

Custodial Operations Policy and Procedures

21.8 Local operating procedures

Policy summary

When necessary, correctional centres may develop and implement local operating procedures (LOPs) that set out systems or methods of work to achieve a Corrective Services NSW (CSNSW) policy objective, service outcome or a statutory obligation. It will take into account local resources and risks.

LOPs must be written in plain English, and they must be accessible to staff at all times. Every correctional centre must have a system in place to:

- check LOPs for effectiveness and statutory compliance every 2 years
- amend LOPs following changes to legislation or CSNSW policy
- revoke LOPs if they become redundant.
- notify staff about any changes to LOPs.

Management of Public Correctional Centres Service Specifications

Service specification	Professionalism and accountability
-----------------------	------------------------------------

Scope

This section applies to all correctional centres and other facilities administered by or on behalf of CSNSW.

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.

Table of contents

1	Local operating procedures	4
1.1	Development of LOPs	4
1.2	Recording of LOPs	4
1.3	Accessibility of LOPs for staff	4
1.4	Currency of LOPs	5
1.5	Procedures	5
2	Quick links	6
3	Definitions	6
4	Document information	7

1 Local operating procedures

1.1 Development of LOPs

An LOP may be required to detail how a policy objective, CSNSW service outcome, or statutory responsibility will be achieved at the local level. It takes into account local resources and risks. It should also set out time frames and responsibilities for implementation and reporting.

LOPs must be written in plain English and clearly explain what needs to be done, who will do it, and when.

The Governor will decide when an LOP is necessary. Generally, this will be when a corporate policy, service requirement or statutory responsibility cannot be implemented without site specific information or instructions. The Custodial Operation Policy and Procedure (COPP) may at times mandate the development and implementation of LOPs.

LOPs should be developed using the *Local operating procedures template*. Custodial Operations staff will assist with the development of LOPs if required.

1.2 Recording of LOPs

A Governor may give directions to correctional and other officers, but there must be a record kept of those directions (clause 242(1) of the *Crimes (Administration of Sentences) Regulation 2014*). Therefore every correctional centre must have a register of every LOP on the Electronic Data and Records Management System (EDRMS).

Governors should create an EDRMS file for the register of LOPs, and inform, and give access to, their regional Director, Custodial Operations.

The register must:

- give access to a copy of the full LOP, including the document history
- show the date it was implemented
- give the topic or subject
- if it was revoked, show the revocation date.

1.3 Accessibility of LOPs for staff

LOPs must be available to all staff of the correctional centre on the local computer drive and in EDRMS. The issuing of hard (paper) copies is to be avoided owing to the likelihood of out-dated or revoked orders remaining in circulation.

In situations where staff may not have ready access to computers or the local computer drive, hard copies may be made available. However, procedures must be in place to ensure that hard copies are replaced (or destroyed) whenever an LOP is amended (or revoked).

1.4 Currency of LOPs

Significant risks can arise if LOPs are not kept up to date. Therefore, the correctional centre must have a system in place to check the impact on LOPs whenever there is a change to CSNSW policy or to NSW legislation. If necessary, LOPs must be amended or revoked, or a new LOP developed. In addition, the Functional Manager (FM) must check all LOPs every 2 years and send a report to the Custodial Director.

LOPs must be reviewed whenever there are changes to legislation and/or CSNSW policy and procedures, to ensure that they:

- are consistent with CSNSW policy objectives;
- meet the correctional centre's needs; and
- are in compliance with the legislation.

If they are not, they must be amended or revoked.

Every published LOP must have a document history. This is a historical record of when it was published, amended, and/or revoked. Each entry must provide a brief statement to explain the change.

1.5 Procedures

	Procedures	Responsibility
1.	Ensure a LOP is developed if a CSNSW policy objective, service outcome, or statutory responsibility requires local directions to be achieved at the local level.	Governor
2.	Register the LOP in the designated EDRMS file/container.	Governor/ Authorised officer
3.	Ensure all LOPs are accessible to staff via the local computer drive, or, where this is not the case, ensure hard copies are available.	Governor/ Authorised officer
4.	Ensure a review of LOPs is undertaken at least once every 2 years with a report forwarded to the respective Custodial Director.	FM
5.	Ensure systems are in place to advise all staff of any amendment or revocation of LOPs.	Governor

2 Quick links

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

3 Definitions

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.
COPP	Custodial Operation Policy and Procedure
CSNSW	Corrective Services NSW
FM	Functional Manager
JH&FMHN	Justice Health & Forensic Mental Health Network
LOP	Local Operating Procedure
EDRMS	Electronic Data and Records Management System

4 Document information

Business centre:	Custodial Operations	
Approver:	Kevin Corcoran	
Date of effect:	16 December 2017	
EDRMS container:	18/7482	
Version	Date	Reason for amendment
1.0		Initial publication (<i>Replaces section 12.6 of the superseded Operations Procedures Manual</i>)
1.1	12/03/20	General formatting update and improvements