

SERVING, COLLABORATING
& INFLUENCING

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INTRODUCTION

I am pleased to introduce our customers, partners and stakeholders. These are the people and organisations we serve and influence, and with whom we collaborate.

Understanding who our customers, partners and stakeholders are, and the nature of our relationship with them, enables us to assess our performance in a meaningful way. By identifying what's important to them, we can determine how to best monitor and evaluate our progress.

Success comes from responding to and fulfilling the needs and expectations of our customers, partners and stakeholders. The challenge for each of us lies in exceeding these expectations. This will ensure we achieve our vision of 'Confidence in Corrections'.

KELVIN ANDERSON

Commissioner

CUSTOMERS > > >

Corrections Victoria's customers are people and organisations who buy our services and products.

They are:

- > Secretary, Department of Justice
- > Prison Industries' customers

**SECRETARY,
DEPARTMENT OF JUSTICE**

(as the Government's representative)

Services include:

- > Design, development, provision and facilitation of correctional policies, frameworks, services and programs, and standards and minimum requirements.
- > Correctional infrastructure management and development.
- > Sentence management services.
- > Prison and community-based services covering:
 - prisoner accommodation; and
 - case management and supervision of prisoners and offenders.
- > Security and emergency support services.

PRISON INDUSTRIES' CUSTOMERS

Services and products include:

- > Design and manufacture of commercial products and provision of services (while complying with the principles of competitive neutrality).
- > Delivery of environmental and conservation services.

PARTNERS > > >

Corrections Victoria's partners are people and organisations with whom we establish shared goals and interact collaboratively in the pursuit of our objectives.

They are:

- > Staff
- > Strategic Allies
- > Courts
- > Adult Parole Board

STAFF

(staff, Community and Public Sector Union)

- > Our 'partnership' approach focuses, in particular, on:
 - involvement and commitment;
 - effectiveness and development; and
 - health, safety and well-being.

STRATEGIC ALLIES

(e.g. Australasian Correctional Management, Group 4, community work sites, Victoria Police, Fire and Emergency Services, Department of Human Services, Department of Education and Training)

Our 'partnership' approach involves:

- > Formal or informal alliances that provide value-adding opportunities for both parties.

COURTS

(Magistrates' Court, County Court and Supreme Court)

Our 'partnership' approach involves:

- > Provision of prison services and community-based services relating to:
 - order administration;
 - advisory and assessment services;
 - case management and supervision of prisoners and offenders;
 - compliance management of offenders; and
 - program design, provision and facilitation.

ADULT PAROLE BOARD

Our 'partnership' approach involves:

- > Provision of community-based services relating to:
 - order administration;
 - advisory and assessment services;
 - case management and supervision of offenders;
 - compliance management of offenders; and
 - program design, provision and facilitation.

STAKEHOLDERS > > >

Corrections Victoria's stakeholders are people and organisations who have a vested interest in what we do or can influence our business or organisation.

They are:

- > Government
- > Suppliers
- > Prisoners and offenders
- > Visitors and families
- > Community

GOVERNMENT

(Victorian Government: Corrections Victoria Board, Corrections Inspectorate, Department of Premier and Cabinet, Department of Treasury and Finance)

Our relationship involves:

- > Value outcomes for resources committed, particularly in regard to:
 - innovation;
 - cost-effectiveness;
 - business excellence; and
 - operational issues and performance.

SUPPLIERS

(e.g. Victorian Association for the Care and Resettlement of Offenders, chaplains, TAFE providers, Forensicare, Pacific Shores Healthcare, Prison Industries' suppliers, prison and CCS suppliers)

Our relationship involves:

- > Formal business agreements based on a quality relationship and on the supplier's ability to provide required products and services.

PRISONERS AND OFFENDERS

Our relationship involves:

- > Interactions which instil confidence that the corrections system is:
 - safe;
 - secure; and
 - providing opportunities for positive behavioural change.

VISITORS AND FAMILIES

Our relationship involves:

- > Behaviours that demonstrate Corrections Victoria is sincere in the provision of:
 - supportive interaction;
 - suitable visiting facilities;
 - respectful and courteous treatment; and
 - treatment programs for prisoners and offenders.

COMMUNITY

(e.g. official prison visitors appointed by the Minister for Corrections, welfare groups, culturally and linguistically diverse groups, religious and spiritual groups, media, victims of crime)

Our relationship involves:

- > Behaviours that demonstrate Corrections Victoria is a good corporate citizen in relation to:
 - safe, secure facilities;
 - humane and just prisoner/offender management;
 - rehabilitation of prisoners/offenders;
 - reparation opportunities; and
 - efficient and cost-effective performance.

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