

**Our Commitment**

NTCS is a professional, integrated and culturally-inclusive service.

**Our Purpose**

**A safer Territory**

We provide secure custodial services and community-based supervision to offenders in our care.

**Reduced reoffending**

We help people to address behaviours that led them to offend.

**Changed lives**

We work with people to change their lives for the better.

**Our Values**

All behaviours, actions and decisions by NTCS staff must reflect our shared values.

We recognise and celebrate when we go above and beyond in demonstrating these values.



**Professional excellence**

We are motivated to grow and learn. We embrace innovation in how we work.



**Integrity**

We do the right thing, at all times.



**Courage**

We speak up when we come across behaviours, words and actions that do not align with our values.



**Commitment**

We demonstrate enthusiasm and pride in our work. We demonstrate a strong work ethic.








**Respect**

We build trust to develop positive relationships. We actively listen to, and value different perspectives.



**Accountability**

We are transparent and take responsibility for our actions.

	Protecting Territorians 	Improving Outcomes for Aboriginal People 	Delivering People-Centred Services 	Investing in Our People 	Working Smarter 
OUTCOMES	<ul style="list-style-type: none"> <li>Reduced reoffending and lower recidivism rates</li> <li>Improved accessibility of rehabilitation programs and employment</li> <li>Safe, secure and humane custodial environments</li> <li>High-quality policy advice through improved use of data, evidence and evaluation</li> <li>Increased community understanding about the role of NTCS</li> <li>Improved contribution to the criminal justice system through community partnerships</li> </ul>	<ul style="list-style-type: none"> <li>Reduced reoffending by Aboriginal Territorians</li> <li>Improved wellbeing, education and work outcomes for Aboriginal Territorians in our care</li> <li>Increased proportion and capability of our Aboriginal workforce</li> <li>Increased cultural competency of our workforce</li> <li>Delivery of services in a culturally-safe and respectful environment</li> <li>Strengthened partnerships and engagement with Aboriginal Territorians to support decision-making, and inform service and program design</li> </ul>	<ul style="list-style-type: none"> <li>Improved accessibility to rehabilitation programs, Throughcare services and employment opportunities</li> <li>Increased client satisfaction with services</li> <li>Improved health outcomes for people in our care</li> <li>Changed attitudes and behaviour from people in our care</li> </ul>	<ul style="list-style-type: none"> <li>Improved employee retention</li> <li>Improved employee satisfaction and engagement</li> <li>Better access to skill development and leadership opportunities</li> <li>Improved employee attraction</li> <li>Better access to flexible and innovative working arrangements</li> <li>Increased number of employees with an individual performance agreement</li> </ul>	<ul style="list-style-type: none"> <li>Improved service delivery</li> <li>Value to government and stakeholders</li> <li>Increased access to, and use of data to inform decisions and evaluate outcomes</li> <li>Reduced duplication by ensuring our business systems and processes support efficient operations and service delivery</li> <li>Long term planning and a continuous improvement culture underpins our business</li> </ul>
STRATEGIES	<ul style="list-style-type: none"> <li>Develop and implement a sustainable resourcing model to meet service needs</li> <li>Address reoffending rates through effective rehabilitation services</li> <li>Build, maintain and leverage appropriate partnerships across government, service providers and the community</li> <li>Advocate better correctional outcomes across government and stakeholders</li> <li>Promote the work of NTCS staff across government and the community</li> <li>Build policy advice capabilities and provide advice using evidence analysis and evaluation methodologies</li> <li>Develop strategies, programs and services for women to improve rehabilitation</li> </ul>	<ul style="list-style-type: none"> <li>Deliver culturally appropriate education, programs and services that are designed, and/or guided by Aboriginal people</li> <li>Employability of Aboriginal Territorians in contact with the justice system</li> <li>Expand Aboriginal perspectives across our organisation to improve how we deliver services</li> <li>Grow and invest in the development of our Aboriginal workforce</li> <li>Develop the cultural competency of our workforce</li> <li>Work with Elders and community stakeholders to support the Aboriginal Justice Agreement aims</li> </ul>	<ul style="list-style-type: none"> <li>Develop a people-centred integrated approach to case management across our service</li> <li>Collaborate across government, service providers and with communities to improve service delivery</li> <li>Build the capacity of employment and industry programs, and work towards identifying future industry opportunities</li> <li>Deliver effective and efficient health services in the custodial environment</li> <li>Enrich offender programs and services through evidence-based evaluations and partnerships</li> <li>Enhance delivery of therapeutic services to high risk and complex offenders</li> </ul>	<ul style="list-style-type: none"> <li>Attract and retain skilled and capable employees</li> <li>Invest in the health, safety and wellbeing of our employees</li> <li>Promote effective, transparent and accountable leadership at all levels</li> <li>Provide more opportunities for staff engagement and development through individual performance agreements</li> <li>Provide professional development and progression pathways, skills and secondment opportunities for our employees</li> <li>Build a shared purpose and common language for our people</li> <li>Improve efficiency through better team models and rostering practices that support performance and learning outcomes</li> </ul>	<ul style="list-style-type: none"> <li>Encourage and recognise innovation and agility in our workforce</li> <li>Streamline our business to effectively and efficiently focus on our service</li> <li>Identify and pursue technology improvements that make us more efficient</li> <li>Embed evaluation principles and evidence-based decision-making into our work</li> <li>Develop and embed robust governance structures and process into the business</li> <li>Leverage opportunities for service alignment and investment with AGD</li> <li>Better planning for defensible investment decisions for infrastructure, technology and operational requirements</li> </ul>
HEADLINE KPI	<ul style="list-style-type: none"> <li>Reduction in recidivism</li> </ul>	<ul style="list-style-type: none"> <li>Increase completion of programs</li> </ul>	<ul style="list-style-type: none"> <li>Increase in completed education and training programs</li> <li>Increase in completed supervised community corrections order</li> </ul>	<ul style="list-style-type: none"> <li>Improved staff retention</li> </ul>	<ul style="list-style-type: none"> <li>Increase in the number of directives and standard operating procedures updated annually.</li> </ul>
SUPPORTING KPI	<ul style="list-style-type: none"> <li>Reduction in assaults on staff</li> <li>Reduction in escapes</li> </ul>	<ul style="list-style-type: none"> <li>Increase Aboriginal employment</li> <li>Increase the number of staff completing cultural competency training</li> <li>Increase in program partnerships with Aboriginal enterprises</li> </ul>	<ul style="list-style-type: none"> <li>Increase in efficiency of prison-based health scheme</li> </ul>	<ul style="list-style-type: none"> <li>Reduction in absenteeism</li> <li>Increased safety reporting</li> <li>Increased job satisfaction</li> </ul>	<ul style="list-style-type: none"> <li>A reduction in the percentage of overtime as a total proportion of employee budget.</li> </ul>