

Custodial Operations Policy and Procedures

23.3 Fares to residence on release

Policy summary

Corrective Services NSW (CSNSW) may provide assistance to inmates to reach their place of residence following release from custody when a demonstrated need exists. Assistance may be in the form of an Opal Card, and/or a CountyLink e-ticket. Fares to place of residence must never be given in cash.

In certain circumstances, the Governor may grant the inmate a special gratuity.

Management of Public Correctional Centres Service Specifications

Service specification	Rehabilitation and reintegration
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Scope

This section applies to all correctional centres and other facilities administered by or on behalf of CSNSW and all CSNSW employees.

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1 Fares to residence on release

1.1 Policy

Inmates are entitled to financial assistance to meet the cost of travelling to their residence within New South Wales where there is a demonstrated need (e.g. the inmate does not have the finances or any other means of transport to their residence).

Inmates travelling interstate are entitled to fares to the nearest terminal (e.g. Central Railway or Domestic Airport).

Payments in excess of these entitlements may be authorised by the Governor (delegate) where extenuating circumstances exist and have been verified by an Offender Services & Programs (OS&P) officer.

There are no entitlements for those persons Bail Refused by NSW Police, discharged from court.

CountryLink e-tickets for unexpected or after-hours release are booked on-line.

The Administration Manager or authorised officer will arrange for all staff who may have a need to access the account after hours to be given proxy access to the centre's CountryLink email account.

A supply of Opal Cards for unexpected or after-hours release will be kept by Administration Managers or Officer in Charge (OIC) and are to be issued to the Night Senior for after-hours use, when the Administration Manager is not available.

On weekends, these will be issued to the Manager of Security (MOS)/Functional Manager (FM) or OIC 24-Hour Cell Complex.

The Opal Cards must be secured and a record maintained of every issue.

2 Opal cards

2.1 Policy

Correctional Centre Business Managers are advised to arrange for the weekly or monthly purchase of Opal Cards through established accounts with suppliers such as their local newsagents, Woolworths or Service NSW Centre's.

Inmates who require a fare to place of residence are obliged to use the Opal Card for any journey within the Transport NSW Opal Network.

- CSNSW bears the cost of fares when the inmate is released with less than \$520 in their account, or when they are released after hours or unexpectedly.
- CountryLink e-tickets remain valid for all journeys outside the Transport NSW Opal Network (*see attached Transport NSW Opal Network*)
- Releasees are never to be given fares to their place of residence in cash.

Opal Cards and CountryLink e-tickets issued for unexpected (after hours) release are to be secured to ensure only staff authorised by Administration Managers have access.

2.2 Opal Card – Police/Court Cell complexes/24hr Locations

	Procedure	Responsibility
1.	If inmate has insufficient funds in their property to cover travel costs to their place of residence then the inmate is to be provided with assistance to travel following their release.	Night Senior or authorised officer
2.	Check with the inmate if their travel location is located within Transport NSW Opal Network.	Night Senior or authorised officer
3.	Obtain Opal Card from secured area of Senior's office.	Night Senior or authorised officer
4.	Place Opal Card number on the bottom of bail acknowledgement or court paperwork and/or SCO diary.	SCO or authorised officer
5.	Retain a copy of signed Bail Acknowledgment or court paperwork for Opal Card audit purposes.	Night Senior or authorised officer

2.3 Opal Card: after hours release

	Procedure	Responsibility
1.	Confirm with inmate if they require travel assistance following their release.	Night Senior or authorised officer
2.	Confirm with the inmate if their travel location is located within Transport NSW Opal.	Night Senior or authorised officer
3.	Obtain Opal Card from secured area of Night Senior's office.	Night Senior or authorised officer
4.	Record Opal Card details in OIC journal or register.	Night Senior or authorised officer

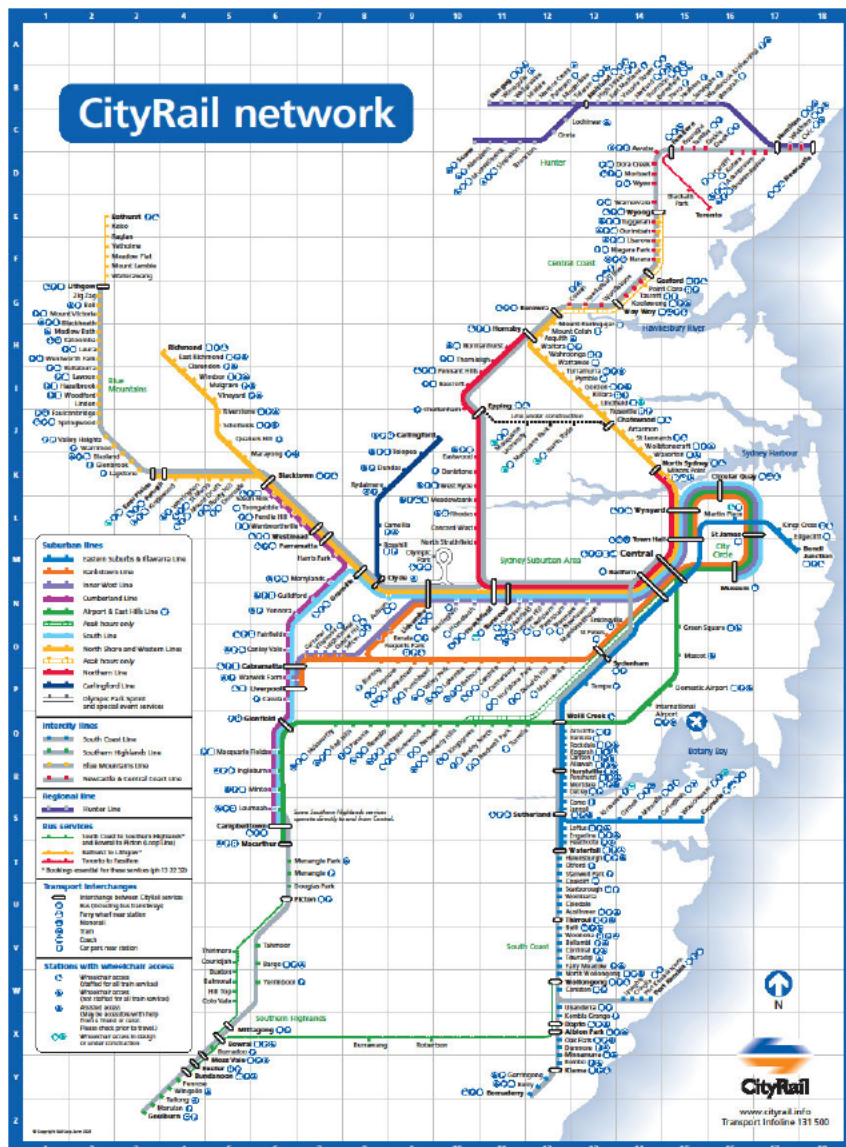
2.4 CountryLink e-ticket: after hours release

	Procedure	Responsibility
1.	Check if arrangements have been made by the Administration Manager to provide the inmate with assistance to travel following their release. If not:	Night Senior or authorised officer
2.	Check with the inmate if their travel location is located outside the Transport NSW Opal Network.	Night Senior or authorised officer
3.	Log in to CountryLink site through Department's intranet (go to list of approved sites) on home page and select "CountryLink".	Night Senior or authorised officer
4.	Click on corporate login at top of CountryLink home page (http://www.countrylink.info/).	Night Senior or authorised officer
5.	Follow instructions to make booking.	Night Senior or authorised officer

	Procedure	Responsibility
6.	When booking complete, log out of CountryLink site and access your email account, then via proxy, access the DCS CountryLink email account and print out e-ticket emailed from CountryLink (email may take a few minutes to arrive). NOTE: Inmate may need an Opal Card to assist with further assistance to return to residence.	Night Senior or authorised officer
7.	Give e-ticket to inmate.	Night Senior or authorised officer

When the booking is completed on-line, the CountryLink system will email the ticket to the centre's CountryLink email account. This email account can be accessed by those users given proxy access by clicking on the online button located on the left hand column of the staff-member's email folder list above their name, and then clicking on Proxy.

The email from CountryLink may then be opened and the ticket printed out.



3 Assistance

3.1 Type of assistance (all releases)

If the correctional centre or 24 Hour Police/Court Cell complex that the inmate is being released from, and the inmate's place of residence, are both located on the Transport NSW Opal Network map (see above) the inmate is to be issued with an Opal Card.

If either the correctional centre or the inmate's place of residence is not located on the Transport NSW Opal Network map then the inmate is to be issued with a CountryLink ticket. The inmate may also be issued with an Opal Card if required to connect with a county train.

If the inmate is to travel interstate, the Department will provide assistance (provided the inmate qualifies for assistance under this policy) to travel to the nearest terminal e.g. Central Railway Station or Domestic terminal Sydney Airport. Assistance to travel to the ACT will be provided.

If an inmate is travelling interstate as a result of being extradited from their home state, assistance may also be provided to return to their home State if the inmate otherwise qualifies for assistance under this policy. Such assistance is to be provided at the discretion of the Governor.

3.2 Entitlement to assistance: usual hours of release

An authorised officer or Administration Manager is responsible for making arrangements to assist inmates to return to their place of residence upon release, except when the release is unexpected or after hours.

The level of travel assistance provided by CSNSW is determined by the cash amount an inmate is to be discharged with. The Centrelink 'Crisis Payment' credited to an inmate's external bank account prior to discharge must not be included in this calculation.

If the inmate is being discharged with less than \$520 cash (excluding any Centrelink 'Crisis Payment'), the CSNSW will provide a single journey Opal Card or make a CountryLink e-ticket booking (depending on the location of the centre the inmate is being released from and their place of destination).

If the inmate has more than \$520 in cash on release, cost of the fare is deducted from the inmate's account.

However, regardless of the amount of cash an inmate is discharged with, Governors are authorised to incur further reasonable expenses from local budgets and/or take any other reasonable actions to assist inmates to reach a public transport hub or their place of residence following their release.

This is particularly applicable to those correctional centres in remote areas which are not within reasonable proximity to public transport services or where travel costs in excess of the Opal Card are considered by the Governor to unreasonably impact on the inmate's available cash upon release.

3.3 Entitlement to assistance: unexpected release (after hours, including 24 hour police/court cell complex)

An inmate being released unexpectedly or after hours (for example, to bail or on a weekend from a 24 hour Police/Court Cell Complex) and having insufficient funds to cover travel costs to their place of residence is entitled to be given an Opal Card and/or a CountryLink e-ticket to cover the cost to travel to their place of residence within NSW.

3.4 Special gratuities

Inmates may be eligible to apply for a special gratuity of up to \$200 (two hundred dollars).

Special gratuities are granted in cases of demonstrated hardship, and particularly where there is a genuine need for clothing upon release.

Applications should be made on the *Application for special gratuity* form. The inmate must complete (Part A). These forms are available from the Governor, who has discretion in determining the application.

Assistance in applying for a special gratuity should be directed to an OS&P Officer who will make inquiries to verify the extent of the hardship and submit a recommendation to the Governor (delegate) by completing Part C of the form.

The Governor or authorised officer must collate evidence relating to the applicant's financial circumstances (e.g. the applicant's saving and expenditure records) by completing Part B of the form.

Applications must make reference to the following details:

- the amount of private cash and gate money payable upon discharge, and
- details of any large amounts of money sent out of the inmate's private cash account.

The following formula has been developed to provide consistency in determining the amount of special gratuities:

- up to \$50 (fifty dollars) for inmates who have served between six and 12 months;
- up to \$100 (one hundred dollars) for inmates who have served between one and three years; and
- up to \$200 (two hundred dollars) for inmates who have served more than three years.

Governors will complete Part D of the form and determine whether to approve, not approve or approve but vary the amount of special gratuity the inmate will receive.

4 Quick links

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

5 Definitions

Authorised officer	The officer authorised by the Governor to perform the functions prescribed as part of the Custodial Policy and Procedures.
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.
CMF	Case Management File
COPP	Custodial Operations Procedures Policy
CSNSW	Corrective Services NSW
FM	Functional Manager
MOS	Manager of Security
OIC	Officer in Charge
OS&P	Offender Services & Programs

6 Document information

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