



CORRECTIVE SERVICES NSW — MANAGEMENT OF DEATHS IN CUSTODY COMMITTEE

Table 1: LIST OF COMPLETED PROJECTS AND INITIATIVES:

CORPORATE RESPONSES TO INMATE DEATHS IN CUSTODY — Issues arising from Investigation Reports, Coronial Inquests & Others

REF #	MAIN CATEGORY	SUB-CATEGORY	PROJECT / INITIATIVE DETAILS				
			PROJECT	DESCRIPTION	SCOPE/IMPACT	STATUS	EXECUTIVE OWNER(S)
1	INFRASTRUCTURE & CAPITAL WORKS	Two-way Intercoms	Installation of approved two-way intercom devices into all transport vehicles	Fleet of 90 transport vehicles operated by Court Escort Security Unit have been fitted with approved two-way intercom devices.	Statewide	Completed	Security & Intelligence
2	CUSTODY & CARE	Inmate Management (not self-harm/suicide)	Provision of adequate drinking water to inmates during transfers	A minimum 600ml water bottle is now provided to each escort inmate as they board the transport vehicle for journeys of more than 2 hours duration. On shorter trips, inmate are permitted to bring along their own water bottles with them, and a supply of water is on board throughout a journey, if required. <i>A Commissioner's Instruction, which constitutes a lawful order, was issued and disseminated to all areas in relation to this matter.</i>	Statewide	Completed	Security & Intelligence
3	CUSTODY & CARE	Inmate Management (not self-harm/suicide)	Provision of toilet stops if journey is longer than 3 hours to inmates during transfers	Local arrangements have been established with NSW Police and court locations for scheduled toilet and rest stops for inmates (on journeys of 3 hours or more) at secure locations. <i>A Commissioner's Instruction, which constitutes a lawful order, was issued and disseminated to all areas in relation to this matter.</i>	Statewide	Completed	Security & Intelligence
4	CUSTODY & CARE	Inmate Management (not self-harm/suicide)	Provision of a meal if journey is longer than 4 hours to inmates during transfers	Food is provided to each escort inmate as they board the transport vehicle for journeys of more than 3 hours duration; and thereafter at the commencement of each following stage of the journey which is also more than	Statewide	Completed	Security & Intelligence



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				<p>3 hours duration. Food packs have been developed by Corrective Services Industries for this purpose.</p> <p><i>A Commissioner's Instruction, which constitutes a lawful order, was issued and disseminated to all areas in relation to this matter.</i></p>			
5	INFRASTRUCTURE & CAPITAL WORKS	Satellite telephone communication	Satellite telephone communication for CSNSW officers providing inmate transfers	Purchase and issue of satellite telephones for CSNSW officers providing inmate transfers on designated journeys.	Statewide	Completed	Security & Intelligence
6	SELF-HARM REDUCTION	Hanging Points	<p>Audit of Obvious Hanging Points —</p> <p>Development of standards/specifications for 'step down cell' requirements</p>	Cell specifications were developed towards identifying a 'prototype cell' or physical environment which eliminates obvious hanging points. These identified accommodation areas are to be used for inmates transitioning from at risk of self-harm/suicide to mainstream cell placement.	Statewide: Correctional Centres & Court Cells	Cell specifications developed and distributed to all correctional centres	Offender Management & Operations
7	SELF-HARM REDUCTION	RIT Protocols	Recording details of observation regimes for inmates at risk of suicide or self-harm via an Immediate Support Plan or RIT Management Plan	<p>Recording observation regimes and actual observation times made by staff in an auditable fashion.</p> <p>The OIC of the accommodation area where an inmate is under an observation regime:</p> <ul style="list-style-type: none"> • must ensure that an officer(s) is appointed to make observations in accordance with the Immediate Support Plan/RIT Management Plan and record the observations; • record the details of this appointment in the wing/pod log book; & make an entry in the wing/pod log book regarding the observation at the end of each watch. 	Statewide: Correctional Centres & Court Cells	Completed; DCOMO 2010/37 & COPM 2010/10 were promulgated to give effect to the Coroner's recommendation	Offender Policy Unit



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8	INFRASTRUCTURE & CAPITAL WORKS	CCTV Cameras	CCTV Coverage in exercise yards and gaps in CCTV coverage be eliminated in Wellington Correctional Centre, as per coronial recommendation	Four additional security cameras installed in yards of Pods A, C, D and F.	Wellington CC	Completed	Enterprise Assets & IC&T
9	INFRASTRUCTURE & CAPITAL WORKS	Cell Call Alarms	Review of installation and commissioning of security systems, specifically cell call alarm systems, in correctional facilities	A working party, chaired by then Deputy Commissioner, Offender Management & Operations), was responsible for reviewing policies and protocols relating to the installation and commissioning of cell call alarm systems, including staff training, in correctional centres and court cells	Statewide: All correctional facilities	Completed; New policy document on commissioning security systems implemented Furthermore, DCOMO 2011/107 & COPM 2011/63 were promulgated to give further effect to the Coroner's recommendation	Security & Intelligence
10	POST-INCIDENT RESPONSE	Staff Training – Crime Scene Preservation	Review of policies on crime scene preservation	Review of the policies to ensure that all relevant physical evidence relating to the death of all inmates in NSW correctional facilities	Statewide: All correctional facilities	Completed; Updated policy document on serious incident reporting & crime scene	Custodial Policy Unit



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						management Furthermore, DCOMO 2011/68 & COPM 2011/30 were promulgated to give further effect to the Coroner's recommendation	
11	POST-INCIDENT RESPONSE	Reporting of Critical Incidents	Review of Investigations Branch and the reporting requirements into deaths in custody	Review of Investigations Branch, including ensuring that full information for reports into deaths in custody are gathered and systemic issues are identified	Investigation Branch	Completed; Independent Report - implementation plan completed	Probity, Staff Development & Safety
12	CUSTODY & CARE	Inmate Management (not self-harm/suicide)	'Health Problem Notification Form' – new policies and procedures	The 'Health Problem Notification Form' (HPNF) communicates Justice Health & Forensic Mental Health Network advice and recommendations regarding a patient's clinical status to CSNSW. A new policy was developed to give guidance to General Managers about responding to HPNF.	Statewide: All correctional facilities	Completed; DCOMO 2012/78 & COPM 2012/44 were promulgated to give effect to the new policy	Custodial Policy Unit
13	POST-INCIDENT RESPONSE	Staff Training – Next of Kin Notification	Review of next of kin notification protocols	Review of emergency contact person/next of kin notification protocols to ensure that clear processes & responsibilities are identified	Statewide: All correctional	Completed DCOMO 2011/106 &	Offender Services & Programs



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				This includes closer liaison with the NSW Police Force in carrying out the notification of next of kin & Corrective Services NSW providing welfare support, counselling & chaplaincy services, as required.	facilities	COPM 2010/54 were promulgated to give effect to the policy changes on emergency contact person notification	Custodial Policy Unit
14	ADMINISTRATION	Communication Strategies	Development of Intranet site for deaths in custody issues	Development & management of deaths in custody internal intranet site to provide centralised location for key information and resources	Statewide: Access available to all CSNSW staff	Operational	Office of the Commissioner & Human Resources
15	ADMINISTRATION	Workflow Issues	Automated workflow project for deaths in custody	Electronic workflow tracking, including monitoring of system-based business activities involved in reporting deaths in custody	Limited staff access	Completed	Office of the Commissioner & Human Resources Enterprise Assets & IC&T