Appendix one: Results of 'Shaping Corrections' surveys for March and September 2024 and May and November 2025

Notes for table:

- This survey uses a mix of scoring methods. Net Promoter Score (NPS), ranging from –100 to +100, measures how likely participants are to recommend Corrections and how well they feel Health, Safety and Wellbeing are supported. A 0–10 scale is used to assess Just Culture, Empowerment, and Better Business, which show how effectively the organisation enables staff to do their jobs.

Survey Date	Response Rate	Employee NPS	Safety NPS	Empowerment	Just Culture	Better Business
March 24	42%	-36	-26	7.1	6.0	5.8
Sept 24	63%	-25	-18	7.5	6.3	6.2
May 25	57%	-29	-22	7.4	6.1	6.1
Nov 25	45%	-24	-15	7.4	6.3	6.3