

Custodial Operations Policy and Procedures

10.12 Authorised contractors and visitors

Policy summary

All contractors and visitors who intend to work in a correctional centre or complex must be approved by the General Manager, State-wide Operations (GM, SWO).

To be approved to work on a correctional centre or complex, contractors must undertake a criminal record check, sign a declaration and complete CSNSW Academy Security Awareness online training.

Under Clause 87 of the *Crimes (Administration of Sentences) Regulation 2014*, the entry of individuals into a correctional centre must be approved by the Commissioner. The Commissioner has delegated his powers under this clause to the General Manager, State-Wide Operations (GM, SWO).

Management of Public Correctional Centres Service Specifications

Service specification	Safety and Security Professionalism and Accountability
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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), and all CSNSW employees.

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

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1 Authorised contractors and visitors

1.1 Policy

Contractors and visitors may only undertake work or provide programs and services in a correctional centre or on a complex where they have received approval. The General Manager, State-Wide Operations (GM, SWO) will determine if an application is approved.

For external agencies/organisations, approval is limited to providers of programs and/or services which deliver professional services to reduce re-offending and improve community safety. Refer to **COPP 10.3 Visits by external agencies to provide programs, services and training** for approval process. Once the external agency/organisation has been approved, the individual applicant may proceed with gaining approval as an authorised visitor as outlined below.

Where a contractor or visitor is approved to undertake work or provide programs and services, they will receive a letter of approval endorsed by GM, SWO. Authorised contractors and visitors must present evidence of this approval where required and must carry the letter on their person at all times while attending the correctional centre or complex.

The application and approval process may take up to six weeks to complete.

1.2 Application process

Each applicant who intends to become an authorised contractor/visitor must apply by completing the following forms:

- *Criminal Record Inquiry (CRI) (non-offenders)*
- *Application for authority to enter place of detention as an authorised contractor or visitor*
- *Standard Conduct Agreement*
- *Under 18 year employee consent form CSNSW (where applicable)*

Completed forms must be sent by the applicant or contact person to

The CRI form must be witnessed by a CSNSW employee who will:

- cite the applicant's original identification listed on the CRI.
- confirm that the person before them is the person photographed on the identity document.
- verify that the applicant's identity and information recorded on the identification documents matches the information included in the forms.

If any forms are incomplete or completed incorrectly, they will not be accepted, and will be returned to the applicant to rectify.

If the GM, SWO is satisfied with the application, an email will be sent to the applicant instructing them to complete the online Security Awareness course.

When the applicant successfully completes the online Security Awareness course, they will receive a certificate of completion. The applicant is to email this certificate of confirmation to [REDACTED] notifying of the completion.

Upon receipt of the certificate of completion the applicant will be issued with an Authority to Enter Place of Detention letter from the GM, SWO informing them that they are approved to work as an authorised contractor/visitor in correctional centres and complexes as detailed in the letter.

Where approval has been provided, a note will be made against the applicant's details in the visits module of Offender Integrated Management System (OIMS).

Authorised contractors/visitors are approved to undertake work or provide programs and services for up to 12 months. Authorised contractors/visitors must re-apply for approval if they intend to continue working in correctional centres or on correctional complexes beyond the 12-month period. It is advised for authorised contractors/visitors to reapply 2 months before the expiry of their authorisation to ensure they maintain the ability to enter correctional centres/complexes. The online Security Awareness course must also be completed every 12 months at the time of re-application.

Despite approval being granted, Governors/OICs of correctional centres may deny entry to anyone if they are of the opinion that the visit would prejudice the good order and security of the correctional centre.

If the GM, SWO does not approve an application, a letter will be sent to the applicant advising them that their application has been denied. If the applicant would like to dispute or complain about the decision, they should email [REDACTED]

If, for any reason, the GM, SWO retracts or withdraws an authorised contractor's/visitor's approval, OIMS will be updated to reflect this. OIMS will at all times be a true reflection of who is authorised and should be relied on to determine if authorisation is current.

1.3 Procedure for authorised contractors and visitors applications

	Procedure	Responsibility
1.	<p>Confirm receipt of the application. This must include completed forms as listed:</p> <ul style="list-style-type: none"> • <i>Criminal Record Inquiry (non-offenders)</i> • <i>Application for authority to enter place of detention as an authorised contractor or visitor</i> • <i>Standard Conduct Agreement</i> • <i>Under 18 year employee consent form CSNSW (where applicable)</i> <p>Note: return the application and request that they resubmit the forms if they are incomplete or incorrect</p>	Statewide Operations
2.	Forward CRI to Corrections Intelligence Group (CIG) for processing.	Statewide Operations
3.	Decide whether the applicant is eligible to be authorised to enter a correctional centre or complex when CRI results are returned from CIG.	GM, SWO
4.	<p>If the applicant is:</p> <ul style="list-style-type: none"> • eligible: email the applicant or contact person with details about how to complete the online Security Awareness course. • not eligible: send a letter to the applicant or contact person to inform them that their application has been denied. <p>Note: Do not include any details about the CRI results to the contact person.</p>	Statewide Operations
5.	<p>Once confirmation is received of completion of the online Security Awareness course, enter the applicant's details into OIMS and issue a visitor identification number (VIN) if the applicant does not already have a VIN.</p> <p>Approved applicants will be given a VIN that will be recorded in OIMS indicating:</p> <ul style="list-style-type: none"> • the person is an approved contractor or visitor providing a program/ service • the person has permission to enter specified correctional centre/s • the approval is current • any restrictions which may apply. 	Statewide Operations
6.	Send the authority letter to the applicant or contact person approving the applicant as an authorised contractor/visitor as approved by GM, SWO. The <i>Authority to Enter Place of Detention</i> letter is valid for 12 months only.	Statewide Operations

1.4 Procedures for entry to a correctional centre/ complex

When a person states that they are an authorised contractor/visitor and have attended a correctional centre, complex or gate, the following procedures must occur:

	Procedure	Responsibility
1.	<p>Ask the person to present photographic identification to confirm their identity.</p> <p>Note: If a person cannot provide valid photographic identification or is not listed as an authorised contractor/ visitor, entry may be denied.</p>	Gate officer
2.	<p>Check OIMS to confirm that the person is a current authorised contractor/ visitor and that there are no reasons that their entry should be denied (e.g. see <i>Personal details</i> in OIMS visit module and alerts about visitor restrictions)</p> <p>Note: 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.</p> <p>Contact the Governor or OIC if there is any reason that providing them entry could affect the good order and security of the correctional centre (e.g. visitor restriction alert).</p> <p>If access to the correctional centre is denied, send an email to [REDACTED] with the name of the person and the reason they were denied entry.</p>	Gate officer
3.	<p>Facilitate entry if they are an approved authorised contractor (Refer to COPP section 17.3 Stop, detain & search of visitors and staff).</p>	Gate Officer

2 Quick links

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

3 Definitions

Applicant	Individuals seeking approval to become an authorised contractor/visitor.
Authorised contractor	Contractor who is authorised to conduct maintenance, labour and or service to complete a job request.
Assigned officer	An officer authorised by the Governor (as defined below) to perform a function.
Authorised visitor	Visitor who is approved by Assistant Commissioner, Strategy and Policy to deliver programs, services or training
CIG	Corrections Intelligence Group
Contact person	This may be the individual applicant, the applicant's employer or a staff member at a correctional centre who is handling the application.
COPP	Custodial Operations Policy and Procedures
CSNSW	Corrective Services NSW
External agency	External agency which has been approved to deliver programs, services or training in CSNSW correctional centres.

4 Document information

Business centre:	Statewide Operations	
Approver:	Dr Anne Marie Martin, Deputy Commissioner, Security and Custody	
Date of effect:	22 August 2019	
EDRMS container:	19/238953	
Version	Date	Reason for amendment
1.0		Initial Publication
1.1	12/03/20	General formatting update and improvements
1.2	13/09/24	Inclusion of External Agencies application process for external agencies/organisations to apply for approval to provide programs or services COPP 10.3 <i>Visits by external agencies to provide programs, services and training.</i> Streamlined application procedures for authorised contractors and visitors into one application process. Deputy Commissioner’s Memorandum 2024/38.