

Custodial Operations Policy and Procedures

3.3 Special management area placement

Policy summary

A Special Management Area is a part of a correctional centre approved by the respective Assistant Commissioner, Custody (ACC) to house inmates who would be at risk if not separated from other inmates.

A Functional Manager (FM) has the authority to place an inmate in a Special Management Area, or cancel such a placement.

Management of Public Correctional Centres Service Specifications

Service specification	Safety and security
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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 Justice Health and Forensic Mental Health Network (JHNSW), contractors, subcontractors, and visitors.

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1 Special management area placement

1.1 Policy

A Special Management Area is a designated area within a centre where inmates may be housed when an assessment of their individual needs/circumstances has found they are vulnerable or at risk from other inmates in the normal discipline area of the correctional centre.

Inmates held in this area associate freely with each other and have access to programs and services similar to inmates housed in normal discipline.

CSNSW has established multiple Special Management Area Placement (SMAP) options across the correctional centre network to manage inmates where the nature of their offence or previous employment status may put them at risk within the mainstream prison population.

The assessment and decision to place the inmate in a Special Management Area are made during the reception process (**refer to COPP section 1.1 Reception procedures**) or following receipt of a written application for protection from the inmate, or when staff become aware of a threat to the inmate.

Clause 33 (3b) of the *Crimes (Administration of Sentences) Regulation 2014* authorises the Commissioner to direct these inmates be housed separately as they would be at risk if not separated from other inmates.

A SMAP inmate must never be placed in a cell with any other inmate (other than another SMAP inmate who has been assessed as an appropriate cellmate). This includes clinic cells, camera cells and assessment cells.

An inmate in SMAP must have their status reviewed at least once every 12 months to establish if such placement is still justified. In addition, if the inmate faces any charges for incidents related to the good order and security of the SMAP area, a review of their status will immediately be undertaken.

A protective custody direction under section 11(2) of the *Crimes (Administration of Sentences) Act 1999* is **not** required to facilitate this placement.

The annexure *Assessment tool: Inmate under threat* is to be utilised to assist with identifying inmates at risk or under threat, and in determining their placement options (e.g. normal discipline; offender non-association alert; separation; SMAP; protective custody).

1.2 Review of cell placement decision

A review of an inmate's cell placement decision must be undertaken by the officer specified in the Local Operating Procedures (LOP) upon request for protective custody/SMAP. A new Health Problem Notification Form (HPNF) should be requested. Refer to *COPP section 5.2 Inmate accommodation*.

1.3 Procedure

	Procedure	Responsibility
1.	Complete the annexure <i>Assessment tool: Inmate under threat</i> to assist in a determination of the inmate's management. Place a copy of the assessment on the inmate's CMF.	Authorised officer
2.	If the <i>Assessment tool: Inmate at risk</i> indicates that SMAP is the best management option, complete the annexure <i>Special management area placement</i> and include the following details: <ul style="list-style-type: none"> the name and Master Index Number (MIN) of the inmate to be separated the reason for the SMAP when the SMAP will be reviewed (this may vary from inmate to inmate, but must occur at least once per 12 months) the location where the inmate will be housed. Forward the application to the Functional Manager (FM) for endorsement.	Authorised officer
3.	Decide if application is supported and include additional comments if required. If supported, recommend a review date for the placement (no longer than 12 months).	FM
4.	Update OIMS <i>Care-in-Placement</i> module and include a review date (no more than 12 months from the initial placement) and place a copy on the inmate's CMF.	FM
5.	Review placement every 12 months as part of the inmate's classification review, or earlier if necessary (and immediately after any charges relating to the good order and security). A new <i>Assessment tool - inmate under threat</i> may be completed, OR the original re-endorsed (if nothing has changed).	FM

1.4 Objections and complaints about SMAP

An inmate can object or complain about any condition of their imprisonment, including their separation. Their reasons for objecting or complaining should be in writing and sent to the MOS or Governor.

The MOS or Governor must respond in writing within 14 days explaining how the complaint will be dealt with and the reasons for the decision. The FM must inform the inmate of the decision.

2 Transfer of SMAP inmates

2.1 Policy

When a SMAP inmate is transferred from one correctional centre to another, or to Police/Court cells, the Governor or an officer authorised by the governor must assess the potential risk to the inmate during the period they will be in transit.

2.2 Procedure

If it is decided that the inmate will be at risk, the following procedures apply:

	Procedure	Responsibility
1.	Update OIMS <i>Alerts</i> module with appropriate notation.	Authorised officer
2.	Complete annexure <i>Request for escort authorisation</i> and the <i>section 23 order</i> to advise the escort coordinator that the inmate is to be separated from other inmates on the escort.	Authorised officer
3.	Contact the receiving centre and advise them of the potential risk to the inmate being transferred.	Authorised officer
4.	Update the inmate's Case Management File (CMF) with an appropriate notation in the <i>Alert</i> section.	Authorised officer
5.	Review and reassess the inmate's situation immediately on reception.	Governor/OIC (delegate) of receiving centre

3 SMAP cancellation notices

3.1 Policy

A SMAP must be rescinded if a protective custody direction has been issued under section 11 of the Crimes (Administration of Sentences) Act 1999 and the inmate is placed in a Protection Non Association Area (PRNA).

A SMAP may also be cancelled at any time by the Governor or FM if the risk to the inmate's safety has lessened. However, in consideration of the inmate's previous concerns for their personal safety, such actions should only be taken following consultation with the inmate, and where appropriate, with the inmate's concurrence.

An inmate may agree to this arrangement as part of a reintegration plan for placement in normal discipline or to effect a classification recommendation which would permit a reduction in their security classification and placement.

3.2 Procedure

	Procedure	Responsibility
1.	Consult the inmate, taking into account the inmate's previous concerns for their personal safety and where appropriate, obtain the inmate's concurrence to cancel the SMAP.	Governor/FM/ Authorised Officer
2.	Cancel or rescind the SMAP.	Governor/FM/ Authorised Officer
3.	Complete annexure Special management area – cancellation notice.	FM/Authorised officer
4.	Update OIMS Care-in-Placement module.	Authorised officer
5.	Raise an appropriate alert in the OIMS Alerts screen where concerns for the inmate's safety still exist (i.e. an offender association alerts, special transport requirements).	Authorised officer
6.	Place a copy of the Special management area – cancellation notice in the inmates case management file	Authorised officer

4 Approval to create special management area

4.1 Policy

A Special Management Area can only be created with the direct approval of the respective Assistant Commissioner, Custody (ACC).

4.2 Procedures

	Procedure	Responsibility
1.	Identify an area suitable for use as a Special Management Area.	Governor (delegate)
2.	Forward a written submission to the ACC detailing how the inmates accommodated will be able to freely associate and have access to services and programs.	Governor (delegate)
3.	Approve or not approve creation of a Special Management Area.	ACC
4.	Administrate the Special Management Area in accordance with Clause 33(3) (b) of the <i>Crimes (Administration of Sentences) Regulation 2014</i> .	Governor (delegate)

5 Quick links

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

6 Definitions

ACC	Assistant Commissioner, Custody
Authorised officer	The officer authorised by the Governor to perform the functions prescribed as part of the Custodial Operations Policy and Procedures.
CMF	Case Management File
COPP	Custodial Operations Policy and Procedures
CSNSW	Corrective Services NSW
Delegated officer	Any officer who occupies or acts in the following positions which the Governor has delegated certain Governor's functions to deal with correctional centre offences: <ul style="list-style-type: none">• Manager of Security• Functional Manager.
FM	Functional Manager
HPNF	Health Problem Notification Form
Immediate Action Plan	A plan for addressing the real and immediate risk that is being posed to the inmate, e.g. implementing a short term management plan, separation, assessment for protection, NA
JHNSW	Justice Health & Forensic Mental Health Network
LOPs	Local Operating Procedures
MOS	Manager of Security
MIN	Master Index Number
OIMS	Offender Integrated Management System
PRNA	Protection Non Association Area
SMAP	Special Management Area Placement

7 Document information

Business centre:	Statewide Operations	
Approver:	Dr Anne Marie Martin (Deputy Commissioner Security and Custody)	
Date of effect:	16 December 2017	
EDRMS container:	18/7010	
Version	Date	Reason for amendment
1.0	16/12/17	Initial publication (<i>Replaces section 12.6 of the superseded Operations Procedures Manual</i>)
1.1	23/08/19	Clarification on policy to note that SMAP inmates must not be held with inmates who are not SMAP when they are held in a cell/area outside of a designated special management area. Amendment to policy to state that the ' <i>Assessment tool: Inmate at risk</i> ' must be completed. This was not formerly a mandatory requirement.
1.2	12/03/20	General formatting update and improvements
1.3	30/10/20	Addition of 1.3 <i>Objections and complaints about SMAP</i> allowing inmates to appeal to the Governor or MOS. Deletion of references to Protection (Limited Association) as a placement option.
1.4	16/08/23	Updates in line with CSNSW restructure: deletion of reference to S&I; and renaming of Assistant Commissioner Custodial Corrections (ACCC) to Assistant Commissioner, Custody (ACC).
1.5	14/08/24	Inclusion at subsection 1.2 <i>Review of cell placement decision</i> for officers to review a cell placement decision when an inmate requests protective custody/SMAP. Refer to Deputy Commissioner's Memorandum 2024/33.