



**SINGAPORE
PRISON SERVICE**

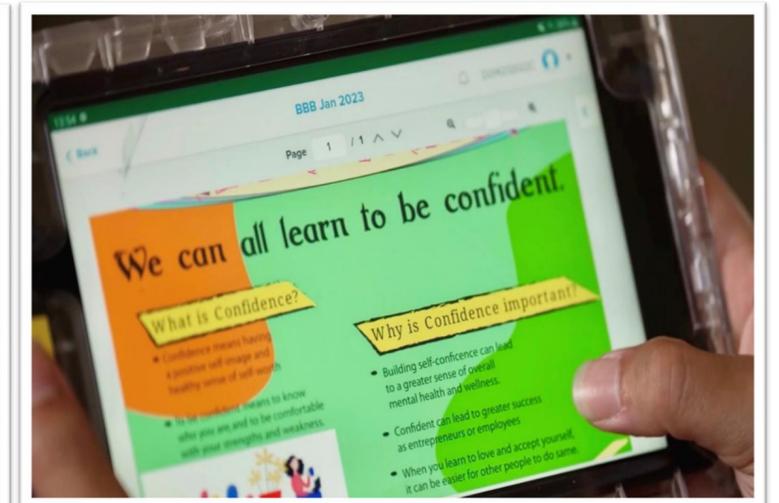
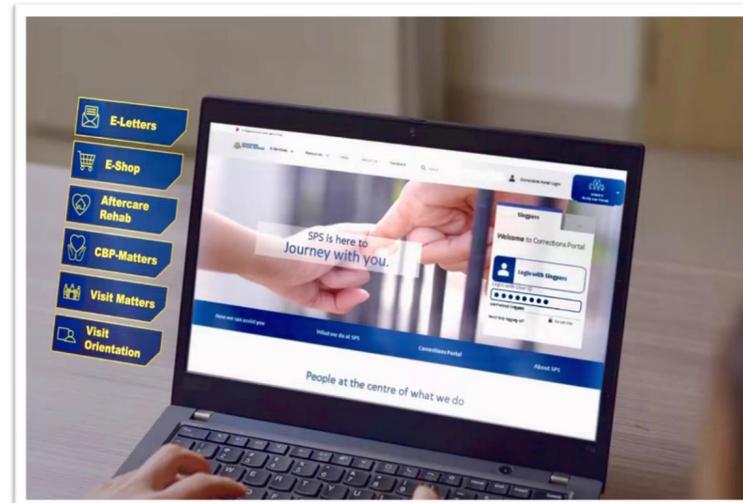
REHABILITATION IN THE DIGITAL AGE

How Singapore Integrates Technology in Corrections and Rehabilitation

*by Mr Mohammad Fadly Bin Safie
Second Superintendent, Institution B4
Singapore Prison Service*

*for International Senior Seminar
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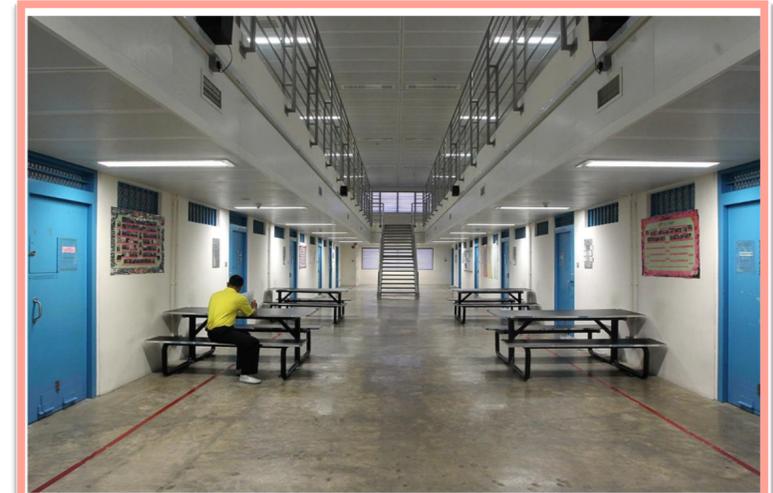
- Key Challenges in the Singapore Correctional Landscape and Why the Need for Technology
- The Singapore Correctional Model (SCM) and Corrections 2030
- S.M.A.R.T Prison (Incare)
- Technology in Community Corrections (Aftercare)
- Conclusion



01

Key Challenges in Singapore's Correctional Landscape & Why The Need for Technology

Challenges in Corrections



Challenging Inmate Profiles

Liberal Attitudes towards Drugs and Crime

Sustaining Long-Term Desistance and Reduce Intergenerational Offending

Resource Challenges

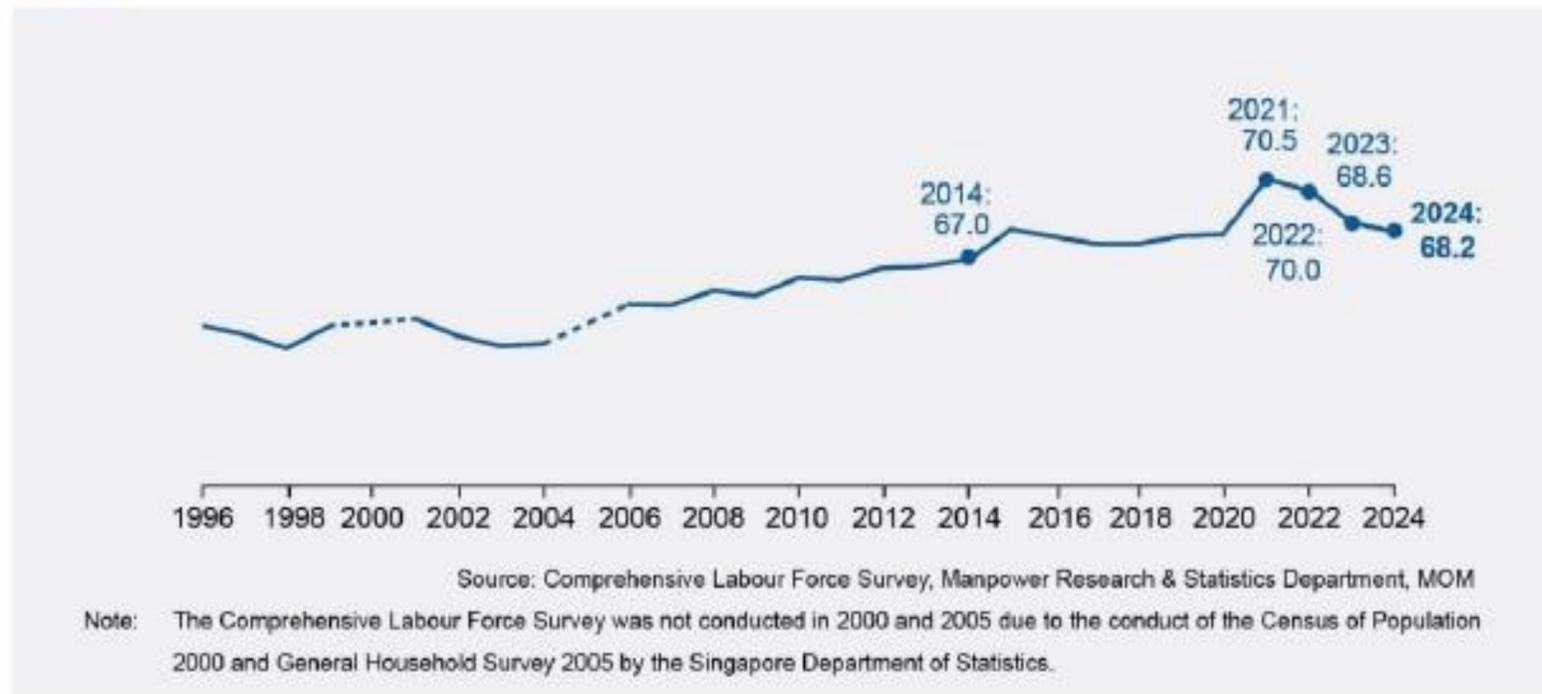
Resource Challenges



Labour Force survey conducted by the Ministry of Manpower in 2024 revealed that Singapore's **labour force participation rate** for residents aged 15 and over **had declined** for the third consecutive year, to **68.2% for 2024**.



Chart 1 Labour force participation rate of residents aged 15 years and over
Per Cent



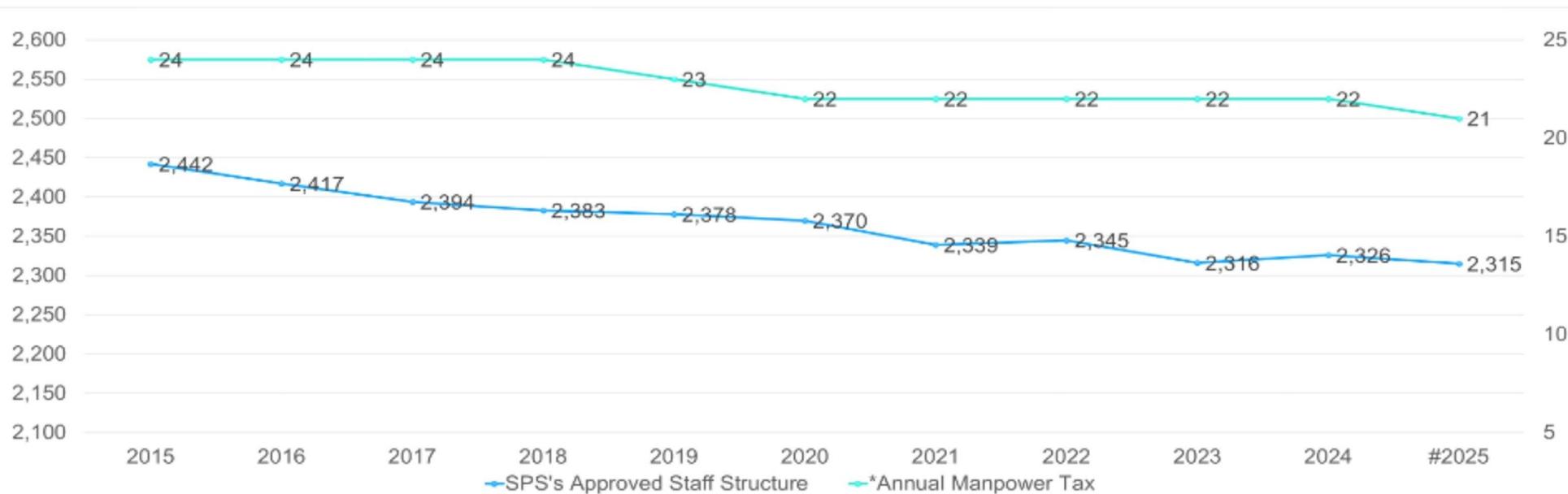
[Source] MOM Report on Labour Force in Singapore 2024

- Research showed that Singapore's **growing population of seniors** (i.e., 65 years and above), with lower labour force participation rate **contributed to the decline**.
- Growing issue: Singapore faces a **gradually shrinking workforce**.
- Like many nations around the globe, there is an **urgent need** for Singapore to **optimize its existing work resources**, including manpower, to **ensure business needs are fulfilled**.

Resource Challenges



- SPS and other Home Team Departments are **not spared** from effects of a **nationally shrinking workforce**.
- **Resource optimization**, including the need to **harvest emerging technology** and **ramp up technological capabilities**, are essential towards **force-multiplying** SPS's operational and rehabilitative capabilities.



* Annual Manpower Tax assumed at 1% of Approved Staff Structure
 #2025 projected staff structure assumes successful download of outstanding sub-block

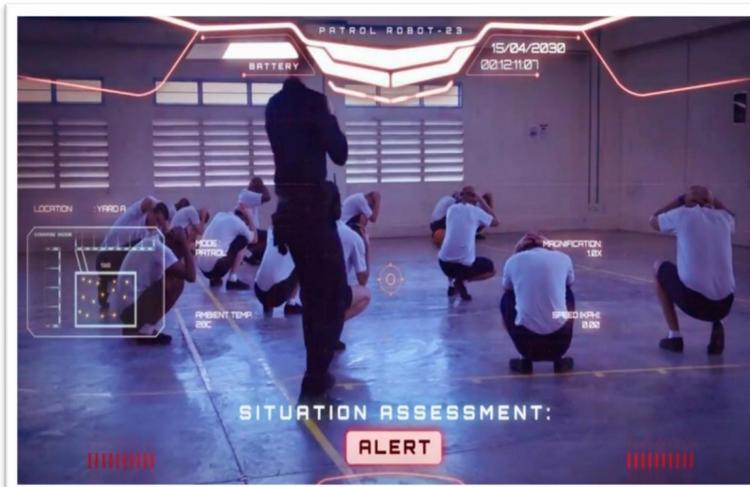
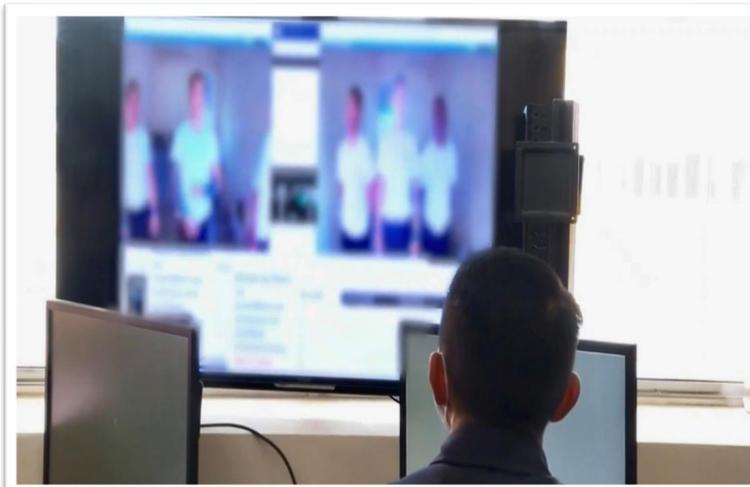
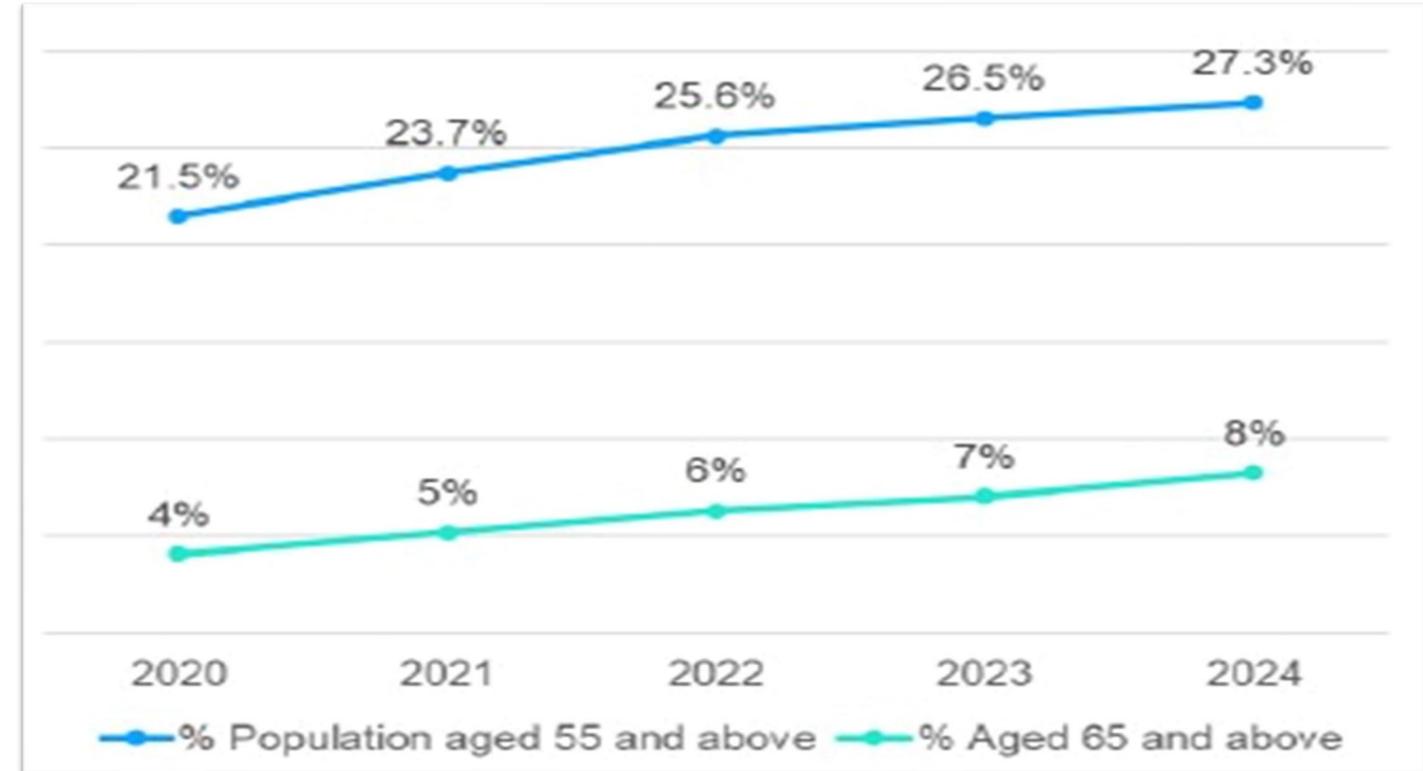
1. SPS has experienced a consistent decline in manpower over the past decade. From 2015 to 2024, SPS's establishment decreased by 116 posts (4.8%), from 2,442 to 2,326 positions.
2. Having reached its lean operating baseline, SPS has implemented various workforce optimisation initiatives to maintain operational efficiency despite manpower constraints.



Challenging Inmate Profiles

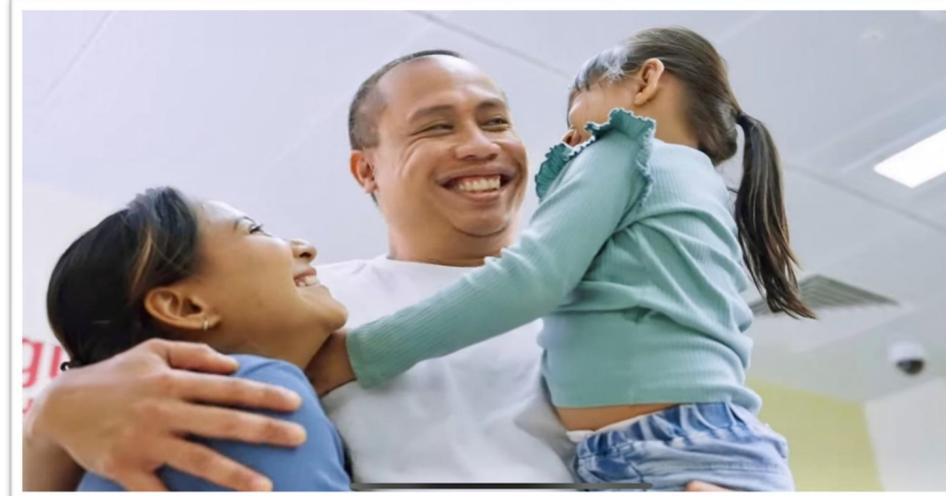
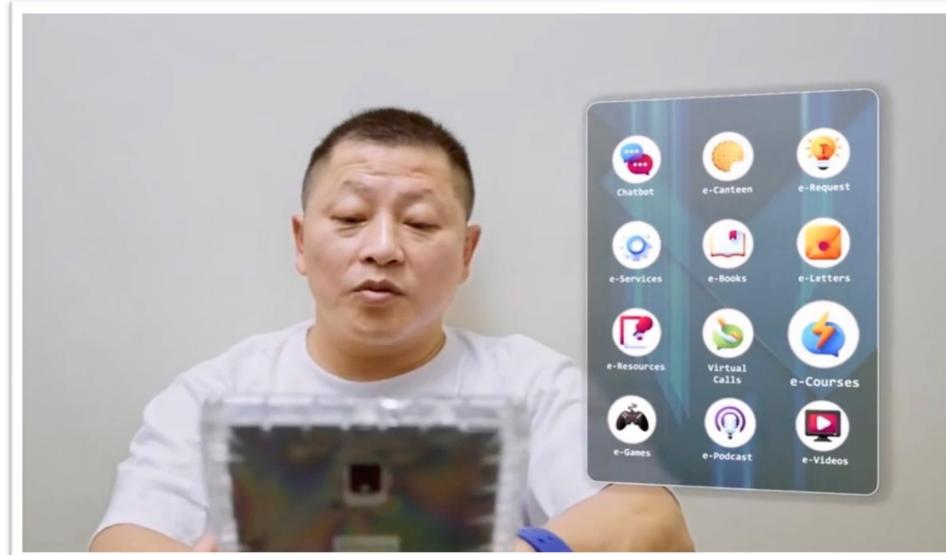


Growing demographics of elderly inmates who present with age-specific health risks, rehabilitative needs and care requirements.



While violence in prisons have decreased over the years, they remain a concern and indicate a need to leverage better monitoring and response capabilities to reduce incidence of crisis such as assaults.

Why The Need for Technology?



Enhance Rehabilitation and Facilitate More Purposeful Engagement with Inmates

Force-Multiplier for Safer and More Secure Prison Operations

Enhance Delivery of Essential Services such as Healthcare

02

Singapore Correctional Model and Corrections 2030

Singapore Correctional Model (SCM)



- Articulates Singapore’s approach in **shaping the overall correctional landscape** and **strengthening public safety**.
- Spans various domains including **safe and secure operations** as well as **positive rehabilitation and reintegration outcomes**.

Long Term Outcomes

Resilient and Productive Individuals

Renewed and Engaged Lives

Building Meaningful Connections

Galvanising Inclusive and Supportive Communities

← Key Actions →

Inspire Individuals

Promote Responsible Living

Increase Access

Co-Create Change

Influence change in attitudes, belief systems and behaviours.

Establish **accountability** in individual’s decisions and actions.

Access to social and community resources necessary in supporting individual’s change and growth.

Galvanise inclusive communities and reduce stigma, **unlocking the second prison**.

Corrections 2030 (C2030)



- C2030 articulates the **next bound of transformation** for SPS and builds on Corrections 2025, in collaboration with Yellow Ribbon Singapore and whole-of-community efforts.
- Contributes to the **broader Home Team Transformation 2030 Masterplan**→enhancing operational capabilities, accelerating adoption of technology, and deepening collaborations with community partners, for a **safer and more secure nation**.



Desired Outcomes

A Safe Throughcare Ecosystem

Change begins in prison and continues after offender returns to the community.

Trusted Global Leader in Corrections

Expand international relations and mindshare on SG's correctional approach.

Long-Term Desistance from Crime and Drugs

Strengthen ecosystem of support and lower 5-year recidivism rates.

Reduced Incarceration Rates

Contributing to a safer and more secure nation.

Incarceration as a Social Leveller

Uplift lives of offenders and their families.

Corrections 2030 (C2030)

C2030 Strategies

S.M.A.R.T Prison



Uplifting Lives and Strengthening Families



Maximising Employability and Career Progression



Total Community Mobilisation and Global Leader in Corrections



Develop Future Ready COLs



- **Safe and Secure Environment.**
- **Multi-Disciplinary Approach.**
- **Agile Delivery of Services.**
- **Best Rehabilitation Outcomes in Technology-Enabled Facilities.**

- Aligned with national priorities to **uplift every Singaporean in need.**
- **Strengthen social compact** by supporting offenders and impacted families.
- **Deepen partnerships** with community for positive outcomes.

- **Strengthen economic capital** for offenders and ex-offenders.
- Skills training and employment assistance opportunities.
- **Supporting employers** through structured initiatives.

- **Enhance community mobilisation efforts** in support of positive rehabilitation and reintegration outcomes.
- **Deepen international relations** with other correctional jurisdictions for better learning outcomes.

- **Strengthen competencies and capabilities** of SPS staff and partners.
- **Strengthen organisational culture** of CARE and DARE.
- Empower all staff members to support SPS's Vision and Mission.

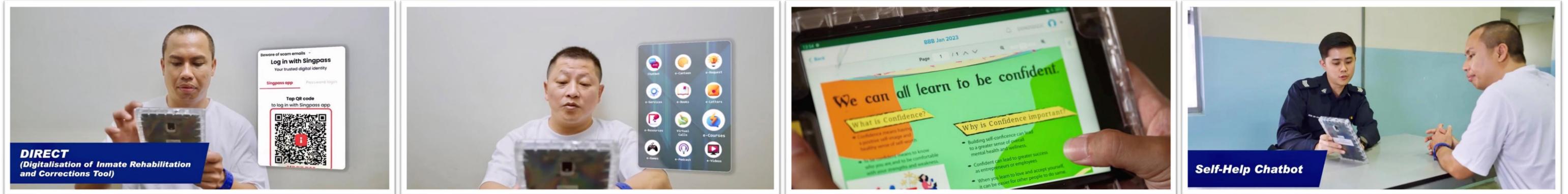
Seamless Throughcare in SPS



03

S.M.A.R.T Prison

[S.M.A.R.T Prison] DIRECT



Digitalisation of Inmate Rehabilitation and Corrections Tool

- Commissioned by SPS in 2020 as a self-help digital portal to strengthen incare rehabilitative efforts.
- Encourage inmates to take **ownership over their personal change** and transformation through engagement in series of curated mobile applications and digital services.

E-Letters

Electronic letter correspondence between inmates, registered family members and other prosocial individuals.

My Action Plan (MAP)

Personal journaling application to record inmate's personal goals and plans during incarceration and post-release. Engagement tool between inmates and correctional unit officers.

Upcoming Enhancements

- **[E-Letters]** Deployment of intelligent analysis capabilities for screening of letter content.
- Pre-empt potential security risks and detect personal stressors in inmates, for appropriate engagement and follow-up.
- Upgraded tablet hardware for better sustained use. Enhancements to DIRECT wireless network.



E-Learning portal application provides rehabilitative and learning materials for inmates' reading.

[S.M.A.R.T Prison] DIRECT

How can we support our loved ones when we are incarcerated?



Family Resources



Community resources



Self-care tips

Self-care tips

Taking care of your health and emotions

- Eat healthy and exercise regularly
- Make time for yourself

Building a supporting network

- Put up requests for FSC s assistance if necessary

Maintaining contacts

Listen

- Provide a listening ear to your loved ones to help them feel that they are not alone.

Ongoing Contact

- Maintain regular contact by writing letters and cards during special occasions.

Establish trust

- Build trust between you and your loved one by maintaining contact.

Community Resources

- Family Resource Centres (FRC s)**
 - Foi Yue FRC
 - AMK FSC FRC
- CARE Network Partner s**
 - Yellow Ribbon Fund
 - Industrial & Services Co-operative Society Ltd
 - SACA
 - SANA
- Addiction Treatment / Support Groups**
 - Alcoholics Anonymous (AA)
 - Narcotics Anonymous (NA)
 - NAMs
 - National Problem Gambling Helpline
 - WE CARE Community Services
 - Women in Recovery Association

TOO MUCH MEDICINE KILLS



Medication are dangerous when misused. Misusing them puts your organ at risk, especially your liver, kidneys, and heart.

- ⚠ Breathing problems
- ⚠ Liver failure
- ⚠ Heart rhythm issues
- ⚠ Even coma or death

All medication use is monitored for your safety

Take only what's prescribed, when it's prescribed.

Know Your Employment Rights!

“Share these key information on employments and entitlements with your loved ones”

CONTRACT OF SERVICE	CONTRACT FOR SERVICE
Has an employer-employee relationship	Has a client-contractor type of relationship
Employee works directly for the employer	Contractor carries out business on their own account
Covered by the Employment Act (Except for seafarers, domestic workers and government employees)	Not covered by the Employment Act
Includes terms of employment such as working hours, leave benefits, etc.	Statutory benefits do not apply

Leave Entitlements

Annual Leave

You are entitled to paid annual leave if you have worked for your employer for at least 3 months

Annual leave entitlements should be at least 7 days for your 1st year of service, with yearly increments.

Sick Leave

You are entitled to paid sick and hospitalisation leave if you have worked for your employer for at least 3 months and informed your employer within 48 hours of your absence.

Sick leave entitlements depend on your period of service and can be up to 14 days for paid outpatient sick leave and 60 days for paid hospitalisation leave.

Normal Hours Of Work

If You Work	Contractual Hours Are
5 days or less a week	Up to 9hrs per day or 44hrs a week
More than 5days a week	Up to 8hrs a day or 44hrs a week

Overtime Pay

at least 1.5 times the hourly basic rate of pay.

DID YOU KNOW?

Regulations on working hrs & overtime

- *WORKMEN whose basic salaries do not exceed \$4,500
- *NON-WORKMEN whose basic salaries do not exceed \$2,600
- Managers and Executives do not apply

DID YOU KNOW?

If you have worked for at least 3 months, your employer must pay your medical consultation fee if it results in at least one day of paid sick leave and you have obtained an MC from a medical practitioner from a public medical institution or appointed by your company.

DIRECT Broadcasts: Beyond Bars Series

[S.M.A.R.T Prison] PORTS

Prison Operations and Rehabilitation Systems (PORTS)

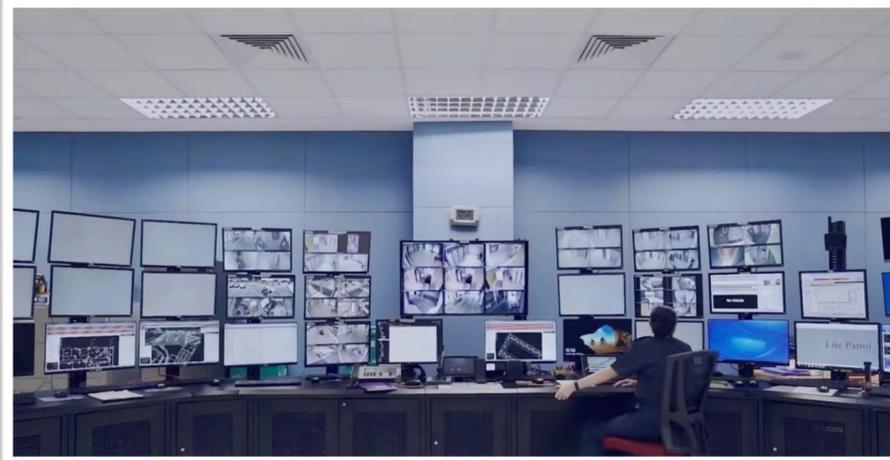
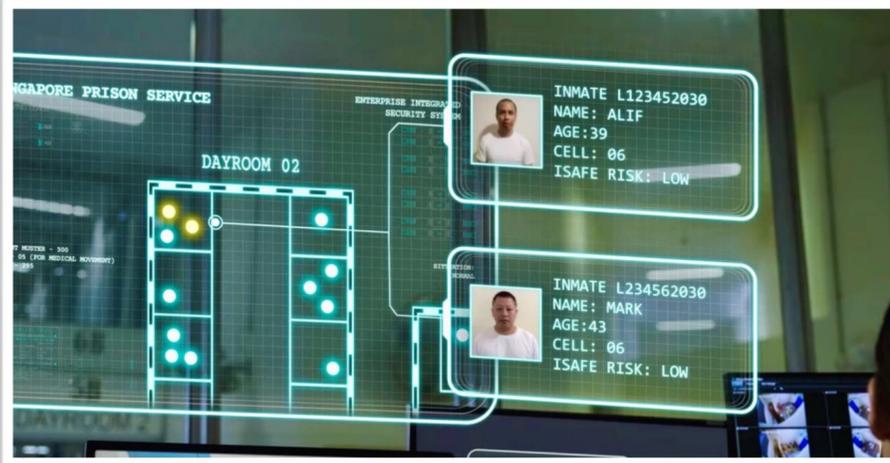
- Centralised inmate database system providing **real-time access** to inmate biodata including offence categories, medical histories, rehabilitation progress and other key information.
- **One-stop digital platform** providing officers with secured access to information critical for safe and secure management of inmates.

Intuitive dashboard displaying **real-time progression of rehabilitation programmes**, as well as **participation in work programmes**.

Observation notes pertaining to inmate conduct, behaviour, medical and other personal issues.

Snapshot of **past and upcoming visitations** for inmates (televisits, face-face etc), or other **key movements scheduled**.

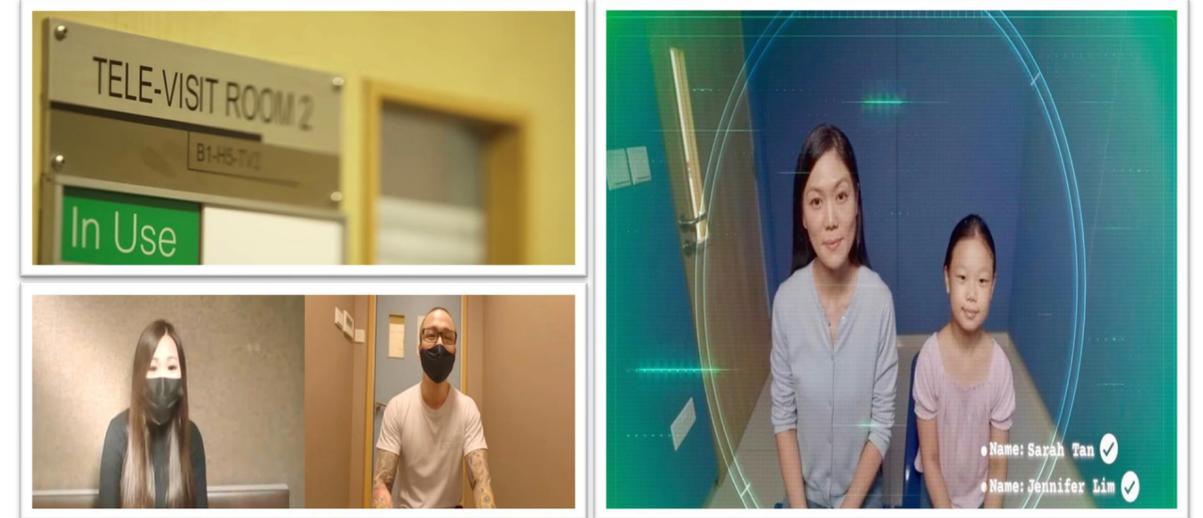
Suitability assessments for Community-based Programmes (Halfway House, Home Detention or Employment Preparation Schemes), and Release on Licence.



[S.M.A.R.T Prison] Televisit System

Key Benefits of Televisit System

- **Electronic visitation platform via video conferencing** between inmates and registered family members and prosocial circles.
- **Reduces strain** on family members to physically commute to Changi Prison to engage in face-to-face visits with loved ones.
- Family members and visitors may choose to conduct televisits with inmates through satellite visit centres across Singapore.



Key Enhancements

- SPS is working with relevant partners to develop **Smart and Autonomous Televisit Systems** to augment existing functions.
- Greater ease of access for family members and reduce further commute to Prison Link Centres.
- **Streamline operations** and **reduce operational manning** of prison visit centres.
- Deploying smart features including sentiment analysis and facial recognition.



04

Technology in Community Corrections

Technology in Community Corrections



Key Objectives

- **Maintain public safety** by **mitigating risk of reoffending** for supervisees while serving Community-Based Programmes and Mandatory Aftercare Schemes.
- **Addressing risk and needs** and support challenges for supervisees during their scaffolding and transitory periods in the community.
- **Leverage whole-of-community efforts** in support of positive reintegration outcomes for supervisees.

Key Challenges

- Sustain and uplift community corrections efforts, such as effective supervision and monitoring of supervisees, in the **context of limited manpower resources**.
- Effective and efficient measures (e.g., urine testing and random searches for contraband) to **detect relapse** for supervisees.
- **Integration of services** from community stakeholders into a **sustainable ecosystem** in support of supervisees.

Technology in Community Corrections

Prison Automated Screening System (PASS)



- **Autonomous urine screening system** jointly developed by Singapore Prison Service and Home Team Science and Technology Agency (HTX).
- Leverages capabilities including **automation, robotics, advanced electronic sensors and deep learning technologies** for **efficient collection** of urine samples from supervisees and **effective detection** of contraband and other illicit drugs.
- First-of-its-kind solution aimed at **end-to-end urine procurement and screening process**, in an **unsupervised, safe and hygienic manner**, improving operational processes and working environments for officers working in the aftercare sectors.

Electronic Monitoring System (EMS)

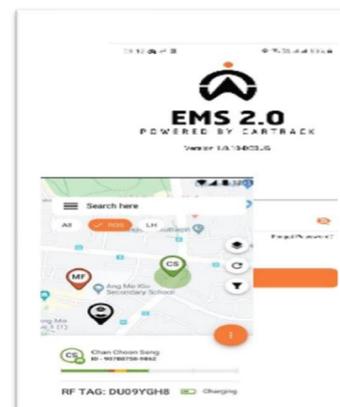


- Enhanced curfew monitoring and surveillance system for supervisees in the community.
- Builds on the capabilities of previous EMS system, with new enhancements.

Biometrics for user authentication

Enhanced Global Positioning System for precise location tracking

Mobile application for remote surveillance by reintegration officers

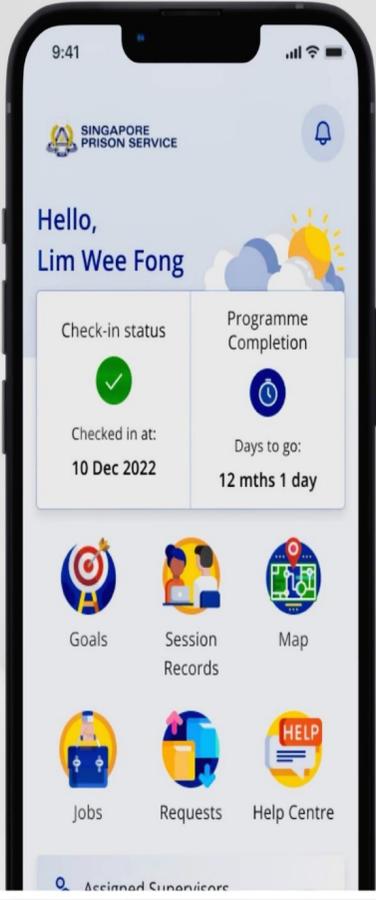


Technology in Community Corrections

Self-Help and Rehabilitation E-Application (SHARE)

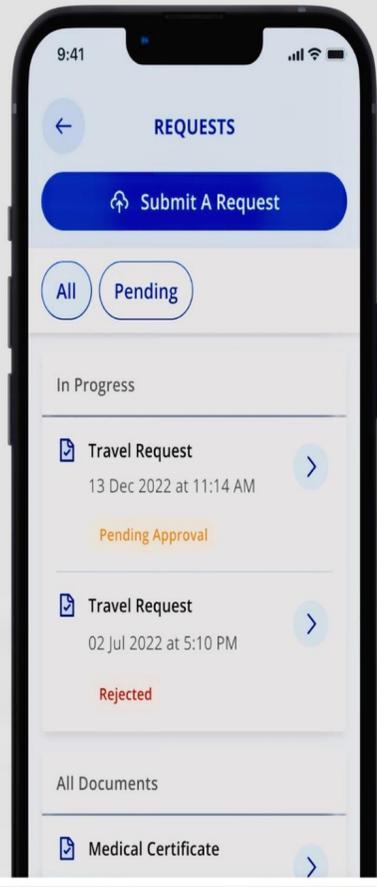
All Services in One Place

Track your progress, access key features, and stay on top of your goals—all in one place.



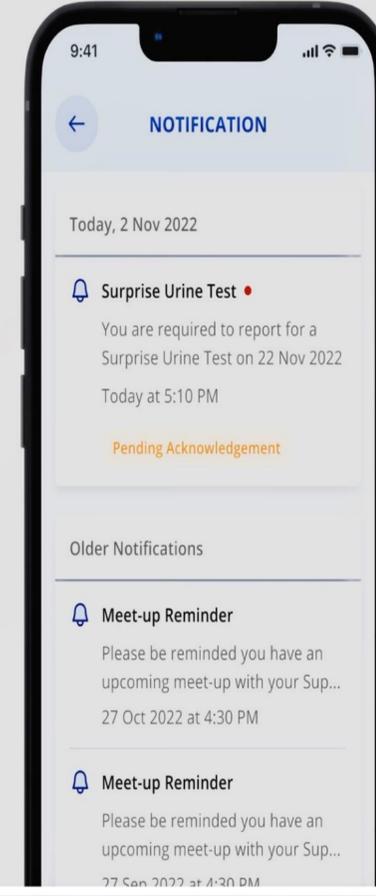
Submit and Manage Document Requests

Easily submit, track, and manage your document requests with just a few taps.

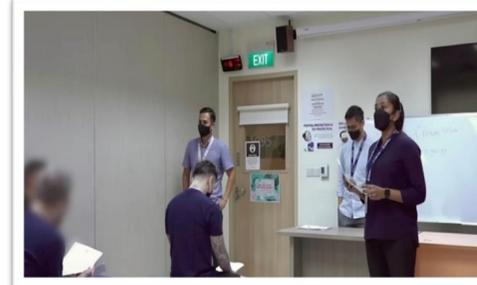
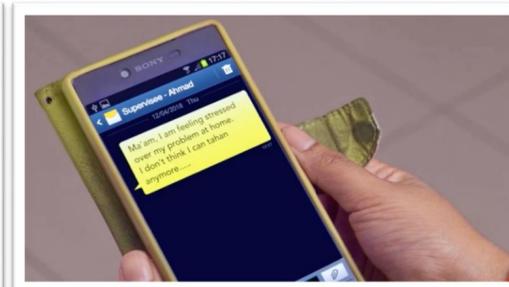


Receive Important Notifications

Stay updated with timely alerts and never miss an important update.



- One-stop mobile application developed by SPS for supervisees serving Community-Based Programmes to **access centralised services and resources** in support of their reintegration into the community.
- This allows supervisees to **take up greater ownership** over their change process away from prison walls.
- SHARE also provides a useful **interfacing tool** between supervisees, reintegration officers and case managers from halfway houses, **enhancing purposeful engagements**.

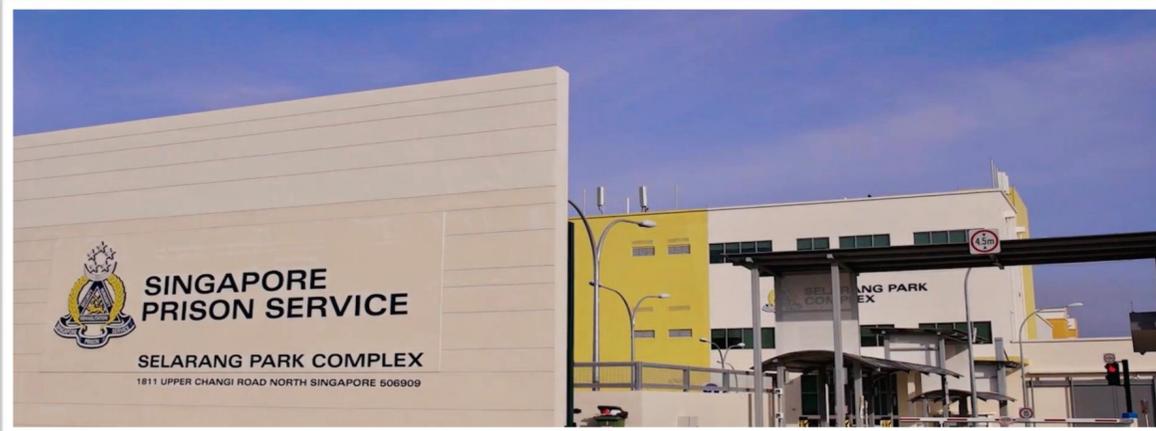


← **Integrated Chatbots** →

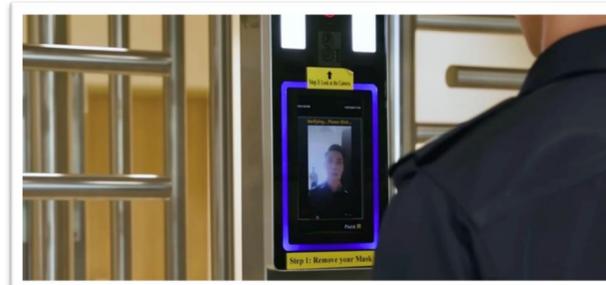
- Accommodation Assistance
- Financial Assistance
- Child and Prosocial Support
- Employment and Other Community Assistance

Technology in Community Corrections

Selarang Park Complex (SPC)



- Operationalised in 2020 and developed as an **integrated hybrid correctional facility**, serving the needs of different offenders.
- Resident offenders include drug abusers serving Drug Rehabilitation Regimes (DRCs), and supervisees serving Community-Based Programmes such as the Employment Preparation Scheme (EmPS).
- SPC is also the **first Smart Prison built from the ground up** by SPS in collaboration with stakeholders.



Facial Recognition



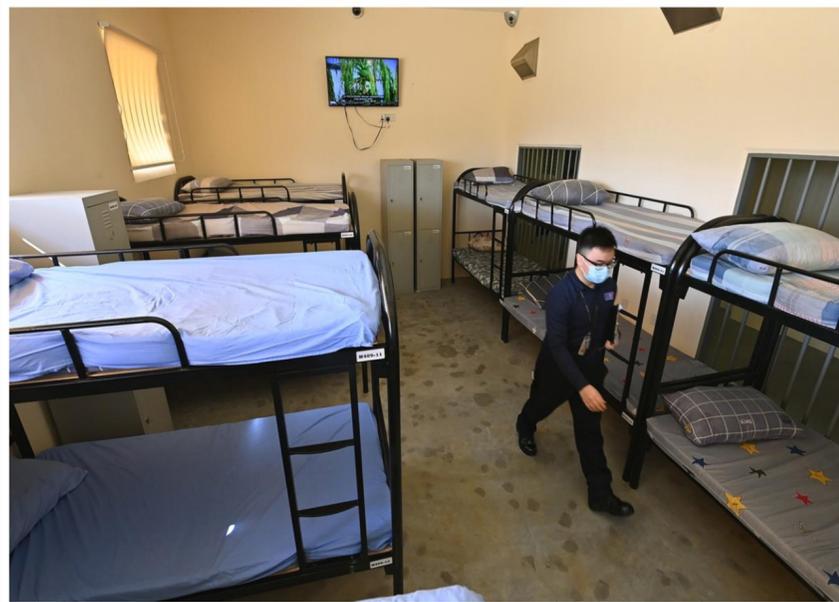
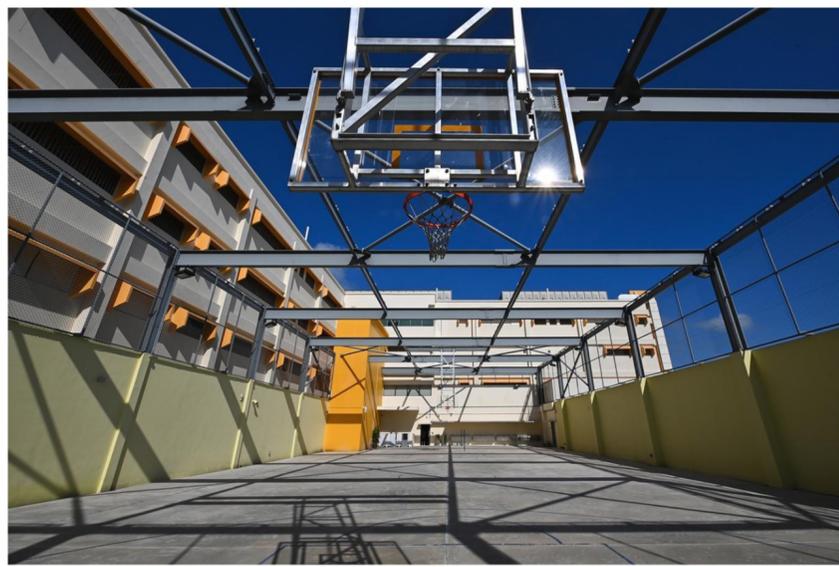
Video Analytics for Sensemaking and Anomaly Detection



Facial recognition allows officers to conduct remote monitoring of supervisees' daily movements and unescorted access in and out from institution S2.

Technology in Community Corrections

Institution S2 - Reintegration Hub

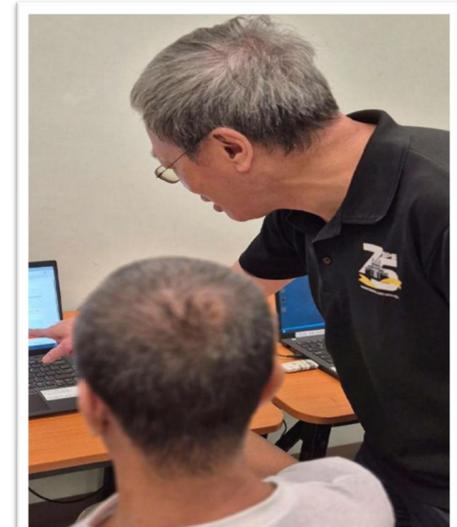


- Established in 2024 to **strengthen scaffolding and support** for offenders prior to re-entry into the community.
- Targeted preparatory programmes for offenders awaiting emplacement on Community-Based Programmes (Home Detention, Employment Preparation or Halfway House Schemes).

Voluntary Supervision Support Programme (VSSP)

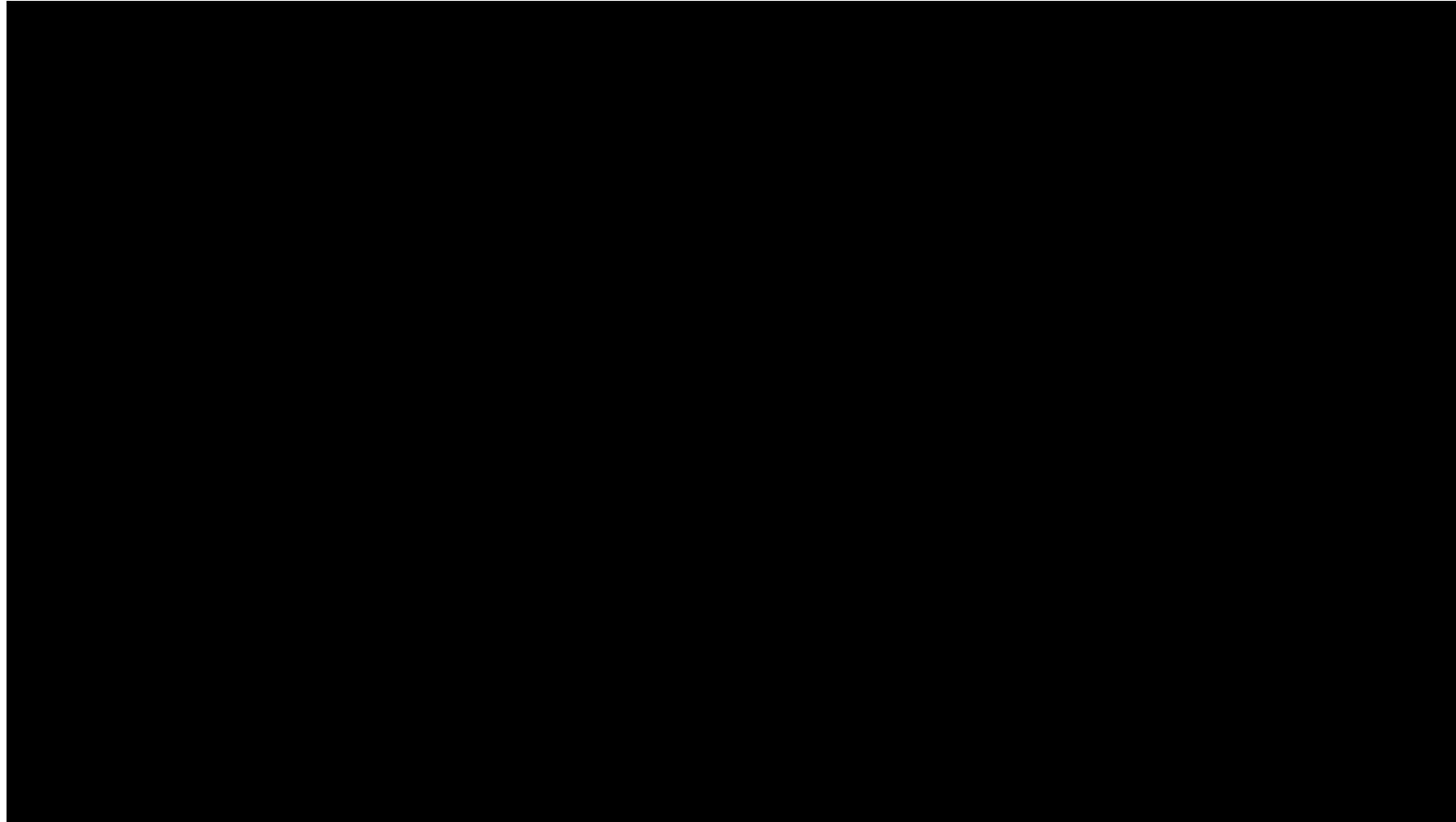
Reflection Regime (RR)

Emplacement Preparation Regime (EPR)



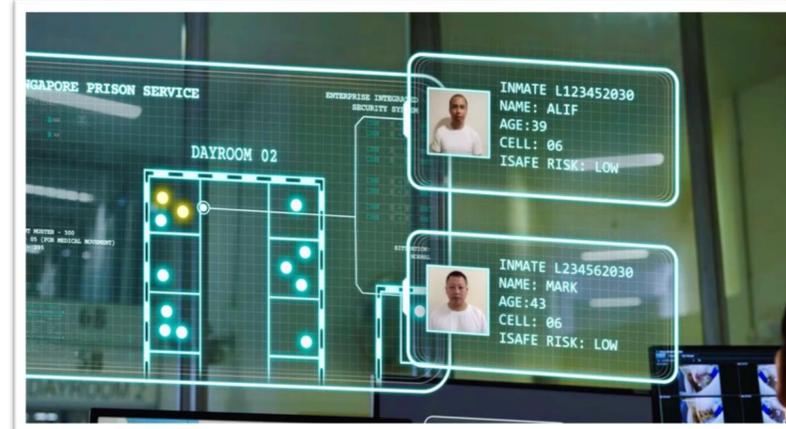
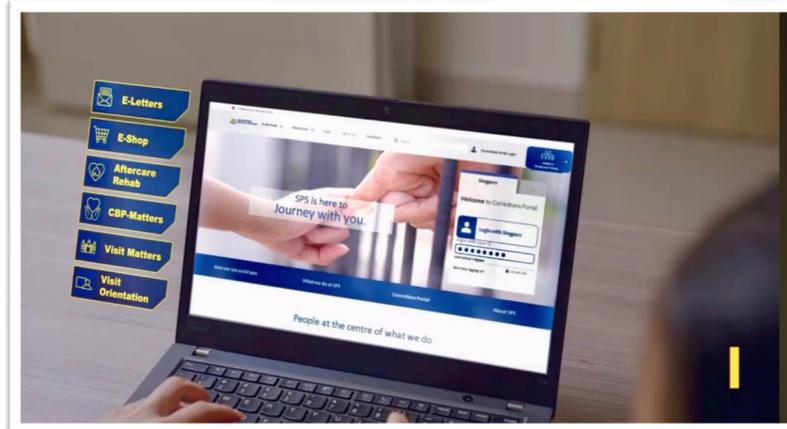
Benefits

- **Synergised collaboration** across SPS, community partners, volunteer organisations and other service providers, in support of **stronger reintegration outcomes**.
- Empower inmates to **take ownership over their reintegration** and **increase capacity for sustained desistance**.
- **Streamline, consolidate and multiply efforts** across the reintegration landscape.



Selarang Park Complex

Conclusion



An ageing population and a national shrinking workforce necessitates efforts to **optimise resources** and **force-multiply capabilities** in operations, rehabilitation and reintegration.

Harnessing new capabilities, including **digitalisation**, **automation of services** and **artificial intelligence technology**, is integral towards building a **safe and secure ecosystem of support** for inmates and supervisees serving community corrections.

SPS will continue to **work closely** with stakeholders, Home Team counterparts and community partners in **strengthening its technological landscape**, for **better outcomes in corrections**.



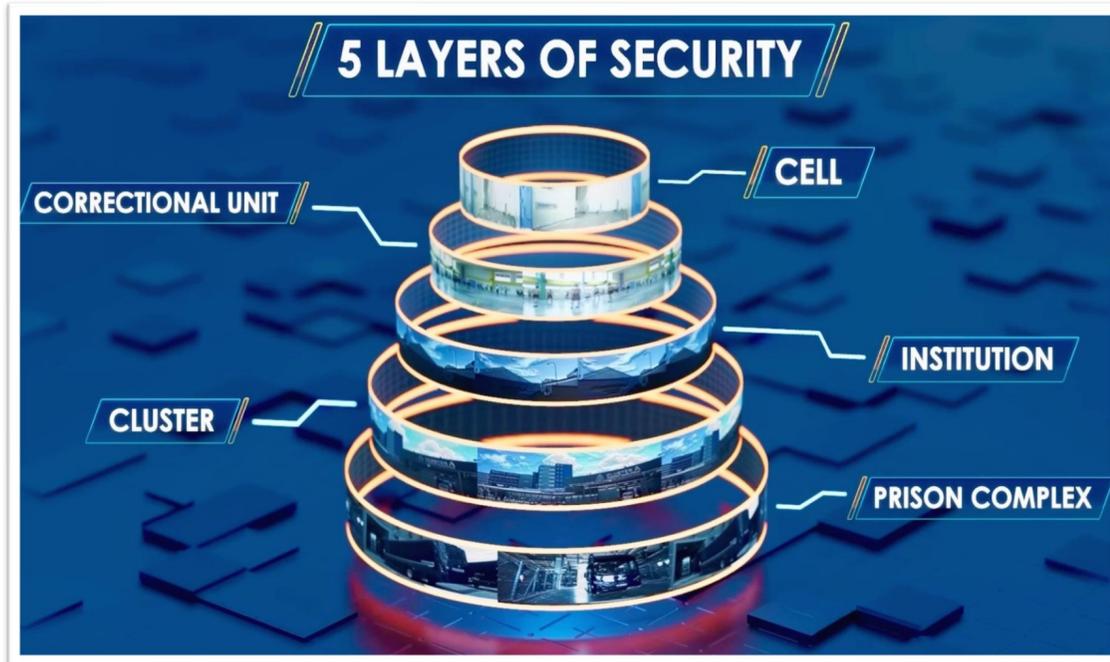


Thank You

05

Miscellaneous Slides

Prison Operational Concept



Changi Prison Complex, operated by SPS, is a **technologically advanced correctional facility** that features **five interconnected systems**, providing a **secure infrastructure** for the safe custody and rehabilitation of offenders.



Prison Cell

Smallest unit within CPC's security layout. Accommodation for all inmates.



Correctional Unit

Houses all prison cells and shared facilities including recreation yard, dining halls and a medical triage.



Institution

Infrastructure housing all prison accommodation and facilities blocks.



Cluster

Comprise ten prison institutions across Clusters A & B, housing different categories of offenders.



Prison Complex

Integrated facility incorporating all prison infrastructure