

# Significant up-lift in ACT Corrective Services post Ombudsman investigation

Today, the ACT Ombudsman, Mr Iain Anderson, reported on Corrective Services' implementation of recommendations following a previous investigation into parole processes at the Alexander Maconochie Centre (AMC).

The Ombudsman's [Parole processes at the Alexander Maconochie Centre – Investigation into the administration of parole by ACT Corrective Services](#) report was published in November 2020 and made 15 recommendations aimed at ACT Corrective Services (ACTCS) establishing a transparent policy framework for parole processes, implementing effective business planning and record keeping, and improving specific aspects of sentence management and parole processes.

In reviewing progress recently, the Ombudsman assessed 14 recommendations as implemented and one recommendation as partially implemented.

The recommendations led to a significant up-lift in ACTCS' policies and procedures to support parole processes, a new information management system, and embedded arrangements with Housing ACT to support the Justice Housing Program.

Statements attributable to Mr Iain Anderson, ACT Ombudsman:

*“While we have assessed almost all recommendations as implemented, given the policy framework and systems are now in place at ACTCS, we have not assessed how effectively the new framework is operating in practice. We will continue to monitor this and may choose to investigate any emerging areas of concern.”*

Read the full report on our [website](#).

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