

## Custodial Operations Policy and Procedures

### 5.1 Accommodation records

#### Policy summary

Accommodation records contribute to maintenance of security and safety in the correctional centre. Information must be recorded in the appropriate accommodation record and accurately maintained.

Staff working in accommodation areas must document activities and events in a timely manner.

#### Management of Public Correctional Centres Service Specifications

Service specifications	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.

In the event of unavailability or failure of OIMS, please notify DTS (IT) Service Desk either by calling the DTS Service Desk on 8688 1111 or logging an incident via the DTS Service Portal.

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# 1 Accommodation records

## 1.1 Policy

All accommodation records must be accurate and be updated in a timely manner. The Functional Manager (FM), Accommodation or an assigned officer, must ensure the records are accurate and any errors or anomalies are corrected immediately.

These records contribute to the maintenance of security and safety in the correctional centre.

Compulsory records that must be maintained in an accommodation area:

- OIC/Night Senior journal
- Cell cards
- Muster book
- Electronic records (Offender Integrated Management System (OIMS))
- State book and Daily state sheets
- Inmate accommodation journals
- Inmate request registers
- State boards
- Cell call alarm medical request and physical response register
- Health problem notification form and cell placement decision form.

Non-compulsory records that may be used in an accommodation area to assist with specific operations include:

- Cell boards
- Nominal roll.

## 1.2 OIC Journal

The *OIC/Night Senior journal* is a paper or electronic document that records information on all daily occurrences in the correctional centre on a A,C, B and/or L/N watch. This must include, but is not limited to:

- staff on duty
- serious incidents
- special instructions
- inmate releases
- temporary inmate absences including hospital escorts
- security/operational checks
- accountability of inmates
- lock-in times, including details of all staff involved
- any deviation from the structured day routine
- maintenance issues and requests
- any DSR checks
- cell call system requests by inmates for medical assistance and Justice Health & Forensic Mental Health Network (JHNSW) response.

### 1.3 Cell cards

A Cell Card must be placed on the wall or door immediately outside the inmate's cell or on the entry to each cubicle. The cell card must be created using the OIMS *Physical Identifiers Module* and must contain the inmate's:

- photograph
- full name
- date of birth
- Master Index Number (MIN).

The inmate's offences (current and/or historical) must not be written on the cell card. A cell card colour coding system must be implemented to identify those inmates with management concerns, such as a one out, two out or Risk Intervention Team (RIT). The cell card colour coding system must reflect that contained within the annexure *Cell placement decision guide*. A cell card colour coding system is not required in dormitory style accommodation areas.

### 1.4 Muster book

The *Muster book* contains a photographic identification card for every inmate housed in the accommodation area and is used to account for all inmates during Muster, Let-go and Lock-in.

The identification card must be referenced in the *Muster book* against the cell or cubicle allocated to the inmate. The identification card is created using the OIMS *Physical identifiers module* and must contain the inmate's:

- photograph
- full name
- date of birth
- MIN.

### 1.5 Electronic records (OIMS)

OIMS provides current housing allocation details for every inmate. The OIMS *Gaol list of inmates and wing* report can be used to identify the housing location details of all inmates in an accommodation area and can be used to identify all current housing allocation details for an individual cell or cubicle.

Cell allocations in OIMS must accurately reflect the housing location details of each inmate in an accommodation area. OIMS must be updated if an inmate is moved into or from a cell or cubicle using the *change housing location* module. It is important that all updates are done in a timely manner to ensure the most accurate record of available bed spaces.

The *Muster book* provides a reference to check information displayed in OIMS.

If there is an electronic systems failure, all cell and cubicle allocations and movements must be documented in the *Inmate accommodation journal* and updated in OIMS as soon as it becomes available.

## 1.6 Verifying OIMS housing locations

	Procedure	Responsibility
1.	Ensure cell cards are placed on the wall immediately outside the cell or cubicle match the corresponding cell or cubicle number in the <i>Muster book</i> .	OIC/Assigned Officer
2.	Generate a OIMS <i>Gaol list of inmates and wing</i> report using the following criteria: <ul style="list-style-type: none"><li>• Application: DAY TO DAY MANAGEMENT REPORT</li><li>• Report name: GAOL LIST OF INMATES AND WING</li></ul> Make sure the “ <i>Residing within L/U</i> ” field only covers the cells or cubicles in the accommodation area.	OIC/Assigned Officer
3.	Confirm the location of inmates detailed in the report correspond with the <i>Muster book</i> .	OIC/Assigned Officer
4.	Update the OIMS <i>Change housing location</i> screen to reflect any change to inmate’s cell or cubicle assignment.	OIC/Assigned Officer

## 1.7 State book and daily state sheets

The State Book is used to record the internal and external movement of all inmates in the centre. This information must be recorded on the *Daily state sheet* and must record the:

- gain or loss of an inmate in an accommodation area
- temporary absence of an inmate from the centre (for example medical escort, Police interview or funeral escort).

The Governor must assign post duties to identify the role responsible for updating OIMS daily with the information recorded in the *Daily state sheet*. This will ensure accurate information is available regarding current cell and cubicle availability.

## 1.8 Inmate accommodation journal

The *Inmate accommodation journal* is a paper-based document that records information on all daily occurrences in an accommodation area. This must include, but is not limited to:

- staff on duty
- serious incidents
- special Instructions
- security/operational checks
- accountability of inmates
- cell allocations, including shared accommodation (refer to COPP section 9.1 *Inmate applications and requests*)
- let-go and lock-in times, including details of all staff involved
- any deviation from the structured day routine
- maintenance issues and requests.

## 1.9 Inmate application and request registers

The *Inmate application register* is used to document the issue of an *Inmate application form*. This must be maintained and updated for each inmate application issued to an inmate.

The *Inmate request register* is used to document the issue of an *Inmate request form* and should be updated to record the outcome for requests made by inmates (**refer to COPP section 9.1 Application and request forms**).

## 1.10 Cell board (optional)

A Cell board is commonly used in areas where inmates with specific management issues are housed, such as in segregation, non-association and programs.

The Cell board must detail the identity of each inmate housed in the area and any special management requirements.

The Cell board must be used in conjunction with the *Muster book* when accounting for inmates housed in an accommodation area.

## 1.11 Nominal roll (optional)

The *Nominal roll* provides staff working in an accommodation area with an immediate view of an inmate's cell or cubicle allocation without using OIMS. It must contain an alphabetical list of all inmates allocated to a cell or cubicle in the accommodation area.

The *Nominal roll* must be updated when an inmate is allocated to or moved from a cell or cubicle.

## 1.12 State board

A State board is used in all accommodation areas to give staff an overview of information contained in the *Daily state sheet* and OIMS.

The State board must reflect relevant information for the day to day operation of the accommodation area, including the:

- state
- gains and losses
- temporary absences
- other important information.

## 1.13 Cell call alarm medical request and physical response register

*LOP 5.5 Responding to cell call alarms* must be developed (where applicable) to inform staff which accommodation areas the Cell call alarm and physical response register must be utilised. This will include all accommodation areas (and other areas) where knock up calls are received.

The *Cell call alarm medical request and physical response register* must be completed when a cell call alarm is received and an inmate requests to see a nurse, psychiatrist or psychiatrist or there is a physical response required to the cell.

## 1.14 Health Problem Notification Form (HPNF) and cell placement decision form

An HPNF is used by Justice Health & Forensic Mental Health Network (JHNSW) to communicate advice and recommendations about an inmate's clinical status.

A cell placement decision form, whether it be the *Reception and accommodation checklist*, *Review of inmate's cell placement* or *Reception transfer checklist*, will inform staff of the current cell placement decision for an inmate.

A copy of a current HPNF and cell placement decision form must be kept in the accommodation area where the inmate is housed. The originals are to be placed on the inmate's case management file. If an inmate is moved from the area the forms must be transferred to the new accommodation area (if within the centre).

An HPNF is current if it has been issued within the preceding 12 months or is within any review timeframes stipulated on the HPNF. If the HPNF is not current contact JHNSW for an updated HPNF. A cell placement review is to be conducted to ensure the inmate's current cell placement considers the updated HPNF.

HPNF's must be audited weekly to ensure currency and that the cell placement decision aligns with the inmate's current cell placement. The audit is to be recorded in the Inmate Accommodation Journal.

## 2 Bed stock management

The OIMS Housing Module is a record of all bed stock in all correctional centres, 24-hour Police/Court cells, transitional centres and Community Offender Support Program (COSP) centres in NSW.

Each correctional centre, transitional centre and 24 hour Police/Court cell is required to maintain records in OIMS that enable daily reporting of the operational capacity and midnight state. Cells or units may be assigned attributes in OIMS to assist staff to identify suitable housing options. Attributes may describe a physical characteristic of a cell (such as recording that a cell has a camera) or may be functional, relating to the purpose of a unit or area, e.g. multipurpose unit. Attributes are used to assist with bed stock management and placement of inmates and do not prevent a cell from being utilised for any purpose as directed by the Governor or assigned officer.

Bed stock will either be usable or unusable, and commissioned or decommissioned.

### 2.1 Unusable beds

Unusable beds are beds that are not currently able to be assigned to an inmate for various reasons. Unusable beds may also be called 'burnt beds'. There are several categories of unusable beds.

The Functional Manager (FM), Accommodation or an assigned officer of the unit is responsible for ensuring the Interim Unusable beds (IUBs) are recorded and verified in the *Maintain Housing Location* screen in OIMS on a daily basis.

The categories of unusable beds are:



<b>Category</b>	<b>Definition</b>
<b>Short term maintenance</b>	These are beds that are unusable due to maintenance issues that are expected to be fixed within one week. This may include broken toilets, sinks, lights, or non-functional cell call buttons.
<b>Long term maintenance</b>	These are beds that are unusable due to maintenance issues that are more protracted and will likely result in a bed being off line for longer than one week. For example, upgrading a fire system or significant infrastructure work.
<b>Medical one-out</b>	A bed in a cell that is currently unusable due to an inmate who has a current Health Problem Notification Form (HPNF) requiring one-out medical placement for various reasons, and no one-out cell is available.
<b>Security one-out</b>	A bed in a cell that is currently unusable due to an inmate who has been placed one-out for a security related issue, e.g. a risk to other person, or fearful of other person and no one-out cell is available.
<b>Provisional placement</b>	The bed is unusable because the inmate occupying it is currently placed in a Temporarily Assignable Bed (TAB).
<b>Complex placement one out</b>	A bed in a cell that is currently unusable because an inmate is under assessment for a program or participating in a program such as the High Risk Management Correctional Centre (HRMCC) or Drug Court and requires one-out placement. Complex management issues under RAIT may also require one-out placement that may result in an unusable bed.
<b>Other</b>	This category is to be used for 'special circumstances' and a reason must be provided. For example a cell may be offline because it is a current crime scene or awaiting forensic cleaning, etc.

**Note:** For significant refurbishment projects expected to have multiple cells off line for an extended period (over 3 months) the Governor or Manager of Security (MOS) must apply to Strategic Population Management to remove these beds from the current operational bed capacity count. Once approved and removed from OIMS these beds do not need to be counted in the Midnight Unusable Bed count.

## 2.2 Categories of commissioned beds

A commissioned bed is a bed that is authorised to be used for housing inmates.

The following are categories of commissioned beds in correctional centres, transitional centres and 24-hour Police/Court cells:

<b>Category</b>	<b>Definition</b>
Operational Capacity Bed (OCB)	A bed within a facility to which an offender may be assigned over a period of time. This includes maximum, medium and minimum security beds, independent living beds, protection beds, and mental health beds, for both males and females. It also includes most program beds, where the inmates progress through the program over an extended period of time. These beds are counted in the operational state of a centre.
Complex Placement Bed (CPB)	A bed used for the specialised management of certain categories of inmates, such as those in the High Risk Management CC, Special Purpose Centre, Compulsory Drug Treatment Centre, Long Bay Hospital and other specialist units. These beds are counted in the operational state of the centre.
Temporarily Assignable Bed (TAB)	A short-stay bed that an offender can be placed into as a result of a breach in security, behavioural issue or for medical or other short-term treatment. These include segregation cells, assessment cells, dry cells, clinic beds and fresh custody beds. These beds are not generally counted in the operational state of the centre. For 'Reception Centres' some TAB's are counted within the Agreed Operational State to facilitate the placement of fresh custody inmates

## 2.3 Categories of decommissioned beds

The Governor or Manager of Security (MOS) is to apply via Strategic Population Management requesting approval to decommission bed stock. Once approved, the beds will be removed from OIMS.

Categories of commissioned beds are:

<b>Category</b>	<b>Definition</b>
Surge beds	These can be re-commissioned at short notice, for instance, to manage a surge in prison population
Obsolete beds	May be unfit for purpose, and require significant time or investment for re-commissioning
Decom-Ops	Are decommissioned for operational reasons
Decom-Maintenance	Are decommissioned longer-term (more than 3 months) for maintenance
Decom-Infra	Decommissioned due to major infrastructure work

Decommissioned beds are counted towards a centre's total bed stock, see Annexure *Bed Stock Diagram*.

## 3 Validation of electronic records

### 3.1 Daily validation of commissioned beds

Whenever an inmate is moved into or out of a cell or cubicle the *OIMS Housing Module* must be updated in accordance with parts 1.4 and 1.5 of this policy.

### 3.2 Midnight state validation

Validation of the midnight state is the responsibility of the Night Senior.

- The Night Senior will be responsible for validation of records including: *State book, State board, Muster book, OIMS Housing module, Nominal roll* (if applicable) as per Local Operating Procedure for each location that houses inmates in the correctional centre.
- The *Gaol daily state report* and the *Interim unusable beds report* are to be printed by the night watch staff. This is used to verify the inmate numbers and ensures that the electronic OIMS record is accurate.
- The validation of the midnight state must occur between midnight and 3:00am to allow accurate information for the electronic midnight state report.
- All inmate occupancy of police/court cell beds in a 24 hour Police/Court cell complex are validated against the *OIMS Housing Module* by 5 am
- The current process of validating the midnight state for the centre is to be complied with as per Local Operating Procedures.

### 3.3 Interim unusable bed report

An *Interim unusable beds* report must be generated and the records verified to reflect that the bed is still interim unusable. If the bed is found to be operational, OIMS must be updated to reflect its correct status.

Both the *Interim unusable beds report* and the *Daily gaol state report* must be printed, information verified as correct, signed by the night senior/assigned officer and then forwarded to the relevant officer for reporting and archiving as per Local Operating Procedures. This is to occur on a nightly basis as part of the midnight state validation process.

### 3.4 Automated midnight state report

The automated *Midnight state report* will generate each night at 11:00pm so that night staff can verify the information is correct, and then will generate again at 03:00am for accurate bed numbers for each centre.

If the automated report **does not** generate for any reason, the following process is to be complied with:

	Procedure when automated process fails	Responsibility
1.	Contact the centre via email/phone and inform them that the automated midnight state sheet did not generate.	Inmate transfers
2.	Email/fax the midnight state validation records to Inmate Transfers at the earliest opportunity.	OIC/Assigned Officer
3.	Forward the information to the designated officer for the centre for archiving for future reference if required, as per Local Operating Procedures.	OIC/Assigned Officer

## 4 Commissioning and decommissioning

### 4.1 Reporting bed stock changes

Beds may be commissioned or decommissioned for a variety of reasons including:

- when a correctional centre variation is approved and implemented in accordance with **COPP section 21.14 Correctional centre variations**
- when capital works are undertaken
- for operational (Decom-Ops) or maintenance reasons (Decom-Maintenance)

The Functional Manager (Accommodation)/OIC is responsible for ensuring that staff use the OIMS *Bed (Housing) Variation* form, fill out relevant information and have it approved by the Governor of the centre and send it to the Strategic Population Management Team via email: [REDACTED]

### 4.2 Entering commissioning and decommissioning into OIMS

When Strategic Population Management Team receives the OIMS *Bed (Housing) Variation* form they must liaise with DTS to have the newly commissioned or decommissioned beds entered into OIMS. After DTS has updated the OIMS database, they will confirm the correctional centre's bed stock count with Strategic Population Management who will verify that their records match and inform the correctional centre/location of completed works.

## 5 Quick links

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

## 6 Definitions

24 Hour Police/ Court cell complex	These include Amber Laurel Correctional Centre and Surry Hills Policy/Court cell complex
Agreed Operational Capacity	Maximum capacity at which a correctional facility can operate. This includes the Interim Unusable beds.
Assigned Officer	Assigned officer refers to either: <ul style="list-style-type: none"> <li>• an individual officer or</li> <li>• an officer who is in a position (substantive or temporary) or a post</li> </ul> that the Governor (or Manager of Security in Charge of a Correctional Centre) has assigned to perform a particular duty or task. The Governor (or MOS in charge) may delegate the role of assigning officers to perform duties to a Managers of Security, Functional Managers or Senior Correctional Officers or other officers who have direct reports. Assignment to a duty or task may be provided in Local Operating Procedures (LOPs), Statement of Duties, Local Orders, Post Duties, verbally or may be implied as a logical extension of the officer's post, position, or role.
Burnt Beds	Commonly used operational term for Interim Unusable Beds
CESU	Court Escort Security Unit
COPP	Custodial Operations Policy and Procedures
COSP	Community Offender Support Program
CPB	Complex Placement Bed
CSNSW	Corrective Services NSW
Decom-Infra	Decommissioned due to major infrastructure work
Decom-Maintenance	Are decommissioned longer-term (more than 3 months) for maintenance.
Decom-Ops	Are decommissioned short-term for operational reasons
Functional Attributes	Identifies the purpose for which a cell is to be used and is classified into groups such as Security, Gender, Sentence, function (Reception), Special Management (Segregation, SMAP, Protection, Mental Health, Medical, Program) and Cell placement (Assessment cell, Camera cell, Transition cell and dry cell)
FM	Functional Manager
HPNF	Health Problem Notification Form
HRMCC	High Risk Management Correctional Centre
IUB	Interim Unusable Bed

JHNSW	Justice Health & Forensic Mental Health Network (JHNSW) is a division of NSW Health providing health services to inmates.
LOP	Local Operating Procedures
MIN	Master Index Number
MOS	Manager of Security
Obsolete Bed	May be unfit for purpose, and require review/work prior to consideration of re-commissioning
OCB	Operational Capacity Bed
OIC	Officer in Charge
OIMS	Offender Integrated Management System
OIMS Housing Module	A repository of inmates housing (bed) location in OIMS database
Operational Capacity	The 'Operational Capacity' is the total number of beds within the correctional system to which an offender can be permanently assigned or allocated at any given point in time
Physical Attributes	Identifies the physical characteristics of a cell and is classified into groups such as Suitable for Infirm (wheelchair, disabled), Cell capacity (1 out, 2 out, 3 out, 4 out) and fixtures & fittings (CCTV)
RAIT	Risk Assessment Intervention Team
RIT	Risk Intervention Team
Strategic Population Management (SPM)	A transitional team maintaining a central governance oversight function in management of the bed stock count and reporting
Surge Beds	Beds that can be re-commissioned at short notice, for instance, to manage a surge in prison population
TAB	Temporarily Assignable Bed
Total Bed Stock	The count of all commissioned and decommissioned physical beds within Correctional centres

## 7 Document information

<b>Business centre:</b>	Statewide Operations	
<b>Approver:</b>	Dr Anne Marie Martin (Deputy Commissioner Security and Custody)	
<b>Date of effect:</b>	16 December 2017	
<b>EDRMS container:</b>	18/7140	
<b>Version</b>	<b>Date</b>	<b>Reason for amendment</b>
1.0	16/12/17	Initial publication (Replaces section 8.22 of the superseded Operations Procedures Manual)
1.1	25/6/19	Inclusion of parts 2 Bed stock management, 3 Validation of electronic records, and 4 Commissioning and decommissioning.
1.2	10/10/19	Addition to Interim unusable bed report, and inclusion of Automated midnight state report under part 3 Daily validation of electronic records
1.3	22/10/19	Clarification in 2.1 <i>Unusable beds</i> that the Governor or delegate (FM) may authorise any officer to be responsible for ensuring the Interim Unusable beds (IUBs) are recorded and verified in the <i>Maintain Housing Location</i> screen in OIMS on a daily basis.
1.4	12/03/20	General formatting update and improvements
1.5	07/11/22	Addition of OIC/Night Senior journal sub-section 1.2 Refer to AC Memo 2022/15
1.6	18/08/23	Updates in line with CSNSW restructure: deletion of reference to S&I.
1.7	11/03/24	Addition of subsection 1.13 Cell call alarm medical request and physical response register (optional) Changing of Authorised officer to Assigned officer including definition.
1.8	14/08/24	Inclusion of cell card colour coding information at subsection 1.3 <i>Cell cards</i> and new annexure <i>Cell placement decision guide</i> . Addition of subsection 1.14 <i>HPNF and Cell placement decision form</i> . Refer to Deputy Commissioner's Memorandum 2024/33.