

## Custodial Operations Policy and Procedures

### 10.3 Visits by program, service and training providers

#### Policy summary

Individuals and organisations may seek entry into a correctional centre to provide programs and/or services to inmates, other than by contractual arrangement.

Under clause 87 of the *Crimes (Administration of Sentences) Regulation 2014*, the entry of such individuals and organisations into a correctional centre must be approved by the Commissioner. The Commissioner has delegated his powers under this clause to the Assistant Commissioner, Offender Management & Programs.

Approval is limited to providers of programs and/or services which deliver professional services to reduce re-offending and improve community safety.

#### Management of Public Correctional Centres Service Specifications

Service specifications	Security and safety
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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).

It also applies to all CSNSW employees, and where relevant to other personnel such as contractors, subcontractors, and visitors.

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# 1 Visits by programs, service and training providers

## 1.1 Policy

CSNSW allows organisations and individual's access to correctional centres for the purpose of providing programs and/or services to reduce re-offending and improve community safety.

The following policy and procedures apply to those providers who intend to visit a correctional centre regularly, have access to multiple inmates, but will not have access to CSNSW systems.

For policy and procedures regarding visits from professionals and other service providers who are irregular visitors, seeing individual inmates and needing access only to the visiting area or other suitable venue, **refer to COPP section 10.8 Visits from officials, agencies and professionals.**

Organisations must be approved to deliver programs, services or training by the Assistant Commissioner, Offender Services & Programs. Information about the application process is contained in *Policy for assessing applications to CSNSW from external agencies to deliver programs or services*. This policy is maintained by Offender Services & Programs (OS&P) and is available on the Justice intranet.

Individuals who are to deliver the program and/or service must submit:

- a photocopy of a required form of identification
- *Criminal Record Inquiry (Non-Offenders)*
- *Application for authority to enter a place of detention as an authorised visitor*
- *Standard conduct agreement for authorised visitors*
- *Application for online CSNSW security awareness course for authorised visitors*

Organisations and individuals are required to complete a renewal for authority to continue providing training and program services every 12 months. One month prior to authority expiring, an organisation must resubmit the following forms for each representative:

- *Application for authority to enter a place of detention as an authorised visitor*
- *Application for on-line CSNSW security awareness course for authorised visitors.*

Individuals must confirm that they have not engaged in any activity during this time that would disqualify them from entry to a correctional centre, and complete the CSNSW online Security Awareness Course on an annual basis.

The organisation must provide a similar confirmation based on their knowledge of the individual. The contact person nominated by each organisation is responsible for ensuring that CSNSW is informed of any change to the criminal record status of applicants.

All forms completed by organisations and individuals must be submitted to the Authorised Visitors Coordinator, Custodial Corrections either by post to [REDACTED] Sydney NSW 2000 or by email to [REDACTED]

## 1.2 Procedures for approval for authority to enter a correctional centre for individuals

Following all required forms being completed and submitted, the following procedures for approval for authority to enter a correctional centre for individuals must be followed:

	Procedure	Responsibility
1.	Assess the result of the individuals Criminal Record Inquiry (CRI).	General Manager (GM), Statewide Operations Custodial Corrections
2.	Provide decision on whether application is approved/not approved. If approved, the authority to enter a correctional centre is valid for 12 months.	GM, Statewide Operations Custodial Corrections
3.	Enter details into Offender Integrated Management System (OIMS) and issue a visitor identification number (VIN), if approval is provided (refer to subsection <b>1.4 Issuing a VIN</b> of this policy).	Authorised Visitor Coordinator
4.	The authorised visitor must liaise with the Manager Offender Services & Programs (MOSP) to organise the local security and safety awareness briefing.	Authorised visitor/MOSP
5.	Liaise with the Manager of Security (MOS) or FM Security relating to the local security and safety awareness briefing.	MOSP
6.	Complete a local security and safety awareness briefing before commencing duty on the first occasion.	Authorised visitor/ Functional Manager (FM), Security

## 1.3 Procedures for renewal of authority to enter a correctional centre

Following all required forms being resubmitted, the following procedures for renewal of authority to enter a correctional centre must be followed:

	Procedure	Responsibility
1.	Provide decision on whether application is approved/not approved. If approved, the authority to enter a correctional centre is valid for 12 months.	GM, Statewide Operations Custodial Corrections

	<b>Procedure</b>	<b>Responsibility</b>
2.	The authorised visitor must liaise with the Manager Offender Services & Programs (MOSP) to organise the local security and safety awareness briefing.	Authorised visitor/MOSP
3.	Liaise with the MOS or FM relating to the local security and safety awareness briefing.	MOSP
4.	Complete a local security and safety awareness briefing.	Authorised visitor/FM Security

## 1.4 Issuing a VIN

Approved applicants must provide one of the following forms of identity before a VIN can be issued.

- driver licence or photo card issued by Roads and Maritime Services (RMS) NSW or interstate equivalent
- current passport, or one that has expired within the last two years
- any current photo identification issued by an Australian government department or authority.

Approved applicants will be given a VIN that will be recorded in the OIMS indicating:

- the person is an approved program/service provider
- the person has completed the on-line security awareness course
- the person has permission to enter specified correctional centre/s
- the permit is current
- any restrictions which may apply.

Information in OIMS must be checked every time the approved applicant seeks entry to a correctional centre, as permits can be revoked at any time.

- ensure telephone enquiries from Centrelink staff are responded to in a timely manner
- ensure access to a telephone to engage a telephone interpreter when required
- ensure that assistance is provided with offenders' proof of identity.

## 1.5 Service providers requiring computers/internet access

Certain external providers may, with the approval of the Commissioner, bring an internet-enabled laptop into a correctional centre when this is essential for the provision of the service they are contracted to supply (**refer to COPP section 16.3 Computer equipment and software**).

## 1.6 Justice advocacy service (JAS) for cognitively impaired inmates attending court via AVL

The Justice Advocacy Service (JAS) is a service provided by the Intellectual Disability Rights Service (IDRS). JAS volunteers or justice advocates seeking to act as a support person for cognitively impaired inmates attending court via AVL must be

approved as an authorised visitor in accordance with COPP section **10.3 Visits by program, service and training providers**.

Cognitive impairment is not required to be proven or evidence of cognitive impairment provided for JAS to support an inmate. If CSNSW staff believe an inmate may have a cognitive impairment, a referral can be made by calling JAS on 1300 665 908.

Before attending a correctional centre, JAS must inform the correctional centre of their intention to support an inmate who is attending court via AVL in writing. JAS's notification in writing to the correctional centre should outline:

- the inmate who is to be supported including name and MIN
- the name, position and VIN of the support person from JAS
- contact email and phone number of the JAS support person
- the time, date and location of the AVL

All notifications in writing from JAS should be sent to the respective correctional centre's generic admin email address. See the annexure *CSNSW shared email list of inboxes*.

Despite JAS support persons being approved as an authorised visitor, the Governor (or Authorised officer) may refuse to permit the support person to attend the AVL with the inmate if they consider that the attendance may pose an unacceptable safety risk to the support person.

When the Governor (or Authorised Officer) makes a decision to refuse a visit they must inform JAS as soon as practical and give reasons for the refusal either in writing in response to the JAS notification, by phone call to the JAS support person or on arrival of the JAS support person at the correctional centre.

## 2 Quick links

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

## 3 Definitions

Authorised officer	An officer authorised by the governor (as defined below) to perform a function
Cognitive impairment	As per the <i>Mental Health (Forensic Provisions) Act 1990</i> cognitive impairment includes: <ul style="list-style-type: none"> <li>• intellectual disability</li> <li>• borderline intellectual functioning</li> <li>• dementia</li> <li>• acquired brain injury</li> <li>• drug or alcohol related brain damage, including foetal alcohol spectrum disorder</li> <li>• autism spectrum disorder</li> </ul>
COPP	Custodial Operations Policy and Procedures
CRI	Criminal Record Inquiry
CSNSW	Corrective Services NSW
FM	Functional Manager
GM	General Manager
JAS	The Justice Advocacy Service (JAS) supports young people and adults with cognitive impairment in contact with the NSW criminal justice system, including as victims, witnesses and suspects/defendants to exercise their rights, support greater understanding and increase participation in their legal matter. Support is also provided to inmates in correctional centres when appearing at court via AVL.
MOS	Manager of Security
MOSP	Manager Offender Services and Programs
OIMS	Offender Integrated Management System
OS&P	Offender Services and Programs
RMS	Roads and Maritime Services
VIN	Visitor Identification Number



## 4 Document information

<b>Business centre:</b>	Custodial Operations	
<b>Approver:</b>	Kevin Corcoran	
<b>Date of effect:</b>	16 December 2017	
<b>EDRMS container:</b>	18/7278	
<b>Version</b>	<b>Date</b>	<b>Reason for amendment</b>
1.0		Initial publication ( <i>Replaces section 15.14 and 15.15 of the Superseded Operations Procedures Manual</i> )
1.1	31/05/19	Clarification in 1.1 as to whom this policy applies
1.2	12/03/20	General formatting update and improvements
1.3	27/04/20	Inclusion of [1.6] Justice advocacy service (JAS) for cognitively impaired inmates attending court via AVL. This subsection provides policy for JAS to assist cognitively impaired inmates during court via AVL appearances.