

# Appendix D:

## Ravenhall rehabilitation and reintegration KPIs

GEO's contract with DJCS for Ravenhall has 2 main KPIs related to reintegration (KPI 15) and reducing reoffending (KPI 16).

**KPI 15 (reintegration) and KPI 16 (reducing recidivism)**

Under its service provider contract with DJCS, GEO can receive performance payments of up to \$1 million per year for achieving 2 KPIs.

KPI 15 focuses on using interventions that match a prisoner's post-release needs in education and training, employment, housing, AOD and mental health. DJCS expanded this KPI in January 2025 to include remand as well as sentenced prisoners.

KPI 16 focuses on recidivism (reoffending) and ensuring a lower return to prison rate compared with other Victorian prisons.

Figures D1, D2 and D3 detail the requirements of these 2 KPI categories.

**Figure D1:** KPI 15 (reintegration) – sentenced prisoners

KPI	Pathway	Target outcome	Target % of pathway participants (2024–25)
15.1	Education and training	The pathway participant has enrolled in and attended appropriate education or training activities as defined in their individual reintegration plan (IRP) for a period of 8 weeks following release.	50%
15.2	Employment	The pathway participant has maintained stable employment (full time or part time) of 20 hours or more per week for 2 months following their release.	50%
15.3	Housing	The pathway participant has maintained stable accommodation at a personal or public residence for 2 months following release.	57.7%
15.4	AOD treatment	The pathway participant has been referred to and maintained AOD treatment as defined in their IRP or as recommended by the Australian Community Support Organisation for 2 months following their release, or for a such lesser period if recommended by the Australian Community Support Organisation.	60%
15.5	Mental health treatment	The pathway participant has been referred to and maintained mental health treatment as defined in their IRP for 2 months following their release.	76.9%

Note: As part of the automatic adjustment process in the contract and based on previous results, DJCS increased the benchmark for KPI 15.3 from 50 per cent to 57.7 per cent and the benchmark for KPI 15.5 from 60 per cent to 76.9 per cent as of 1 July 2024. DJCS advised us that because the measures are a continuous improvement measurement, the benchmarks will increase if GEO continually meets the performance outcomes.

Source: VAGO, using DJCS and GEO documents.

**Figure D2: KPI 15 (reintegration) – remand prisoners**

KPI	Pathway	Target outcome	Target % of pathway participants (from Jan 2025)
15.6	Employment	The pathway participant has maintained stable employment (full time, part time or casual) commensurate with their employment capacity for one month following their release.	40%
15.7	Housing	The pathway participant has maintained stable accommodation at a personal or public residence for one month following their release.	40%
15.8	AOD	The pathway participant has been referred to, and maintained, AOD treatment as defined in their IRP for 2 months following their release (or such a lesser period as is recommended by GEO).	40%
15.9	Mental Health	The pathway participant has been referred to, and maintained, mental health treatment as defined in their IRP for 2 months following their release (or a lesser period as is recommended by the area mental health service).	40%

Source: VAGO, using DJCS and GEO documents.

**Figure D3: KPI 16 (reducing recidivism)**

**Component Measure**

16A	<p>This component compares the difference in percentage between the rate of return to prison of:</p> <ul style="list-style-type: none"> <li>• sentenced prisoners released from Ravenhall</li> <li>• sentenced prisoners released from other Victorian prisons.</li> </ul> <p>The rate of return is measured 2 years after release.</p> <p>Each year, Ravenhall will aim to reduce its rate of return to prison by 12 per cent compared with other prisons.</p>
16B	<p>This component compares the difference in percentage between the rate of return to prison of:</p> <ul style="list-style-type: none"> <li>• sentenced Aboriginal and Torres Strait Islander prisoners released from Ravenhall</li> <li>• sentenced Aboriginal and Torres Strait Islander prisoners released from other Victorian prisons.</li> </ul> <p>The rate of return is measured 2 years after release.</p> <p>Each year, Ravenhall will aim to reduce its rate of return for Aboriginal and Torres Strait Islander prisoners by 14 per cent compared with other prisons.</p>

Source: VAGO, using DJCS and GEO documents.