

Custodial Operations Policy and Procedures

1.1 Reception procedures

Policy summary

Corrective Services NSW (CSNSW) is committed to the safe and appropriate management of all inmates while in CSNSW custody.

The successful reintegration of inmates into the community starts with the reception process where critical information is gathered and communicated to the screening and induction staff.

This transfer of information is a crucial element of CSNSW's responsibility to both inmates and staff.

Management of Public Correctional Centres Service Specifications

Service specifications	<p>Decency and respect</p> <p>Professionalism and accountability</p> <p>Safety and security</p>
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Scope

This section applies to all correctional centres and other facilities administered by or on behalf of Corrective Services NSW (CSNSW) (where contractually mandated for privately managed facilities).

It also applies to all CSNSW employees, and where relevant to other personnel such as Justice Health and Forensic Mental Health Network (JH&FMHN), contractors, subcontractors, and visitors.

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1 Reception procedures

1.1 Policy

CSNSW is committed to the safe and secure management of all inmates in its custody. The reception process is designed to ensure that:

- inmates are properly identified and detained in accordance with their legal detainers
- a *Custody Management Record* (CMR) and *Police Transfer Docket* are obtained from the NSW Police Force (NSWPF)
- records and alerts are checked and completed on the Offender Integrated Management System (OIMS)
- inmates are assigned a Master Index Number (MIN) by the Sentence Management Operations (SMO) Lodgements Processing Unit
- inmates are body scanned or searched for contraband
- inmate property is recorded (both private and goal issued)
- an *Inmate identification and observation* form (IIO) is completed for every inmate and made available to screening staff
- inmates deemed at risk or who have special needs are identified at the earliest opportunity and managed appropriately
- case management and digital warrant files are created and contain all relevant documents from the court and NSWPF
- inmates are provided with information about their rights and responsibilities
- inmates are provided with information about the case management process.

The successful reintegration of inmates into the community starts with the reception process where information is gathered and communicated to the screening staff. This transfer of information is a crucial element of CSNSW's responsibility to both inmates and staff.

Local management must establish internal checklists, reporting requirements and regular audits to ensure compliance with relevant legislation, policy and procedures.

The Governor or Manager of Security (MOS) in charge of the correctional centre must ensure that Local Operating Procedures (LOPs) are in place for reception procedures.

1.2 Acceptance of inmates into CSNSW custody from Police

An inmate who is suffering from serious observable injury or illness will not be accepted into CSNSW custody unless proper medical attention has been obtained by the NSW Police Force (NSWPF), and/or the inmate has been evaluated by a medical practitioner or personnel qualified to make a necessary medical evaluation to confirm that the inmate is fit to be detained in custody at a court/police cell location.

Police/Court cell staff are not to refuse to accept an inmate into custody on the grounds of mental health issues, or to require NSWPF to obtain a mental health clearance before accepting an inmate into CSNSW custody.

2 Searching and contraband

2.1 Policy

On entering a police/court cell and correctional centre, all inmates must be body scanned (where practicable) or strip-searched and subject to scanning with a hand-held metal detector for prohibited articles and contraband.

All searches must be undertaken in accordance with security and search procedures, and in a way to maintain the dignity and self-respect of the inmate. Officers must not search inmates of the opposite sex, unless approved by the OIC in an emergency (**refer to COPP section 17.1 Searching inmates**).

In conducting an initial search of an inmate, if it is identified that an inmate on reception has any signs of neck, wrist or arm injury or scarring, this must be reported to the reception screening officer.

2.2 Contraband or prohibited articles

All contraband or prohibited articles under legislation must be confiscated and managed according to procedures (**refer to COPP section 4.7 Confiscated, unclaimed and disposal of property**).

Contraband or prohibited articles include, but are not limited to:

- money
- electronic devices (mobile phones, SIM cards, smart watches, fitness trackers, charger cables, USB and removable storage devices)
- anything that, in the opinion of a nominated officer, is likely to prejudice the good order and security of a correctional centre
- any threatening, offensive, indecent, obscene or abusive written or pictorial matter
- any offensive, indecent or obscene article
- knives, as an offensive implement under Section 253E of the *Crimes (Administration of Sentences) Act 1999*, are to be confiscated by police
- tobacco and smoking related items, and Nicotine Replacement Therapy (NRT) patches.

Any items that could be used for self-harm, including shoelaces, draw strings, ties and belts, must be removed and placed in the inmate's property. If required, gaol issue clothing can be provided to the inmate while located in a police or court cell.

All medication must be stored in a secure cabinet until JH&FMHN staff are in attendance and able to take possession of the medication. JH&FMHN is responsible for determining if medication is to be administered to the inmate or disposed (**refer to COPP section 6.8 Medications**).

3 IIO, lodgement and OIMS

3.1 IIO and lodgement

An admission interview must be conducted by staff with each inmate received into police/court cells. This interview must be conducted using the IIO and completed to identify all relevant information, including:

- personal details
- physical description
- children
- Emergency Contact Person (ECP)
- Next of Kin (NOK), if different to ECP
- general alerts (including care in placement issues and non-associations)
- health
- criminal history and current incarceration details (including custodial history, and details of any community-based supervision orders)
- security matters
- current offences and charges (this includes if someone is child related offender)
- mental health and substance use history
- risk of self-harm and/or suicide
- risk of harm to others
- intellectual and physical disabilities
- prior Australian Defence Force (ADF) service.

All questions marked with a double asterisk (**) in the IIO indicate an alert which must be included on the front page of the *New Inmate Lodgement and Special Instruction Sheet* (lodgement).

The lodgement is a summary of the information and alerts obtained during the assessment interview with the inmate. This information assists in prioritising the movement and placement of inmates. The only exceptions to completing an IIO include if the inmate is:

- incoherent due to substance abuse or withdrawal at the time of interview
- refusing to provide information
- received directly from court and an escort vehicle is waiting, in which case only the lodgement is to be completed based on documentation, OIMS checks and the officer's observations.

The reasons for failing to complete the full IIO at the police/court cell location should be noted on the form to alert the receiving correctional centre.

If an inmate is received at a correctional centre directly from police, or if the IIO is incomplete, the procedures normally undertaken at the police or court cells must be completed by the receiving officers at the correctional centre. Receiving officers must email the Lodgement and any Warrants and Orders to Sentence Management Operations (SMO) at Lodgements_IRC@dcj.nsw.gov.au

3.2 Procedures for completing the IIO/lodgement

	Procedure	Responsibility
1	<p>Conduct admission interview and complete the IIO and lodgement, identifying all relevant information (refer to subsection 3.1 IIO and lodgement of this policy).</p> <p>Ensure to conduct a search in OIMS and determine if the inmate has a MIN (SMO are responsible for creating a new MIN if one has not been allocated previously).</p> <p>If advance notice of an inmate's arrival is received from a placement officer, the inmate must still be interviewed to verify the information provided.</p> <p>Note: An inmate's NOK and ECP details must be confirmed. If an inmate is not able or willing to provide this information, ensure that this is recorded on the IIO.</p>	Police/Court cell staff
2.	Ensure that there is an up-to-date and accurate photograph of the inmate.	Police/Court cell staff
3.	<p>Send a copy of the completed lodgement to Sentence Management Operations (SMO) by email to Lodgements_IRC@dcj.nsw.gov.au. The lodgement must include the inmate's:</p> <ul style="list-style-type: none"> • name • date of birth • Central Names Index (CNI) number • MIN (conduct a search in OIMS) • next court appearance • sentence or detainer details • alerts. <p>Note: Police/court cell staff must not release an inmate unless clearance has been provided by SMO (refer to COPP section 23.1 Releases from police or court cells). SMO will provide a Fresh Custody Clearance or Do Not Release Slip with copies of the warrant/s and/or detainers to the Police/Court cells by email.</p>	Police/Court cell staff
4.	Confirm MIN for the inmate (or assign one if required) and record this on the inmate lodgement.	SMO
5.	Complete all admission, transfer and release entries for inmates in OIMS.	SMO
6.	Conduct a check for any warrant(s)/detainer(s) and provide either:	SMO

	Procedure	Responsibility
	<ul style="list-style-type: none"> • a <i>Fresh Custody Clearance</i> for the inmate's release if there are no further warrants/detainers, or • a <i>Do Not Release</i> (DNR) form if there is a legal warrant/detainer for the inmate. <p>Return lodgement to the sending police/court cell staff for actioning.</p>	
7.	Forward a copy of the lodgement to the Placements section of the Court Escort Security Unit (CESU) by fax to (02) 8372 5452 if an inmate will be remaining in custody and/or bail cannot be met.	Police/Court cell staff
8.	Complete the following: <ul style="list-style-type: none"> • determine the receiving centre for the inmate and email the placements list to the nominated receiving centre • forward a copy of the lodgement indicating alerts or placement issues to the correctional centre, where possible • provide advice to CESU/transport officers which are at the police/court cells to pick up or deliver the inmate based on vacancies at correctional centre. • provide a Centre Reference Number (CRN) as confirmation. 	Placements at CESU
9.	Maintain a register that records: <ul style="list-style-type: none"> • inmate's name and MIN • date and time inmate is received into custody • centre of placement at the time of the inmate's escort • name of transport officer who receives the inmate 	OIC Police/ Court cells

3.3 OIMS

The OIMS is central to the CSNSW's functions for the safe and secure management of inmates. All inmates are assigned with a unique MIN in OIMS by SMO which is used to identify them.

OIMS must be checked for alerts (including non-associations), security issues, care in placement information and information previously documented by CSNSW for each new reception.

Any alerts recorded under an inmate's previous booking number must also be checked. If they are still active and only recorded under the previous booking number, a request must be made for these to be merged onto the new booking number (**refer to COPP section 2 OIMS, alerts and non-associations**).

All history should be communicated to staff managing the inmate, including CESU transporting officers (**refer to COPP section 2.1 Alerts and 2.2 Offender associations**).

Police/court cell locations may enter an alert for either *Person of Interest* or *Behaviour*. These alerts will automatically deactivate after 10 days. These alerts must be used if an inmate is identified as having a risk factor that may require risk management strategies to be adopted, such as posing a risk to self, or to others. Police/court cell and transport staff will also relay information regarding an inmate's specific needs to correctional centre reception staff in line with handover procedures.

3.4 Procedures in correctional centres

	Procedure	Responsibility
1.	Ensure the timely entry of data in OIMS for new receptions.	Governor
2.	Undertake all admission, initial cell assignments, transfer and discharge entries for inmates (refer to COPP section 5.2 Inmate accommodation for information on all requirements for making a determination for cell assignment).	OIC Reception/ Reception/Intake officer
3.	Review all alerts (including but not limited to offender associations, and care-in-placement) for inmates. Ensure to include any additional alerts that are required. Examples include (but are not limited to): <ul style="list-style-type: none"> • B Alerts (Child Protection) if the inmate has child related offences. Entering a B Alert automatically generates a visitor restriction alert • Behaviour management alerts where the inmate is a risk of harm to others • Self-harm alerts. 	Reception/Intake officer
4.	Ensure PDF information is recorded in OIMS.	SMO
5.	Ensure a <i>Missing Data Report</i> is run daily in reception centres, and weekly in other correctional centres by authorised officers to confirm Next of Kin (NOK) and Emergency Contact Person (ECP) details. Ensure the report is produced and that were an inmate does not provide NOK or ECP details, a reason for this must be entered into the <i>Personal and Contacts</i> screen in OIMS. SMO will run a missing data report weekly for all other missing data.	Governor/ Authorised officer

Refer to subsection **10.2 Correctional centres: new receptions from police/court cells** of this policy for the complete overview of reception procedures.

4 Recording relevant information

4.1 Policy

The process of gathering information about an inmate is critical to their effective management and to identify those who require crisis intervention or pose a potential

risk to security. All information must be accurately recorded and communicated between staff.

When an inmate is received into CSNSW custody from court, all relevant information must be recorded where received from:

- court staff
- legal representatives
- judiciary
- community corrections
- health workers
- family and friends.

This information may be through recommendations, written requests, formal reports or informal comments and must be recorded in the IIO and used for completing records relating to health, self-harm, suicide, risk of harm to others, escape risks, and behavioural issues while the inmate is in custody.

Police/court cell officers must gather as much information in relation to an inmate's current charges and criminal history from the police or court staff at the time of reception. This can have an impact on the inmate's placement and the security of the police/court cells.

Officers receiving inmates from the police are to check the following documents and note criminal record information on the IIO and lodgement:

- the offence(s), for example as noted on the arrest warrant(s) and the PBRNM (in cases of breach of parole warrants, the original charge will be specified).
- the *Warnings* section of the *Police Transfer Docket*.
- pre-sentence reports or other Community Corrections service records, where available
- any documents supplied by the court.

4.2 Security and special management information

Where security or special management information is received while an inmate is located at the police/court cells or during reception that is likely to affect the security of a correctional centre, police/court cell, or the inmate's placement, classification and/or security, it must be referred to the:

- OIC of the police/court cells, and the
- OIC reception, FM of the correctional centre. This information must also be provided to JH&MFHN where applicable.

The information that must be recorded and shared includes (but is not limited to):

- at risk of self-harm or suicide
- history of violence towards others (including staff, inmates or other persons)
- history of escapes
- Outlaw Motorcycle Gang (OMCG) or other relevant affiliations
- previous employment (e.g. Police, Corrections, Australian Defence Force)
- pregnant
- transgender or intersex

- public interest
- charges (e.g. Child Sex Offender / Sex related offences)
- active alerts
- particular accommodation requirements (e.g. mental health, disability)
- serious medical or psychiatric problem requiring immediate attention
- physical or intellectual disability.

Police/court cell staff will include a *Behaviour* or *Person of interest* alert if an inmate is assessed as having immediate or temporary placement concerns (**refer to COPP section 2.1 Alerts**).

4.3 Transfer of custody management documents (Police)

The NSWPF are required to provide CSNSW officers with custody management documents for each new reception, including a:

- *Prisoners/Intoxicated Persons Transfer Note* (transfer note/transfer docket): this includes information about any inmate property, and a warnings section (e.g. security issues such as known drug user, previous assaults on officers, sex offender history)
- *Custody Management Record* (CMR): this outlines an inmate's record of care while in police custody and includes their CNI number, personal details, and any immediate crisis or medical concerns.

Officers must ensure this documentation is received, unless the inmate is received directly from court, in which case a CMR will not accompany the inmate.

Police/court cell staff may request that police provide an up-to-date photograph of the inmate where this is possible.

4.4 Procedures for transfer of documents (NSWPF)

	Procedure	Responsibility
1.	Request custody management documents from police.	Receiving officer
2.	Verify contents of the documents and sign for both the CMR and transfer docket (this transfers the custody and management of the inmate from the police to CSNSW).	Receiving officer
3.	Read the CMR and transfer note and record all relevant comments and alerts in the appropriate sections of the IIO.	Receiving officer
4.	Store documents into the inmate's Case Management File (CMF).	Receiving officer

4.5 Procedures for psychiatric reports from court

If the court believes a tendered psychiatric report should accompany an inmate to a correctional centre, it will request that the report be placed in a sealed envelope addressed to JH&FMHN staff and provided to CSNSW escorting officers.

	Procedure	Responsibility
1.	<p>Ensure the envelope is clearly marked with the inmate's name and MIN and attached to the inmate's:</p> <ul style="list-style-type: none"> • <i>Court Result Sheet (CRS)</i>, • detainers (where applicable), • DNR form, • <i>Inmate Profile Document</i>, and • all other documentation. 	OIC Police/Court cells
2.	<p>Deliver the envelope to JH&FMHN staff if they are available while the inmate is held at the court/police cells prior to being transferred.</p> <p>If JH&FMHN staff are not available, the envelope must remain with the inmate's documents and be transferred to a correctional centre with the inmate.</p>	OIC Police/Court cells
3.	Provide all documentation and the envelope to the CESU transport officer if the inmate is transferred to a correctional centre.	OIC Police/Court cells
4.	Deliver the inmate's documentation to the OIC of the reception room at the receiving correctional centre.	CESU transport officer
5.	<p>Detach the envelope from the inmate's other documentation and deliver it as soon as possible to JH&FMHN staff.</p> <p>If there is no JH&FMHN staff on duty, an arrangement must be made for the report to be made accessible to JH&FMHN staff as soon as they commence duty.</p>	OIC reception

4.6 Separation of inmates

Inmates in protective custody must be separated from other inmates. Under [Part 4 Division 1](#) of the *Crimes (Administration of Sentences) Regulation 2014*, inmates should where possible be separated on the basis of their class, sex, for health reasons, and whether they are sentenced, unsentenced or civil inmates (**refer to COPP section 3.1 Separation of inmates**).

4.7 Risk of harm from, or to others

If an inmate expresses concerns about their personal safety in a police/court cell, they must be managed taking into account their concerns until transferred to a correctional centre. Police/court cell officers must note all concerns on the IIO and lodgement to ensure that the correctional centre is advised. Police/court cell staff must alert staff at the receiving correctional centre of concerns by entering a Person of Interest (POI) alert on OIMS.

Care in placement information must also be forwarded to the screening team for assessment. Classification and protection decisions can be finalised only after all screening and induction processes have been completed at correctional centres. Inmates must be managed in accordance with COPP sections **3.3 Special management area placement** or **3.2 Protective custody** where required.

If there are concerns regarding an inmate's risk of harm to others, Police/court cell officers must note all concerns on the IIO and lodgement to ensure that the correctional centre is advised for the safe and secure management of the inmate. The determination that an inmate may pose a risk of harm to others requires the exercise of critical judgement and an assessment of potential risks, including (but not limited to) inmate charges, behaviours, and alerts. These inmates must be managed appropriately.

4.8 Risk of self-harm and/or suicide

The decision to notify of risk of self-harm and/or suicide requires staff to exercise critical judgement. The decision may be based on a staff member's professional experience or on the responses and/or behavioural presentation from an inmate during an interview. Recommendations for situations that require mandatory notification of self-harm/suicide should be strongly considered.

Any information regarding an inmate that is at risk of self-harm/suicide must be noted on the IIO and lodgement. Any concerns about risk of self-harm/suicide must be communicated to all staff to ensure the safe and secure management of the inmate.

An *Immediate Support Plan* (ISP) and a *MNF* must be completed if an inmate is identified as being at risk of self-harm. The ISP must focus on the resources available at that location and follow the least restrictive care approach (**refer to COPP section 3.7 Management of inmates at risk of self-harm or suicide**).

4.9 Detox from drugs and/or alcohol

JH&FMHN will provide advice on managing inmates identified as detoxing from drugs or alcohol. JH&FMHN staff must be immediately notified and consulted in relation to the care of these inmates.

These inmates must have all items that could potentially be used to self-harm, such as shoe laces, belts, ties, draw strings, removed and are to be managed in line with **COPP section 3.7 Management of inmates at risk of self-harm or suicide** if identified as at risk of self-harm or suicide.

4.10 JH&FMHN and screening staff

To facilitate screening by JH&FMHN and OS&P staff, receiving officers must ensure the mandatory transfer of care of placement information.

If advance notice of an inmate's arrival has been given, copies of the IIO should be made available to JH&FMHN and screening SAPOs before the inmate arrives at the correctional centre. In cases where the IIO is completed at the correctional centre, copies must be provided to JH&FMHN and screening SAPOs immediately once completed.

JH&FMHN staff must be advised immediately if on arrival an inmate has:

- immediate health concerns
- drug or alcohol issues
- a *Mandatory Notification Form* (MNF) in relation to self-harm or suicide
- been detained under the *Mental Health Act 2007* (refer to **COPP section 1.2 Reception – warrants and detainers**)
- a specific court or Parole Board request for psychiatric and/or medical attention.

4.11 Checking Officer's Assessment

A Checking Officer's Assessment (COA) is completed in OIMS and must be done for all inmates newly received into CSNSW custody. The purpose of the COA is to ensure that the FM or Authorised officer notes all information contained in the Reception Screening Assessment (RSA), Health Problem Notification Form (HPNF), and Inmate Screening Questionnaire (ISQ).

The FM or Authorised officer should complete a COA within 48 hours of arrival, subject to completion of all other relevant assessments (including completion of assessments by JH&FMHN and OS&P).

If all required assessments (e.g. HPNF and ISQ) have not been completed within 48 hours, the FM or Authorised officer may delay the COA until they are done; however this must not be delayed any more than 72 hours after an inmate has been received into reception.

The COA features a number of questions for the assessment of an inmate when determining potential risk factors and appropriate cell placements, including:

- indications of suicidal ideation
- indicators of an intellectual disability
- if an inmate is suitable for placement in normal discipline
- if there any referrals or notifications that have not been identified in screening
- if there are any needs that should be taken into consideration by classification (e.g. if the inmate is Aboriginal or Torres Strait Islander, transgender, pregnant, if they have medication issues, mental health issues, or there is a special cell placement noted).

Checking Officers must ensure that they consider the recommendations by JH&MFHN in the HPNF and information provided by the OS&P screener within the narrative summary of the ISQ.

Information relating to referrals and actions by OS&P staff members can be found in the *Offender Services & Programs policy: Procedures for the reception, screening, induction and orientation of CSNSW inmates*.

As part of the Reception LOPs for each correctional centre, the Governor must ensure that the responsibility of completing the COA is allocated to an FM or Authorised officer.

4.12 Child protection and child welfare

Child related offences

If an inmate has child related offences, or charges that raise child protection concerns, the OIC of reception/intake or FM must enter a child protection ('B') alert into OIMS (**refer to COPP section 2.1 Alerts**). Entering a B alert automatically generates a visitor restriction in OIMS to ensure that the inmate is not permitted visits with children (**refer to COPP section 10.11 Managing child visitors**).

During the screening process, the screener will make a Priority 1 referral to the SAPO in OIMS. In cases where a screener identifies that an alert is required but has not been entered, they must enter the B alert in OIMS as outlined in the instructions in the screening procedure 2.1 *Reception Screening Induction and Orientation*.

Child welfare

If an inmate is identified as being a primary caregiver, the interviewing officer must record this on the IIO and identify if the child(ren) that were in their care are safe.

The police **must** be contacted on 000, if the children are in immediate danger (i.e. if they do not have adult supervision). If the inmate has concerns for a child who is under adult supervision a *Risk of Significant Harm* report can be made to Family and Community Services (FACS) on 132 111 (**refer to COPP section 21.10 Child protection**).

Further information about reporting child protection concerns can be found:

- on the NSW Government '[Keep them Safe](#)' website which can help determine if a report should be made
- reporting risk of significant harm to [Family and Community Services](#)
- by contacting the Child Protection Coordination and Support Unit (CPCSU) on telephone (02) 9295 6744, or by email to child.protection@dcj.nsw.gov.au.

4.13 Domestic violence

Information regarding Apprehended Violence Orders (AVO) or Apprehended Domestic Violence Order (ADVO) appearing on a CMR, warrant, or warrant file must be:

- recorded on the IIO
- recorded in the OIMS *Alerts* screen (**refer to COPP section 2 OIMS, alerts and non-associations**)
- brought to the attention of screening staff. An AVO order must be complied with to prevent any illegal contact with protected persons (**refer to COPP section 20.1 AVOs**).

Screening staff may require verification of AVO details as part of the process for completing the *Intake Screening Questionnaire* (ISQ) and must request verification of these from Corrections Corporate Support Unit (CCSU).

CCSU will record information regarding the existence of an AVO type 1 (supervised visits) and an AVO type 2 (non-contact) in the *Intervention Orders* screen in OIMS. The CCSU can be contacted at CScorporatesupport@dcj.nsw.gov.au.

4.14 Aboriginality

Inmates must be provided with the opportunity to disclose if they are Aboriginal or Torres Strait Islander during the initial reception process. The inmate's response is to be noted on the inmate's IIO and lodgement, which will be recorded in OIMS.

An Aboriginal person is defined as an indigenous person to mainland Australia or to the island of Tasmania. Torres Strait Islander is defined as the indigenous people of the Torres Strait Islands, part of Queensland, Australia.

Where an inmate who identifies as Aboriginal is received into custody on a weekend and OS&P staff are not available, reception/intake staff will contact the relevant FM who will advise the Aboriginal Inmate Delegate (AID) to make contact with the inmate, if requested (refer to COPP section **11.3 Aboriginal inmate committees**). A case note should be entered into OIMS noting that the AID has been requested to provide supports to the inmate.

4.15 Transgender and intersex

Transgender or intersex inmates must be accommodated in a single cell while located at police/court cells and must not be transported with any other inmate in the same compartment of a transport vehicle until a full screening and induction assessment has been completed at a correctional centre.

An inmate's transgender or intersex status must be recorded on the IIO and lodgement by police/court cell staff in the allocated box to notify placement officers that an inmate is transgender or intersex.

It is important that placement officers are notified of this information as soon as possible to arrange for an appropriate escort to a correctional centre. Placement officers will be responsible for liaising with the Governor or OIC of the receiving correctional centre prior to the transfer of a transgender or intersex inmate.

Transgender or intersex inmates must be managed in accordance with **COPP section 3.8 Transgender and intersex inmates**.

4.16 Disabilities

Inmates identified as having a disability require special management and must be identified by police/court cells staff to placement officers as soon as possible. This information must be recorded in the IIO and lodgement. Particular care must be taken to ensure that information which identifies an inmate as having a disability is clear.

The State-wide Disability Services (SDS) should be contacted by telephone on (02) 9289 2136 or by email to SDS-osp@dcj.nsw.gov.au regarding advice or care in placement while in custody.

SDS will determine if the inmate has previously been identified as having a disability and provide advice regarding management and support. In the case that the inmate is unknown to SDS, they will liaise with the relevant correctional centre staff to organise assessment and provide intervention as required.

These inmates must be managed in accordance with **COPP section 6.9 Inmates with disabilities**.

5 Foreign nationals

5.1 Policy

Inmates received into CSNSW custody must be asked if they are an Australian citizen, or a foreign national (not an Australian citizen).

Inmates that are a foreign national must be given the opportunity to provide their written consent for CSNSW to inform their country's embassy or consulate that they are in CSNSW custody:

- If the inmate **does request** that their embassy or consulate is contacted, they must complete the *Request to notify embassy or consulate* form. The Governor must ensure that the inmate is advised that the diplomatic or consular representative for their country will be informed.
- If the inmate **does not request** that their Embassy or Consulate is informed, no further action is required except if the inmate is Indonesian national.

Special obligations exist for inmates who Chinese, Vietnamese, or Indonesian nationals. Governors are required to do everything reasonable to provide relevant information in response to a consular official's requests for information about the location of these inmates.

Information disclosed about foreign nationals, including their name(s), must only be released with the inmate's consent, except where legislation allows otherwise. All information disclosed must comply with NSW and Australian privacy Laws.

The Department of Foreign Affairs and Trade may also be contacted for enquiries by telephone during business hours to (02) 6261 1111 (ask for 'protocol branch'), or after hours to 0418 167 127 (emergency contact only). Written enquiries can also be made by email to protocol.branch@dfat.gov.au, or by post to:

Protocol Branch

Department of Foreign Affairs and Trade
RG Casey Building
Canberra ACT 2600

A list of [embassies and consulates](#) is available. Further information regarding CSNSW obligations/processes is detailed in the *Detention or death of a foreign national in Australia* brochure.

5.2 Chinese inmates

The Governor must contact the Chinese embassy or consulate to be told that one of their nationals is in custody, unless a Chinese national expressly states otherwise. The notification must be made within three **calendar** days. The notification is subject to the restriction about the release of private or personal information.

5.3 Vietnamese inmates

The Governor must contact the Vietnamese embassy or consulate to be told that one of their nationals in custody, unless a Vietnamese national expressly states otherwise. The notification must be made within three **working** days. The notification is subject to the restriction about the release of private or personal information.

5.4 Indonesian inmates

Indonesian consular officials must be notified of the detention of an Indonesian national within three **working** days, but identifying information must not be provided if the inmate does not provide their consent.

5.5 Interpreters

Information obtained and stated at the time of reception must be accurate, and in a language understood by the inmate.

Officers must provide approved interpreter services if interviewing inmates who require an interpreter, because they have difficulty understanding English, or are hearing impaired (**refer to COPP section 11.1 Language services**).

The use of other inmates or CLAS officers to interpret is not acceptable. The need for an interpreter should be recorded on the PDF.

5.6 Procedures

	Procedure	Responsibility
1.	Confirm the inmate's citizenship and note if the inmate is a foreign national on the IIO.	Police/Court cell officer
2.	For Chinese, Vietnamese, and Indonesian national inmates, notify the nation's embassy or consular officials unless the inmate expressly states otherwise (Chinese and Vietnamese) or if the inmate does not provide their consent (Indonesian).	Governor
3.	For all other foreign national inmates, provide inmate with the opportunity to request that their country's embassy/consulate is contacted. Provide the inmate with a copy of the <i>Request to notify embassy or consulate</i> form to complete, if requested. Note: an interpreter must be provided, if required.	Authorised officer
4.	Ensure that the inmate is informed that the diplomatic or consular representative will be notified of the inmate's detention, if their consent has been provided.	Governor/ Authorised officer
5.	Forward the notification of inmate's detainment to the relevant Embassy or Consultant without delay.	Authorised officer
6.	Finalise <i>Request to notify embassy or consulate</i> form noting the date and Embassy or Consulate contacted.	Authorised officer

7.	Enter a case note into OIMS stating the time and date the embassy or consulate was notified.	Authorised officer
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6 Reception checklists

6.1 Reception and accommodation checklist

A *Reception and accommodation checklist* must be completed for each inmate received into custody (fresh custody). This form should be completed by the FM or authorised officer in reception/intake room and finalised prior to the inmate being moved into their accommodation unit.

JH&FMHN housing recommendations noted in the HPNF must be taken into consideration when making an accommodation decision (**refer to COPP section 5.2 *Inmate accommodation***).

6.2 Reception transfer checklist (section 23)

A *Reception transfer checklist (section 23)* must be completed for inmates being transferred on a section 23 escort. This form should be completed by the FM or authorised officer in reception/intake room and finalised prior to the inmate being moved into their accommodation unit.

JH&FMHN housing recommendations noted in the HPNF must be taken into consideration when making an accommodation decision (**refer to COPP section 5.2 *Inmate accommodation***).

A Reception transfer checklist should also be completed if inmates:

- have been newly sentenced from court and have a DNR
- have been held in court cells over a period of days to ensure that there has been no change in the inmate's circumstances.

7 Case management file and digital warrant file

7.1 Case management file

A CMF must be created for each new reception from the police/court cells by reception/intake room staff. In some cases, a CMF will have been created in the police/court cells depending on the timing of the escort. Where CMFs have been created electronically and managed in EDRMS, the appropriate records must be recorded.

CMFs will only contain documentation concerning the management, health, and welfare of an inmate, including:

- a booking number (located in OIMS)
- labels with the inmate's name, MIN and photograph
- an *Inmate Profile Document* (section 1 of the CMF)
- a completed IIO and lodgement (stored in section 3 of the CMF), as well as any other reception documents that are not legal detainers or warrants, such as community corrections reports
- any information relating to alerts, an inmate's health, or care and placement forms
- the CMR and *Transfer Docket*, if received from police
- a *Reception and accommodation checklist*
- the signed *Information about correctional centre discipline*
- an ISQ which has been completed at screening
- any local information deemed necessary by the Governor (e.g. employment background and dietary requirements).
- Section 23 movement order

CMFs must be signed by the creating reception room/intake officer to confirm that a copy of that all relevant checks have been conducted (e.g. alerts, non-associations, care in placement), and all appropriate documentation (e.g. Inmate Profile Document, and a completed IIO and lodgement) have been included in the CMF. Reception room staff are responsible for checking that files have been created.

As CMFs contain confidential material they must be secured and appropriately stored to prevent unauthorised access. The custody and maintenance of the CMF is the responsibility of an FM. However, all CSNSW staff are responsible for ensuring records included on a CMF are stored correctly.

7.2 Digital warrant file

A Digital warrant file is created by SMO staff for each new reception from the Police/Court cells.

. A warrant file must contain:

- a copy of the completed IIO and lodgement
- all active warrants/detainers and court orders relating to the inmate's current incarceration
- A digital warrant file must only contain documentation that relates to the administration of an inmate's detainment . SMO are responsible for the maintenance of the digital warrant file.

8 Inmate identification

8.1 Inmate images

An image of each inmate must be completed at the court or police cells to facilitate identification and safe management of inmates being transferred. This information must be provided to the correctional centre where the inmate is being received.

All inmates must have their image electronically recorded in OIMS at every reception into a correctional centre using the *Imaging Module* (IM) in OIMS. The image must be:

- of the inmate's head and shoulders
- in colour
- on a white, cream, or light grey coloured background
- with the inmate positioned correctly using the marked distance template (feet and lines on the floor)
- with the inmate facing front-on with their chin up slightly and looking at the camera. The inmate must remove any glasses, jewellery, and hat except for religious head coverings, which must not obscure full view of the face.

A passport-sized photograph of the OIMS image can be downloaded for inmates over 18 years of age by authorised officers, such as an officer authorised by the Governor, for information needs of the following government agencies only:

- **SafeWork NSW:** for identification purposes in the procurement of SafeWork NSW issued industrial licences
- **Department of Home Affairs (DHA):** for identification use in the deportation process of certain inmates on release
- **Foreign consulates:** for identification use in the deportation process of certain inmates on release
- **JH&FMHN:** for identification use in the provision of health care.

Downloaded passport-sized photos must not be provided to inmates.

For the purposes of facilitating an inmate's rehabilitation and reintegration into the community, a photograph from OIMS may be provided to a government agency for the purposes of verifying their identity (with the inmate's consent). Alternatively a copy of their MIN card may be provided, refer to COPP section **22.1 Requests for reports or other records on inmates**.

Governors must ensure that training and procedures for using the IM are provided to authorised officers in a correctional centre. The security of equipment and IM must be maintained and in good working order. Any damage or loss of IM equipment must be reported as soon as possible through the [DTS Service Desk](#) and recorded in the *Daily Security Report* and the *Reception Log Book* (refer to COPP section **16.14 Daily security reporting**).

Note: An inmate must be signed into the biometric system to record a computerised thumb print/iris scanning to identify the inmate, if available. This is in addition to the general imaging requirements that are completed in the OIMS IM.

8.2 Identification in an inmate's possession

If an inmate enters into custody with current forms of identification (e.g. a driver's licence, photo identification card, Medicare card), this information must be noted. Correctional centre staff must ensure that all forms of personal identification in an inmate's possession are recorded in the OIMS property module.

8.3 Procedures for imaging module

	Procedure	Responsibility
1.	Record an electronic image of each inmate and record it in OIMS and on the IIO.	Reception/ Intake Staff
2.	Ensure that an accurate electronic image of each inmate in the correctional centre has been taken by reception/intake staff.	OIC Reception/ intake
3.	Ensure that OIC reception/intake follow IM procedures and manage the IM to ensure it is in good working order.	FM
4.	Authorise the update of an inmate's electronic image: <ul style="list-style-type: none"> • if there is a significant physical change, or • after a female inmate has applied and been issued a hijab while in custody. 	FM/OIC Reception/ intake

8.4 Cell and identification cards

Cell cards

Cell cards must be created for each inmate on reception into a correctional centre and attached to the wall immediately outside the inmate's cell. Cell cards must include the inmate's name, MIN and a current photograph. A cell card colour coding system must be implemented to identify those inmates with management concerns.

The inmate's criminal history status must not be written on the cell card. In correctional centres where inmates of various statuses are co-located, their protective or segregated custody may be noted on the cell card to assist operational activities (**refer to COPP section 5.1 *Inmate accommodation*** for further information).

Identification (MIN) cards

An inmate identification card should be issued to each new reception into a correctional centre, subject to local protocols and equipment. Identification cards must:

- be white
- be approximately 9 cm x 6 cm in size
- be sealed in clear plastic
- include the inmate's name and MIN
- include the inmate's photograph and the date the photograph was taken.

The name of the correctional centre must not be recorded on the identification card.

Inmates must carry the card at all times and produce it if requested by an officer, or when accessing services or amenities within the correctional centre, such as attending the clinic or visits, or receiving buy-ups.

Inmate identification cards and cell cards must be created and updated if there is any change to the inmate's facial appearance, such as growth of facial hair, or permanent scarring or tattoo, or following a female inmate being issued with a hijab.

If the inmate has lost their identification card, they must complete a purchase sheet to authorise the deduction of the cost from their private cash account for the replacement card, however the Governor may exempt the inmate from paying for the replacement card.

9 Providing information to inmates

9.1 Police and court cell information

While in police/court cells, inmates should be provided with:

- a copy of the *Court cell information brochure* which gives general information to inmates about being held in a court cell and community contacts
- information about how long they may remain in the police/court cells
- the name and location of the receiving centre, once confirmed
- information about meals, clothing, phone calls, and other services which can be provided while in the police/court cells.

9.2 Correctional centre routine and discipline information

All inmates must participate in a screening and induction program. Governors must be satisfied that the screening and induction program in their correctional centre includes all the relevant information.

Inmates must be provided with a copy of the *Information about correctional centre discipline* form which outlines information about how correctional centre offences may be dealt with by the centre.

As part of the induction process, inmates must be provided with the *Inmate handbook* which outlines the various services and programs available to inmates while they are in CSNSW custody.

In centres that issue Inmate Tablets supplied by Offender Digital Services (refer to COPP 8.16 Inmate Tablets) the inmate must be clearly informed of their responsibilities and liabilities regarding the tablet, and then asked to sign the *Inmate Tablet - Inmate contract*. A copy of the signed form is stored on the inmate's CMF.

Inmates must also be provided with an *Inmate information booklet* which has been created by the correctional centre using the prescribed templates (**refer to *Offender Services and Programs: Reception, screening, induction, assessments, case planning and case management***). These booklets provide information to each new reception inmate about:

- correctional centre routines, such as musters, cell alarms, visits, meals, phone calls and daily routine
- the case management process
- authorised methods for seeking information
- the process for making a complaint
- the role of the official visitor
- services available, such as buy ups, activities, laundry
- areas for assistance, such as OS&P, Aboriginal services staff, Inmate Development Committee, Chaplain

- contact numbers
- legal resources
- any other information that will assist the inmate understand their rights and obligations.

9.3 Procedures for providing information to inmates in correctional centres

	Procedure	Responsibility
1.	Inform inmate of their rights and obligations on reception.	Reception/ Intake Staff
2.	Provide inmate with a copy of the <i>Information about correctional centre discipline</i> form and the <i>Inmate tablets – Inmate contract</i> form (if ODS tablets issued at the centre), which should be read by the inmate or explained to them if required.	Reception/ Intake Staff
3.	Ensure the inmate signs the <i>Information about correctional centre discipline</i> and <i>Inmate tablets – Inmate contract</i> and store in the inmate's CMF.	Reception/ Intake Staff
4.	Provide inmate with a copy of the: <ul style="list-style-type: none"> • <i>Inmate handbook</i> • <i>Inmate information booklet.</i> 	Screening staff

9.4 'Your first 24 hours' video

Inmates should be shown the "Your first 24 hours" video, preferably within the first 24 hours of arrival into a reception centre while in the reception room or induction wing.

Governors must ensure that facilities are available for viewing the video. Governors will identify in post duties who is responsible for ensuring that inmates are shown the video.

Inmates should also be advised that the video is also available to be viewed in their cell through the media channels, if available.

10 Overviews of reception procedures

10.1 Police and court cells

	Procedure	Responsibility
1.	Confirm that there is a legal detainer for the inmate (their identity must be confirmed against records).	Police/Court cell officer

	Procedure	Responsibility
2.	<p>Note all information about the inmate received from:</p> <ul style="list-style-type: none"> • police • judiciary • legal representatives • court staff • health workers • community offender officers • family and friends. <p>Any information received must be recorded in the IIO and lodgement and if applicable relevant alerts recorded.</p>	Police/Court cell officer
3.	<p>Collect, verify, and sign for documents from police to acknowledge receipt and transfer of custody. These documents must be read and noted on the IIO, including:</p> <ul style="list-style-type: none"> • the CMR • the <i>Prisoners/Intoxicated Persons Transfer Note</i> from police • Alerts, warnings and comments. <p>Ensure to sign for receipt of the inmate's property from police to verify receipt and content.</p>	Police/Court cell officer
4.	<p>Conduct a search in OIMS to identify if the inmate has a:</p> <ul style="list-style-type: none"> • MIN • previous care in placement • alerts (including offender associations) • security information relevant to management in court cells (refer to COPP section 2 OIMS, alerts and offender associations). <p>Note: all admission, transfer and releases entries for inmates received in court or police cells must be completed by SMO Lodgements Processing Unit.</p>	Police/Court cell officer
5.	<p>Generate and print an <i>Inmate Profile Document</i> from OIMS and note all information contained. This document must accompany the inmate if they are escorted to a correctional centre.</p>	Police/Court cell officer
6.	<p>Body scan or search the inmate and ensure that any contraband, implements that could be used for self-harm and medication are removed and disposed of/stored appropriately (refer to COPP section 17.1 Searching inmates and 6.8 Medications).</p>	Police/Court cell officer
7.	<p>Search and document inmate's property, which, except for contraband, will be transferred with the inmate on escort.</p>	Police/Court cell officer
8.	<p>Create inmate CMF and include all documentation.</p>	Police/Court cell officer

	Procedure	Responsibility
9.	<p>Complete the IIO and lodgement. Ensure that all IIO responses, observations, CSNSW records (if available), and personal and externally sourced information is summarised in the lodgement.</p> <p>Note:</p> <ul style="list-style-type: none"> • interpreter services must be used if required • Police must be contacted if the inmate is a primary carer and the child(ren) are at immediate risk, and FACS if at risk of harm. 	Police/Court cell officer
10.	Issue a <i>Privacy notice</i> to inmate and explain content, if required (refer to COPP section 1.4 Privacy notice).	Police/Court cell officer
11.	Provide inmate with <i>Court Cell Information Brochure</i> and relevant information.	Police/Court cell officer
12.	Commence an RSA, if available in 24 hours cells.	JH&FMHN nurse
13.	<p>Email lodgement to:</p> <ul style="list-style-type: none"> • SMO Lodgements Processing Unit for a Fresh Custody Clearance (or Do Not Release Slip) and confirmation of MIN • CESU Placements to determine the inmate's priority and placement, if inmate is to remain in custody. 	Police/Court cell officer
14.	Provide a copy of the IIO and lodgement to JH&FMHN and the correctional centre that the inmate will be transferred to, once confirmed.	Police/Court cell officer
15.	Contact Governor and OIC Reception/FM regarding inmate transfer and arrival if there are any concerns regarding placement. Continue to monitor and assess inmate in the police or court cells until transfer to a correctional centre.	Police/Court cell officer
16.	<p>Maintain the following:</p> <ul style="list-style-type: none"> • OIMS bed allocation records • reception book • discharge book • property book. 	OIC of Police/Court cells
17.	Check all inmate records and ensure that the following is provided to CESU transport officers when the inmate is being transferred:	Police/Court cell officer/ Transport

	Procedure	Responsibility
	<ul style="list-style-type: none"> • image of inmate • all original document (e.g. the completed IIO and lodgement, prior custodial history, details of any community-based supervision orders) • special instructions, management, health, and alerts (including any risks of self-harm and/or suicide, and risk of harm to others) information • inmate property and inmate property docket. <p>Note: transgender and intersex transport and notification requirements must be complied with (refer to COPP section 3.8 Transgender and intersex inmates).</p>	
18.	Ensure the number of the truck is clearly identified and the transport officer signs for all documents and property travelling with the inmate.	OIC of cells /Authorised officer

10.2 Correctional centres: new receptions from police/court cells

The Governor of the correctional centre must ensure that LOPS are in place for reception/intake staff. This must include a delegation of responsibilities, and all procedures to be adhered to within the centre (including checks of all documentation/records and alerts (including non-associations) for accuracy).

The primary purpose of the initial reception process into a correctional centre is to:

- screen and assess the inmate for any health, welfare, behavioural management or security issues and identify appropriate actions that must be taken to address these concerns
- record all information required for the appropriate ongoing management of an inmate in the correctional centre as determined by observing/interviewing the inmate, as well as reviewing all relevant records in the inmates CMF and OIMS
- identify an appropriate cell assignment and bed placement for the inmate to ensure their safe and effective management.

Refer to COPP section 5.2 Inmate accommodation for further information about responsibilities for determining bed assignments when an inmate is received in a correctional centre. This policy also includes information for managing an inmate's bed assignment throughout their time in custody.

Staff must be aware that if an inmate is brought directly into custody by police to a correctional centre, procedures undertaken at the court or police cells (such as completion of the lodgement and IIO) must be completed by the receiving officer at the correctional centre.

Note: Screening by JH&MFHN generally occurs within the first 24 hours, however for inmates who haven't been screened, an interim accommodation decision may be made by the OIC/FM.

The OIC/FM must enter a case note into OIMS providing reasons for the interim accommodation decision. Accordingly, the sequence of reception procedures may

vary based on when screening occurs. This policy must be read in conjunction with **COPP section 5.2 Inmate accommodation**.

	Procedure	Responsibility
1.	Create a CMF that includes all required documentation (refer to subsection 7.1 Case management file of this policy) Note: If CMFs are managed in EDRMS, all records must be maintained.	Reception/ Intake staff
2.	Interview inmate and commence a <i>Reception and accommodation checklist</i> .	Reception/ Intake staff/FM
3.	Review and confirm all information in the inmates CMF and OIMS, including: <ul style="list-style-type: none"> the inmate's identity (including MIN and DOB) a valid warrant or detainer OIMS records: including all alerts, including non-associations, care in placement and any other relevant information Relevant CSNSW documentation: (e.g. Inmate Profile document and IIO and lodgement) NSWPF documentation: including any warnings, CMR and property transfer any current AVO details any child protection details Inmate Property Docket. Note: Ensure that any risk of self-harm or suicide, or risk of harm to others, is recorded and the inmate managed appropriately (this may be indicated by an POI notification).	Reception/ Intake staff
4.	Make two photocopies of the inmate's lodgement and the PDF section of the IIO and provide a copy to: <ul style="list-style-type: none"> JH&FMHN staff (this must be placed in the medical file) State Sentence Administration team at the Centre The original IIO and lodgement must be stored in the inmate CMF, along with the <i>Inmate Profile Document</i> .	Reception/ Intake staff
5.	Complete inmate image requirements (refer to subsection 8 Inmate identification of this policy).	Reception/ Intake staff
6.	Generate labels with the inmate's name and MIN for attachment on CSNSW documents.	Reception/ Intake staff
7.	Body scan or search inmate and ensure that any contraband and implements that could be used for self-harm and medication are removed and disposed of/stored appropriately (refer to COPP section 17.1 Searching inmates and COPP section 6.8 Medications).	Reception/ Intake staff

	Procedure	Responsibility
8.	<p>Search and document inmate's property and issue:</p> <ul style="list-style-type: none"> • appropriate gaol property (refer to COPP section 1.5 Issuing correctional centre clothing and linen) • inmate identification card. 	Reception/ Intake staff
9.	<p>Provide inmate with a copy of <i>Information about correctional centre discipline</i> and <i>Inmate tablets - Inmate contract</i> form (if ODS tablets are issued in the centre). Ensure these are signed, witnessed and placed on the CMF. Contents should be explained to the inmate, if required (refer to COPP 11.1 Language services).</p> <p>Provide inmate with all necessary information and allow them to view 'Your first 24 hours' DVD where possible.</p>	Reception/ Intake staff
10.	Escort inmate and provide CMF to JH&FMHN nurse to complete an RSA.	Reception/ Intake staff
11.	<p>Commence RSA and complete a HPNF. Ensure that the Drug and Alcohol and Mental Health section is completed. Include this documentation in the inmate's CMF and sign the front cover once completed.</p> <p>Note: A HPNF must include clear information that provides advice on managing the inmate where there are concerns, and a recommendation for housing requirements (e.g. one-out, two-out, normal).</p>	JH&FMHN nurse
12.	<p>Ensure that the following is completed:</p> <ul style="list-style-type: none"> • review the inmates CMF and all documentation and conduct screening interview. All documentation must be reviewed prior to interviewing or completing the ISQ • complete an ISQ and have the inmate sign it • initiate any referrals required • provide the inmate with a screening phone call • provide the inmate with a copy of the <i>Inmate handbook</i> and <i>Inmate information booklet</i> • ensure the Narrative Summary of the ISQ includes a notification of any patterns of behaviour that have been identified (e.g. risk of self-harm or suicide, risk of harm to others). <p>All documentation (e.g. the ISQ) must be placed into the inmates CMF and the cover signed once all procedures have been completed.</p>	OS&P Screener
13.	Return inmate to reception/intake and provide reception/intake staff with the CMF.	OS&P screener

	Procedure	Responsibility
14.	<p>Review information contained in the CMF as recorded in:</p> <ul style="list-style-type: none"> the RSA and HPNF (including management and housing recommendations) provided by JH&MFHN, and the ISQ (information must be summarised in the narrative summary), including screening referrals produced by the OS&P screener. <p>Sign the cover sheet of the CMF to confirm that all checks have been conducted and all relevant information has been included in the inmates CMF.</p>	FM/Authorised officer
15.	Authorise any additional alerts (including non-associations and care-in-placement requirements) in OIMS, and any relevant information that must be recorded.	FM/Authorised officer
16.	<p>Finalise the <i>Reception and accommodation checklist</i> and determine the inmate's cell allocation (refer to COPP section 5.2 Inmate accommodation for further information that must be taken into account when making a cell allocation).</p> <p>Note: Ensure OIMS records are updated for all inmate movements and assignments to cell.</p>	FM/Authorised officer
17.	Escort inmate to allocated cell accommodation and update OIMS records. Provide the CMF and a copy of the HPNF to the receiving officer.	FM/Authorised officer
18.	Store CMF in secure filing overnight.	Receiving officer
19.	<p>Complete the OIMS <i>Checking Officers Assessment</i> (COA) within 48 hours (subject to HPNF and ISQ being completed, if these are not completed this must be finalised no later than 72 hours after an inmate is received in reception).</p> <p>All priority 1 referrals must be completed prior to completion of the <i>Checking Officer's Assessment</i> in OIMS.</p> <p>Note: Ensure that any inmates assessed as at risk of self-harm or suicide have RIT/RAIT paperwork completed and are managed according to RIT protocols (refer to COPP section 3.7 Management of inmates at risk of self-harm or suicide).</p>	FM/Authorised officer
20.	Ensure that a cell card has been created for the inmate and is placed on the inmate's cell door (refer to COPP section 5.2 Inmate accommodation).	FM/Authorised officer
21.	Allocate a Case Management Officer (CMO) to inmate if eligible for case management within 24 hours of arrival (refer to Offender management and procedures policy: Case management officers and custodial case officers in CSNSW).	Senior CMO

	Procedure	Responsibility
22.	<p>Ensure the following records are maintained:</p> <ul style="list-style-type: none"> list of all receptions all details relating to the inmate in a transfer register discharge schedule movements list property cards indicating CSNSW property issued to inmates. 	OIC/FM
23.	<p>Ensure that cell allocation details on the <i>Daily State Sheet</i> are entered in OIMS no later than the commencement of the A watch on the following day to allow placements officers to access cell availability.</p> <p>Updated records should be provided to Placements prior to a C watch to allow for continued assessment.</p>	Governor/ Authorised officer

10.3 Reception for correctional centre to correctional centre transfers

An OIC/FM for the receiving correctional centre must record all details relating to the inmate in a transfer register when received. Following this, the procedures below must be implemented:

	Procedure	Responsibility
1.	<p>Check CMF, and OIMS and confirm it contains all required information, including:</p> <ul style="list-style-type: none"> Section 23 Movement order OIMS, including all alerts, non-associations, care in placement etc. <p>Confirm that the medical file has been received.</p>	Reception/ Intake staff
2.	Interview inmate and commence a <i>Reception transfer checklist (Section 23)</i> .	Reception/ Intake staff/FM
3.	Complete inmate image requirements and generate labels, if applicable.	Reception/ Intake staff
4.	Body scan or search the inmate and ensure that any contraband or implements that could be used for self-harm are removed and disposed of/stored appropriately.	Reception/ Intake staff
5.	<p>Search and document inmate's property and issue:</p> <ul style="list-style-type: none"> appropriate gaol property inmate identification card. 	Reception/ Intake staff

	Procedure	Responsibility
6.	Provide inmate with a copy of <i>Inmate tablets - Inmate acknowledgement</i> form (if ODS tablets are issued in the centre and the inmate does not have a signed form on their CMF). Ensure the form is signed, witnessed, and placed on the CMF. Contents should be explained to the inmate, if required (refer to COPP 11.1 Language services).	Reception/ Intake staff
7.	Escort inmate and provide CMF to JH&FMHN to complete a RSA.	Reception/ Intake staff
8.	Review current HPNF and complete transfer documentation. Ensure inmates are escorted to reception staff. Note: A new HPNF may be issued if clinically relevant or if there is a change in the inmate's clinical presentation. This documentation must be included in the inmate's CMF.	JH&FMHN nurse
9.	Provide inmate with all necessary information, including the <i>Information about correctional centre discipline</i> .	Reception/ Intake staff/FM
10.	Determine inmate's cell allocation (including any risk of self-harm or suicide, or risk of harm to others) taking into account the JH&MFHN RSA and HPNF recommendations. Finalise <i>Reception transfer checklist</i> (Section 23) and place on the inmates CMF.	FM
11.	Escort inmate to determined accommodation. Provide the inmate's CMF, and a copy of the HPNF to the receiving officer.	Reception/ Intake staff/FM
12.	Allocate a CMO to inmate if eligible for case management within 24 hours of arrival.	Senior CMO
13.	Store CMF in secure filing overnight.	Receiving officer
14.	Ensure the following records are maintained: <ul style="list-style-type: none"> • a list of all receptions • discharge schedule • movements list • property cards indicating CSNSW property issued to inmates. 	OIC Reception
15.	Conduct orientation meeting with inmate.	SAPO

11 Quick links

- [Related COPP](#)
- [Forms and annexures](#)
- [Related documents](#)

12 Definitions

Aboriginal	An Aboriginal person is defined as an Indigenous person to mainland Australia or to the island of Tasmania
ADF	Australian Defence Force
AVO/ADVO	Apprehended Violence Order/Apprehended Domestic Violence Order
Authorised Officer	The officer authorised by the Governor to perform the functions set out in this part of the Custodial Operations Policy and Procedures Manual.
CCSU	Corrections Corporate Support Unit
CESU	Court Escort Security Unit
CMF	Case Management File
CMO	Case Management Officer
CMR	Custody Management Record
CMU	Case Management Unit
CNI	Central Name Index
COPP	Custodial Operations Policy and Procedures
CSNSW	Corrective Services NSW
DHA	Department of Home Affairs
DNR	Do Not Release
ECP	<p>An inmate's nominated contact person in case of a medical emergency, such as, but not limited to spouse, de facto partner, a parent, adult child, sibling, or trusted person. ECP can be the same person as the nominated NOK.</p> <p>The ECP is contacted if an inmate is taken to hospital with life threatening injuries and it is obvious he or she will be admitted. For non-life threatening injuries, the inmate's ECP is contacted on the day admission to hospital is confirmed.</p> <p>An inmate's consent to contact the ECP will be obtained unless the inmate is incapable of giving consent.</p> <p>The ECP will also be contacted if an inmate is an inpatient and:</p> <ul style="list-style-type: none">- Their medical condition deteriorates and becomes life threatening; or- Their hospital stay is extended beyond the expected hospital discharge date.

	The ECP is not contacted in the case of death, unless they are also the nominated NOK.
Emergency situation	For the purpose of this policy under the COPP, emergency situations require immediate action due to its seriousness, a risk of harm or injury to the inmate or others.
FACS	The Department of Family and Community Services
FM	Functional Manager
HH	Health History
HPNF	Health Problem Notification Form
IIO	Inmate Identification and Observation Form
ISP	Immediate Support Plan
ISQ	Inmate Screening Questionnaire
JH&FMHN	Justice Health & Forensic Mental Health Network
Least restrictive care	Any restrictions or strategies that are placed on an inmate to manage their risk of suicide or self-harm must be the least necessary in order to manage that risk. Management strategies that are more restrictive than necessary can exacerbate an inmate's risk of suicide or self-harm.
LOP	Local Operating Procedure
MIN	Master Index Number
MNF	Mandatory Notification Form
MOSP	Manager of Services and Programs
NOK	An inmate's nominated contact person in the case of death, or deemed life threatening by Health staff, such as, but not limited to spouse, de facto partner, a parent, adult child, sibling, or trusted person. The NOK is contacted in the case of death and this is done by Police. The NOK will not be contacted upon admission to Hospital for a non-life threatening situation.
NRT	Nicotine Replacement Therapy
NUM	Nurse Unit Manager
OIC	Officer in Charge
OIMS	Offender Integrated Management System
OS&P	Offender Services & Programs
PDF	Personal Description Form
POI	Person of Interest
RAIT	Risk Assessment Intervention Team
RIT	Risk Intervention Team

RSA	Reception Screening Assessment
SAPO	Services and Programs Officer
SDS	State-wide Disability Services
GSI	General Supporting Information
SMO	Sentence Management Operations
Smoking related items	<p>Tobacco and tobacco related accessories such as:</p> <ul style="list-style-type: none"> • matches • lighters • pipes • e-cigarettes or e-cigarette accessories such as: a cartridge, heating element, capsule or other container designed to contain a liquid, aerosol, gas, vapour or other substances
Torres Strait Islander	Torres Strait Islander is defined as the indigenous people of the Torres Strait Islands, part of Queensland, Australia.
VA	Visual Assessment

13 Document information

Business centre:	Custodial Operations	
Approver:	Kevin Corcoran	
Date of effect:	16 December 2017	
EDRMS container:	18/6989	
Version	Date	Reason for amendment
1.0		Initial publication (<i>Replaces section 10.1, 10.1.3, 10.1.4, 10.1.5, 10.1.7, 10.1.8, 10.1.9, 10.1.10, 10.1.11, 10.1.12, 10.1.13, 10.1.14, 10.1.15, 10.1.16, 10.1.17, 10.1.18, 10.1.21, 10.1.22, 10.1.23, 10.2, 10.2.1, 10.2.2, 10.2.3, 10.2.4.1, 10.2.4.2, 10.2.4.3, 10.2.5, 10.2.6, 10.2.9, 10.2.4 of the superseded Operations Procedure Manual</i>)
1.1	14/03/19	Authorised officer to replace MOSP as person responsible for distributing photos of inmates.
1.2	23/08/19	Updates made to document: <ul style="list-style-type: none"> • Based on Taskforce Salus recommendations (Updates regarding identification of risk of harm to others, responsibility for bed placement, checking officers assessments, and mandatory requirement for LOP regarding reception procedures); • Clarification regarding responsibilities for managing case management files; • Clarification regarding recording of identification documents. • Inclusion of subsection [1.2].
1.3	21/01/20	Minor amendment to list of relevant details to collect from the inmate for the IIO at [3.1] (collect NOK if different to ECP).
1.4	12/03/20	General formatting update and improvements
1.5	07/05/20	Inclusion of Police/Court cell alerts for <i>Behaviour</i> and <i>Person of interest</i> at 3.3 OIMS and 4.2 <i>Security and special management information</i>
1.6	09/06/21	Amended following the establishment of SMO Lodgements Processing Unit – refer ACCC memo 2021/10
1.7	06/12/21	Addition at 9.2 <i>Correctional centre routine and discipline information</i> for information to be given to inmates regarding Inmate Tablets Amendments at 3.4 Procedures in correctional centres and 4.12 Child protection and child welfare to account for automated visitor restriction on entry of B alert

1.8	28/01/22	Updated throughout to incorporate the introduction of Digital Inmate Warrant Files – refer to Commissioners memorandum 2022/03 <i>Transition to Digital Inmate Warrant Files</i>
1.9	08/07/22	Expanded ECP and NOK definitions
1.10	16/12/22	Amendments at subsections 1.1, 2.1, 10.1, 10.2 and 10.3 to preference body scans over strip searches where practicable. Refer to Deputy Commissioners Memorandum 2022/05 <i>Use of body scanners in preference to strip searches</i> .
1.11	15/08/23	Updates in line with CSNSW restructure project: deletion of reference to S&I; renaming of Sentence Administration Corporate (SAC) to Corrections Corporate Support Unit (CCSU); and renaming of State Sentence Administration (SSA) to Sentence Management Operations (SMO).
1.12	07/03/24	Amendment to subsection 4.12 <i>Child protection and child welfare</i> to require OS&P screeners to add B alert on OIMS when necessary.