



# Policy for Monitoring and Ordering OS&P Resources

EDRMS	D15/561147
Version Number	1.1
Version Date	10/4/2020
Status	Endorsed
Contact	Jayson Ware , Group Director, OS&P <a href="mailto:Jayson.Ware@justice.nsw.gov.au">Jayson.Ware@justice.nsw.gov.au</a>
Review date	10/0/4/2020

# Policy for Monitoring and Ordering OS&P Resources

---

## Table of Contents

<b>1</b>	<b>Policy statement</b>	<b>3</b>
<b>2</b>	<b>Purpose</b>	<b>3</b>
<b>3</b>	<b>Scope</b>	<b>3</b>
<b>4</b>	<b>Strategic focus</b>	<b>3</b>
<b>5</b>	<b>Relevant legislation/policies</b>	<b>3</b>
<b>6</b>	<b>Related policies, procedures and guidelines</b>	<b>4</b>
6.1	Offender management	4
6.2	Professional standards	4
6.3	Communications and information technology services	4
<b>7</b>	<b>Definition of terms and abbreviations</b>	<b>4</b>
<b>8</b>	<b>Procedures</b>	<b>5</b>
8.1	Available resources	5
8.2	Resources ordered direct from Hepatitis NSW	6
8.3	Resources ordered direct from the Justice NSW Responsible Gambling Fund	6
8.4	Key documents	6
<b>9</b>	<b>Document information</b>	<b>7</b>
<b>10</b>	<b>Document history</b>	<b>7</b>

# 1 Policy statement

---

CSNSW is committed to supporting Offender Services and Programs staff in their work with inmates and offenders by establishing and maintaining a consistent approach. As part of this commitment, resources are available which support offender programs and services. These resources include DVDs, program manuals, booklets and posters which can be obtained by following the procedures outlined below.

To remain current and relevant, resources for offender programs and services are to be reviewed annually or sooner, in line with significant broader changes in CSNSW policy or procedures.

All Offender Services and Programs-related resources are to be approved prior to distribution.

All requests for printing and/or production of resources are submitted for approval by the Business Process Support Unit (BPSU) to the Group Director, Offender Services and Programs.

## 2 Purpose

---

The purpose of this Policy is to ensure consistency for ordering and accountability for purchasing of all resources utilised by OS&P staff.

## 3 Scope

---

This policy relates to all resources paid for from the budget of the Group Director, Offender Services and Programs, except for resources related to the Chaplaincy.

## 4 Strategic focus

---

- [NSW State Priorities – Reducing Adult Re-offending](#)
- NSW Criminal Justice Strategy
- Department of Justice Strategic Plan
- Department of Justice Multicultural Plan 2015-2018
- CSNSW Business Plans
- Offender Services & Programs (OS&P) Strategic Plan 2015 – 2016
- A strategy for supporting Aboriginal offenders to desist from re-offending, CSNSW (April 2014)
- Family matters: A strategy for service and program provision to children and families of offenders, CSNSW (May 2014)
- Recognising gender differences: A strategy for program and service provision to women offenders, CSNSW (May 2014)

## 5 Relevant legislation/policies

---

- Procurement to Payment Policy

- Department of Justice Code of Ethics and Conduct
- [Public Interest Disclosures Act \(NSW\) 1994](#)
- [Public Finance and Audit Act \(NSW\) 1983](#)

## 6 Related policies, procedures and guidelines

---

Staff must be familiar with the Department of Justice (DJ) and CSNSW policies, procedures and guidelines that relate to their practice. Most of these can be accessed through the Department’s Directory of Policy, Procedures and Guidelines on the intranet and/or in EDRMS. These include (but are not limited to) the following:

### 6.1 Offender management

---

- CSNSW Custodial Operations Policy & Procedures (COPP)

### 6.2 Professional standards

---

- CSNSW Conflicts of Interest Policy
- DJ Public Interest Disclosure Policy and Procedures

### 6.3 Communications and information technology services

---

- CSNSW Communications Policy and Procedures
- DJ Information Technology policies, procedures and guidelines
- DJ Records Management Policy

## 7 Definition of terms and abbreviations

---

Terms	Definition
BPSU	Business Process Support Unit
CSI	Corrective Services Industries
DJ	Department of Justice
HNSW	Hepatitis NSW
OS&P	Offender Services and Programs

## 8 Procedures

---

Resources to support the delivery to inmates of programs or services are available from various sources, as set out in this document. A flowchart is also available at D15/659625 which sets out the types of resources available and at which stage of an inmate's sentence they are distributed.

Any requests by **external parties** to provide resources to inmates specific to services and programs are required to be approved by:

- the Services Support Team at [SST@justice.nsw.gov.au](mailto:SST@justice.nsw.gov.au)

or

- the Programs Support Team at [OffenderProgramsUnit@justice.nsw.gov.au](mailto:OffenderProgramsUnit@justice.nsw.gov.au)

Requests must include a copy of the resources to be distributed.

Staff of the BPSU maintain a record of each resource and monitor its usage. When printed resources are running low, the BPSU contacts CSI to request a written quote for a new print run of the resource, specifying the number required.

OS&P resources, identified below, are paid for by the OS&P cost centre (391). Consequently, once the quote is received from CSI, it is forwarded to the Group Director, Offender Services and Programs for approval. Following approval, a purchase order is raised electronically and the order is placed.

OS&P staff are able to request resources by completing an order form (see D15/349124) and emailing it to [OSPBusinessProcessSupport@justice.nsw.gov.au](mailto:OSPBusinessProcessSupport@justice.nsw.gov.au)

Due to lack of storage space in Henry Deane building, printed resources are stored by the CSI Print Shop at Windsor and despatched from there to the field, at the request of BPSU on receipt of a completed order form (or an email to [OSPBusinessProcessSupport@justice.nsw.gov.au](mailto:OSPBusinessProcessSupport@justice.nsw.gov.au))

Apart from resources held by CSI, some resources such as posters, DVDs etc are held by the BPSU in Henry Deane Building. In addition, Hepatitis resources are supplied by Hepatitis NSW and resources for gambling help are supplied by the Justice NSW Responsible Gambling Fund.

Procedures for ordering specific resources are described below:

### 8.1 Available resources

---

The following resources can be obtained by either emailing a completed order form (see D15/349124) or just emailing [OSPBusinessProcessSupport@justice.nsw.gov.au](mailto:OSPBusinessProcessSupport@justice.nsw.gov.au):

- Health Survival Tips DVD (male and female on the same DVD)
- Health Survival Tips Poster
- Doing your Time DVD
- Your First 24 Hours DVD (male and female versions)
- Getting out soon NEXUS Poster
- Diaries for male inmates – issued during the *Health Survival Tips* session
- Diaries for female inmates – issued during the *Health Survival Tips* session
- *Planning Your Release* booklets (male) issued during the NEXUS session

- *Planning Your Release* booklets (female) issued during the NEXUS session
- *Work and Development Orders brochure*
- *Work and Development Orders poster*
- *Male Inmate Handbook*
- *Women's Handbook*
- Court Cell Information Brochure
- Remand Information Brochure

## 8.2 Resources ordered direct from Hepatitis NSW

---

Staff in the field are able to order any of the Hep C resources direct from Hepatitis NSW (HNSW). These resources are free.

The HNSW resource fax-back order form can be opened [here](#). Or you can call HNSW on Infoline 1800 803 990 to place an order over the phone. Ordering in this way will also help HNSW monitor stock being sent to different regions and centres around NSW.

If wanting to look at all the HNSW resources, the link is <http://issuu.com/hepatitisnsw>.

## 8.3 Resources ordered direct from the Justice NSW Responsible Gambling Fund

---

Staff in the field who are delivering EQUIPS Addiction have an enormous amount of free resources which can be obtained directly from the Justice NSW Responsible Gambling Fund's Gambling Help website at:

- [information for justice and corrections professionals](#)

or by clicking on the following links:

- [Order Gambling Help resources in English](#)
- [Order Gambling Help resources in other languages](#)

## 8.4 Key documents

---

There are many other resources available to support the delivery of programs and services to inmates, including a Gambling Help brochure and poster, and these can be downloaded from the OS&P intranet under 'key documents' → 'Offender Programs' → EQUIPS.

## 9 Document information

---

<b>Title:</b>	Policy for Obtaining and Monitoring OS&P Resources
<b>Business Centre:</b>	Offender Services & Programs
<b>Author:</b>	Jayson Ware Group Director, Offender Services & Programs Email: <a href="mailto:Jayson.Ware@justice.nsw.gov.au">Jayson.Ware@justice.nsw.gov.au</a>
<b>Approval Authority</b>	CSNSW Policy Sub Committee
<b>Date of Effect</b>	08/04/2016
<b>Next Review Date:</b>	11/01/2019
<b>File Reference:</b>	D15/561147

## 10 Document history

---

Version	Date	Reason for Amendment
1.0	08/04/16	Endorsed by the Policy Sub Committee
1.1	10/04/2018	Changes to list of resources and how to obtain them