

Commissioner's Instruction

To: Senior Assistant Commissioners
Assistant Commissioners
Commanders
Executive Directors
Governors

Subject: Anabolic Steroids

Preamble

This instruction is issued under section 235B of the Crimes (Administration of Sentences) Act 1999. Commissioner's instructions amount to lawful orders. Any staff member who intentionally disobeys or disregards this instruction may be liable to disciplinary action under the Public Sector Employment and Management Act 2002

Instruction

The Employee Alcohol and Other Drugs Policy gives effect to powers under recent legislation to test employees of the Department for alcohol and for other drugs listed within the Drug Misuse and Trafficking Act 1985.

However, I am becoming increasingly concerned at the evidence that some employees of the Department may be engaged in the use of anabolic steroids. Such evidence has been presented before the Independent Commission Against Corruption (ICAC) and is supported by other evidence available to the Department.

This Instruction is issued in order to confirm unequivocally the Department's position on the use of anabolic steroids by employees, and the consequences of such action.

The use of anabolic steroids is regulated by the Poisons and Therapeutic Goods Act and Regulations and it is a criminal offence to use, possess, distribute or administer them unless prescribed by a medical practitioner, authorised nurse or midwife, dentist, authorised optometrist or veterinary surgeon. The Department will not hesitate to initiate the criminal prosecution of any employee proven to be in breach of the legislation.

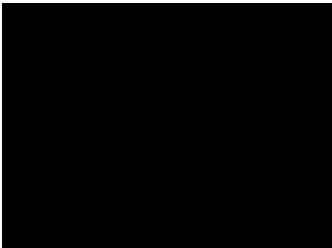
Anabolic steroids may have significant physical and psychological side effects and information about their use may be found on the Intranet:

Human Resources Division/Employee Health & Safety/Healthy Lifestyles Fact Sheets/The Effect of Steroids

or on the NSW Health website:

[www.health.nsw.gov.au / publications and reports/Anabolic Steroids - let's get the facts right](http://www.health.nsw.gov.au/publications_and_reports/Anabolic_Steroids_-_let's_get_the_facts_right)

The use of anabolic steroids by employees is incompatible with the aims and objectives of the Department and staff are hereby put on notice that any urine sample taken from an employee in accordance with existing policy and procedures may be subject to additional testing for anabolic steroids. Staff are strongly warned that the Department will take appropriate disciplinary action against any person found to use anabolic steroids unlawfully.





02/2005

Commissioner's Instruction

To: Senior Assistant Commissioners
Assistant Commissioners
Commanders
Governors
OIC Courts

Subject: Reception and Release of Inmates

PREAMBLE

This instruction is issued in accordance with the provisions of section 235B of the Crimes (Administration of Sentences) Act 1999. Commissioner's instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the Public Sector Employment & Management Act 2002.

INSTRUCTION

A number of instances have occurred lately that have resulted in inmates being either unlawfully detained or released erroneously.

Attention is drawn to previous instructions, particularly Commissioner's Instruction 02/2002, regarding processes for the discharge of inmates and the need to seek advice where doubt exists or if clarification is required. During office hours advice is to be sought from the Sentence Administration Branch. In cases where advice is needed after normal office hours or at weekends the matter is to be referred to the Duty Officer.

There is no excuse for an officer to claim that he/she was not aware of procedures or was unsure of what to do in a particular case. The avenues for seeking advice are available and must be utilised. All officers who have responsibility for the reception, escort from court cells or discharge of inmates must exercise due diligence in the performance of their duties and are reminded to seek advice in cases where any doubt exists, particularly if they lack experience in this area. In seeking such advice, all relevant documentation must be faxed to the person who will be providing the advice. Any queries regarding this Instruction are to be directed to the Director, Sentence Administration on [REDACTED]

[REDACTED]



Commissioner's Instruction

No: 03/2005

To: Board of Management
Commanders
Executive Directors, Community Offender Services

Subject: Requests for the exchange of information from the Department of Community Services.

PREAMBLE

This instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Public Sector Employment & Management Act 2002*.

INSTRUCTION

Effective immediately the Child Protection Coordination and Support Unit (CPCSU) will be responsible for receiving and coordinating requests for information made by the Department of Community Services (DoCS) under Section 248 of the *Children and Young People (Care and Protection) Act 1998* (the Act) in child protection cases.

Requests by DoCS

Section 248 of the Act authorises government agencies to exchange information as it relates to the wellbeing, care and protection of children.

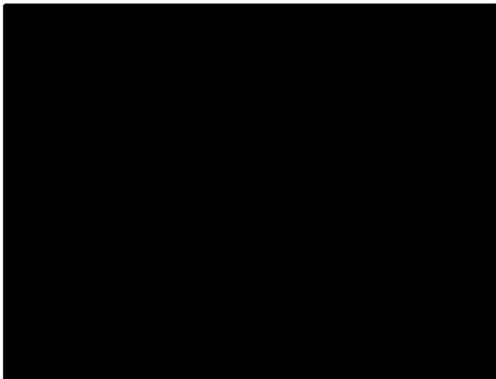
Currently, requests are made by DoCS caseworkers directly to individual staff members across the department. Under the change, DoCS requests for information must be sent to the Child Protection Coordinator at the CPCSU. The Coordinator will then contact the relevant area of the department regarding the request.

DCS staff should not provide any information about an offender (except his or her location) unless DoCS request the information in writing and under s248. Staff must be prepared to substantiate any information given and expect to be named in court documents and proceedings unless they advise DoCS of a legitimate reason for not being named, i.e.: safety.

It is noted that when making a report of risk of harm pursuant to section 23 of the Act, your identity is protected unless you provide consent to disclose.

Should you receive any requests for information from DoCS staff, please refer them immediately to the CPCSU. This change will allow the department to measure information exchange with DoCS and ensure that information requested by DoCS and provided by the department meets legislative requirements.

If further information is required you may contact [REDACTED] Project Director Child Protection Coordination and Support Unit on [REDACTED] or [REDACTED] Child Protection Coordinator in the Unit on [REDACTED]





Commissioner's Instruction

No: 04/2005

To: Board of Management
Commanders
Executive Directors, Community Offender Services

SUBJECT: CONTACT WITH OFFENDERS/CLIENTS OF THE DEPARTMENT

PREAMBLE

This instruction is issued in accordance with the provisions of section 235B of the Crimes (Administration of Sentences) Act 1999. Commissioner's instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the Public Sector Employment & Management Act 2002.

INSTRUCTION

This Instruction replaces Commissioner's Instruction 03/2002 (Association with Offenders) in line with consultation undertaken for the revised 2005 *Guide to Conduct and Ethics*.

The aim of this Instruction is to protect the reputation of the Department and the integrity and safety of members of staff who manage offenders, former offenders and other clients of the Department.

Commissioner's Instruction 04/2002 (Personal Relationships with Offenders) remains in force and should be read together with this Instruction.

Differing Aims Of The Department

The Department of Corrective Services recognises that different sections of the Department have differing aims and values which affect the way in which staff manage offenders, former offenders, and other clients.

However, all staff, whatever their role, need to be aware of the dangers of inappropriate contact with offender/clients and the fact that they can be subject to exploitation and manipulation or the perception of improper conduct. Staff therefore need to be aware at all times of the importance of having only appropriate & professional contact with current or former offenders/clients.

Staff Who Work In Correctional Facilities

Staff based in correctional facilities will have frequent and direct contact with offenders which could expose them to manipulation. Staff can be compromised by offenders if they break the rules, even in minor ways, and experience has shown that this may lead to threats and intimidation or pressure to traffic contraband into a correctional facility.

It is appropriate for all staff working in correctional facilities to be supportive towards offenders, since that is an important part of their job, but they must be aware of the risk of getting too close to an offender and the danger of breaking the rules. Action will be taken in respect of any employee who engages in unprofessional interaction with offenders.

Staff Who Work In The Community

It is sometimes beneficial for staff who work with offenders/clients in a community setting to engage in supportive and pro-social contact with them and with their social support networks in order to lessen the risk of reoffending, consistent with Throughcare.

Staff should at all times be seen to be accountable, impartial and fair in their contact with offenders/clients in the community. They must not act in any way that raises concern about the professional nature of the contact. All significant contact with current offenders/clients of the Department is to be recorded in a manner appropriate to the work location.

Staff Who Work In Rural, Remote And Culturally Specific Communities

The Department also recognises the particular difficulties arising for staff who work in rural and remote locations and for those from distinct cultural, including indigenous, communities. These staff are more likely to come into frequent contact with members of their community who are current or past offenders/clients. Care must be taken to ensure that significant contact that has the potential to affect the reputation of the Department is recorded.

Where Reporting Is Not Required

Clearly, it is not necessary for staff to report minor, unintentional contact with current or former offenders/clients or their family/friends even where such contact is relatively frequent.

It is recognised too that there are many people in the community who have been convicted of minor offences for which they did not receive a custodial sentence or community supervision or whose convictions are spent. It is not the intention of this Instruction to oblige the reporting of such contact so long as the reputation and integrity of the employee and the Department are not called into question and the risk of compromise is assessed as low.

Where Reporting Is Required

However, where a staff member has significant contact of any kind with a present or former offender/client of the Department, they must report this to their supervisor immediately.

For community-based staff, reporting is required whenever the contact is such that it may be perceived as casting doubt upon the impartiality of the Department or of bringing the employee or the service into disrepute. Examples of such situations would include social contact with an offender/client or ex-offender who has committed a serious offence or with an offender/client where there is an ongoing professional relationship.

Employees should also report significant contact with current and former offenders/clients whose conviction occurred outside of NSW, if they become aware of such a situation.

“Grooming”

If any employee suspects that they may be being “groomed”, exploited or manipulated by an offender or other client of the Department, for their own protection they should report their suspicions in writing and, under advice from their supervisor, take prompt action to neutralise the situation. It’s better to be cautious than to take the risk of more serious consequences later.

The Report

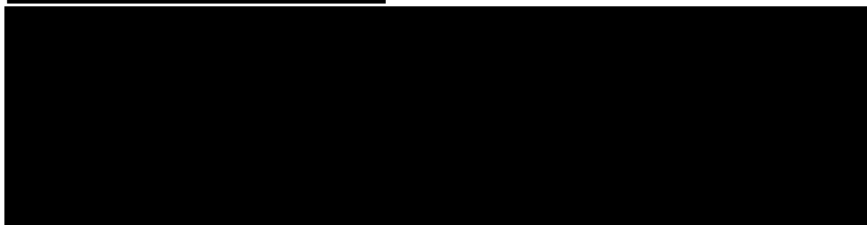
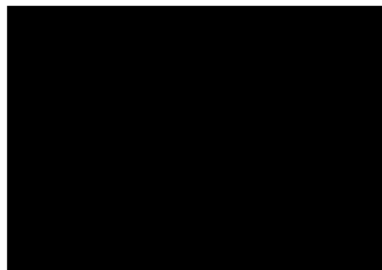
Any report submitted in accordance with this Instruction must address the following questions:

- What is the nature of your contact with the offender/client or ex-offender?
- Is it likely to be repeated?
- What impact could the contact have or be perceived to have on the integrity, security or reputation of the Department?
- What is the likely impact, if any, on your ability to perform your duties with objectivity and impartiality?

The report should be addressed by the relevant Commander, Regional Director or Divisional Head, who will be responsible for managing the situation and minimising the risks and perceptions of inappropriate conduct.

If in doubt

If an employee is in doubt as to whether contact should be reported, they should always err on the side of caution and report it. They may also discuss the issue with their supervisor or with an Ethics Officer or other officer from the Probity and Performance Management Division by calling [REDACTED]





05/2005

Commissioner's Instruction

To: All Staff

Subject: INTERSTATE TRANSFER OF PAROLEES

Preamble

This instruction is issued under section 235B of the Crimes (Administration of Sentences) Act 1999. Commissioner's instructions amount to lawful orders. Any staff member who intentionally disobeys or disregards this instruction may be liable to disciplinary action under the Public Sector Employment and Management Act 2002.

Instruction

This Commissioner's Instruction replaces Senior Assistant Commissioner, Community Offender Services Administrative Memorandum No. 48/2005.

1. No interstate transfer of convicted child sex offender parolees will be approved for supervision in NSW.
2. All requests for supervision of all other categories of parolees in NSW by an interstate authority are to be co-ordinated centrally by the Sentence Administration Branch in Head Office.
3. Prior to approval being granted for a parolee to transfer to NSW, regardless of where in NSW the parolee intends to reside **and before the parolee leaves the originating State/Territory**, the interstate authority must contact the Director Sentence Administration.

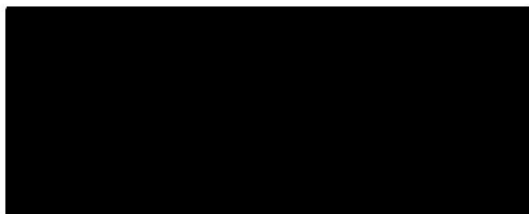
Phone: [REDACTED]
Facsimile: [REDACTED]

Address: [REDACTED]

The Director Sentence Administration is the Registrar for the purposes of the *Parole Orders (Transfer) Act 1983*.

4. An information pack will be forwarded to the requesting authority by Sentence Administration Branch. In **no circumstance** will a **home assessment** be conducted before a formal request for transfer has been received and processed by Sentence Administration Branch.
5. Once the information has been received from the requesting jurisdiction the relevant District Manager COS will be contacted by the Sentence Administration Branch to provide a home assessment report. The relevant District Manager COS will submit the report to the Director Sentence Administration, who will submit all documents to the Commissioner via the Senior Assistant Commissioner, Community Offender Services.
6. A **recommendation** by the Senior Assistant Commissioner, Community Offender Services will then be submitted for the final decision of the Commissioner.
7. The decision will be conveyed to the interstate authority and to the relevant District Manager COS.
8. NSW COS must not supervise any new interstate parolee without a transfer being approved by the Commissioner **under any circumstances**.
9. For administrative purposes all correspondence and approvals will be processed and retained by the Director Sentence Administration.
10. All Australian State/Territory jurisdictions will be informed of the new procedures operating in New South Wales

Any inquiries can be directed to the Director Sentence Administration on telephone 





Commissioner's Instruction 08/2005

To: All Staff

Subject: INTERSTATE TRANSFER OF PAROLEES FROM NEW SOUTH
 WALES

Preamble

This instruction is issued under section 235B of the Crimes (Administration of Sentences) Act 1999. Commissioner's instructions amount to lawful orders. Any staff member who intentionally disobeys or disregards this instruction may be liable to disciplinary action under the Public Sector Employment and Management Act 2002.

Instruction

This Commissioner's Instruction is to be read in conjunction with Commissioner's Instruction 14/2005 Interstate Transfer of Parolees.

An inmate's request to reside interstate should not be recommended for approval unless: (1) the request for registration of a transferred parole order has been agreed to by the other State/Territory; and (2) the order will be registered on the date the inmate attends the approved corresponding District Office in the other State/Territory.

When an inmate requests to reside in another State/Territory **prior to being released from custody** the following procedures are to be followed:-

1. No registrable Offender/Parolee included under the Child Protection Act 2000 will be eligible for interstate transfer.
2. All requests are to be co-ordinated centrally by the Sentence Administration Branch in Head Office.
3. The District Manager is to contact the Director, Sentence Administration in the first instance and inform him of the intention of the inmate to transfer to another State/Territory on release.
4. A completed application and associated documentation are to be forwarded by the District Manager to the Director, Sentence Administration.

Phone: [REDACTED]
Facsimile: [REDACTED]

Address: [REDACTED]

The Director Sentence Administration is the Registrar for the purposes of the Parole Orders (Transfer) Act 1983.

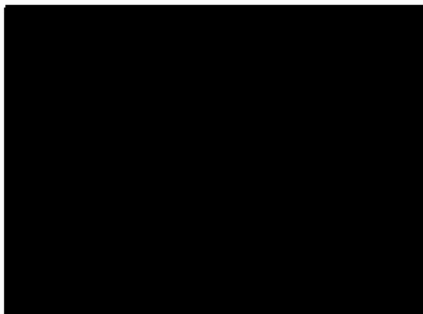
5. The Director, Sentence Administration will ensure that the application is complete, and will refer the application for transfer to the relevant Regional Executive Director of Community Offender Services.
6. The Regional Executive Director of Community Offender Services will forward the documentation together with a recommendation to the Commissioner.
7. The Commissioner will advise the Director, Sentence Administration of the decision concerning the transfer application.
8. The Director, Sentence Administration will inform the Regional Executive Directory of Community Offender Services, the Parole Board and the relevant District Office of the decision.
9. If the decision is to proceed with the application, the Director Sentence Administration will forward the application to the interstate jurisdiction.
10. Following confirmation to the Director Sentence Administration from the interstate jurisdiction that the NSW parole order can be registered in that State/Territory, the Director, Sentence Administration will advise the District Office of the interstate reporting instructions to be given to the parolee.
11. For administrative purposes all correspondence and approvals will be processed and retained by the Director Sentence Administration.
12. Once confirmation has been received by the Director Sentence Administration that the NSW parole order has been registered interstate, the District Office will be advised by Sentence Administration that the parole order can be discharged on OIMS.

When a parolee requests to reside in another State/Territory **prior to the expiration of the parole order**; steps 1 through to 12 of these procedures are to be followed.

All Australian State/Territory jurisdictions will be informed of the new procedures operating in New South Wales.

Any inquiries can be directed to the Director Sentence Administration on telephone

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Commissioner's Instruction

No: 09/2005

To: Board of Management
Commanders
Executive Directors, Community Offender Services

For the information of all staff

Subject: **Management of Requests by NSW Police for Information Pursuant to Section 16 of the *Child Protection (Offenders Prohibition Orders) Act 2004***

PREAMBLE

This instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Public Sector Employment & Management Act 2002*.

INSTRUCTION

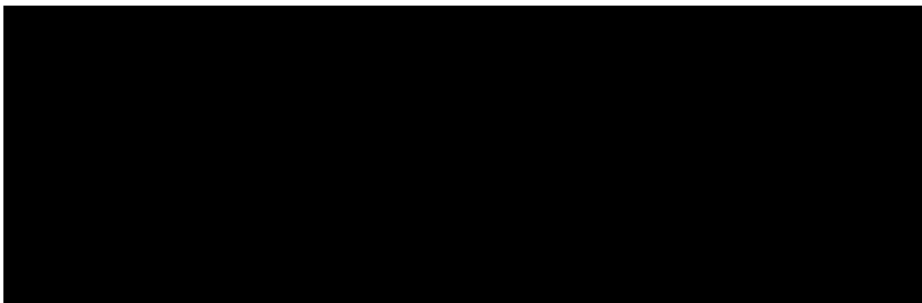
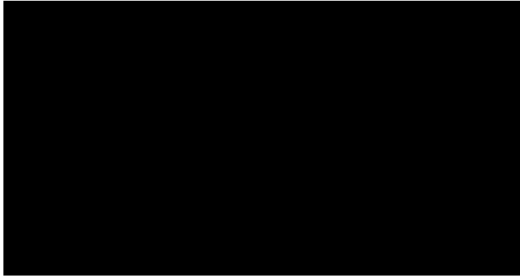
The *Child Protection (Offenders Prohibition Orders) Act 2004* has commenced. This Act enables Police to seek local court orders prohibiting certain offenders, who pose a risk to the lives or sexual safety of young children, from engaging in specified conduct. Specified conduct may include associating with certain persons or class of persons, being in certain locations or kind of locations, engaging in specified behaviour, and being in certain employment or kinds of employment.

Section 16 of the Act enables the NSW Police to direct a government agency to provide it with any information held by that agency relevant to the assessment of the risk posed by a registrable person to the lives or sexual safety of a child or children.

NSW Police must send all directions for information pursuant to Section 16 of the Act to the Department's Child Protection Coordination and Support Unit (CPSCU). The CPSCU will organise for the required information to be collated by the relevant area of the department and ensure NSW Police is provided with the required information.

The CPCSU should be contacted if a request for information pursuant to Section 16 of the Act is sent directly to a staff member or area of the department.

Documents should not be provided to Police without the CPCSU advising that the dissemination is authorised.





Commissioner's Instruction No: 10/2005

To: Board of Management
Commanders
Executive Directors, Community Offender Services

For the Information of all staff

Subject: **NEW PROCEDURES FOR INMATES ATTENDING COURT**

PREAMBLE

This instruction is issued in accordance with the provisions of section 235B of the Crimes (Administration of Sentences) Act 1999. Commissioner's instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the Public Sector Employment & Management Act 2002.

BACKGROUND

A number of instances have occurred concerning inmates attending court where they have been acquitted, or received an alternative penalty to that of a custodial sentence and Court Security staff have insisted on the inmate accompanying them back to the cell location for the purpose of obtaining a Discharge Checklist prior to release. A recent case where this occurred has resulted in advice being received that the Department has no power to require an inmate to be held in custody for any purpose once the court has ordered his or her release.

It has also come to my attention that there is some confusion on whose responsibility it is to verify matters with Court Registry staff.

INSTRUCTION

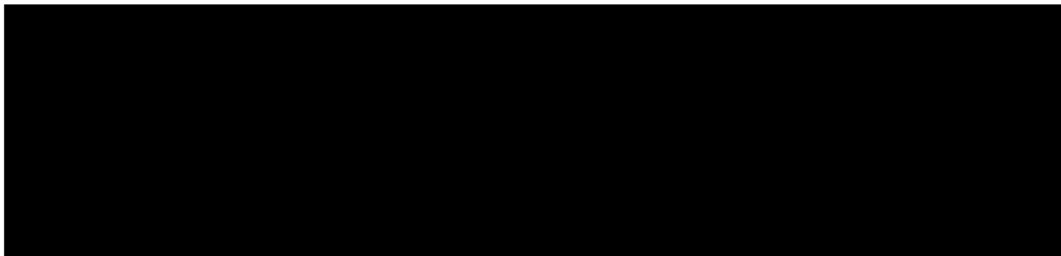
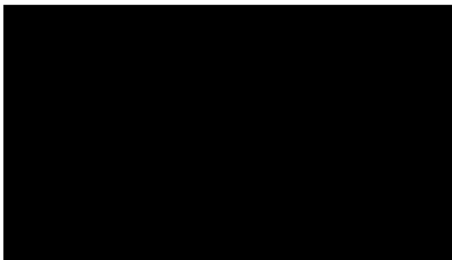
Effective immediately, a completed 'Discharge Checklist' is to accompany all unsentenced inmates attending court where no other detainees are held by the Department. This does not apply to inmates appearing before a Video Link within the Correctional Centre in which they are normally housed.

The discharge checklist is to include details of the date that the inmate was received into custody. The OIC of the Corrective Services Court Cells is to make appropriate arrangements for the inmate to be issued with a Discharge Certificate in instances where the inmate is to be released from the Court Cells.

A change in the Operations Manual Annexure 11.2 "Discharge Checklist for unsentenced inmates released to court" has been undertaken to facilitate the requirements of this instruction.

In regard to inmates attending court for the purpose of an appeal determination, if any doubt exists in respect of the court's orders, it is the responsibility of the relevant Inmate Records Manager to verify with the Court Registry that all matters have been dealt with prior to signing off the Discharge Checklist.

In all cases, any anomalous situations detected by CESU staff should be relayed to the appropriate Correctional Centre Inmate Records Manager in the first instance. If any matter cannot be resolved at the Correctional Centre then it must be referred to the Sentence Administration Branch for adjudication.





Commissioner's Instruction

No:11/2005

To: Board of Management
Commanders
Executive Directors, Community Offender Services

For the Information of all staff

Subject: **RECEPTION OF INMATES ON STATE PAROLE AUTHORITY
OR PAROLE BOARD WARRANTS**

PREAMBLE

This instruction is issued in accordance with the provisions of section 235B of the Crimes (Administration of Sentences) Act 1999. Commissioner's instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the Public Sector Employment & Management Act 2002.

BACKGROUND

All offenders in the community on parole or serving a periodic detention or home detention order are under the jurisdiction of the State Parole Authority. The Parole Authority may, if it has sufficient cause, revoke a parole, periodic detention or home detention order and issue a warrant for the offender to be apprehended and serve the balance of the sentence in full time custody.

In the past there were numerous cases of offenders being arrested by police for other offences and a warrant issued by the Parole Authority or the Parole Board being executed but not coming into the Department's possession. These cases resulted in offenders being released erroneously. To overcome this problem the BOP caseload was created in OIMS and a Commissioner's Instruction 2003/05, Revised Arrangements for Reception and Discharge of Inmates, was issued.

All offenders who have an order revoked by the Parole Authority or Parole Board and a warrant issued for their apprehension and placement in full time custody, are placed in the BOP caseload. The BOP caseload also indicates the type of order that has been revoked. Commissioner's Instruction 2003/005 requires that, for all offenders received at Court Cell Complexes on a Form 7, a lodgement advice is to be forwarded to Inmate Records, MRRC.

There have been a number of recent cases where these procedures have not been adhered to and the offenders have been erroneously released as a consequence.

INSTRUCTION

Effective immediately the following procedures are to be adhered to:

All offenders received at Court Cell Complexes on a Form 7 are to have a Lodgement Advice faxed to Inmate Records, MRRC, on 9289 5122. Inmate Records, MRRC is staffed from 6:30am to 10:00pm weekdays and 8:30am to 4:30pm on weekends.

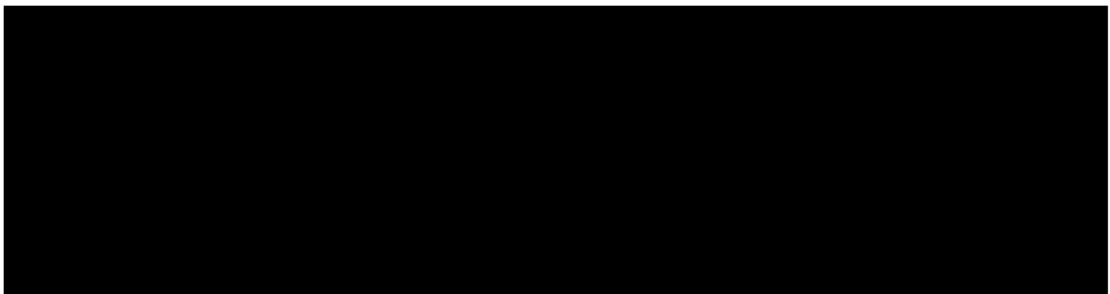
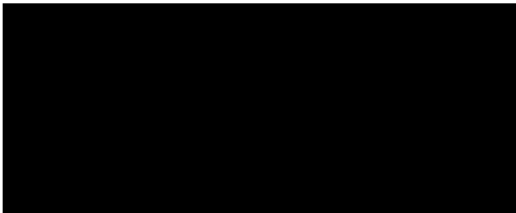
Where a Balance of Parole warrant is received from the police, the warrant is to be faxed with the Lodgement Advice.

Inmate Records, MRRC, will receive the offender into the relevant Court Complex caseload. Where the offender is in the BOP caseload and no warrant accompanies the Lodgement Advice, the Records Manager or Team Leader is to immediately contact the OIC of the Court Cells and inform the OIC that a warrant is in existence and the offender is not to be released.

Upon such notification the OIC of the Court Cells is to mark the offender's papers that the offender is not to be released and is to be transferred to a correctional centre. The OIC is also to take all possible steps to acquire a copy of the warrant.

If a copy of the warrant cannot be obtained, the OIC is to contact the Records Manager, Inmate Records at the MRRC to arrange for a copy to be obtained from the Police Warrant Index Unit and forwarded to the OIC.

Outside of the times indicated above any enquiries regarding offenders received where it is identified that there is a Parole Authority or Parole Board warrant outstanding should be directed to the Duty Officer.





**TO: Board of Management
Commanders
Executive Directors
Community Offender Services**

For the information of all staff

SUBJECT: NEW SIGNS FOR ALL POINTS OF ENTRY TO CORRECTIONAL CENTRES AND OTHER PLACES OF DETENTION

Preamble

This Instruction is issued in accordance with the provisions of Section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's instructions amount to lawful orders. Any staff member who intentionally disobeys or disregards this instruction may be liable to disciplinary action under the *Public Sector Employment and Management Act 2002*.

Instruction

The Department is introducing new signs alerting the public to requirements when visiting correctional centres, periodic detention centres and transitional centres (hereafter collectively referred to as 'centres'). The following new signs have been designed and printed:

- 1) A general "WARNING" sign;
- 2) "CONDITIONS OF ENTRY" for visits to centres;
- 3) proof of identity requirements for visitors to centres;
- 4) a "CUSTOMER SERVICE CHARTER";
- 5) visiting hours specific to each centre; and
- 6) prohibited items.

All General Managers of correctional centres, Officers-in-charge of Periodic Detention Centres and Managers of Transitional Centres are to ensure that all existing signs pertaining to:

- legislation, are removed and replaced with the new "WARNING" sign;
- the searching of visitors and proof of identity, are removed and replaced with both the "CONDITIONS OF ENTRY" sign and the "VISITING HOURS", "VISITOR IDENTIFICATION" and "CUSTOMER SERVICE" package of signs;
- other signs regarding prohibited items, are removed and replaced with the new "PROHIBITED ITEMS" sign.

The purpose of the new signs is to promote a clear understanding of visitor and staff obligations and, in particular, to promote quality customer service.

Attachments

There are two attachments to this Instruction: attachment "A" – the "WARNING" sign; and attachment "B" – the other signs.

Attachment "A" – "WARNING" Sign – All Access Points

The "WARNING" sign must be displayed at all entrances and exits to centres and complexes, i.e. vehicle and pedestrian access points. Where the vehicular and pedestrian access points are side-by-side, then the one sign, appropriately placed, will suffice. However, where a Complex, for example, has separate (including rarely used) pedestrian gates, then additional signage must be placed so that all access points are contemporaneously sign-posted.

The "WARNING" sign must be installed no more than five (5) metres from the public vehicular and pedestrian entry points to a Complex or centre leading off the access road.

Attachment "B" – Other Signs – Public Reception Areas

The signs to be displayed in the immediate vicinity of the public reception areas of each centre are the "CONDITIONS OF ENTRY" and "PROHIBITED ITEMS" signs, along with the "CUSTOMER SERVICE CHARTER", "VISITOR IDENTIFICATION" and "VISITING HOURS" package of signs.

Prohibited Items

Although the "PROHIBITED ITEMS" sign depicts a packet of cigarettes and a mobile telephone, these items have been deliberately omitted from the "WARNING" sign so as to allow visitors to a centre or complex to secure these items in their motor vehicles. Visitors who arrive by public transport must leave their cigarettes and mobile telephones in the secure lockers provided at each centre.

Installation of signage

All signs are to be purchased through Corrective Services Industries (CSI) who will arrange for delivery of the signs to centres. It is the responsibility of the General Manager to arrange for the removal and disposal of existing signage and to arrange for the installation of the new signage.

All new signage is to be erected within one month of receipt from CSI.

Commanders are to ensure that each centre within their regions has complied with this direction one month after receipt of the signs, and must confirm with the Senior Assistant Commissioner, Inmate and Custodial Services that the signs have been installed.

CSI has already contacted General Managers and Managers of Security of all correctional centres and has liaised with CSI Print at Berrima Correctional Centre to arrange the ordering and distribution of the new signs.

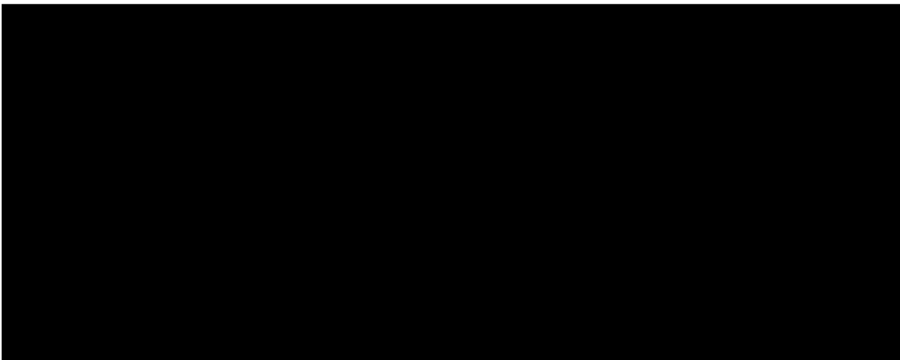
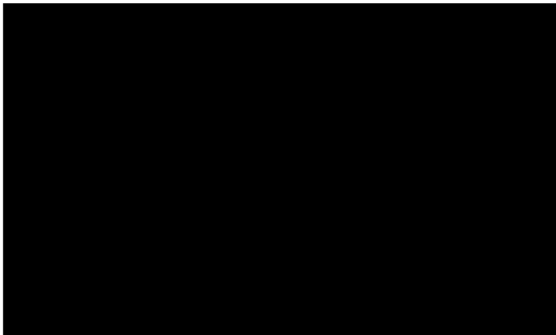
The cost of signs for a PDC is paid for by the parent correctional centre for that PDC. CSI has not contacted the PDCs directly, but has spoken with relevant staff at parent correctional centres.

CSI will be following up directly with PDCs and will initiate contact with the Transitional Centres.

The cost of production and distribution of the new signs will be met by each centre, whilst the "WARNING" signs for each Complex where there are two or more correctional centres, will be the responsibility of the relevant Commander's office.

Section 15 of the Operations Procedures Manual, which relates to visiting inmates and correctional centres, will be amended in accordance with this instruction.

Further information or queries on this matter are available from Superintendent, Operations on [REDACTED]



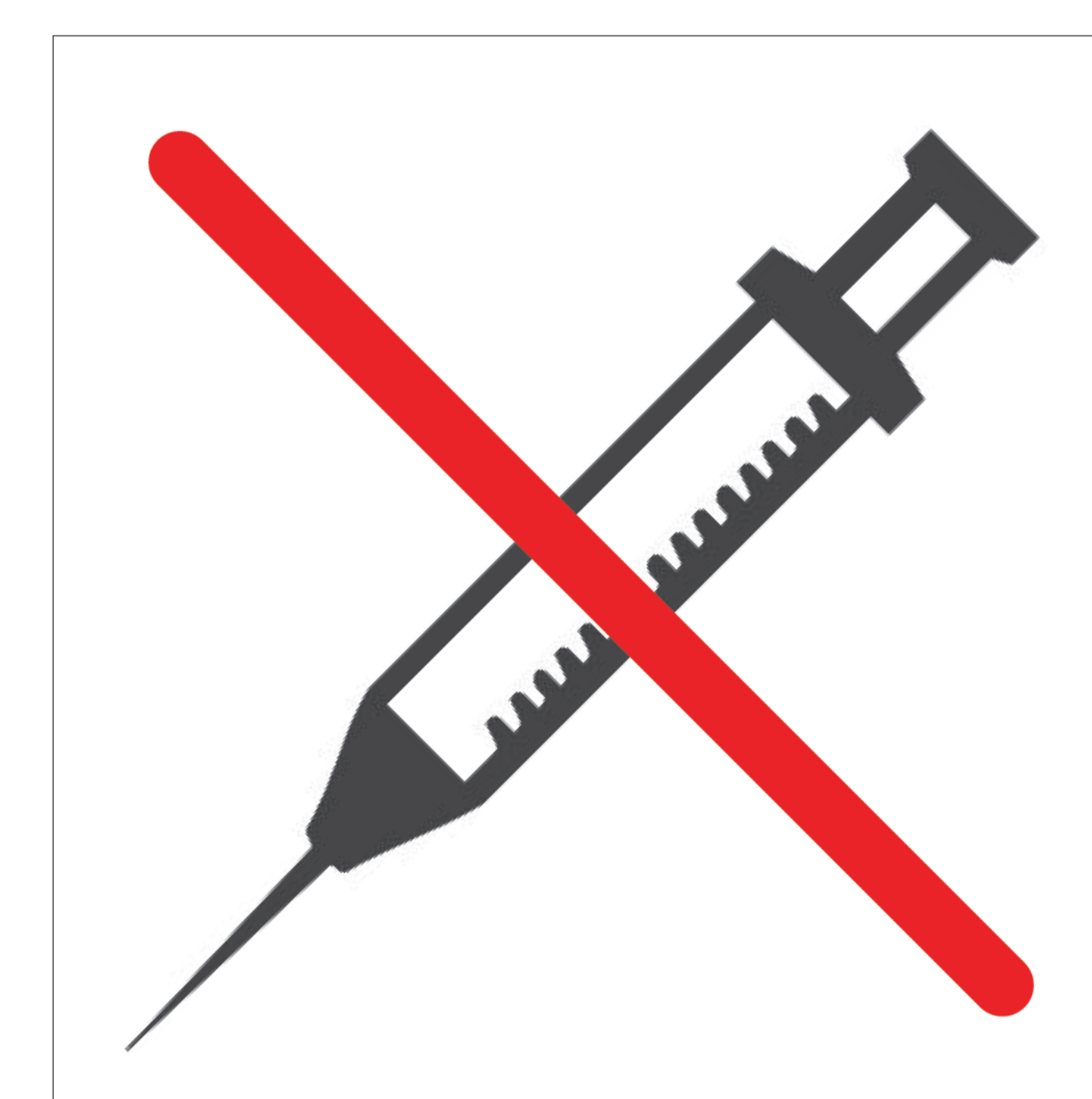


Warning

**If you proceed beyond this point,
you and/or your vehicle may be SEARCHED.**

**If you have any drugs, alcohol or other
prohibited items, YOU WILL BE STOPPED
FROM VISITING CORRECTIONAL CENTRES
IN NSW.**

**The Police may be called and you may be
liable for CRIMINAL PROSECUTION.**



Penalties apply for breaking the law



Conditions of Entry

Persons entering a NSW Correctional Complex* must comply with all Legal Requirements including the following;

* (Correctional Complexes are correctional centres and all other places of detention)

Only persons with lawful authority or excuse are allowed entry to a NSW Correctional Complex.

Identification

All staff and visitors to a NSW Correctional Complex must ensure personal identification complies with Departmental policy.

Security Screening

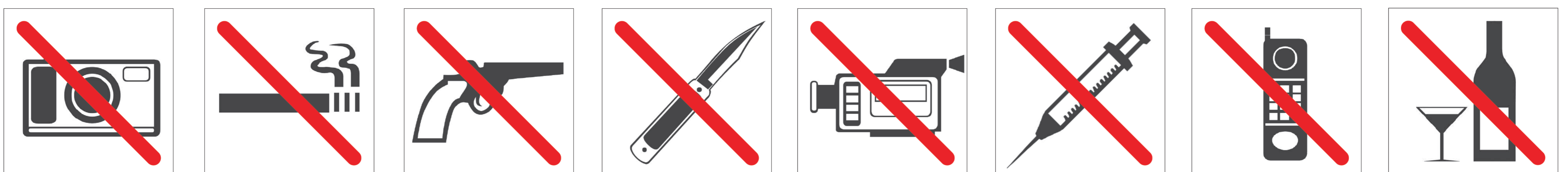
- Beyond this point all persons and their property will undergo security screening.
- Prohibited items are not permitted to be taken into a NSW Correctional Complex.
- Items surrendered or detected at screening points will be treated in accordance with the relevant law and Departmental policy.
- Persons who do not comply with Departmental policy may be stopped from visiting a NSW Correctional Complex. The Police may be called and criminal proceedings may take place.

Monitoring

All areas of a NSW Correctional Complex are constantly monitored by closed circuit television.

Prohibited Items

These items must not be brought into NSW Correctional Centres



Penalties apply for breaking the law



Visitor Identification

First Time Visitors

One primary form of identification showing your current residential address **or;**

One primary form of identification and one secondary form of identification showing your current residential address **or;**

Three secondary forms of identification, one showing your current residential address.

Repeat Visitors

One primary form of identification and the current residential address provided on your first visit **or;**

One secondary form of identification showing your current residential address.

A list of primary and secondary forms of identification is provided in the visits booklet titled "Visiting a Correctional Centre". Penalties apply for giving false information.



Visitors

Customer Service Charter

Welcome

To ensure your visit is pleasant, you can help the Department by:

- abiding by the legislative requirements and organisational guidelines that are in force;
- providing information that is complete and accurate; and
- advising Departmental staff of any changes to your personal information.

The Department will:

- ensure that you are treated in a professional manner, consistent with fairness, courtesy and sensitivity;
- ensure that all your personal information is treated in confidence;
- endeavour to address your needs and expectations within reason;
- be positive and helpful and provide reasons for any decisions made.

Quality Service

The Department is committed to providing you with the opportunity to continue and strengthen your relationships with family and friends. In doing so, the Department will:

- provide you with maximum access to members of your family and friends;
- provide a relaxed, friendly and comfortable visiting facility;
- conduct visiting hours within advertised times, except where matters of security and staffing require variation to these times;
- provide reasonable facilities for the storage of valuable property;
- provide children friendly facilities;
- provide facilities for disabled visitors;
- ensure that you are treated in a professional manner, consistent with fairness, courtesy and sensitivity;
- ensure that all your personal information is treated in confidence;
- try to address your needs and expectations.

Information

Staff of the Department will:

- maintain accurate and up-to-date information on rules and regulations for visits;
- ensure appropriate guidelines are followed when it provides the above information and advice;
- make its forms easy for you to provide the information it needs to assist you with visiting.

Feedback

The Department welcomes your comments and complaints and will ensure that:

- it is receptive and responsive to complaints and feedback;
- all your complaints are treated seriously;
- it will meet agreed deadlines for the completion of your enquiry or the resolution of your complaint.



Grafton Correctional Centre

Visiting Hours

Area A Main

Friday to Sunday

9:00am to 11:00am

1:00pm to 3:00pm

Area B Units

Saturday, Sunday and Public Holidays

9:00am to 3:15pm

June Baker Centre

Saturday, Sunday and Public Holidays

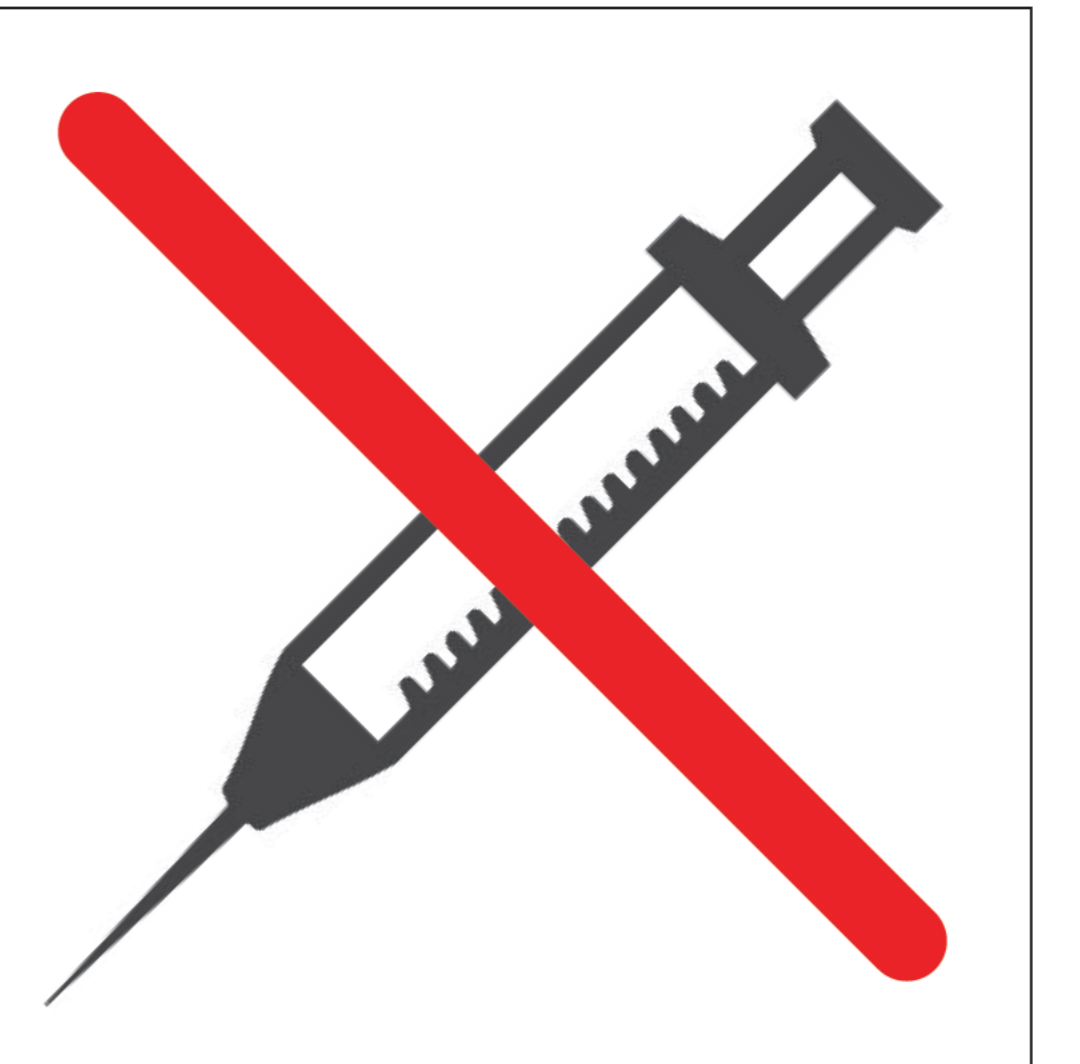
9:00am to 3:15pm

All visiting enquiries should be made by calling (02) 6642 2133.

Bookings are not required.



These items must not be brought into NSW Correctional Centres



Penalties apply for breaking the law



**TO: Board of Management
Commanders
Executive Directors
Community Offender Services**

For the information of all staff

SUBJECT: Category AA and Category 5 Inmates' Management Regime

Preamble

This Instruction is issued in accordance with the provisions of Section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's instructions amount to lawful orders. Any staff member who intentionally disobeys or disregards this instruction may be liable to disciplinary action under the *Public Sector Employment and Management Act 2002*.

Instruction

Pursuant to the *Crimes (Administration of Sentences) Amendment (Category AA inmates) Regulation 2004* which created two new classifications to cover inmates who represent a special risk to national security, new policy and procedures have been developed to reflect the management regime of such inmates within NSW correctional centres.

The two new categories of inmates are;

- Category AA (male inmates)
- Category 5 (female inmates)

The amending Regulation, among other things;

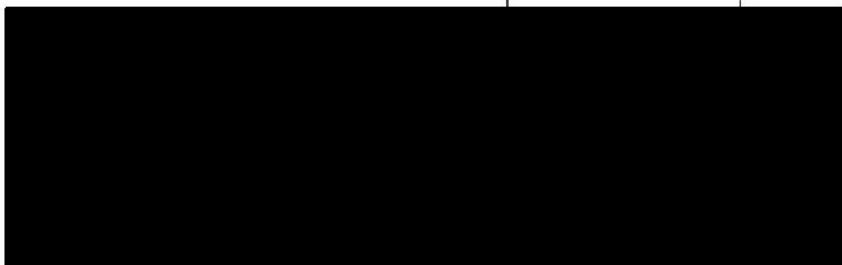
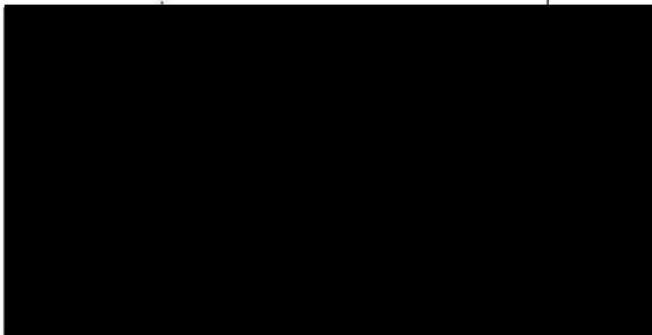
- Restricts contact between visitors and inmates belonging to these new categories to non-contact visits (unless otherwise approved by the Commissioner)
- Prescribes inmates in the new categories to be serious offenders
- Enables a nominated officer to open, inspect, read and copy any correspondence (with some exceptions)

- Correspondence to and from Category AA and Category 5 inmates is subject to strict procedures. Incoming and outgoing mail between Category AA or Category 5 inmates and an 'exempt body' eg, the Ombudsman, is subject to procedures in accordance with Regulation 110A.

The policy and procedures covering these two new categories of inmates can be found in Section 23 of the Operations Procedures Manual. The new policy among other things covers;

- Housing of Category AA and Category 5 inmates
- Security risk assessment processes
- Classification, placement and program pathways
- External escorts
- Interstate transfers
- Internal movements
- Inmate property
- Mail
- Telephone calls
- Visits
- Complaints

All staff are to ensure that this policy and associated procedures are implemented immediately.





14/2005

Commissioner's Instruction

To: All Staff
Subject: INTERSTATE TRANSFER OF PAROLEES

Preamble

This instruction is issued under section 235B of the Crimes (Administration of Sentences) Act 1999. Commissioner's instructions amount to lawful orders. Any staff member who intentionally disobeys or disregards this instruction may be liable to disciplinary action under the Public Sector Employment and Management Act 2002.

Instruction

This Commissioner's Instruction replaces Commissioner's Instruction 05/2005.

1. No interstate transfer of convicted child sex offender parolees will be approved for supervision in NSW.
2. All requests for supervision of all other categories of parolees in NSW by an interstate authority are to be co-ordinated centrally by the Sentence Administration Branch in Head Office.
3. Prior to approval being granted for a parolee to transfer to NSW, regardless of where in NSW the parolee intends to reside **and before the parolee leaves the originating State/Territory**, the interstate authority must contact the Director Sentence Administration.

Phone:
Facsimile:



Address:



The Director Sentence Administration is the Registrar for the purposes of the *Parole Orders (Transfer) Act 1983*.

4. An information pack will be forwarded to the requesting authority by Sentence Administration Branch. In **no circumstance** will a **home assessment** be conducted before a formal request for transfer has been received and processed by Sentence Administration Branch.
5. Once the information has been received from the requesting jurisdiction the relevant District Manager COS will be contacted by the Sentence Administration Branch to provide a home assessment report. The relevant District Manager COS will submit the report to the Director Sentence Administration, who will submit all documents to the Commissioner via the relevant Regional Executive Director of Community Offender Services.
6. A **recommendation** by the Regional Executive Director of Community Offender Services will then be submitted for the final decision of the Commissioner.
7. The decision will be conveyed to the interstate authority and to the relevant District Manager COS.
8. NSW COS must not supervise any new interstate parolee without a transfer being approved by the Commissioner **under any circumstances**.
9. For administrative purposes all correspondence and approvals will be processed and retained by the Director Sentence Administration.
10. All Australian State/Territory jurisdictions will be informed of the new procedures operating in New South Wales

Any inquiries can be directed to the Director Sentence Administration on telephone [REDACTED]

