England & Wales prisons have been recently evaluated (Palmer et al. 2020). Reported benefits include more privacy in phone calls, better maintenance of outside familial relationships and reduced tensions between prisoners in accessing phones. The devices act as incentives for good behaviour, promote psychological wellbeing, increase the sense of agency and autonomy, and reduce stress. Staff are freed from time-consuming tasks such as providing prisoners with their balance requests and processing administrative applications. Lindström & Puolakka (2020) provide a useful, recent overview of digital self-service devices in prisons and how these devices can effect positive change in relation to prisoners’ self-esteem and life management as well as the whole prison culture.

# Tensions

The introduction of digital technologies is not without its challenges including:

- questions whether it will largely replace in-person visits, education, health and staff-prisoner communication, and what impact that may have on prisoners' wellbeing
- whether the devices will become electronic babysitters (Johnson and Hail-Jares 2016) rather than tools of rehabilitation. While digital technologies are often touted as enabling active participation, they can equally be considered as pacifiers, the new 'opiate of the masses' (Kharzraee & Unsworth 2012)
- there is no guarantee that inmates will engage with digital technologies in a way that will necessarily lead to rehabilitative outcomes. The untested status of digital rehabilitation programs indicate there is the potential for inmates to adopt some of the less desirable aspects of online culture
- whether prisons can support digital inclusion for the diversity of people and their differing digital literacies - the risk for some is greater exclusion
- ethical and legal questions regarding data monitoring, collection and storage processes and use of those data
- public opposition
- the cost of installation and maintenance of the technology and its inevitable obsolescence, and
- the financial cost to prisoners and their families. The above-market charges to a captive audience far exceed those in the free world (Johnson and Hail-Jares 2016) and equity issues may arise when some prisoners are financially well supported versus those who are cut-off from their family and friends.

Kerr and Willis (2018) found the main challenge of implementing digital technology for corrective departments was around security and the potential for misuse. They argue that restricting access is far more harmful to prisoners and the broader community in the long run, therefore ways to manage these risks are preferable. One possibility is by providing ICT access as a privilege that can be revoked as a way to motivate good behaviour. However, depriving prisoners of access to digital technology will further limit them from integrating back into society upon release. Incentivising good behaviour and preventing digital and physical exclusion are thus seemingly conflicting objectives.

These issues aside, providing prisoners with access to digital technology is widely recognised as both a vehicle to manage increasing numbers of prisoners in corrective facilities through realising efficiencies, and as a means to close the widening digital divide between prisoners and the broader community. The harm caused by withholding technology from prisoners and the subsequent risk to the broader community is reason enough to explore successful models of use.

# The transformation opportunity

Kerr and Willis (2018: 14-15) argue in favour of the use of digital technologies and highlight how they can transform prisoners' wellbeing, lived experience in prison and rehabilitation. While "there is little empirical data highlighting what best practice actually looks like when implementing technologies such as internet in prisons", they advocate that:

***Detailing a consolidated plan for implementation, evaluation and management of technology in correctional settings can give correctional departments greater assurance that the maximum benefits of investing in new technology will be attained.***

Merely implementing the latest technologies is not sufficient: success requires correctional departments to:

***invest in creating and sustaining a culture that values the use of technology to enhance prisoner rehabilitation and wellbeing outcomes, and providing the time, space, resources and commitment to do so.***

Digital technologies for rehabilitative applications are still very much in conceptual infancy, but the evidence strongly supports that greater access to technology for rehabilitation and reintegration purposes should be a key priority. Clearly, the opportunity exists today to design a bespoke system that best works for the intended purposes. Research plays a key role in informing this design and we later provide a detailed Research and Development Program.

# What are the new Digital Technologies?

Four technologies are being specifically introduced as part of the Premiers Priorities. This section provides information and the rationale behind each. While these four technologies are the focus of this strategy, it is envisaged that other devices and platforms may be introduced in future developments. For example, as educational tasks such as word processing become popular there is evidence to suggest larger computing devices are beneficial.

## Tablet Devices for People in Prison

### What are the prisoner Tablet devices?

The prisoner tablet devices are an android mobile computing device connected via a controlled WiFi network to a secure digital platform. The tablet devices are specifically designed for the prison context, but the hardware and software are essentially the same as other android mobile computing devices in the community. Administrators of the prisoner tablets and the secure digital platform can centrally limit the hardware or software capability of the devices for operational reasons. The capability of the devices includes:

- video, audio and text communication
- playing of video and audio content
- processing for interactive, multi-modal applications
- touch sensitive screen
- browsing, searching and accessing of approved information
- server enabled personal information collation and storage
- word processing and data processing

### What is the secure prison digital platform?

This is a digital platform designed for the prison environment that enables the restriction of content and communication between any device, the network and any associated servers related to the platform. It is a commercially owned platform that is used across numerous correctional jurisdictions internationally with associated digital security credentials.

### When, where and how will people in prison access the tablet devices and the secure digital platform?

The intention is the tablets will be available to the prisoners each day from afternoon lockdown until the following morning before the start of the working day. While it may vary between facilities and accommodation types, most prisoners will predominantly be using the tablets while in their individual or shared prison cell. Prisoners will access the tablets via a personal log-on and password authentication process. Prisoners will have access to a range of free content and services, as well as being able to use the devices for paid communications with approved contacts and possibly some paid entertainment such as movies.

## **How will the Tablet devices contribute to Transforming Prisoner Rehabilitation to reduce recidivism?**

The tablet devices and associated platform are fundamental to the strategy of utilising digital technologies to transform rehabilitation. As discussed in this document, the tablet devices provide a secure means for prisoners to access a range of digital services, information and functions that are intended to support desistance processes, rehabilitative change and reductions in reoffending. The digital devices can be utilised to support engagement and motivation for change, supplement and increase the reach, dosage and engagement of intensive interventions, and support community networks and prisoners in the successful transition to their communities on release. As an android digital platform, there is also the possibility for some services and resources on the tablet to also be available to people in the community once released from prison. The logic model for the tablet devices in Chapter 8 provides a more detailed overview of tablets across 8 domain areas including some intended activities and the associated rationale for achieving outcomes related to reducing recidivism.

## **How are the tablet devices, digital platform and digital rehabilitation infrastructure being funded?**

The tablet devices and the digital platform is funded through the contract for the provision of telephone and data services to NSW prisons. The digital rehabilitation infrastructure is funded through the NSW Government and its partners invested in transforming prisoner rehabilitation in NSW prisons.

## **The LiViT Platform**

### **What is LiViT?**

LiViT stands for Live, Virtual and Therapeutic. LiViT is a secure means to connect with CSNSW programs and psychological services online. Within the Transformation of Prisoner Rehabilitation through Digital Technology strategy, it relates to the provision of program and psychological services through the LiViT platform using digital program alcoves primarily and central AVL studio, but also the tablet devices in some cases.

More information about the LiViT platform is available through the LiViT website - <https://tap.nsw.gov.au/programs/online-services-and-programs-livit>. This site provides information to people in the community who may be interested or be required to participate in programs on the LiViT platform.

### **What is the purpose of LiViT in the strategy?**

The purpose of LiViT in the strategy is to support people in prison, and those being released from prison, desisting from crime. This is achieved through the effective provision of online therapeutic services and programs that contribute to primary, secondary and tertiary desistance, and reduce rates of recidivism. The LiViT logic model further articulates the inputs, activities, outputs and intended outcomes related to the program.

## **Why LiViT and how does it contribute to Transforming Prisoner Rehabilitation?**

There are a number of reasons why LiViT is important to Transforming Prisoner Rehabilitation in NSW. Prisons, prisoners and program and services staff in the NSW system are distributed widely across the state including regional and remote areas. By LiViT enabling staff to work remotely across prisons, and prisoners to access individual and group programs more readily irrespective of prison location, it has the capacity to increase the reach, quality, quantity and impact of services and programs across the system. Some specific benefits include:

- reduces the need for staff travel to remote locations
- reduces prisoner movements
- creates greater flexibility
- provides an alternative mode of delivery that may be more responsive to some prisoners' needs (greater anonymity, safety, situational accountability)
- provides capacity for greater continuity of service
- overcomes impact of some institutional prison constraints on services

## **Family Video Visits**

### **What are family and friends video visits?**

Family Video Visits are where approved family members or friends meet with a person in prison using video conferencing equipment or a tablet device. Under the transforming rehabilitation initiative, the intention is people in prison will be able to have one video visit every two weeks in addition to weekly face-to-face visits. Families & friends and prisoners will also be able to elect to have a video visit instead of an in-person visit where it is available. Video family visits will occur at scheduled times during the week\* and on weekends\* with booking made using the same processes as for in-person visits. Family and friends connect via their own mobile or home computing device, or where this is not available, by utilising video conferencing facilities at a Community Corrections Office or government service provider. Each video visit is allocated a minimum of 25 minutes\*.

Under the initiative, and while it may vary between facilities, the intention is prisoners will be able to have one video visit every two weeks\* in addition to weekly face-to-face visits. If available, prisoners will also be able to elect to have a video visit instead of an in-person visit. Video family visits will occur at scheduled times during the week and on weekends and each video visit is allocated a minimum of 25 minutes.

### **Background to introduction of family video visits**

While video conferencing has been used to enable people in prison to access specialist services such as legal representatives for over a decade, only infrequently had it been used for visiting with family and friends. During the COVID 19 pandemic, video visits provided a safe means of contact between family, friends and people in prison as an alternative to in-person visiting and was rolled out across the system. Subsequent large surveys of families, and staff identified there were some important benefits associated with Family

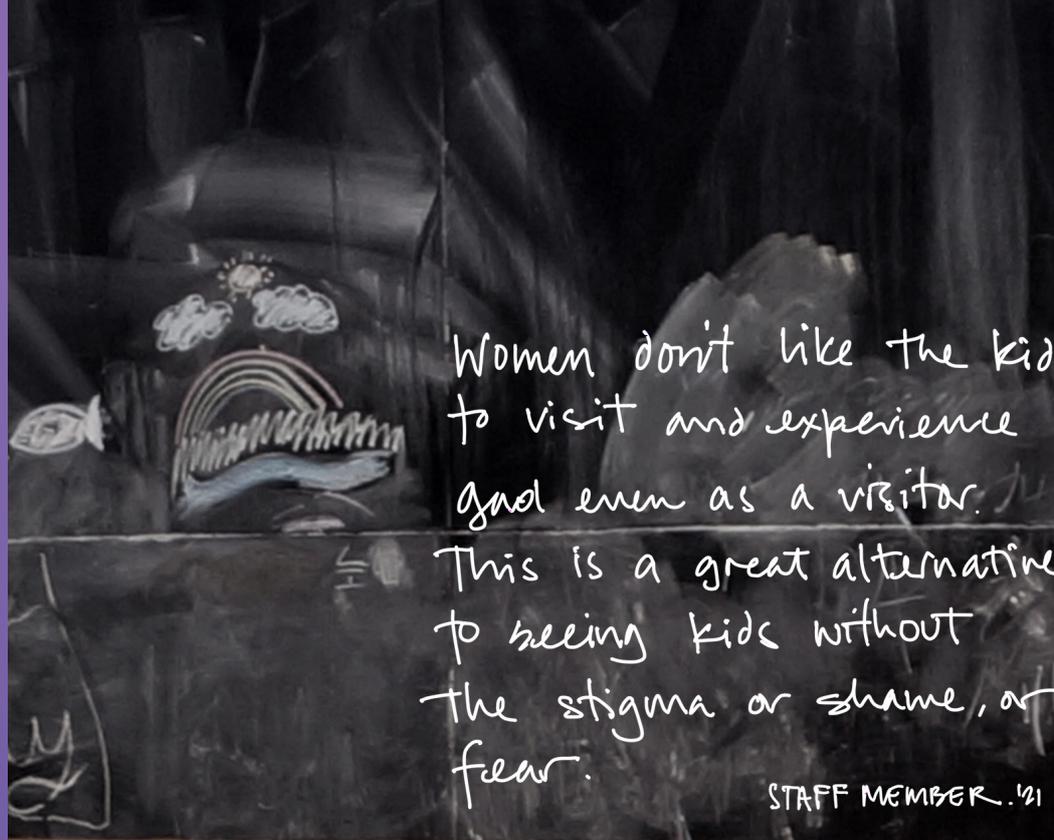
Video Visits for many families, people in prison and the organisation. Associated research also identified specific instances where using video conferencing was not appropriate and effective including some scenarios related to parent-child visitation and proceedings. Overall, the experience during COVID 19 identified the considerable ongoing value of video visits in supporting connections between people in prison and families and friends in addition to in-person visits. As a result, and as the maintenance of positive community connections is fundamental to desistance, the provision of video visitation in addition to in person visits was made an initiative under the Transforming Prisoner Rehabilitation Through Digital Technology strategy.

### **How do Family Video Visits contribute to Transforming Prisoner Rehabilitation to reduce recidivism?**

The capacity of people in prison to maintain, restore or develop their relationships with family and friends is recognised as being related to reducing recidivism (Mears, Cochran, Siennick and Bales, 2011).

# 3:

## NSW Strategic Context



# NSW Strategic Context

This section situates this strategy within the broader NSW Government strategic context. This is the context that is driving the introduction of the new digital technology, the transformation of prisoner rehabilitation and the need for this research and evaluation strategy. The context is illustrated in Figure 1 providing an overview of where the digital technology research strategy sits in relationship with Government, Departmental and Agency priorities, strategies, and initiatives. Each aspect is described in this section highlighting these relationships. This understanding is important because this research and evaluation strategy needs to respond to, be consistent with and contribute to this context. It is also important to the further articulation of a rehabilitation practice and outcome framework in Section 4 which underpins the strategy.

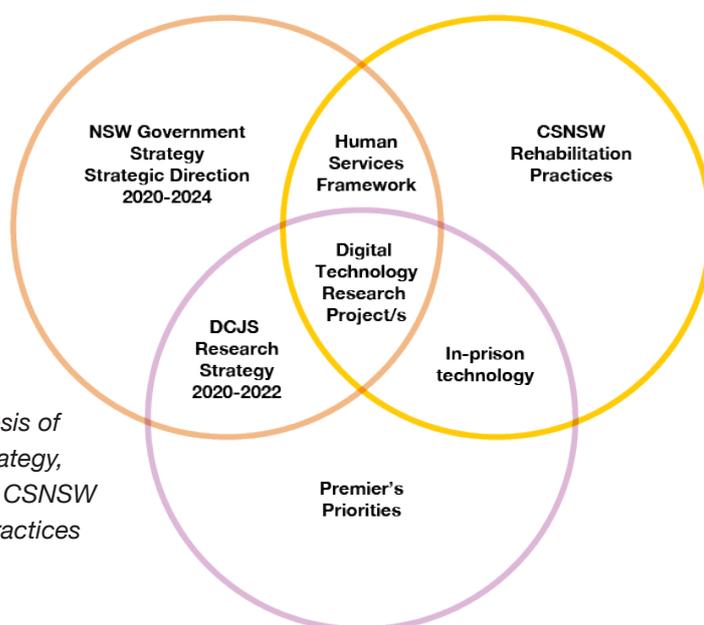


Figure 1. Synthesis of Government Strategy, technology, and CSNSW Rehabilitation practices

## Premier's Priorities

The NSW strategic context is directed by the 'Premier's Priorities' that are the NSW Governments 'commitment to making a significant difference to enhance the quality of life for the people of NSW'. The strategic intention of the Premier's Priorities is to address the issues 'that have been seen as being too hard'. In total there are 14 priorities that range across many different social, environmental and government service domains.

'Breaking the Cycle - reducing recidivism in the prison population' is the Premier's Priority driving the introduction of new digital technology and this strategy. The target for this priority is a 5% reduction in the proportion of people leaving prison who re-offend through committing a serious proven offence in the 12 months following release. The base year is the proportion reoffending in 2017, with the proportion needing to reduce by 5% for those leaving prison in 2022.

<sup>3</sup> <https://www.nsw.gov.au/premiers-priorities>

<sup>4</sup> While the transforming rehabilitation through digital technology initiative is formally linked to the reducing the prison population target, it has clear links to breaking the cycle domestic violence as well as potentially other social and government system targets such as homelessness, health and customer service.

Corrective Services NSW have identified four key intervention initiatives to break the cycle and reduce the prison population. Each intervention relates to enhancing rehabilitation practice in prisons to support people to desist from crime.

- Increasing program hours for higher risk offenders
- Delivering better programs and continuity of care for people with complex needs
- Delivering a prison environment that enables rehabilitation
- Transforming prisoner rehabilitation through digital technology.

## **New Digital Technologies in Prisons**

As part of the Transforming prisoner rehabilitation through digital technology, CSNSW are introducing four new digital technology initiatives to enhance the rehabilitative impact of prisons and reduce rate of re-offending. Previously described in additional detail in Chapter 2, these initiatives are:

- prisoner android tablet devices
- regular video conferencing (AVL) family visits
- LiViT interactive online group programs
- Dedicated alcove spaces attached to prison accommodation that allow individuals to attend programs online without distraction

## **CSNSW rehabilitation practice**

CSNSW rehabilitation practice refers to the prison systems, programs and activities that support people desisting from crime and a reduction in re-offending. CSNSW acknowledges the process of transition away from crime is different for each individual and is facilitated through social, economic or other positive life changes that enhance an individual's strengths and build positive social capital and resilience. CSNSW aims to contribute to this individual process through the delivery of high-quality correctional services that:

- assist in the development of new skills and pro-social strategies
- address factors that contribute to offending behaviour
- provide a safe and pro-social environment
- build community and cultural connections and support
- ensures individuals are accountable and responsible for their behaviour.

Underpinning CSNSW's rehabilitation practice are evidence-based theories and Risk Needs Responsivity (RNR) approaches to understanding how people desist from crime, what are the individual indicators of this change and what types of systems, programs or activities support rehabilitative change. These are elaborated on in Chapter 4.

## DCJS Strategic Direction 2020-2024:

Department of Communities and Justice Strategic Direction is a cross-agency strategic plan. The plan sets out the purpose, values, State outcomes, and a description of all the Agencies that comprise the Department of Communities and Justice. Meeting specific Aboriginal outcomes sits at the forefront of the strategy. With regards to the State Outcomes, there are eight with CSNSW contributing to three outcomes (Safer Communities; Efficient and Effective Legal System; and Children and Families Thrive), and the lead agency for Reducing Re-offending outcome.

## DCJS Research Strategy 2020-2022:

Department of Communities and Justice Research Strategy 2020-2022 is a cross-agency strategy that outlines a strategic approach, the types of research activities (shown in Figure 2), the priorities, and the approach to implementing the Research Strategy into practice. The Strategy has a direct link to the NSW Human Services Outcome Framework as the primary outcomes for research activities. Other aspects of the DCJS strategy are articulated in later sections where relevant.

### Communities and Justice Research Activities



Figure 2. DCJ research activities

# Human Services Outcomes Framework

The Human Services Framework specifies seven wellbeing outcomes for the NSW population: Social and Community, Empowerment, Safety, Home, Health, Economic, and Education and Skills.

This Human Services Outcomes Framework is used throughout NSW government and the Department of Communities and Justice to plan, develop and evaluate initiatives. It is fundamental in the development of project logic models, theories of change and outcome measures for new government initiatives. We draw on this model in the 'Return to Social Wellbeing Model' in the next section.

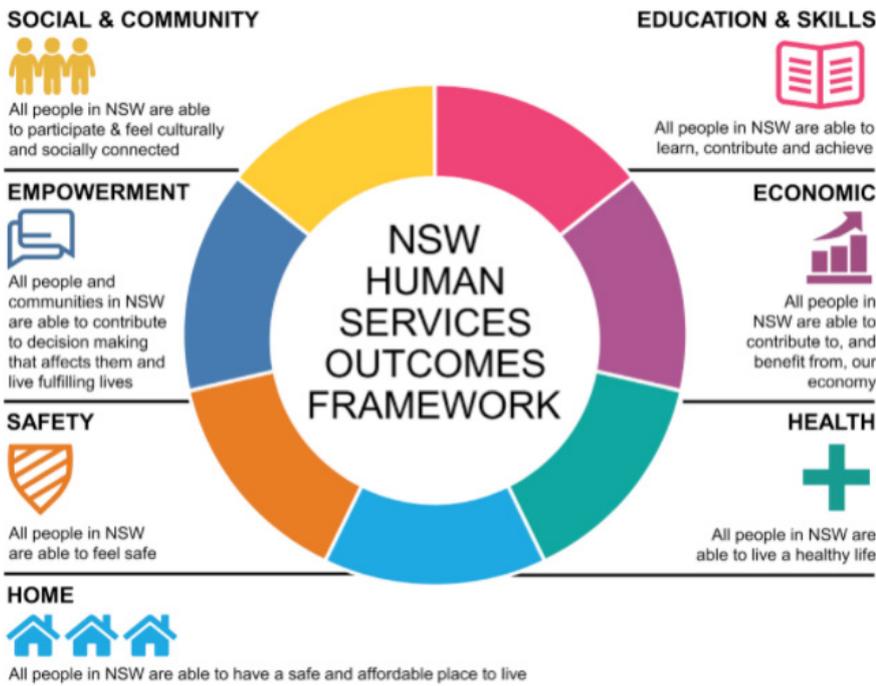


Figure 3. NSW Human Services Outcomes Framework

# 4:

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## A Rehabilitation Practice and Outcome Framework

Many Indigenous people are embarrassed about literacy or literacy. The tablet could really open up opportunities.

STAFF MEMBER '21



# A Rehabilitation Practice and Outcome Framework

CSNSW rehabilitation practices, and the theories and approaches that underpin it, are fundamentally important to this strategies goal of transforming prisoner rehabilitation. They are important to developing how digital technology may transform and enhance current rehabilitation practice, but they are also important to assessing and understanding the outcomes and impacts of any initiatives that seek to impact on recidivism.

Considerable effort in developing this strategy involved bringing together the CSNSW approach to rehabilitation practice, and its relationship to the broader NSW strategic and research context. With respect to CSNSW's intervention approach for 'Breaking the Cycle - reducing recidivism in the prison population', it clearly draws on a desistance theory approach as well as the criminogenic Risk Needs Responsivity (RNR) approach. Here each of these approaches are outlined before articulating the 'Return to Social Wellbeing Model'.

## Key approaches

### Desistance approach

Desistance from crime by an individual is regarded as a complex, psychosocial process that requires among other things a permanent and positive shift in a person's identity and sense of belonging. CSNSW aims to contribute to this individual process through the delivery of high-quality correctional services that:

- assist in the development of new skills and pro-social strategies
- address factors that contribute to offending behaviour
- provide a safe and pro-social environment
- build community and cultural connections and support
- ensures individuals are responsible for their behaviour.

Corrective Services NSW developed a desistance framework to assist in the planning of interventions to address the Premier's Priority of reducing reoffending of people leaving prison. The desistance framework draws on the notion of primary, secondary and tertiary desistance (Farrell and Maruna, 2004; McNeil, 2014) to align the individual process of change with the conditions and rehabilitative opportunities provided in prison. The framework is summarised in Table 2 with promising intermediate outcomes associated with rehabilitative change (supplied confidential report, 2019) and related theoretical approaches. Within this desistance framework, the interventions stemming from a criminogenic Risk Needs Responsivity (RNR) approach are located as an intensive activity within the secondary desistance stage. The efficacy of the RNR approach to support desistance, however, is affected by whether the prison environment provides the conditions for change, and the community supports are in place that promote the change.

<sup>6</sup> Paraphrased from <https://correctiveservices.dcj.nsw.gov.au/csnsw-home/reducing-re-offending/targets.html>

	<b>Beyond primary desistance</b>	<b>Secondary desistance</b>	<b>Towards tertiary desistance</b>
<b>People in prison's experience</b>	People in prison are motivated and engaged in rehabilitation	People in prison have the skills and knowledge required for rehabilitation	People exiting prison receive the social supports to assist rehabilitation
<b>What CSNSW provides</b>	Prison environment enables rehabilitation through creating the conditions for people to engage in behaviour change	Intensive interventions address criminogenic risk and needs	Reintegration services assist in the transition from custody and remove structural barriers to stability in the community
<b>Intermediate outcomes</b>	Hope, optimism, self-efficacy, psychological flexibility, recovery social identity, belief in redemption, generality, changes in dynamic risk factors		
<b>Theory</b>	Self-determination Theory	Social-Learning Theory	Social determinants of crime theory

*Table 1. Risk - Needs - Responsivity principle approach*

## **Risk Needs & Responsivity Approach**

The Risk, Needs and Responsivity approach is an established, psycho-social approach to intervening to reduce the risk of reoffending and is an important part of CSNSW intervention approach. It is built on an extensive evidence base from psychological research and is structured around three key principles:

- risk principle – priority is given to intervening with the high-risk offenders
- needs principle - interventions target needs associated with reoffending
- responsivity principle – the intervention methods are effective and consider individual learning needs, it occurs at the appropriate time and individual is motivated to participate

Criminogenic needs are the focus of intervention in the RNR model and these are (changeable) risk factors or deficits associated with reoffending in a range of need domains. The program logic of the approach is that through considered and timely addressing of criminogenic needs, the offending risk of individual people is lowered leading to reduced offending.

Often needs are regarded in terms criminal attitudes and beliefs leading to psycho-social program interventions, but the set of criminogenic need domains outlined in Table 2 is considerably broader. While phrased more in terms of deficits, rather than well-being, there are clear parallels to the seven human services well-being outcomes outlined in the previous section.

**Education  
Employment****Deficits, stability or rewards  
provided by schooling and work**

---

<b>Financial</b>	financial stress and/or stability and self-sufficiency
<b>Family/Marital</b>	pro-social or antisocial family history and their influences on the offender
<b>Accommodation</b>	lack of secure housing and prosocial bonds can lead to increased risk
<b>Leisure/Recreation</b>	opportunities for community integration through leisure activities
<b>Companions</b>	extent of peer relationships being pro or antisocial
<b>Alcohol/Drug Problems</b>	drug/alcohol abuse history and negative effects
<b>Emotional/Personal</b>	personal difficulties and stressors related to offending
<b>Attitude/Orientation</b>	conventional or criminal attitudes held by offenders

---

*Table 2. Criminogenic needs<sup>6</sup>*

While the RNR approach is often viewed as discrete psychological program interventions focused around reducing risk, CSNSW locates the RNR approach within a broader rehabilitation practice framework using the desistance model outlined previously. It broadens the focus from specific psychological interventions to other educational, vocational and strength-based interventions, as well as consideration of the social environment. This broader approach is also consistent with the underlying theory of the RNR approach including the Personal, Interpersonal, and Community Reinforcement (PIC-R) perspective (Andrews 2006; Bonta & Andrews 2003 cited in supplied confidential report, 2019)). Criminal lifestyles and identities become automatic, reinforced ways of acting and thinking that can be promoted or discouraged by prison and community social environments. For sustained personal change to occur, there is a need for people in prison to gain psychological insight, understanding and skills within programs, but it also requires social reinforcement, the development of personal strengths and community supports.

<sup>6</sup> 'Criminogenic needs Fact Sheet', CSNSW offender assessment unit accessed from <https://correctiveservices.dcj.nsw.gov.au/csnsw-home/reducing-re-offending/initiatives-to-support-offenders/offender-assessment.html>

## Return to Social Wellbeing Model

Supporting the broader view of rehabilitation created by integrating both the desistance and RNR approaches is the Return to Social Wellbeing Model. The Return to Social Wellbeing Model draws on the NSW Government Human Services Outcome Framework (HSOF) and overlays it on the desistance framework as shown in Figure 4. The CSNSW desistance approach is based on theories that advocate and provide evidence for a strength-based and wellbeing approach alongside the RNR risk frameworks (Serin and Lloyd, 2017). HSOF is an established NSW government model of individual wellbeing for people in NSW and, as such, provides the basic wellbeing criteria supportive of tertiary desistance. As previously noted, the HSOF wellbeing domains also have strong parallels with the criminogenic need domains in the RNR approach. By framing the model in terms of a 'return to' social wellbeing, it also recognises the process of desistance for many people in prison involves a process of change and the adoption of non-offending social identity.



Figure 4. Return to Social Wellbeing Framework

The objective of the Return to Wellbeing model is to bring into context the over-arching DCJ strategies and desistance theory into one model. CSNSW note that the reduction in offending is a complex undertaking and to date, is not fully understood because the journey of desistance from crime depends very much on the individual attachment to a criminogenic identity. As covered elsewhere in this document, desistance, and the corresponding distancing from a criminogenic identity is understood through Maruna (2001) and McNeil (2014) as having being affected in stages of 'primary', 'secondary', and 'tertiary'.

These staged descriptions follow a trajectory of moving from the initial ceasing of criminal behaviour and the acknowledgement of this by the individual, through the three stages to a full acceptance by broader society (and by the individual's view of themselves) that a person is now no longer identifiable with criminal behaviour. As CSNSW have noted, this journey is personal and complex – possibly more winding in nature and not all with the same kinds of personal or social needs to achieve desistance. Nevertheless, the journey of desistance needs to have context in its eventual social setting to understand what is needed to achieve rehabilitation and the re-joining of society.

The model takes its primary structure from the NSW Government Human Services Outcome Framework (HSOF) categorisation of social wellbeing. Employing the Government's HSOF wellbeing framework allows for the rehabilitative journey of the prisoner to be aligned with one or a number of wellbeing goals set out by the Government. It enables these needs to be contextualised in the community and for considering the general as well as specific needs of someone re-entering society from prison. Overlaying the three levels of desistance (see Figure 4); 'primary', 'secondary', and 'tertiary' in concentric circles (the journey beginning at the centre and working out towards society) serves to activate the HSOF from a static description of wellbeing outcomes to a model where a person's (RNR) profile and journey can be mapped against their wellbeing and level of desistance.

The interface between the Return to Wellbeing Model and the new technologies in prisons initiative can be understood in how the NSW Government views social health in the HSOF's seven categories of 'wellbeing', and the argument in the Digital Technology in Prisons section of this strategy that digital technologies are fundamental to the social utility of everyday life.

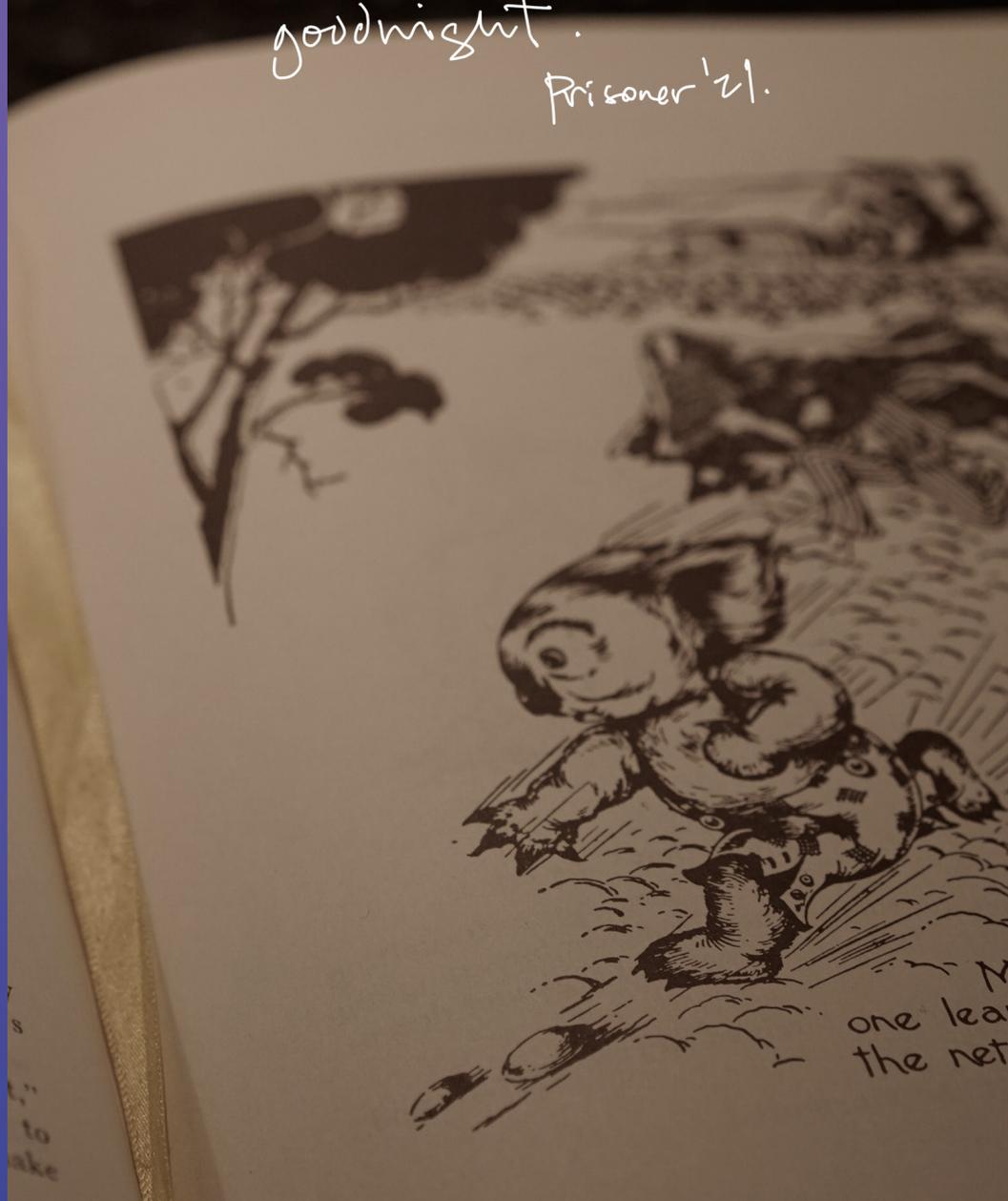
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## What We Heard From You

The tablets are most popular for ringing the kids. They like to read them a bed time story and say goodnight.

Prisoner '21.



# What we heard from you..

The following insights reflect the perspectives expressed by CSNSW stakeholders spanning 11 groups including prisoners from John Morony and Dillwynia Correctional Centres which served as site for the pilot of the tablets.

## **..about the technology**

Generally people were very positive about the tablets, AVL visits, introduction of LiViT to prisons and associated program alcoves. Often the discussion would turn to the tablets as a new personal device, however, when AVL visits and LiViT were specifically discussed, it was clear participants in prison and stakeholders saw their value. Particularly among CSNSW stakeholders there was some confusion about the roll out and functionality of the technology and when it will be rolled out.

## **..about rehabilitation**

Positive changes towards rehabilitation was talked about by both prisoners and staff as a change in attitude. Prisoners talk about how when other prisoners dropped the street talk and started to be more genuine about their relationships that change was happening. Others talked about there was often a hopefulness, optimism and self-confidence around other aspects of prisoners lives. Some prisoners spoke of rehabilitation being associated with being more self aware , and the need to “own their story” in order to change it. Others spoke about the role of learning and self-development feeling like it is rehabilitative. For the women, however, a place to live was paramount and they considered that the absence of stable housing precluded any likelihood of rehabilitation outcomes.

Supporting good behaviour in prisoners is important for achieving the above – through role modelling, peer support, encouraging prisoners to “go at your own pace”. Many prisoners expressed the importance of having purpose in driving positive change, be it working towards release, or focusing on holistic health.

Connection with family is considered important for supporting positive change from a wellbeing perspective but also for the opportunity to role model, demonstrate positive progress to their families, and minimise unintended negative impacts on family members and children.

“A roof over your head”

Capacity to support others

Social and emotional change

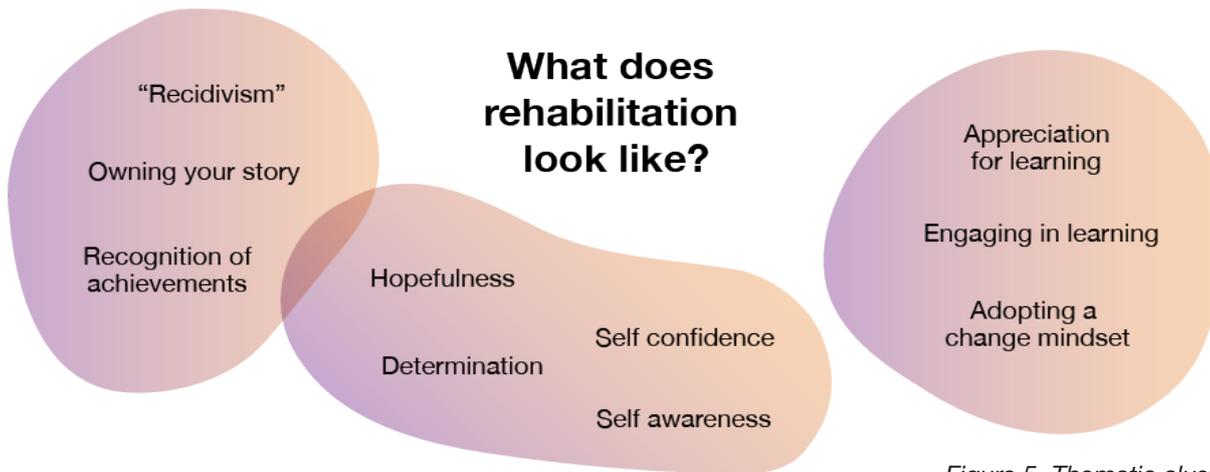


Figure 5. Thematic clusters of perspectives on rehabilitation

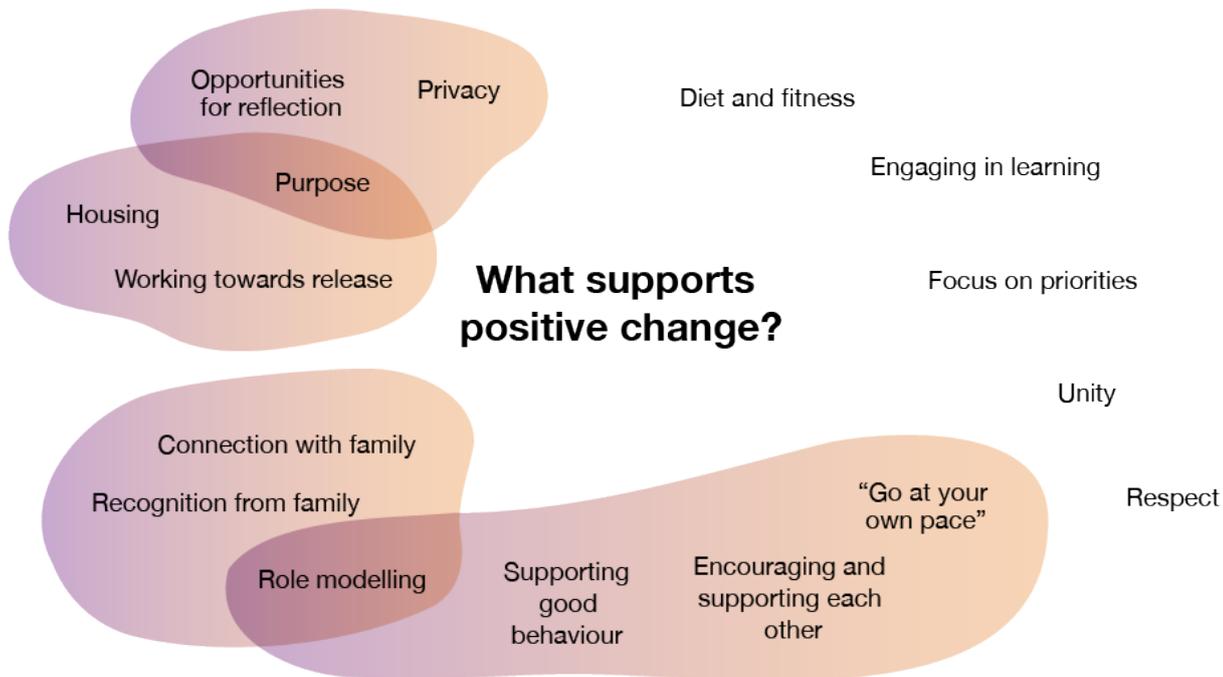
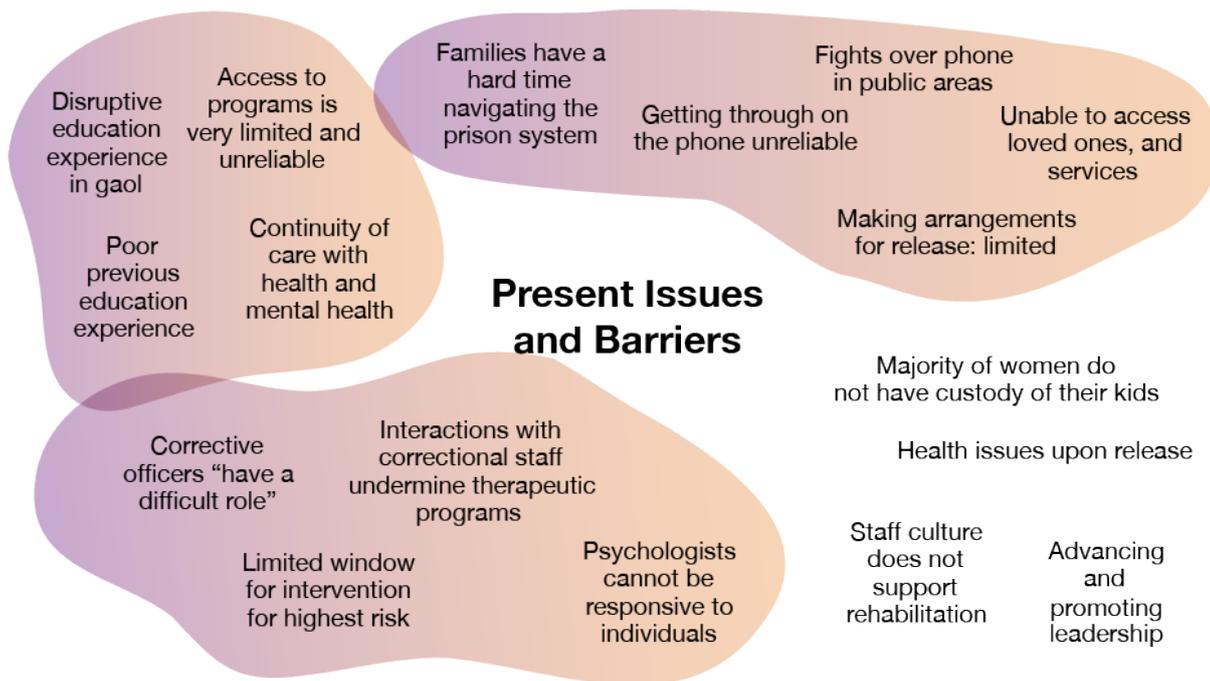


Figure 6. Thematic clusters of perspectives on positive change

Challenges: Continuity of care across facilities is acknowledged to be a significant challenge – prisons across NSW vary in their culture and operations. Catering for this wide audience while maintaining a level of quality and personable feel for prisoners is a consideration. Can individual prisons, for instance, tailor the content deployed on the tablets in their facility?

It is acknowledged that corrective officers have a difficult role. Psychologists look to them to reinforce learning from therapeutic programs in the short window available. However, interactions with corrective officers are instead seen as having the effect of undermining the impact/intent of these programs. It is important that any technology initiative considers the cultural change management that needs to occur alongside.



*Figure 7. Thematic clusters of perspectives on present issues and barriers to rehabilitation*

## **..about the possibilities**

The new digital technology makes it possible for inmates to access content and services previously not considered possible.

There are possibilities to empower inmates with everyday agency - to engage in buy ups and check their own account balances on their own for instance. Removal of this reliance on corrective officers is an opportunity to shift the relationship between inmates and corrective officers by officers of these administrative burdens and to open relations to more strategic interactions.

Technology is also seen as a possible vehicle to empower inmates to be more proactive and self-determined about release and rehabilitation.

Most see the impacts related to a calmer mood of individual inmates and subsequently across overall prison environment. Access to mental health support across the day enables inmates to access help when most needed such as during lock in hours.

The opportunity to improve the continuity of care received by inmates in their time within the corrections system is seen as a significant opportunity that needs to be addressed if rehabilitative benefits are to be realised. Lack of care continuity when it comes to education, therapy, and health for inmates e.g. moving between facilities undermines the intentions of these initiatives. Inmates at John Morony understood the tablet devices as a privilege that motivated them to behave well; however they also dreaded the thought of being moved to another facility that had yet to roll out this technology because the continuity of relationships would be affected - it meant they would not be able to keep in touch with loved ones with the same frequency and ease. "Taking the jail out of the visit" was a significant benefit for children in particular.

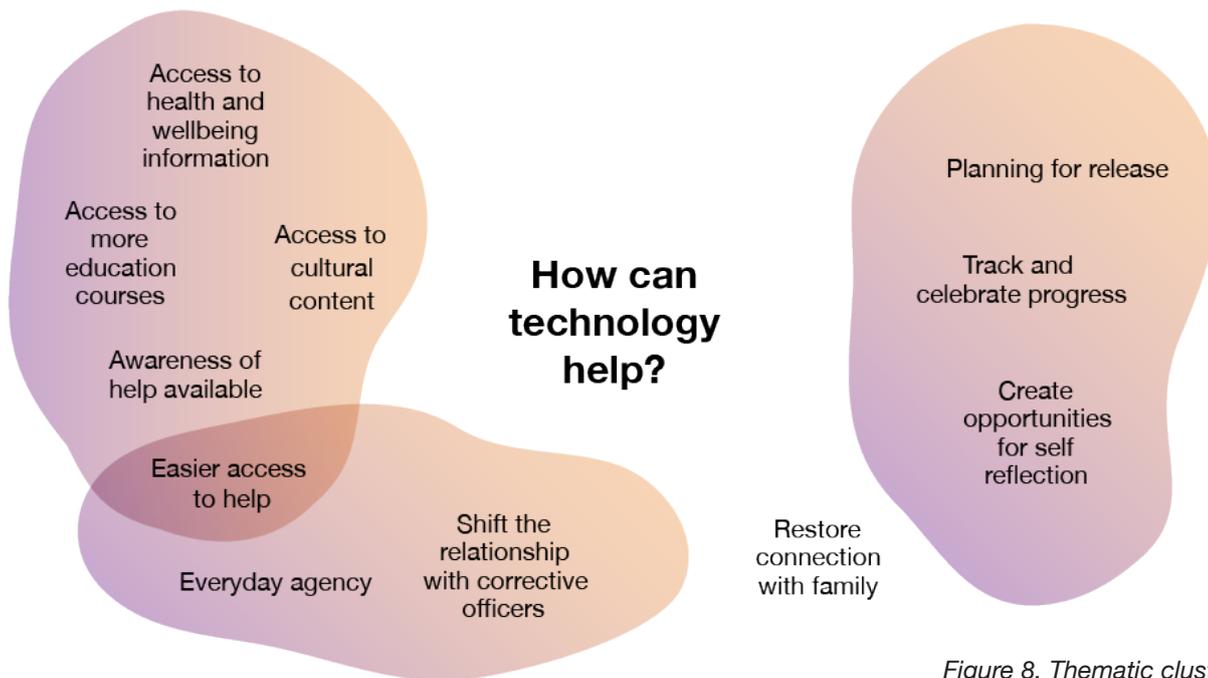


Figure 8. Thematic clusters of perspectives on the role of technology

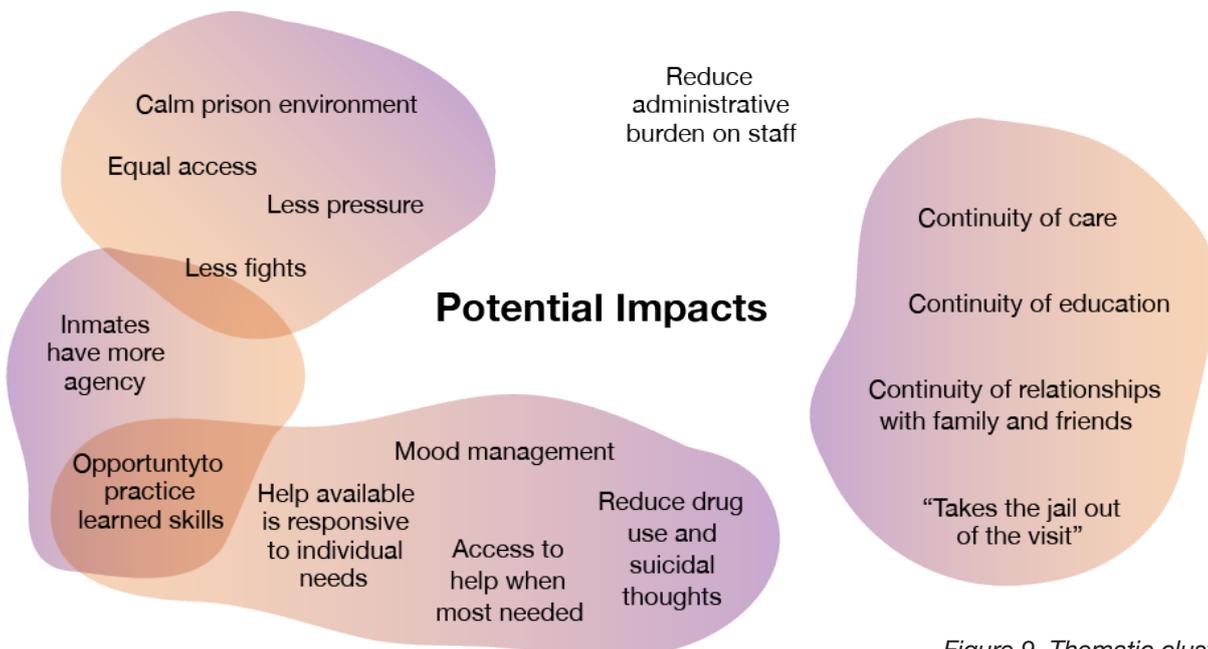


Figure 9. Thematic clusters of perspectives on potential impacts of technology on inmates and prison environments

## ..about the risks/ ethics

Continuity of care across facilities is acknowledged to be a significant challenge – Prisons across NSW vary in their culture and operations. Catering for this wide audience while maintaining a level of quality and personable feel for inmates is a consideration. Can individual jails for instance tailor the content deployed on the tablets in their facility?

It is acknowledged that corrective officers have a difficult role. Psychologists look for them to reinforce learning from therapeutic programs in the short window available. However, interactions with corrective officers are instead seen as having the effect of undermining the impact/intent of these programs. It is important that any technology initiative considers the cultural change management that needs to occur alongside.

The opportunity to conduct research using tablet devices touches on considerations of privacy. While inmates have little privacy, they expressed reticence to give up the little they have. Incentive to participate needs to factor in.

Tablet technology is important for giving inmates access to technology. Its provision is made possible by inmates paying for services or content on the devices themselves. This brings into question individual capacity to pay and how to ensure that no inmates are disadvantaged as a result. The pressure on families / loved ones to support inmates also needs to be taken into consideration.

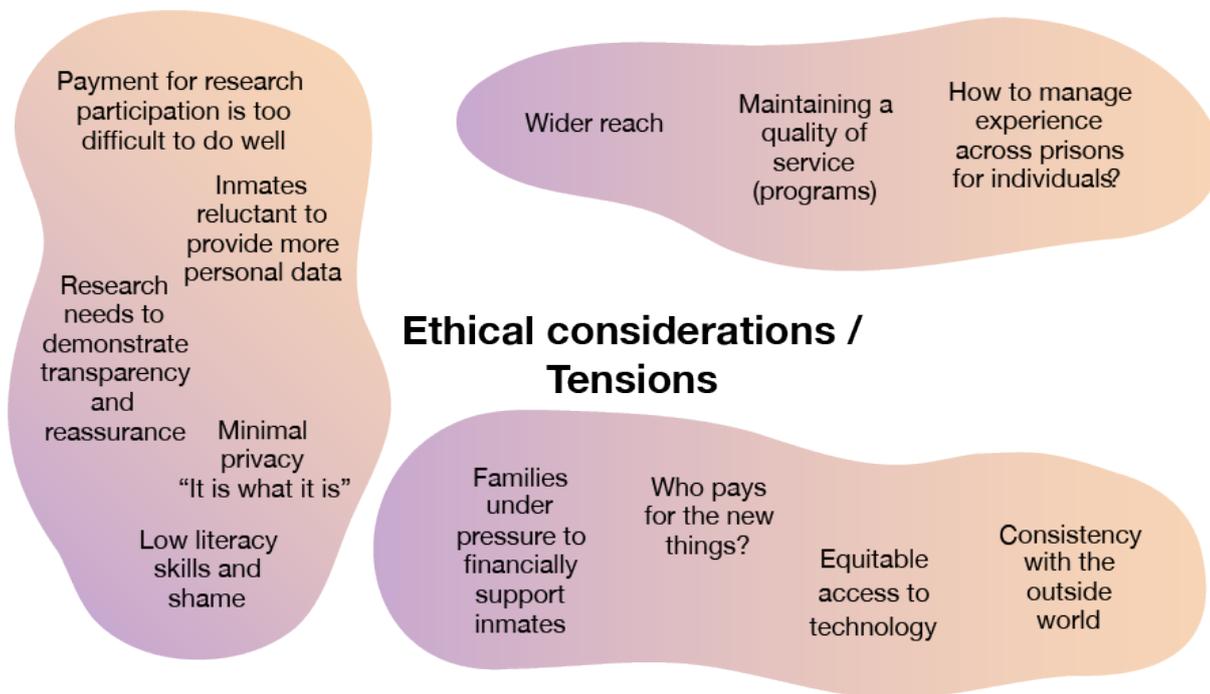
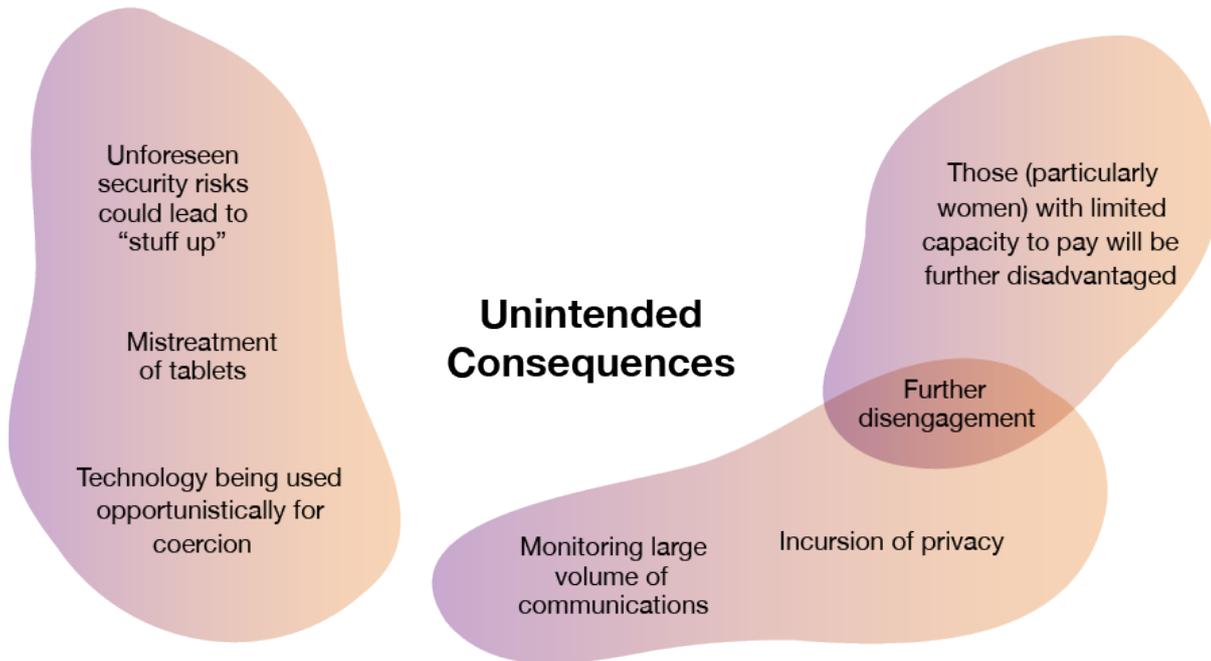


Figure 10. Thematic clusters of perspectives on ethical considerations and tensions

Unintended consequences include:

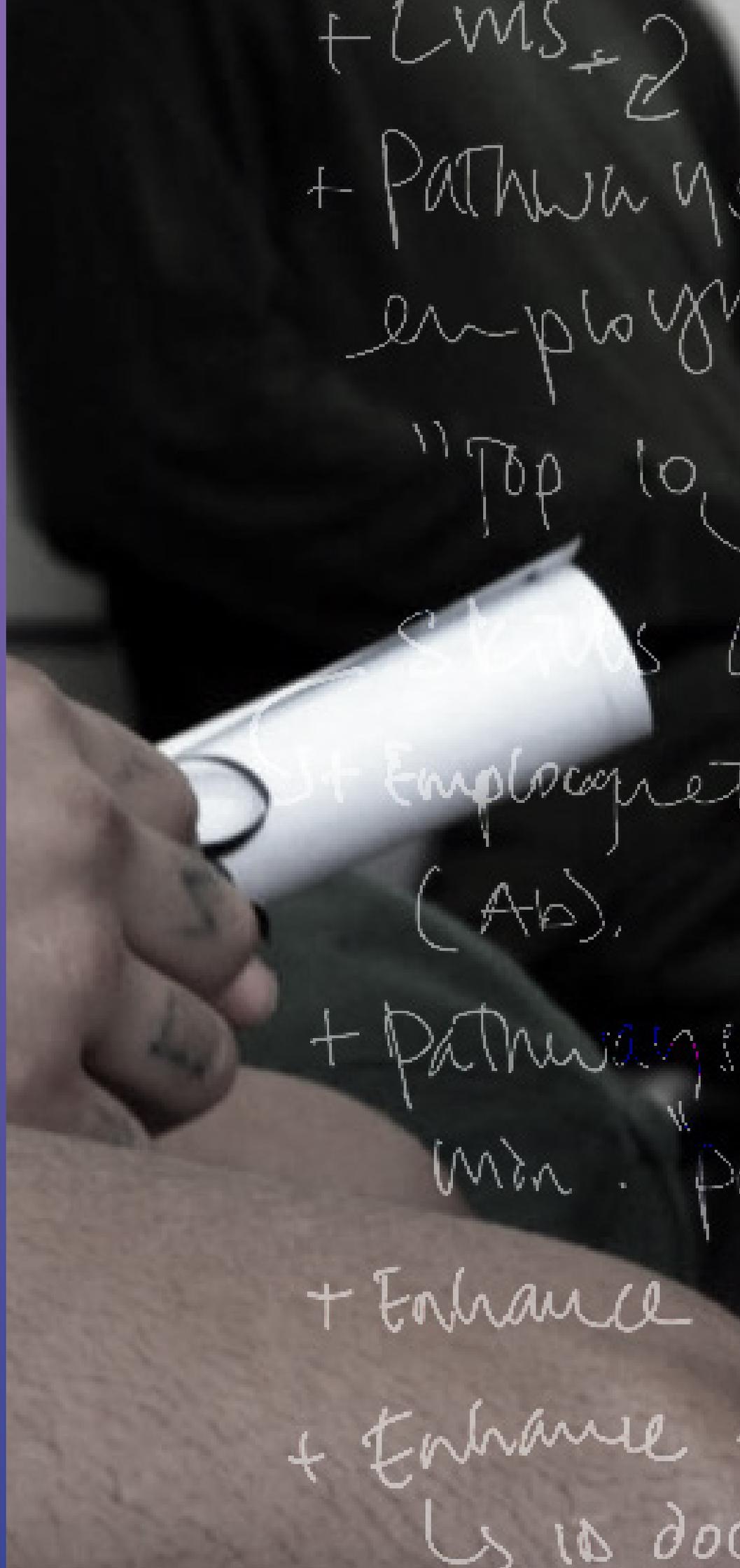
- Misuse of personal tablets would undermine the case for having them;
- For those prisoners either unable or unwilling to use digital technology, further marginalisation and disengagement;
- Where prisoners might consider personal tablets to be communications/entertainment devices rather than rehabilitation devices;
- Large volumes of communication data to monitor



*Figure 11. Thematic clusters of perspectives on unintended consequences*

# 6:

## Research & Evaluation Plan



## Overview

The strategic research and evaluation plan draws on the analysis of the academic and practice literature, the Return to Wellbeing Outcome Framework and ‘what you said’ research. The technology itself will not transform rehabilitation – it is how it is employed, utilised and evolved to achieve the goals of rehabilitation that will create change. There is a need to undertake a research program to support and develop a system that is designed based on program logic to transform rehabilitation, and then evaluate and refine its effectiveness. This is a research and evaluation plan to realise this.

The plan has three core interconnected components which draw from the Department of Communities and Justice research strategy activities presented previously in Figure 2, page 20. They are; a Collaborative Research and Development program, an Process and Outcome Evaluation program, and the establishment of a coordination group. We will outline each component below.

## Collaborative Research and Development Program

The Collaborative Research and Development Program is a strategy to engage, partner and harness the research and development capabilities in the university sector. Detailed in Section 7 the program involves establishing research partnerships with universities around eight core projects through commissioning and collaborative mechanisms. Each project is about developing understanding, designing and testing initiatives, and then evaluating effectiveness and impact of the initiatives in each domain. These projects are an opportunity for universities to undertake important interdisciplinary and collaborative research where they can create and demonstrate real world impact with international significance. For CSNSW it is an opportunity to establish research partners in a range of areas relevant to the use of digital technology within the prison context. Through participating in these collaborative research partnerships, it is an opportunity for CSNSW staff to lead the development of digital technologies and rehabilitative practice, and produce new evidence-based knowledge.

## Process and Outcome Evaluation Program

Process and Outcome Evaluation Program relates to the important ongoing strategic research activities undertaken within CSNSW to deliver, oversee and connect research with practice. As a major new initiative, monitoring and evaluation is central to the delivery of the transforming prisoner rehabilitation through digital technology initiative. With the NSW Government’s endorsed ‘Deliverology’ methodology, the approach includes anchoring the activities in existing data, conducting fieldwork, targeting initiatives and establishing routines as described in Figure 12. These activities all essentially relate to monitoring key interventions to learn and improve the impact of those interventions. It requires leadership and a coordinated approach where drawing on multiple sources of information from across the organisation and from research partners in the Collaboration R&D Program.

These activities, all essentially relate to monitoring key interventions to learn and improve the impact of the interventions. It requires leadership and a coordinated approach where drawing on multiple sources of information from across the organisation and from research partners in the Collaboration R&D Program.



Figure 12. Premier's Implementation Unit (PIU) delivery approach.<sup>7</sup>

## Digital Rehabilitation R&D Group

The Digital Rehabilitation R&D Group (DR-R&D Group) is a coordinating and program control group for research activities associated with transforming prisoner rehabilitation through digital technology. The DR-R&D Group would have responsibilities for implementing and managing the performance of this Research and Evaluation Strategy, reporting to the Project Management Office (PMO), Corrections Research Evaluation and Statistic Branch (CRES), and CSNSW Executive. The membership of DR-R&D Group would include representatives from PMO office, CRES, Custodial Corrections, Offender Services & Programs, Aboriginal Strategy & Policy Unit and Corrective Service Industries (learning and training). The DR-R&D group would also have an important translation and communication function ensuring research and practice are connected and draw from each other (see Figure 2, Section 2). A key responsibility of the DR-R&D group is the administration of the Collaborative R&D Program including the identification of research partners, coordination of projects and ensuring the sharing of information between practitioners, research partners and the organisation. This will include establishing and fostering a community of practice around developing rehabilitative digital technology with CSNSW staff and practitioners, research partners and NGO stakeholders as members of the group. The DR-R&D Group would also meet twice yearly with a community reference group that would include community and advocacy organizations, representatives from other government departments and cultural leaders.

<sup>7</sup> Needs, A (2019) Deliverology in NSW (Presentation). Premiers Implementation Unit, NSW Department of Premiers and Cabinet, Accessed 11 Jan 2021 from [http://www.wa.ipaa.org.au/content/docs/2019/A.Needs\\_Deliverology-in-NSW.pdf](http://www.wa.ipaa.org.au/content/docs/2019/A.Needs_Deliverology-in-NSW.pdf)

# 7:

## Collaborative R&D Program

Cultural studies would be  
popular.

Indigenous Unit staff '21

Dreaming  
Voices from Junee C



## Overview

The Collaborative Research and Development program (R&D Program) is a core component of this research strategy and aims to provide CSNSW with the required and additional capacity to transform prisoner rehabilitation through the new digital technology. The R&D Program involves harnessing the capacity within the university sector to enable CSNSW to lead the design and development of how the new technology will be employed to transform rehabilitation. As Kerr and Willis (2017), Knight and Van De Stein (2018) and Ross (2018) all suggest, what is required currently is the purposeful design and development of digital technology platforms, applications and practice guidelines to achieve rehabilitation outcomes that can be implemented and then subjected to evaluation. There is a need for objective research knowledge and experimentation to inform these development processes as well as the critical practice and domain knowledge within CSNSW. The collaborative model for the R&D program seeks to extend the capabilities of CSNSW and the research partners and create a rich context for innovation and impact.

The R&D program involves establishing 14 individual R&D projects which are interlinked and inform each other through the coordinating DR-R&D Group. The domain areas for the R&D projects were identified, refined and validated through the strategy development process. The identification and selection of CSNSW project leaders and research partners for each project is undertaken through a formal process managed by DR-R&D Group. CSNSW will allocate \$50,000 in seed funding and \$100,000 in-kind funding to establish each project. The research partner would be required to source the additional \$200,000 to \$400,000 of funding through research linkage grants or industry partners.

## R&D Project Areas

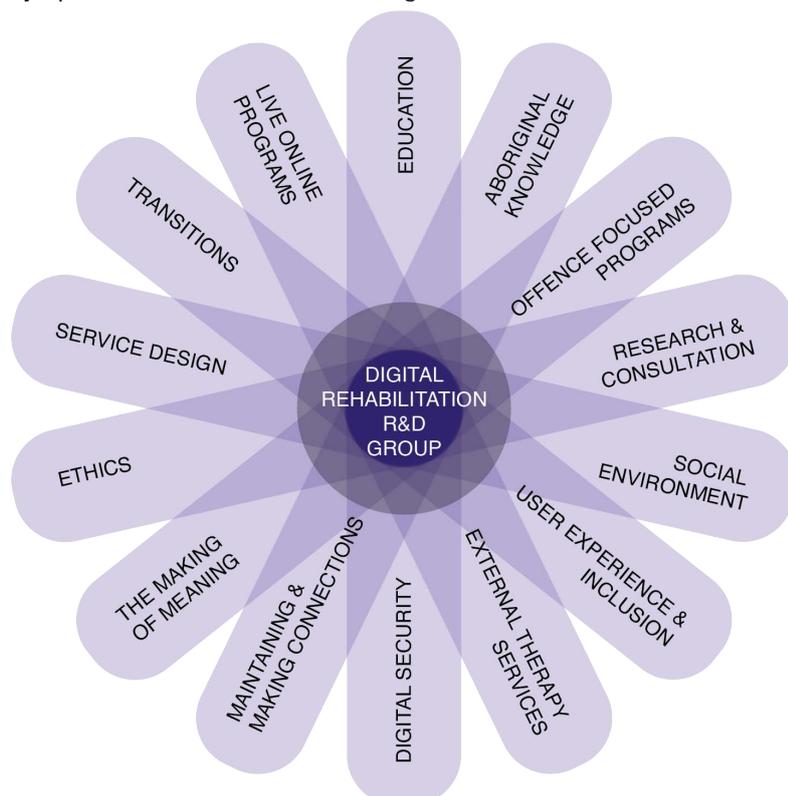
The domain areas for the 14 collaborative projects that make up the R&D program were identified and refined through the research and consultations undertaken in developing this strategy. The project domains include specific practice or program areas where the digital technology can support rehabilitative change as well as some overarching system considerations such as ethics, Aboriginal knowledge and research and data. While these overarching system considerations may not in themselves relate directly to rehabilitative outcomes, they are important foundations for a system that will achieve this. They also bring specific and important expertise to the R&D Program that can be drawn upon across projects through collaboration in the DR-R&D Group. For example, monitoring and evaluation of any application developed as part of a project will benefit from meta-data and evaluation approaches developed through the Research and Data project.

## R&D Project Briefs

The project briefs outline the purpose, context and opportunity associated with each project. The briefs are intentionally broad to enable the expertise within the research and CSNSW practice partners to inform the specific details of the research within the problem or domain area. In line with the research and development focus, each project has applied aims related to developing and testing applications, guidelines or tools as well conducting primary research about new knowledge, needs and challenges in the domain area. Each project will include an evaluation and impact assessment phase associated with the domain area. These evaluation activities will provide an addition independent evaluation stream for the initiative as well as specific implementation monitoring and evaluation activities.

## Research Partner Selection, Resourcing and Coordination

Research partners for each project will be identified and selected through a formal EOI and independent assessment process. Research partners would ideally be inter-disciplinary teams who are able to build and draw on academic knowledge as well as engage with digital technology and the prison practice. CSNSW will allocate \$50,000 of seed funding and \$100,000 in-kind funding to establish the project. The research partner would be required to source the additional \$200,000 to \$400,000 of funding through research linkage grants or industry partners. The in-kind component would include the allocation of a CSNSW sponsor and practice team to support each project. The DR-R&D Group would oversee and the coordinate the research projects. Due to the need for cross project collaboration and coordination, all research partners would meet twice yearly for a R&D symposium and information sharing session.



## Project 1: Education



Education is a way  
I can have something  
when I get out.

- Person in prison,  
Dillwynia

# Rehabilitative learning – digital enabled education in prison

## Purpose

Develop knowledge and practices about how learning and education programs that promote desistance can be amplified through digital technology within prisons

## Context

There is clear evidence internationally that prisoner participation in meaningful education is associated with desistance and reductions in reoffending (Davis et al. 2013; McGregor 2020). Despite this, currently there are limited opportunities for prisoners to engage in remedial, secondary and tertiary education. When prisoners do engage in learning, it can be difficult for prisoners to access learning materials or continue courses when they move between facilities or are released. Digital technologies have the potential to transform educational opportunity and its rehabilitative impact in prison when combined with quality pedagogy and educators (Farley et al. 2016; Farley & Willems 2017). With approximately 12,000 prisoners that have diverse cultural backgrounds, educational achievements and interests, the scope and potential are immense.

Within the Department's rehabilitation framework this project focuses on education, empowerment and secondary desistance, while also being relevant to primary and tertiary desistance experiences.

## Opportunity

Corrective Services NSW recognises the value of harnessing the impact of education and learning through the new digital technologies. One of the first CSNSW initiatives was the establishment of a new "Education and Learning Hub" enterprise system as a first step in realising the potential of the system.

CSNSW is seeking a collaboration with a multi-disciplinary University team with expertise across the relevant areas to establish new knowledge about the role of digital technology in creating a prison education system with greater impact on desistance from crime. This is an ambitious project that seeks to establish leading practice and new knowledge with international significance. It will require a research partner willing to provide robust critique as well as engage in research and development with the agency. The University project team would contribute to the achievement of three core project aims

- Understand the needs, experience and motivations of prisoners from different backgrounds as it relates to education broadly, and for utilising the new digital technology (and its challenges) in education specifically
- Explore, design and test new educational opportunities or systems that utilise the digital technology to engage prisoners in meaningful education
- Monitoring and evaluating the engagement, experience and impact of digital technology assisted education in prison

## Project 2: Aboriginal Knowledge



The girls would get into it. So would the boys over there. They love learning about their culture particularly in when not around everyone.

– Person in prison  
at Dillwynia

# Materialising Aboriginal knowledges – a space for connecting with cultural knowledge and practices

## Purpose

Develop new understanding and digital practices about how Aboriginal knowledges and connections can be supported on the new digital prison platforms.

## Context

Aboriginal people are grossly over-represented in NSW prisons due to historical reasons of colonisation, institutional racism and intergenerational trauma (Blagg & Anthony 2019). Corrective Services NSW recognises this and is committed to developing Aboriginal led practices and services to assist with remedying this burden on Aboriginal people and communities now and into the future. The new digital technologies, particularly the android tablet devices, provide an opportunity for Aboriginal people in prison to explore, listen, watch and potentially create and connect to a body of knowledge about Aboriginal culture and practices (Akama et al. 2017; Thorpe, Galassi & Franks 2016).

Supporting and advancing Aboriginal-led research is a key priority of the Department of Communities and Justice Research strategy. Within the Return to Wellbeing framework it relates fundamentally to Empowerment and Social and Community across the processes of desistance, but also the other wellbeing components.



So many of the Land Councils have great digital applications about their country, health matters and other stuff. These could maybe go on there, yeah?

- Staff member  
in Aboriginal Unit

## Opportunity

There is an opportunity for an Aboriginal-led multi-disciplinary University team with expertise across the relevant areas to partner with CSNSW and their Aboriginal Program and Services Unit to develop knowledge and digital practices to support Aboriginal people in prison. There is the opportunity and desire for this Aboriginal-led research team to also provide general advice and critique across the collaborative research projects.

CSNSW is seeking a collaboration with an Aboriginal-led multi-disciplinary University team with expertise across the relevant areas to establish new knowledge about role of digital technology in developing how Aboriginal knowledges and connections can be supported on the new digital prison platforms. This is an ambitious project that seeks to establish leading practice and new knowledge with international significance. It will require a research partner willing to provide robust critique as well as engage in research and development with the agency. The University project team would contribute to the achievement of three core project aims:

- Understand the needs, experience and motivations of Aboriginal prisoners relating to diverse cultural practices, and for utilising the new digital technology to support them
- Explore, design and test new opportunities or systems that utilise the digital technology to engage prisoners in meaningful cultural content and support
- Monitoring and evaluating the engagement, experience and impact of digital technology assisted cultural content and support in prison

## Project 3: Offence focused programs



Just because you understand it in your head doesn't mean you can do it when you get out. You need to practice and live it.

- Person in prison,  
John Morony



..like the TAP stuff in the community – where it actually looks good and is engaging – that's what we need.

- Staff member,  
Dillwynia

# Being equipped with the thinking skills for desistance – the role of digital technology

## Purpose

Develop knowledge and practices for augmenting EQUIPS and other psycho-social programs through digital technology within prisons

## Context

There is an established evidence base and role of psycho-social programs in supporting desistance among people in prison with high risk of re-offending (Andrews & Bonta 2010; Klepfisz, Daffern & Day 2016). These programs such as EQUIPS involve engaging people in prison to reflect on their offending, how it relates to their beliefs, behaviour and thinking, and then learning the social and thinking skills required to change these patterns of behaviour. It is complex, challenging work requiring engagement and 100 to 300 hours participation. Digital technologies provide a new and interactive means through which engage, work with and provide opportunities for reinforcement and learning (Morris & Knight 2018; Morris et al. 2021; Ross 2018).

While the potential of digital technologies to augment psycho-social programs is recognised Reisdorf & Rikard 2018, the practice and associated evidence base is limited (Reisdorf & Rikard 2018; Ross 2018). More evidence and examples are available in the mental health domain such as for digital cognitive behavioural interventions (Torok et al. 2020). This literature shows digital interventions, particular when an adjunct to in-person interventions, can be effective. It highlights the potential of gamification, augmented reality and other interactive approaches.

Within the Department's rehabilitation framework, this project focuses on education, empowerment and secondary desistance, while also being relevant to primary and tertiary desistance experiences.



It needs to be designed for the digital medium – it's not a simple transfer of the old program manuals.

- Expert



Getting into programs is hard. I don't want to move prisons to do a program – I'm settled here in a good way. If I could do it online or through video it would be great.

- Person in prison,  
John Morony

## Opportunity

Corrective Services NSW recognises the value of digital technologies to support psycho-social programs and intervention as illustrated in the investment made in the TAP online resource and LiViT programs within Community Corrections. The introduction of LiViT, program alcoves and the capacity to put resources such as TAP on the digital tablet devices within prisons provides a range of new opportunities as well as resources specific to the prison context.

CSNSW is seeking a collaboration with a multi-disciplinary University team with expertise across the relevant areas to establish new knowledge about role of digital technology in increasing the reach, engagement and impact of psycho-social programs on desistance from crime. This is an ambitious project that seeks to establish leading practice and new knowledge with international significance. It will require a research partner willing to provide robust critique as well as engage in research and development with the agency. The University project team would contribute to the achievement of three core project aims:

- Understand the needs, experience and motivations of prisoners from different backgrounds as it relates to psycho-social programs broadly, and for utilising the new digital technology ( and its challenges) in psycho-social programs specifically
- Explore, design and test new psycho-social program opportunities or systems that utilise the digital technology to engage prisoners in meaningful education
- Monitoring and evaluating the engagement, experience and impact of digital technology assisted psycho-social programs in prison



Being able to survey people in prison using the tablets could be amazing improvement to our capability to conduct research.

- Research staff member

# Utilising digital technology in prison research – identifying good practices and establishing evidence

## Purpose

Develop knowledge and productive frameworks for utilising digital technologies and the associated data to learn and establish the impact of different initiatives

## Context

Undertaking research with prisoners to understand their experience as it relates to rehabilitation is critically important to improving the prison system and reducing reoffending. This requires data about what programs, activities and services a prisoner engages in, but also assessments and data associated with a prisoner's wellbeing, rehabilitative change and behaviour. Conducting research in prison, however, is typically slow and cumbersome requiring manual methods of recruitment and data collection (Sivakumar 2018). This impacts on the ability for learning to occur organisationally about what is working well (Cullen, Myer & Latessa 2009).

Digital technologies, and the ability for prisoners to regularly log onto and use digital devices in relative privacy, creates a range of new research, evaluation and consultation possibilities. While each has its own important ethical considerations (Knight & Van De Steene 2020), this could include conducting qualitative interviews, surveys and questionnaires on devices as well access to specific meta data associated with the programs, activities and services prisoners are accessing on the devices. Recruitment of prisoner participants can also potentially be more transparent through direct system messages as well as better enabling randomisation or longitudinal sampling and associated research designs. Where prisoner participation in research has important system benefits, it may also be possible to offer incentives such as phone or buy-up credit through the system in a way that is transparent and ethical.

## Opportunity

Corrective Services NSW recognises the specific and considerable value of digital technologies to support research and evaluation and the goal of transforming prisoner rehabilitation. They also recognise there is specific technical, methodological and ethical considerations involved in the use of digital technology for research in the prison context. Many of these methodological and technical considerations will be relevant across research projects.

CSNSW is seeking a collaboration with a multi-disciplinary University team with expertise across the relevant areas to establish new knowledge about how digital technology can be utilised in research and evaluation. This is an ambitious project that seeks to establish leading practice and new knowledge with international significance. It will require a research partner willing to provide robust critique as well as engage in research and development with the agency. The University project team would contribute to the achievement of three core project aims:

- Understand the meta data that are generated by prisoners' use of digital technologies, the ethical and legal requirements for data access, monitoring, storage and use in research practices
  - Explore, design and test new forms of research using prison digital devices
  - Monitoring and evaluating the impact of digital technology data on informing rehabilitation priorities.
-

## Project 5: Social environment



We introduce and explain the centre to the boys when they come in. Tell them about our boot camps and the respect it creates. We could maybe do a video about this so everyone get the same message.

- Person in prison (paraphrased),  
John Morony

# Transforming prison cultures to support desistance.

## Purpose

Developing knowledge and best practices for utilizing digital technologies to create prison environments that support positive change

## Context

Staff-prisoner relationships, pro-social modelling and the broader social environment of prisons are recognised as critical aspects in establishing prisons that support the identity and behavioural changes required for desistance (Bosma et al. 2020; Chouhy, Cullen & Lee 2020; Hall & Chong 2018). Developing prison cultures however is difficult – it requires both staff and prisoners to change (Frizzell 1993). It also requires leadership and visible examples of where both staff and prisoners show genuine regard and support for prisoners to change and desist from crime.

In the consultations with prisoners and staff in developing this strategy, one of the stronger themes was the potential value of the digital technology to create and share content that could support and make visible positive local prison cultures. The digital technology makes it possible for prisoners or staff to create authorised content that can be shared with others across the platform. This may include information and news about local initiatives such as Bootcamps, rehabilitation programs, recipes or talks from local elders (linking to the Materialising Aboriginal knowledges project above). The digital technology platform has the potential to be curated as a less hierarchical, more purposeful and collaborative space within prison. It could involve prisoners rather than psychologists introducing rehabilitation programs, or staff and prisoners sharing stories of change and achievement. This information could be in the form of videos, podcasts, artwork and written word.



It would be so much more powerful if a respected prisoner explained in a video what the rehabilitation program was about rather than it being a psychologist.

- Staff member  
(paraphrased)

## Opportunity

Corrective Services NSW recognises that developing prison cultures that are supportive of rehabilitative change is critical to meeting the Premier's Priority targets to reduce reoffending. Through consultations for this strategy, the potential value of the new digital technology platform to support, make visible and develop more positive prison cultures was a strong theme. While CSNSW acknowledges the potential value, it is also aware there is a lack of knowledge and precedents for such systems within prisons. Curating and maintaining user interest is a challenge on most digital platforms, and in the prison context it requires research to examine and develop viable approaches.

CSNSW is seeking a collaboration with a multi-disciplinary University team with expertise across the relevant areas to establish new knowledge about how the digital technology platform could be utilised to support the development of more positive prison cultures. This is an ambitious project that seeks to establish new knowledge as well as develop and test new practices to support positive local prison cultures. The University project team would contribute to the achievement of three core project aims:

- Develop new knowledge about what staff and prisoners regard as activities, interactions and opportunities within a local prison environment that represent a positive prison culture, and then more specifically how these could be supported or promoted locally through the digital technology
- Explore, design and test approaches that utilise the digital technology platform to support more positive prison cultures
- Monitor and evaluate the engagement, experience and impact of digital technology in supporting more positive prison cultures.

## Project 6: External therapeutic services

# Creating opportunities for people in prison to access external therapeutic & rehabilitation services

### Purpose

Research, prototype and evaluate the provision of external, online rehabilitation services to people in prison.

### Context

There are over 12,000 people in NSW prisons on any given day. The most recent prison health survey estimated that 62.9% had been diagnosed with a mental health disorder with many reporting psychotic symptoms, and almost two thirds (65.2%) experiencing a significant trauma (Justice Health and Forensic Mental Health Network (2017a). For Aboriginal people and women these figures are considerably higher (Justice Health and Forensic Mental Health Network, 2017a, 2017b). A Mental Health Commission of NSW (2017) paper on NSW prisons advocated that mental health and trauma should be consider typical of people presenting in prison.

NSW Corrective Services provides psychiatric, mental health and counselling services, but the extent of these services is limited by a range of factors including resources. An Audit Office of NSW (2017) report found that 75 percent of inmates are not receiving access to therapeutic programs before their earliest release date. As raised by Justice Action and other advocacy groups<sup>1</sup>, when run by Corrective Services NSW mental health staff some people in prison can be reluctant to engage in counselling and therapeutic programs run as these same staff may also report to parole board and influence release decisions.

There is a strong argument for also providing people in prisoner with the opportunity to engage in online mental health and offence focused services through digital devices, including in-cell digital services. Government and non-government organisations could provide online, e-health type interventions to meet the substantial needs of people within prison that may be experienced by some prisoners as more emotionally or cultural safe. While there will be challenges and risk to be managed in the development and implementation, such opening up of the prison system to community services is strongly advocated as being important to positively transforming how prisons operate (McNeil, 2018).



(Utilising digital  
technology) NSW  
prisoners should and  
can have the benefit of  
external services for  
their rehabilitation

– Prisoner advocate

## Opportunity

CSNSW is seeking a collaboration with a multi-disciplinary University team with expertise across the relevant areas to develop new knowledge and establish core practices to enable external organisation to undertake online, telehealth-type therapeutic services within NSW prisons. The project is an opportunity to create new knowledge about the external provision of therapeutic services to people in prison, develop and test pilot programs, and establish initial and project future impact. This is an ambitious project that seeks to establish new knowledge with international significance. It will require a research partner willing to provide robust critique as well as engage in research and development with the agency. The University project team would contribute to the achievement of three core project aims:

- Establish new knowledge about the experiences, preferences and motivations of participants and providers related to the provision of online therapeutic services in prison
  - Establish new knowledge about the technological and security considerations for correctional agencies in the external provision of online therapeutic services
  - Collaborate with CSNSW and external providers to establish several pilot programs and associated procedures for the external provision of online therapeutic services in prison
  - Evaluate the pilot program including the experiences of service providers, participants and correctional staff of the programs and the associated procedures
  - Drawing on the research and new knowledge, develop a guideline resource for correctional services on the external provision of online therapeutic services in prison
-

## Project 7: Maintaining and Making Connections

# Communicating from prison in a digital world with families, friends and services

### Purpose

This research seeks to understand opportunities around greater connection with family and friends and how these opportunities might be harnessed to impact prisoner wellbeing and rehabilitation.

### Context

Connection with loved ones is well understood to have links with rehabilitative outcomes for prisoners. While entering the prison system is disruptive for prisoners and their families, digital technology poses the opportunity to bridge some of this disruption.

We are seeing initial positives of connecting prisons with family and friends. Prisoners perceive access to such technology as a privilege and value the opportunity to be involved in family life.

There are also unique opportunities presented within prison. Anecdotal evidence suggests that being in prison sets the space for prisoners to rebuild or pick up relationships with loved ones that have suffered when they were outside of prison.

The level of access to loved ones is also unprecedented, and the environment around which this occurs has now moved from a heavily supervised physical setup to mostly digital. However, this digital environment which now extends into the homes of loved ones is not well understood.

What are the experiences of prisoner families and friends? What are the potential opportunities for misuse of the technology to cause harm? Where are the opportunities to support rehabilitative behaviour?

### Opportunity

CSNSW is seeking a collaboration with a multi-disciplinary University team with expertise across the relevant areas to establish new knowledge about the role of digital technology in supporting. This is an ambitious project that seeks to establish leading practice and new knowledge with international significance. It will require a research partner willing to provide robust critique as well as engage in research and development with the agency. The University project team would contribute to the achievement of core project aims:

- assess the initial impact of digital technology on the quality of relationships
- identify strategic opportunities to impact rehabilitation through improved regular communication with loved ones

## Project 8: Digital Security



We don't want to lose the tablets because someone tries to do something stupid.

- Person in prison,  
John Morony



Get a group of prisoners involved in making sure the system is secure. It's in their interests – they don't want to lose it. They will tell you if anything is going on.

- Person in prison,  
Dillwynia

# Protecting the integrity of the platform – a secure and safe digital place

## Purpose

Develop knowledge, expertise and collaborative practices for ensuring the platform is secure and safe.

## Context

System security is identified as a key concern limiting the introduction and sustainability of digital technology platforms in prisons (Justice Action 2011; Kerr & Willis 2018). Among correctional administrators yet to utilise digital technology, system security is a prominent concern although less so for administrators who are utilising it (Mufarreh, Waitkus & Booker 2021). There are examples of where digital technology systems have been breached allowing communication beyond the prison (Fabre & Zymaris 2016). As such, system security remains an important issue that needs to be managed effectively. Prison advocates identify system security as the biggest threat for the sustainability of digital technology in prisons. They suggest in the interests of people in prison, it is paramount that it is managed proactively (Jewkes & Reisdorf 2016; Justice Action 2011).

## Opportunity

CSNSW is seeking a collaboration with a multi-disciplinary University team with expertise across the relevant areas to establish new knowledge about security and safety associated with the use of digital technologies in prison. It will require a research partner willing to provide robust critique as well as engage in research and development with the agency. The University project team would contribute to the achievement of three core project aims:

- Create new knowledge about the security needs, risks and challenges associated with the use and misuse of digital technology in prison
- Develop and test guidelines or tools to support governance, monitoring or intervention approaches to maintain the security of the system.
- Assess staff and prisoner perception of system security and evaluate the performance of any security related initiatives

## Project 9: User experience and digital inclusion



There is a realisation that digital inclusion is not just about having access to technology or not, but also about skills and support networks to be able to use the technology.

- prison technology researcher

# Considering user experience to maximise digital inclusion and impact

## Purpose

Develop knowledge about the design of digital services and associated support systems that maximise engagement and digital inclusion across the diversity of people in NSW prisons.

## Context

In the prison context, there often is the misconception that digital exclusion can be solved simply by access to digital technologies. However, digital inclusion is more complicated and depends on the capabilities of the user, the social context and the design of the device software and programs as outlined in the broader, (Asmar et al, 2022).. The cultural diversity, relative social disadvantage, and high levels of disability among people in prison means there can be multiple considerations for enabling people to effectively use digital technology. This can include social support and training as well as the design of interfaces and programs. In the scenario where access to prison services increasingly occurs through digital devices, digital exclusion could cause significant harm and additional vulnerability.

User experience and digital inclusion is thus also a key factor in engaging people in digital rehabilitative activities in prison. Done well, it can open new opportunities for people in prison to learn, develop skills and engage in online programs in prison and beyond. But to ensure digital inclusion with such a diverse population will require increasing staff capability to assist prisoners in their use of the technology, as well as the design of digital guides, interfaces and social support structures that promote digital literacy and motivate ongoing participation.

## Opportunity

CSNSW is seeking a collaboration with a multi-disciplinary University team with expertise across the relevant areas to establish new knowledge about maximising digital inclusion and impact through considering the diverse prisoner population. The research project seeks to create new knowledge and establish real world impact with international significance. It will require a research partner willing to provide robust critique as well as engage in research and development. The University project team would contribute to the achievement of three core project aims:

- Establish knowledge about people in prison's user experience and level of digital literacy and inclusion
- Establish new knowledge about what are the important user experience and social support qualities that promote digital inclusion in this context
- Develop a pilot initiative to increase digital inclusion through social supports and/or the design of digital services that support rehabilitative change
- Drawing on the research and new knowledge, develop a guideline resource for maximising digital inclusion and positive user experience

## Project 10: The making of meaning



doing simple things  
that make you feel  
good is something  
many people in there  
need to re-learn. Like  
leisure activities.  
There lives have been  
so chaotic many have  
forgot how to.

– CSNSW Aboriginal  
programs and services unit

# Digital technology in the construction of meaning and positive identity

## Purpose

The ‘Making of Meaning’ project recognises that a person’s construction of meaning in prison environments has been traditionally connected (in literature) to either personal or interpersonal responses to environment both physical and environmental (Perez-Gomez, 2016). Technology in prisons introduces another environment where meaning can be constructed as it is in general society. This project has a focus on the construction of meaning through the technology environment and what that means to the individual and institution alike. The purpose has a specific focus on the construction of meaning with regard to the theories of desistance and a law-abiding life (McNeil, 2014).

## Context

The issue is the individual construction of meaning and how that manifests within a technology platform. Meaning is constructed through language (spoken and environmental), context and the medium of communication, and the introduction of digital technology requires the development of a new language for its application, practice, and use.

## Opportunity

CSNSW is seeking a collaboration with a multi-disciplinary University team with expertise across the relevant areas to establish new knowledge about the role of digital technology in supporting new modes of meaning making. This is an ambitious project that seeks to establish leading practice and new knowledge with international significance. It will require a research partner willing to provide robust critique as well as engage in research and development with the agency. The University project team would contribute to the achievement of three core project aims:

- Understand the needs, experience and motivations of prisoners from different backgrounds as it relates to meaning making in general, and for utilising the new digital technology ( and its challenges) in the construction of meaning
- Explore, design and test new opportunities or systems that utilise the digital technology to engage and provide agency for prisoners in their ability to create and maintain forms of meaning.
- Monitoring and evaluating the engagement, experience and impact of digital technology assisted meaning-making in prison

## Project 11: Ethics



When information and communication is in a digital form it changes how that information can be used. It becomes searchable in ways that were never thought about or possible previously. That raises new ethical considerations.

- CSNSW staff member

# Ethical guidance for the use of new digital technologies in prison environments

## Purpose

Develop understanding of the ethical implications of introducing digital technology into prison environments and how this might inform an approach to digital technology that supports its greatest potential and limits harm.

## Context

Digital technology has transformed the way we communicate and understand the world. In prison environments this means an unprecedented level of access to people, information, services that have previously been restricted by physical location and environment. There are also new opportunities for research and monitoring through data. Yet digital technology has conflict aspects that are potentially enabling yet disrupting, connective yet pacifying. These complexities are not well understood and the risk of poor implementation/choices can lead to much greater harm to prisoners and undermine the capacity of rehabilitation.

## Opportunity

CSNSW is seeking a collaboration with a multi-disciplinary University team with expertise across the relevant areas to establish new knowledge about the role of digital technology in supporting new modes of meaning making. This is an ambitious project that seeks to establish leading practice and new knowledge with international significance. It will require a research partner willing to provide robust critique as well as engage in research and development with the agency. The University project team would contribute to the achievement of three core project aims:

- articulate the landscape of ethics issues from emerging digital technology and how they relate within a prisons context
- identify issues concerning data privacy and data storage
- produce guidance in the form of key values and principles for ethical research

## Project 12: Service Design



Just because a process is digitalised it doesn't mean it will be quicker or more efficient. If they are not designed, they can be even more frustrating, inefficient and alienating. Done well – like some of the Service NSW and Court Services initiatives – it can fundamentally help people get on with their lives.

– CSNSW staff member

# Designing systems and services that support rehabilitative change

## Purpose

Designing services that capitalise on the opportunities afforded by new technology to improve the rehabilitative experiences of people in prison and upon release.

## Context

Digital technology presents key opportunities to aid rehabilitation for people in prison including greater access to psychological and health support in prison and upon release, and enabling greater agency and autonomy over aspects of prison life such as scheduling appointments with service providers. There are also other advantages including reducing administrative demands on custodial staff, as such enabling them to have greater capacity for productive interactions with inmates.

Such aims are complex to enact. Custodial staff presently act as conduits between internal corrective systems and external service systems, acting on behalf of inmates, and translating requests between systems. In a digital scenario, one simple request fired on a device would conceivably trigger off a series of interactions that cross over systems of services within and external to prisons. Facilitating greater access through technology thus has on flow effects to the design and integration of corrections related services. There is also room to consider the broader rehabilitation journey(s) desired for people entering prison and the continuity of care that the scale and reach of digital technology can bring in light of this. If poorly implemented, some inmates might be further disadvantaged and prisons could end up with parallel systems of services, effectively doubling workload for all and disempowering staff.

## Opportunity

CSNSW is seeking a collaboration with a multi-disciplinary University team with expertise across the relevant areas to establish new knowledge about how digital technology can be utilised in research and evaluation. This is an ambitious project that seeks to establish leading practice and new knowledge with international significance. It will require a research partner willing to provide robust critique as well as engage in research and development with the agency. The University project team would contribute to the achievement of three core project aims:

- How might services be integrated across technology to provide continuity of care for people in prison and upon release?
- What valuable uses and contexts might be introduced? What are the barriers for inmates, critical experiences to support, points to integrate between services?
- How might inmates and staff experience the transition? What are the negative impacts on stakeholders to ameliorate?

## Project 13: Transitions



We see the younger girls go out and then come back. They can't get stable accommodation – there is just not enough support out there for them. It's sad.

– Prisoner, Dillwynia



Reducing reoffending by people leaving prison by 5% is not just about changing what happens in prison. Its also about what happens when they get out.

– CSNSW staff member

# Productive digital pathways through prison and into community

## Purpose

Develop knowledge and practices about how digital technology in prison can support and assist prisoner entry and exit from prison.

## Context

Corrective Services NSW provides information regarding entering prison and exiting. This information takes various forms and is intended to equip those that are entering the system and their families with knowledge about how things work, what is available, and what to expect. On exit, CSNSW makes available a hardcopy Exit Checklist in conjunction with the Community Restorative Justice Centre.

The research questions that this project would address is how, to what extent, an how effective digital technology can support transition into and out of prison, and whether it can offer a digital environment of end to end throughcare available and managed by the individual.

## Opportunity

CSNSW is seeking a collaboration with a multi-disciplinary University team with expertise across the relevant areas to establish new knowledge about the role of technology in supporting people entering and exiting the prison system. The opportunity this project presents is in developing new knowledge in the methods and capacity of digital technology, to support end-to-end throughcare and corresponding development of desistance. This is an ambitious project that seeks to establish leading practice and new knowledge with international significance. It will require a research partner willing to provide robust critique as well as engage in research and development with the agency. The University project team would contribute to the achievement of three core project aims:

- Understand the needs, experience and motivations of prisoners from different backgrounds in relation to entering and exiting the prison system
- Map critical government and non-government agencies and essential service providers
- Explore the design of transition communication on digital platforms
- Examine the storage and transfer of personal data, programs and other content on exiting prison
- Monitor and evaluate the engagement, experience and impact of digital technology-assisted transition experiences

## Project 14: Live Online Programs



If we could stay in this prison and still do the programs we need to do to get parole – that would be mad. It just doesn't mean a whole lot of upheaval where things can go wrong.

– Prisoner, John Morony

# Increasing program reach and engagement through online interactive platforms

## Purpose

Develop knowledge and best practices about the use of online interactive platforms to deliver programs and services that deal with offending risks and support desistance.

## Context

Through the LiViT platform Corrective Services NSW has developed capability and expertise in the delivery of programs and services to people on correctional orders. As such, LiViT places the organisation at the forefront of international practice on the delivery of programs using video conferencing and other related interactive technologies such as Adobe Connect. While there are many potential benefits of the LiViT platform (see Chapter 2), how best to deliver rehabilitative programs and interventions through these mediums, and whether they are as effective as face-to-face programs, is largely unknown with limited prior research (Ross 2018). Some of the research on tele-health is promising and relevant (particularly around mental health and psychiatry interventions) (Edge et al. 2019, Reay, Looi and Keightley 2020), but there are additional considerations in a prison context and for the delivery of offence focused programs. Building on existing practice knowledge, this research project seeks to establish what is good practice for live, online program delivery in corrections, and contribute knowledge about the efficacy of the approach in comparison to other mediums.

## Opportunity

CSNSW is seeking a collaboration with a multi-disciplinary University team with expertise across the relevant areas to establish new knowledge about the use of online interactive platforms to deliver programs and services that support desistance and reduce offending risk. The project presents the opportunity for the research to create new knowledge and establish real world impact through potentially positively impacting the wellbeing and productivity of staff and people in prison. This is an ambitious project that seeks to establish leading practice and new knowledge with international significance. It will require a research partner willing to provide robust critique as well as engage in research and development with the agency. The University project team would contribute to the achievement of three core project aims:

- Establish new knowledge about the experiences, preferences and motivations of participants in live, online programs in the prison context
- Establish new knowledge about the how facilitators and clinicians conduct a range of programs using online interactive platforms
- Evaluate whether programs and interventions delivered using online interactive platforms are as effective as face to face in creating rehabilitative change
- Drawing on the research and new knowledge, develop a guideline resource or a new pilot program

# 8:

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## Internal Process and Outcome Evaluation



## Internal Process and Outcome Evaluation

The Transforming Prisoner Rehabilitation through Digital Technology initiative requires process and outcome evaluation to inform the implementation, development and establishment of the initiative. This includes the R&D Collaboration Program, but also ongoing process and outcome evaluation of each of the key activities associated with the initiative. Supporting and facilitating the evaluation of each of the key activities is an important function of the Technology Research Coordination Group.

## NSW Government’s Program Evaluation Guidelines

The NSW Government’s Program Evaluation Guidelines and associated Evaluation Toolkit outlines key considerations and a process for planning, managing and undertaking evaluation in the NSW government context. It identifies the starting point for the planning of an evaluation is the program logic model that articulates how the project activities will lead to the desired outcomes. The program logic model also articulates what resources and conditions (inputs) are required to support the activities at the necessary intensity and quality (outputs). To assist with establishing the Process and Outcome Evaluation Program, this section articulates program logic models for each of the key domains associated with the four technology initiatives: tablets, LiViT, alcoves and family video visit.

Using these program logic models as the starting point, managers and practitioners responsible for key domains or initiatives will develop an evaluation brief with the support of the DR-R&D Group. As suggested in the Evaluation Toolkit In the early stages of implementation, formative evaluation with close practitioner and prisoner user involvement will be the focus. Formative evaluation is concerned with user experience and program delivery, and seek to contribute to program improvement, learning and decisions about incremental changes. Once the initiatives are established, summative evaluation assessing whether the initiatives lead to the outcomes as intended becomes the focus along with decisions around continuation.

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<b>Tablet Logic Models</b>	Communication & connections Prison services & administration Research & consultation Personal planning, admin & transition Aboriginal & cultural Education & learning Offence focused & therapeutic Health & wellbeing
<b>LiViT Logic Models</b>	Primary desistance Secondary desistance Tertiary desistance
<b>Alcove Logic Model</b>	
<b>Family Video Visits Logic Model</b>	

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# Tablet Logic Models

## Communication & connections

### Inputs

*What is required for the activity to occur*

- Money for paid communications
- Monitoring of communications
- Approval systems

### Activities

*Functions or services accessed through tablets*

- Contact with approved family and friends, legal representatives and other services through:
- Voice calls
  - Voice messages
  - Text messaging

### Outputs

*Quality and quantity of use*

- digital communication use (type, no., when, how, duration)
- satisfaction / areas of improvement

### Technology mediated effects

*Additional potential positive and unintended negative effects of technology (on families, staff, organisation etc.)*

- Positive effects:
- Family and friends enjoy greater relationship with loved one in prison
  - Reduction in conflict related to landline phones
- Negative effects:
- Volume of communication burdensome on family and friends,
  - Call costs for families
  - Resource demands for monitoring

### Outcomes

*The rehabilitative related change for prisoners in the domain of primary, secondary and tertiary desistance*

- Primary: Better adjustment and stabilisation through, maintaining community connections and responsibilities leading to sooner engagement in intervention and growth.
- Secondary: Commitment to change through continuity of relationships, agency, enact new attitudes and recovery identity with community networks.
- Tertiary: Establishing community supports, risk awareness and optimism through making plans and negotiating relationships for release with family, friends and services.

### Impact

People leaving prisons and integrating in the community with a commitment to desist and expectation of desistance success leading to lower population rates of recidivism

**Returning to Wellbeing**  
NSW human Service



# Tablet Logic Models

## Prison services & administration

### Inputs

*What is required for the activity to occur*

- Systems interface existing systems
- System training and support

### Activities

*Functions or services accessed through tablets*

Digitalisation and extension of prison administrative services including:

- Notification systems
- Notice board
- Buy-up
- Meal selection
- Visitation/health/ services
- Complaint processes
- Classification

### Outputs

*Quality and quantity of use*

- use of digital resource/tools (what, no., when, how, duration)
- satisfaction / areas of improvement

### Technology mediated effects

*Additional potential positive and unintended negative effects of technology (on families, staff, organisation etc.)*

Positive effects:

- Transparency into justice processes for inmates
- Less waste
- Reduce staff admin and increase staff time engaging with prisoners

Negative effects:

- Loss of social contact & associated social skills
- Staff lose connection and regular contact with inmates
- Staff lose insight into the individual condition of inmates

### Outcomes

*The rehabilitative related change for prisoners in the domain of primary, secondary and tertiary desistance*

- Primary: Clearer orientation and information leading to shorter settling period and sooner engagement in intervention and growth.
- Secondary: Develop and maintain agency, responsibility and life skills including the use of digital technologies, reducing institutionalisation.
- Tertiary: Better informed, prepared with relevant life skills, self-efficacy and expectations of successful desistance.

### Impact

People leaving prisons and integrating in the community with a commitment to desist and expectation of desistance success leading to lower population rates of recidivism

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Safety



Health



Economic



Empowerment

# Tablet Logic Models

## Research & consultation

### Inputs

*What is required for the activity to occur*

- Governance
- Research proposals
- Research strategy
- Research organisations as partners

### Activities

*Functions or services accessed through tablets*

- Digital resources and tools for
- Surveys
  - Interviews
  - Royal commission and inquiry's
  - Usage Data

### Outputs

*Quality and quantity of use*

- digital participation in research or consultation (what, no., when, how, duration)
- satisfaction / areas of improvement

### Technology mediated effects

*Additional potential positive and unintended negative effects of technology (on families, staff, organisation etc.)*

- Positive effects:
- Greater confidence in the prison system
  - Better and more timely data for CSNSW to monitor, evaluate and improve services, programs and systems
- Negative effects:
- Over consultation of inmates
  - Ethical and confidentiality issues

### Outcomes

*The rehabilitative related change for prisoners in the domain of primary, secondary and tertiary desistance*

- Primary: Being consulted and having a say. Sense of legitimacy about the system.
- Secondary: Having a say and making a difference Increasing self-efficacy and supporting hope and optimism.
- Tertiary: Helping others through sharing experience to make change(generality). Supporting recovery identities and desistance.

### Impact

People leaving prisons and integrating in the community with a commitment to desist and expectation of desistance success leading to lower population rates of recidivism

### Returning to Wellbeing

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Social + Community



Empowerment



Education + Skills

# Tablet Logic Models

## Personal planning, admin & transition

### Inputs

*What is required for the activity to occur*

- PDP templates
- Learning management similar system
- Conversation guide for discussions with case management staff

### Activities

*Functions or services accessed through tablets*

Digital resources and tools including for:

- Learning management system
- Release planning
- Personal development plan
- Job preparation
- Post release digital resources

### Outputs

*Quality and quantity of use*

- use of digital resource/tool (what, no., when, how, duration)
- satisfaction / areas of improvement

### Technology mediated effects

*Additional potential positive and unintended negative effects of technology (on families, staff, organisation etc.)*

Positive effects:

- ability to self initiate and plan, autonomy in managing affairs, responsibility
- standardisation across system; less dependant of staff

Negative effects:

- depersonalise processes and reduce staff & prisoner interaction
- less digital literate or marginalised prisoners maybe further marginalised

### Outcomes

*The rehabilitative related change for prisoners in the domain of primary, secondary and tertiary desistance*

- Primary: Increasing engagement and motivation by seeing the options, planning and taking control early. Building hope and commitment to desistance.
- Secondary: Building a commitment to change through agency and taking responsibility for future. Self-efficacy through achieving goals, developing insight and overcoming hurdles.
- Tertiary: Support positive desistance expectations and community support through planning and preparation and risk awareness.

### Impact

People leaving prisons and integrating in the community with a commitment to desist and expectation of desistance success leading to lower population rates of recidivism

### Returning to Wellbeing

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Health



Empowerment



Education + Skills

# Tablet Logic Models

## Aboriginal & cultural

### Inputs

*What is required for the activity to occur*

- Governance
- Aboriginal apps and content
- Aboriginal support groups as partner

### Activities

*Functions or services accessed through tablets*

- Digital resources and tools for Aboriginal and other cultural groups such as those related to:
- Language
  - Place
  - Cultural practices
  - Health

### Outputs

*Quality and quantity of use*

- use of digital resource/tool (what, no., when, how, duration)
- satisfaction / areas of improvement

### Technology mediated effects

*Additional potential positive and unintended negative effects of technology (on families, staff, organisation etc.)*

- Positive effects:
- Increase breadth and depth of information available
  - allow people in prison engage with information in own private time
- Negative effects:
- trivialise important cultural knowledge and changes associated meaning
  - difficulty in accomodating and having content across all Aboriginal nations

### Outcomes

*The rehabilitative related change for prisoners in the domain of primary, secondary and tertiary desistance*

- Primary: Acknowledging country, making connections with cultural representatives, opportunity to develop cultural identity.
- Secondary: Build commitment to change through engaging with culture, developing cultural identity, sharing culture, building connections.
- Tertiary: Develop expectation of success through ability to represent culture, passing on knowledge, reconnecting with community.

### Impact

People leaving prisons and integrating in the community with a commitment to desist and expectation of desistance success leading to lower population rates of recidivism

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# Tablet Logic Models

## Education & learning

### Inputs

*What is required for the activity to occur*

- Educational application(s) and content adapted for the platform
- Integration with existing education systems

### Activities

*Functions or services accessed through tablets*

Digital resources and tools associated with selecting, undertaking and supporting formal and informal learning including:

- Literacy & numeracy
- Secondary school equivalent
- Vocational training and certification
- University qualifications
- Special interest / self directed

### Outputs

*Quality and quantity of use*

- Participation (what, when, how, duration, dro)
- Achievement (what, when, dropout)
- Satisfaction of use/ improvements

### Technology mediated effects

*Additional potential positive and unintended negative effects of technology (on families, staff, organisation etc.)*

Positive effects:

- Enables self-initiated and directed learning
- Increase access to information and resources
- Supplement and amplify face to face learning

Negative effects:

- inaccessible or ineffective for some people learning difficulties/ low digital literacy
- Lead to a reduction in face to face hours in education that diminishes the rehabilitative effect

### Outcomes

*The rehabilitative related change for prisoners in the domain of primary, secondary and tertiary desistance*

- Primary: Increasing engagement and motivation to engage in learning through browsing and choosing learning programs.
- Secondary: Build commitment to change and expectations of successful desistance through enabling learning, achievement learning goals and the building of a new sense of self.
- Tertiary: Increase expectations of desistance through changing how prisoners view capabilities and possibilities both vocationally and personally

### Impact

People leaving prisons and integrating in the community with a commitment to desist and expectation of desistance success leading to lower population rates of recidivism

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Empowerment



Education + Skills

# Tablet Logic Models

## Offence focused & therapeutic

### Inputs

*What is required for the activity to occur*

- tablet application(s) and content that supports offende focused program
- program staff with expertise to develop and support use of tools
- organisational and officer support

### Activities

*Functions or services accessed through tablets*

Digital resources and tools associated with undertaking and supporting offence focused and therapeutic interventions such as:

- EQUIPS interventions
- other offence specific programs
- drug and alcohol programs
- culturally specific programs

### Outputs

*Quality and quantity of use*

- use of digital resource/tool (no., when, how, duration)
- satisfaction of use/ areas for improvement

### Technology mediated effects

*Additional potential positive and unintended negative effects of technology (on families, staff, organisation etc.)*

Positive effects:

- ready access to information and tools that re-enforce and support skills
- new digital ways for prisoners to engage with offence focused information and learning

Negative effects:

- leads to a reduction in face to face services that may be more effective
- unknown effectiveness

### Outcomes

*The rehabilitative related change for prisoners in the domain of primary, secondary and tertiary desistance*

- Primary: Increase motivation and engagement by providing prisoners access to information and resources about offence related and therapeutic programs.
- Secondary: Develop commitment to desistance, optimism and risk awareness through reenforcing and rehearsing skills and knowledge learnt in programs and interventions.
- Tertiary: Establish community supports and expectations of desistance through identifying strategies for maintaining skills, knowledge and risk awareness in the community.

### Impact

People leaving prisons and integrating in the community with a commitment to desist and expectation of desistance success leading to lower population rates of recidivism

### Returning to Wellbeing

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# Tablet Logic Models

## Health & wellbeing

### Inputs

*What is required for the activity to occur*

- Tablet application(s) and content adapted for the platform
- Health services as partner
- Range of apps offered to cover all circumstance

### Activities

*Functions or services accessed through tablets*

Digital resources and tools for promoting and enabling better physical and mental health:

- Mindfulness
- Creativity
- Health
- Sexual health
- Physical training

### Outputs

*Quality and quantity of use*

- use of digital resource/tool (no., when, how, duration)
- Satisfaction / areas of improvement

### Technology mediated effects

*Additional potential positive and unintended negative effects of technology*

Positive effects:

- allow more private access to information about health issues
- access to wide range of detailed information in different mediums

Negative effects:

- Inmates may use health information to self diagnose rather than access health services
- literacy and digital literacy issue may limit access for some people

### Outcomes

*The rehabilitative related change for prisoners in the domain of primary, secondary and tertiary desistance*

- Primary: Better health and wellbeing assisting with adjustment and stabilisation so can engage in interventions and positive growth.
- Secondary: Wellbeing increasing the capacity to commit to change including participation in programs that can be personally challenging.
- Tertiary: Wellbeing providing personal resources to plan for and navigate the real challenges associated with leaving prison and desisting from crime in the community.

### Impact

People leaving prisons and integrating in the community with a commitment to desist and expectation of desistance success leading to lower population rates of recidivism

**Returning to Wellbeing**  
NSW human Service



# LiViT Logic Models

## Primary desistance *People in prison are motivated and engaged in rehabilitation*

### Inputs

*What is required for the activity to occur*

- LiViT Referral systems (staff, self, system generated)
- Program and service content appropriately adapted or designed for online LiViT delivery
- Psychological/ program staff who are competent & motivated to deliver LiViT programs and interventions
- Quantity and quality digital alcoves / devices capable of supporting LiViT
- Reliable internet service at speeds necessary for LiViT
- Communications to ensure service/client awareness

### Activities

*Functions or services accessed through tablets*

LiViT platform services and programs that motivate people to engage in behaviour change including:

- stabilisation and adjustment services
- Program engagement and risk assessment
- Referral & sentence planning

### Outputs

*Quality and quantity of use*

- LiViT delivered activities across facilities (no., what, when, where, duration, timeliness)
- Quality of LiViT delivered programs with respect to intervention principles
- Satisfaction / areas of improvement

### Technology mediated effects

*Additional potential positive and unintended negative effects of technology (on families, staff, organisation etc.)*

Potential positive meditating effects of the LiViT platform:

- Increase the reach, timeliness and dosage of programs & services
- Reduces staff travel time to remote locations
- reduce prisoner movements between prisons
- More responsive to some prisoners' needs and learning styles
- Ability to better curate multi-media experience
- More flexible programs services that can be directed to prison with greatest need
- More anonymity, safety and situational accountability for participants
- Potential continuity of service between locations & prison/community
- Overcome some institutional prison constraints on services (lockdowns, movements)

Potential negative (unintended) effects

- LiViT delivered programs may be less effective generally or with specific clients
- Online delivery may lead to increased demand and unsustainable increases in staff workloads
- Reduction in face-to-face services that may better meet client needs generally or for specific clients
- LiViT delivered programs may increase, but overall service delivery including face-to-face may decrease
- Less variety through the 'digital' screen rather than face to face.

### Outcomes

*The rehabilitative related change (Day et al, 2020) in prisoners related to desistance*

LiViT increases the reach, timeliness and engagement in stabilisation, assessment and referral services leading to greater motivation and engagement in activities that will lead to rehabilitative change

### Impact

People leaving prisons and integrating in the community with a commitment to desist and expectation of desistance success leading to lower population rates of recidivism

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# LiViT Logic Models

## Secondary desistance *People in prison have the skills and knowledge required for rehabilitation*

### Inputs

*What is required for the activity to occur*

- LiViT Referral systems (staff, self, system generated)
- Program and service content appropriately adapted or designed for online LiViT delivery
- Psychological/ program staff who are competent & motivated to deliver LiViT programs and interventions
- Quantity and quality digital alcoves / devices capable of supporting LiViT
- Reliable internet service at speeds necessary for LiViT
- Communications to ensure service/client awareness

### Activities

*Functions or services accessed through tablets*

- LiViT delivered intensive interventions address criminogenic risks and needs such as:
- EQUIPS interventions
  - other offence specific programs
  - Drug and alcohol programs
  - Culturally specific programs

### Outputs

*Quality and quantity of use*

- LiViT delivered activities across facilities (no., what, when, where, duration, timeliness)
- Quality of LiViT delivered programs with respect to intervention principles
- Satisfaction / areas of improvement

### Technology mediated effects

*Additional potential positive and unintended negative effects of technology (on families, staff, organisation etc.)*

- Potential positive meditating effects of the LiViT platform:
- Increase the reach, timeliness and dosage of programs & services
  - Reduces staff travel time to remote locations
  - reduce prisoner movements between prisons
  - More responsive to some prisoners' needs and learning styles
  - Ability to better curate multi-media experience
  - More flexible programs services that can be directed to prison with greatest need
  - More anonymity, safety and situational accountability for participants
  - Potential continuity of service between locations & prison/community
  - Overcome some institutional prison constraints on services (lockdowns, movements)
- Potential negative (unintended) effects
- LiViT delivered programs may be less effective generally or with specific clients
  - Online delivery may lead to increased demand and unsustainable increases in staff workloads
  - Reduction in face-to-face services that may better meet client needs generally or for specific clients
  - LiViT delivered programs may increase, but overall service delivery including face-to-face may decrease
  - Less variety through the 'digital' screen rather than face to face.

### Outcomes

*The rehabilitative related change (Day et al, 2020) in prisoners related to desistance*

LiViT increases the reach, timeliness and engagement in therapeutic and criminogenic need interventions leading to greater commitment to desistance, risk awareness and optimism and expectation of desistance success

### Impact

People leaving prisons and integrating in the community with a commitment to desist and expectation of desistance success leading to lower population rates of recidivism

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# LiViT Logic Models

## Tertiary desistance *People exiting prison receive the social supports to assist rehabilitation*

### Inputs

*What is required for the activity to occur*

- LiViT Referral systems (staff, self, system generated)
- Program and service content appropriately adapted or designed for online LiViT delivery
- Psychological/ program staff who are competent & motivated to deliver LiViT programs and interventions
- Quantity and quality digital alcoves / devices capable of supporting LiViT
- Reliable internet service at speeds necessary for LiViT
- Communications to ensure service/client awareness

### Activities

*Functions or services accessed through tablets*

- LiViT delivered maintenance, release planning and integration programs and interventions:
- EQUIPS program top up interventions
  - connecting with post release services including CCO where they have additional orders
  - Connecting with drug and alcohol services

### Outputs

*Quality and quantity of use*

- LiViT delivered activities across facilities (no., what, when, where, duration, timeliness)
- Quality of LiViT delivered programs with respect to intervention principles
- Satisfaction / areas of improvement

### Technology mediated effects

*Additional potential positive and unintended negative effects of technology (on families, staff, organisation etc.)*

- Potential positive meditating effects of the LiViT platform:
- Increase the reach, timeliness and dosage of programs & services
  - Reduces staff travel time to remote locations
  - reduce prisoner movements between prisons
  - More responsive to some prisoners' needs and learning styles
  - Ability to better curate multi-media experience
  - More flexible programs services that can be directed to prison with greatest need
  - More anonymity, safety and situational accountability for participants
  - Potential continuity of service between locations & prison/community
  - Overcome some institutional prison constraints on services (lockdowns, movements)
- Potential negative (unintended) effects
- LiViT delivered programs may be less effective generally or with specific clients
  - Online delivery may lead to increased demand and unsustainable increases in staff workloads
  - Reduction in face-to-face services that may better meet client needs generally or for specific clients
  - LiViT delivered programs may increase, but overall service delivery including face-to-face may decrease
  - Less variety through the 'digital' screen rather than face to face.

### Outcomes

*The rehabilitative related change (Day et al, 2020) in prisoners related to desistance*

LiViT increases the reach, timeliness and engagement in transition and integration services/ programs leading to increase community support, risk awareness and expectations of desistance success

### Impact

People leaving prisons and integrating in the community with a commitment to desist and expectation of desistance success leading to lower population rates of recidivism

### Returning to Wellbeing

*NSW human Service*



# Alcove Logic Model

## Digital connection alcoves

### Inputs

*What is required for the activity to occur*

- Physical infrastructure
- Technology
- Staff to supervise
- Staff able to run online services and programs
- People-in-prison motivated and able to engage in services

### Activities

*Functions or services accessed through tablets*

- LiViT programs and interventions
- External service providers and post release

### Outputs

*Quality and quantity of use*

Use statistics:

- number
- duration
- activity type

Quality/ experience of use:

- satisfaction
- issues with use

### Technology mediated effects

*Additional potential positive and unintended negative effects of technology (on families, staff, organisation etc.)*

Positive effects:

- enable LiViT through purpose designed and additional video meeting facilities
- reduce the need for movements within the prison
- make possible video meetings with external and post release services
- enables service delivery to more remote prisons where specialist staff unavailable

Negative effects:

- lead to fewer face-to-face programs and interventions which may be more effective
- little separation of accommodation and program spaces where intense conversations may occur

### Outcomes

*The rehabilitative related change for prisoners in the domain of primary, secondary and tertiary desistance*

Primary: enabling an increase in the reach and timeliness of stabilisation, assessment and referral services leading to greater motivation and engagement in activities

Secondary: enabling an increase in the reach and participation in therapeutic and criminogenic need interventions leading to greater commitment to desistance, risk awareness and optimism and expectation of desistance success

Tertiary: enabling an increase the reach, timeliness and engagement in transition and integration services/ programs leading to increase community support, risk awareness and expectations of desistance success

### Impact

People leaving prisons and integrating in the community with a commitment to desist and expectation of desistance success leading to lower population rates of recidivism

### Returning to Wellbeing

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# Family Video Visits Logic Model

## Family video visits

### Inputs

*What is required for the activity to occur*

- Effective visitor approval system
- Effective booking system
- Functional video meeting facilities technology
- Staff or systems to monitor interactions

### Activities

*Functions or services accessed through tablets*

Visits between family and friends, and a person in prison

### Outputs

*Quality and quantity of use*

Use statistics by:

- occurrence
- duration
- visitor

Quality/ experience of use:

- satisfaction
- issues with use

### Technology mediated effects

*Additional potential positive and unintended negative effects of technology (on families, staff, organisation etc.)*

Positive effects:

- Family and friends enjoy greater relationship with loved one in prison
- Reduced pressure to travel
- Option when contraband/ drug seeking an issue
- Inclusivity benefits for visitors with disability or life circumstances that make in person visits difficult
- less geographic limitations with possibility for interstate or international visitors

Negative effects:

- it may lead to reduced access to in person visits
- potential for new methods of surveillance

### Outcomes

*The rehabilitative related change for prisoners in the domain of primary, secondary and tertiary desistance*

Primary: better adjustment and stabilisation through, maintaining community connections and responsibilities leading to sooner engagement in intervention and growth

Secondary: commitment to change through continuity of relationships, agency, enact new attitudes and recovery identity with community networks

Tertiary: establishing community supports, risk awareness and optimism through making plans and negotiating relationships for release with family and friends

### Impact

People leaving prisons and integrating in the community with a commitment to desist and expectation of desistance success leading to lower population rates of recidivism

**Returning to Wellbeing**  
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We are moving to an era of the digital native. Technology is a natural expectation in life and increasingly be expected to be available in prison life.

STAFF '21.