Offender Management and Programs
Corrective Services NSW

Policy for Assessing Applications from External Agencies

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Policy for Assessing Applications from External Agencies

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1. Policy statement

The Commissioner for Corrective Services must approve external agencies to deliver programs and services in NSW correctional centres.

The Commissioner has delegated his powers under Clause 60 and Clause 87 of the *Crimes (Administration of Sentences) Regulation 2014* to the Assistant Commissioner, Offender Management and Programs (ACOMP).

The application and approval process is managed by the Manager, Compliance and Performance.

2. Scope

This Policy covers external agencies that make application or are requested to provide services, programs, education or training in NSW correctional centres.

Exceptions to this policy are:

- External Education Service Providers (EESP) who have a contract and/or service agreement with CSNSW

- Arrangements made under Chaplaincy Services

- Arrangements made with privately operated centres in NSW for Criminogenic Programs[1] (refer *CSNSW Offender program Accreditation Framework –* D19/1072851)

- Approvals given by a governor to local community partners to deliver services. For example via the Community Consultative Committee (CCC)

- Where CSNSW will incur a monetary cost. In this case, procurement processes apply if initiated by CSNSW.

3. Related policies

This Policy must be read in conjunction with Custodial Operations Policy and Procedures section 10.3 - *Visits by program, service and training deliverers.*

This Policy supersedes the Policy for External Program Providers in Correctional Settings – 12 May 2006 (D07/25679), and Practice Note 11/006 – *Unsolicited Program Related Materials* (D11/536044)

4. Application by an external agency to deliver a program

External agencies proposing to deliver programs to offenders in NSW correctional centres, must make an initial approach to the Cluster Manager of Offender Services and Programs (Cluster MOSP) at the specific correctional centre in which they are intending to provide the program.

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[1] Applications for Wellbeing or Non-Criminogenic programs to be run in privately operated centres within NSW will follow the process in this policy.

For multiple sites, the initial approach must be made to the Director, State-wide Programs who contacts the MOSPs of all proposed centres.

4.1   Role of the Cluster MOSP

Following this initial approach, a representative of the external agency is to meet with the Cluster MOSP to discuss the proposed program. The representative is to bring a copy of all supporting documentation, and discussion at the meeting is to be guided by the information in the Questionnaire Form at Annexure 3. After the meeting, the Application Form at Annexure 4 is completed and signed by the external agency representative and returned to the Cluster MOSP with all supporting documentation.

Following this meeting, the Cluster MOSP must discuss the proposed program with the Governor and/or the Manager of Security (MOS) to seek endorsement (in principle), ensuring that confirmation is sought about the implications for benchmarking and if offender attendance at the program can be accommodated within the daily correctional centre routine (structured day).

If the program is supported in principle by the Governor/MOS, the Cluster MOSP then scans and emails the Application Form and all supporting documentation to: complianceandperformance@justice.nsw.gov.au

If the program is not supported and will not be accepted at the local level, the Cluster MOSP advises the external agency.

See Annexure 8 for a Flow Chart showing the external agency application process.

4.2   Role of Manager Compliance and Performance on receipt of a program application

On receipt of a completed external agency application and supporting documentation through the generic email address, the Manager Compliance and Performance will:

- Review the application and supporting documentation to check that it is complete
- Send an acknowledgement of receipt of the application to the external agency, and if incomplete, request missing information
- Save the application into 19/10579
- Record all actions into the relevant tab on the spreadsheet D21/0413655
- Forward the application and supporting documentation to the Offender Services and Programs Leadership Group (OSPLG) generic email address: (osplg@justice.nsw.gov.au)

4.3   Role of the Offender Services and Programs Leadership Group (OSPLG)

External agency applications are to be referred to the weekly meeting of OSPLG for initial review and triaging. At its weekly meeting, OSPLG will determine if the program conforms to the current *CSNSW Business Plan* to target and increase success rates of intervention programs, contributing to a reduction in re-offending.

- **If successful**, the OSPLG secretariat will advise the Manager Compliance and Performance who will forward the application and supporting documentation to the Program Support Team (PST) for its subcommittee to review

- **If further information is required,** the OSPLG secretariat will advise the Manager Compliance and Performance who will, in turn, contact the external agency

- **If unsuccessful**, the OSPLG secretariat will email the Manager Compliance and Performance who will, in turn, advise the external agency of the outcome

4.4   Role of the subcommittee of the PST

The subcommittee of the PST (made up of two or three of the roles listed in Annexure 2 will review the application and:

- **If successful**, and the application is to deliver a criminogenic program to offenders, the subcommittee of the PST will forward the application to the CSNSW Program Accreditation Panel (PAP) with a copy to the Manager Compliance and Performance. (See CSNSW Offender Program Accreditation Framework D19/1072851 for the full accreditation process),

- **If unsuccessful**, the subcommittee of the PST will advise the Manager Compliance and Performance who will, in turn, advise the external agency of the outcome

4.5   Role of the Program Accreditation Panel (PAP)

The PAP membership is listed at Annexure 2.

The PAP will make a decision whether the program is deemed suitable for accreditation, with its decision being based on the requirements of the *CSNSW Offender Program and Facilitation Standards* (D14/404041).

- **If successful**, the PAP advises the Manager Compliance and Performance who will make a recommendation to the Assistant Commissioner, Offender Management and Programs (ACOMP) via a briefing note (see Paragraph 7)

- **If a wellbeing program is successful,** the PST advises the Manager Compliance and Performance who will make a recommendation to the Assistant Commissioner, Offender Management and Programs (ACOMP) via a briefing note (see Paragraph 7)

- **If unsuccessful,** the PAP will advise the Manager Compliance and Performance who will, in turn, advise the external agency of the outcome

5.   Application by an external agency to deliver a SAPO- or psychology-related service

External agencies proposing to deliver SAPO-related or psychology-related services in NSW correctional centres, must make an initial approach to the Cluster MOSP (for SAPO-related services) or the Senior Psychologist (for psychology-related services) at the specific correctional centre in which they are seeking to provide the service.

For multiple sites, the initial approach must be made to the Director, State-wide Services who contacts the MOSPs (for SAPO-related services) or the Senior Psychologist (for psychology-related services) at all proposed centres.

5.1 Role of the Cluster MOSP/Senior Psychologist

Following this initial approach, a representative of the external agency is to meet with the Cluster MOSP or Senior Psychologist to discuss the proposed service. The representative is to bring a copy of all supporting documentation, and discussion at the meeting is to be guided by the information in the Questionnaire Form at Annexure 3. After the meeting, the Application Form at Annexure 4 is completed and signed by the external agency representative and returned to the Cluster MOSP/Senior Psychologist with all supporting documentation.

Following this meeting, the Cluster MOSP/Senior Psychologist must discuss the proposed service with the Governor/MOS to seek endorsement (in principle), ensuring that confirmation is sought about the implications for benchmarking and if offender attendance at the service can be accommodated within the daily correctional centre routine (structured day).

If the service is supported in principle by the Governor/MOS, the Cluster MOSP/Senior Psychologist completes Annexure 6, then scans and emails the Application Form and all supporting documentation to: complianceandperformance@justice.nsw.gov.au

If the service is not supported and will not be accepted at the local level, the Cluster MOSP advises the external agency.

See Annexure 8 for a Flow Chart showing the external agency application process.

5.2 Role of the Manager Compliance and Performance on receipt of a SAPO- or Psychology-related service

On receipt of the completed application form and supporting documentation, the Manager Compliance and Performance will:

- Review the application and supporting documentation to check that it is complete

- Acknowledge receipt of the application and if incomplete, request missing information

- Save the application into 18/75149

- Record all actions into the relevant tab on the spreadsheet D21/0413655

- **For SAPO-related services,** forward the application to: Director, State-wide Services with copies to Manager BPSU and SST: SST@justice.nsw.gov.au (for consideration for endorsement at the next SST monthly meeting)

- **For psychology-related services**, forward the application to Director State-wide Services with copies to Manager BPSU and the Clinical Governance Team (CGT): psychology@justice.nsw.gov.au for consideration for endorsement at the next CGT monthly meeting)

5.3 Role of the State-wide Services Team (SST)

The SST (see membership at Annexure 2) will review the application and:

- o **If successful**, the SST will advise the Manager Compliance and Performance to proceed with the Briefing Note to the ACOMP (see Paragraph 7)
- o **If unsuccessful**, the SST will advise the Manager Compliance and Performance who will, in turn, advise the external agency of the outcome

5.4 Role of the Clinical Governance Team (CGT)

The CGT (see membership at Annexure 2) will review the application and:

- o **If successful**, the CGT will advise the Manager Compliance and Performance to proceed with the Briefing Note to the ACOMP (see Paragraph 7)
- o **If unsuccessful**, the CGT will advise the Manager Compliance and Performance who will, in turn, advise the external agency of the outcome

6. External agency application for approval to provide education and training services

See Annexure 8 for a Flow Chart showing the external agency application process.

External agencies who have been requested, required or propose to provide education and training services in a NSW correctional centre are required to submit an *Application for approval to provide education and training services in NSW Correctional Centres* (Annexure 7).

On receipt of a completed application, the Manager Offender Education and Training (MOET) will prepare a submission for consideration by the CSI Executive.

The Manager Compliance and Performance is to be copied into all email correspondence concerning any external agency application.

6.1 Applications supported by CSI Executive

If the application is supported by CSI Executive, the submission is forwarded to the Manager Compliance and Performance, together with all supporting information to allow the Briefing Note to be prepared.

6.2 Role of the Manager Compliance and Performance on receipt of an education application

The Manager Compliance and Performance will record the details on the spreadsheet *D21/0413655* and prepare the Briefing Note in accordance with Paragraph 7.

6.3 Applications not supported by CSI Executive

If the application is not supported by CSI Executive the Manager Offender Education and Training will notify the external organisation and no further action is required.

7. Briefing Note to ACOMP for Programs, Services or Education

7.1 Submission of Briefing Note to ACOMP by the Manager Compliance and Performance

When a Program has been approved by the PST / PAP, a SAPO-related Service has been approved by SST, a Psychology-related Service has been approved by CGT and an Education application has been approved by CSI Executive, a Briefing Note for the ACOMP is prepared by the Manager Compliance and Performance.

The Briefing Note must cover the following:

- The name of the organisation and the proposed program/service/training
- The identified Correctional Centre/s
- Who will participate (target group)
- How often
- When
- The links to Community Corrections (if applicable)
- Information on delivery
- Information on reintegration

When submitting the Briefing Note to the ACOMP, the package must include:

- Briefing Note
- Application for Approval to deliver Services & Programs in NSW Correctional Centres (Annexure 4)
- Any other supporting documentation from the external agency that accompanies the application
- Questions to be answered by the Cluster MOSP/Senior Psychologist (Annexure 3)
- Signed Programs Endorsement (Annexure 5) OR
- Signed Services Endorsement (Annexure 6)

On receipt and review of the Briefing Note, the Assistant Commissioner will then do one of the following:

a. approve the recommendation;

b. approve the recommendation with restrictions; or

c. deny the recommendation.

7.2 Programs approved by the ACOMP

If the program is approved by the ACOMP, the Manager Compliance and Performance will then insert the details into the spreadsheet (D21/0413655) and forward the application, together with the ACOMP approval, to the AVC – AVC@justice.nsw.gov.au with copies to the Director, State-wide Programs, the Manager, BPSU and to PST to confirm the current status of the application.

The AVC will enter the details concerning progress of the application into the spreadsheet (D21/0413655), and advise the Director State-wide Programs of the final outcome. The Manager Compliance and Performance will notify all stakeholders including the relevant Cluster MOSP/Senior Psychologist.

If the approved program requires the generation of OIMS program lines (or impacts programs lines), the BPSU Senior Systems Officer is also to be informed.

7.3   Programs not approved by the ACOMP

If the program is not approved by the ACOMP (or approved with restrictions), the ACOMP will advise the Manager Compliance and Performance, who will communicate the outcome to the Director, State-wide Programs or delegate and the Manager, BPSU. The Manager Compliance and Performance will communicate the decision to the external agency.

7.4   SAPO/Psychology Services approved by the ACOMP

If the service is approved by the ACOMP, the Manager Compliance and Performance will then insert the details into the spreadsheet (D21/0413655) and forward the application, together with the ACOMP approval, to the AVC – AVC@justice.nsw.gov.au with copies to the Director, State-wide Services, the Manager, BPSU and to SST to confirm the current status of the application.

The AVC will enter the details concerning progress of the application into the spreadsheet (D21/0413655), and advise the Manager Compliance and Performance who will advise the Director State-wide Services of the final outcome. The Manager Compliance and Performance will notify all stakeholders including the relevant Cluster MOSP/Senior Psychologist.

If the approved service requires the generation of OIMS service lines (or impacts service lines), the BPSU Senior Systems Officer is to be informed.

All approved services will have an initial six month trial period prior to an evaluation of the service which will be conducted by the local management (Cluster MOSP or Senior Psychologist and Governor).

7.5   SAPO/Psychology Services not approved by the ACOMP

If the service is not approved by the ACOMP (or approved with restrictions), the ACOMP will advise the Manager Compliance and Performance who will communicate the outcome to the Director, State-wide Services or delegate and the Manager, BPSU. The Manager Compliance and Performance will communicate the decision to the external agency.

7.6   Education approved by the Assistant Commissioner

If the education application is approved by the ACOMP (or approved with restrictions), the Manager Compliance and Performance will record the details on the spreadsheet (D21/0413655), forward the approved submission and documentation to the AVC (AVC@justice.nsw.gov.au) with a copy to the Manager Offender Education and Training (MOET).

The AVC will record the progress and outcome of the application on the spreadsheet D21/0413655 and advise the Manager Compliance and Performance who will advise the MOET of the final outcome.

7.7   Education not approved by the Assistant Commissioner

If the application is not approved by the Assistant Commissioner, the Manager Compliance and Performance will record the details on the spreadsheet D21/0413655 and advise the MOET of the outcome.

The MOET will advise the external agency of the outcome of the application.

8. Approval of agency/person to enter a correctional centre

Every individual who will be delivering a program, service, psychological service, education or other activity such as research on behalf of the external agency will be required to complete identification and criminal check requirements.

Once the application has been signed off by the ACOMP, the Manager Compliance and Performance will enter the results into the spreadsheet (D21/0413655) and advise the AVC who will take carriage of the remainder of the requirements for entry into the nominated centre/s by requesting completion of the following documents:

- a completed Criminal Record Inquiry (Non-Offenders) (note this must be witnessed and signed by a CSNSW employee);
- a Standard conduct agreement for authorised visitors; and
- an Application for online CSNSW Security Awareness course for authorised visitors.

This process generally takes a minimum of six weeks. If no advice received from the AVC after six weeks, the Manager Compliance and Performance follows up to ensure that the application has progressed.

When all checks have been completed, the AVC advises the Manager Compliance and Performance, including whether any applications have been refused. The Manager Compliance and Performance will in turn notify the relevant Director or the Manager Offender Education and Training of the outcome.

If all external agency representatives have been approved for entry, the external agency is advised and local level arrangements are made, as detailed in Paragraph 9 below.

Every twelve months, organisations and individuals are required to complete a renewal for authority to enter a place of detention as an authorised visitor in order to continue to provide training or programs. Refer to the Custodial Operations Policy and Procedures (COPP) section 10.3 *Visits program, service, and training deliverers* for further information regarding this process.

9. Local-level arrangements for delivery of programs, services, education and training

9.1 Programs or SAPO- or Psychology Services

Following receipt by the external agency of confirmation of approval, if the program or service is intended to be conducted at one site only, the external agency must liaise with their initial point of contact (Cluster MOSP/Senior Psychologist) to facilitate entry into the site at a local level.

Once entry is facilitated, a local level meeting is held with a representative of the new provider, MOSP/Senior Psychologist, Governor/MOS, FM Purposeful Day and other correctional centre staff as relevant, to confirm how the program or service can be accommodated within the daily correctional centre routine.

For the new service, the Management Services Agreement (MSA) is also reviewed and updated, if required.

The Cluster MOSP/Senior Psychologist will liaise with the Governor/MOS to ensure that the

external agency personnel receive a local security and safety awareness briefing on the first day that the program or service is scheduled, and **before** leaving the gate area to commence the program or service.

If the program or service is intended to be conducted at multiple sites, the external agency will contact the relevant State-wide Director, who will liaise with the relevant RSM/Chief Psychologist to co-ordinate and schedule the program or service within their cluster.

The Cluster MOSP/Senior Psychologist contacts the RSM/Chief Psychologist who will communicate the implementation arrangements, including the trial period and evaluation, to the Director, State-wide Services who will in turn communicate them to the ACOMP.

As soon as possible after the conclusion of each session of the program or service, the external agency personnel will liaise with the Senior Services & Programs Officer (SSAPO) to ensure that offender attendances and other data are recorded in OIMS.

9.2   Education and training services

If the application is successful, the ESC will facilitate entry of external agency representative/s into the correctional centre.

The ESC will also liaise with the Manager of Security (MOS) to arrange local security and safety induction for the external agency representatives.

As soon as possible after the conclusion of each session of the training, the external agency personnel will liaise with the Education Services Co-ordinator (ESC) to ensure that offender attendances and other data are recorded in OIMS.

10.   Workload implications

10.1 Cluster MOSPs/Senior Psychologists

The workload implications for Cluster MOSPs, Senior Psychologists and the Manager Compliance and Performance are detailed in Annexure 1.

In accordance with the *Policy for Prioritising Services and Programs in Custody* (D15/179500), the OS&P activities associated with processing an application from an external agency would be a Priority 6 – Other Services and Programs under 'other projects/tasks/activities only at the direction/agreement of Manager'.

In accordance with Appendix C (D15/251782) – *Table of Operational Priorities for CSNSW Psychologists*, the psychology activities associated with processing an application from an external agency would be a routine priority.

11.   Abbreviations and definitions

Terms	Definitions
ACOMP	Assistant Commissioner Offender Management and Programs
AVC	Authorised Visitor Co-ordinator
BPSU	Business Process Support Unit
CCC	Community Consultative Committee
CGT	Clinical Governance Team

Cluster MOSP	A Manager of Offender Services and Programs who is responsible for OS&P staff located in Community Corrections and Correctional Centres in the cluster
COPP	Custodial Operations Policy & Procedures
CRI	Criminal Record Inquiry
CSI	Corrective Services Industries
ESC	Education Services Co-ordinator
MOET	Manager Offender Education and Training
MOS	Manager of Security
MSA	Management Services Agreement
OIMS	Offender Integrated Management System
OS&P	Offender Services and Programs
OSPLG	Offender Services and Programs Leadership Group
OMP	Offender Management and Programs
Program	A program is a structured intervention in a group setting that addresses the factors directly linked to offending behaviour. In this context, a program must meet the requirements of the CSNSW Offender Program and Facilitation Standards (D14/404041) – see external link at: https://www.correctiveservices.justice.nsw.gov.au/Documents/programs/CSNSW_Offender_Program_and_Facilitation_Standards.PDF
PAP (Program Accreditation Panel)	This Panel is made up of: Director, State-wide Programs a member of the State-wide Programs team a Cluster MOSP a Community Corrections Manager a representative from Corporate Research, Evaluation and Statistics (CRES), and a subject expert in the field related to the program who is not a CSNSW employee
PST	Programs Support Team
RSM	Regional Support Manager
SAPO	Services and Programs Officer

Service	A service is an intervention provided to an offender in response to ongoing assessment of needs and risks.
	'Service' can also mean:
	an intervention provided to approved groups which are not directly concerned with criminogenic need (for example Alcoholics Anonymous or Kairos meetings)
	information sessions (e.g. Health Survival) or triage service needs (e.g. NEXUS) delivered one-to-one or in groups
SSAPO	Senior Services and Programs Officer
SST	Services Support Team

12. Document information

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13. Document history

Version	Date	Reason for Amendment
1.0	28/01/2015	Initial publication
1.1	05/10/2016	Format change and repair broken links
1.2	04/11/2016	Updated business processes and removed EDRMS and intranet links
1.3	01/11/2018	Appendices extensively updated
1.4	27/11/19	Process extensively revised
1.5	22/03/2021	Summary List - External Proposal and Authorised Visitor Applications' EDRMS reference changed from D18/1010941 to D21/0413655

14. Annexures

Annexure No	Annexures
1	Workload implications for MOSPs/Senior Psychologists and Manager Compliance and Performance
2	Members of associated approval groups
3	*Application for Approval to deliver Services &* **Programs** *in NSW Correctional Centres*
4	Wellbeing (Non-Criminogenic) or Criminogenic Program Endorsement
5	*Questions to be answered by the Cluster MOSP/Senior Psychologist for the proposed service*
6	Services Endorsement and Approval Signatures
7	Application for approval to provide education and training services in NSW correctional centres.
8	Flow chart of all three processes – Services/Psychology, Programs, Education/Training

15. Annexure 1 - Workload implications

15.1 Workload implications - MOSPs/Senior Psychologists

Task	Relevant Paragraph in this policy	Average Time	Time Parameters
Initial telephone contact with the external agency *(once only)*	4	10mins	10 mins to 15 mins
Local site visit with external agency *(once only)* including introducing the representative from the external agency to the Governor/MOS	4	1 hour	45 mins to 1 hour 30 minutes
If approved, meet with Governor/MOS to seek endorsement in principle for the proposed program including confirmation about the implications for benchmarking and the structured day	4	20 mins	20 mins to 30 mins
Following all approvals, liaise with the external agency to facilitate entry	9, 9.1, 9.2	10 mins	10 mins to 20 mins
Ensure that there are arrangements in place for the representatives of the external agency to undergo a local security and safety awareness briefing on arrival at the centre	9.1	20 mins	20 mins to 30 mins
Liaise with the Senior SAPO to ensure that all program data will be entered following delivery of each program/service	9.1	10 mins	5 mins to 15 mins
TOTAL AVERAGE TIME PER APPLICATION		**2 hours 10 minutes**	
TOTAL MAXIMUM TIME PER APPLICATION			**3 hours 20 minutes**

15.2 Workload implications - Manager, Compliance and Performance

Task	Relevant paragraphs in this policy	Average Time	Time Parameters
Following receipt of an external agency application approved by the MOSP/ Senior Psychologist/, the MCP checks it is complete, acknowledges receipt and then forwards it to OSPLG	4.1.1	5 mins	Up to 15 mins
If approved, the MCP forwards the application to SST, CGT or a subcommittee of the PST. If not approved, the MCP conveys OSPLG's decision to the external agency	4.1.3	10 mins	Up to 15 mins
If approved by SST, CGT or by the CSI Executive, the MCP prepares a Briefing Note for the ACOMP	7	30 mins	Up to 1 hour
Following approval, the MCP forwards the approved Briefing Note to the Authorised Visitor Coordinator (AVC). The MCP maintains contact with the AVC to ensure that the application is being progressed. If not approved, the MCP advises the relevant stakeholders	7.2	20 mins	Up to 30 mins
When the AVC has completed all procedures, the MCP is advised who will, in turn, advise the relevant Director or the Manager Offender Education and Training to facilitate delivery of the program/service/education	8	10 mins	Up to 15 mins
TOTAL AVERAGE TIME PER APPLICATION		**1 hour 15 minutes**	
TOTAL MAXIMUM TIME PER APPLICATION			**2 hours 15 minutes**

16. Annexure 2 – Members of associated Approval Groups

16.1 Offender Services and Programs Leadership Group (OSPLG)

The OSPLG is made up of:

- Group Director, Offender Services & Programs
- State-wide Director, Services
- State-wide Director, Programs
- Regional Support Managers
- Manager, Business Process Support Unit
- Senior Project Officers, OS&P

16.2 Programs Support Team (PST)

The PST is made up of:

- Director, State-wide Programs
- Regional Support Managers
- Manager, Assessment and Case Management Support Team
- Manager, Program Development and Integrity
- Manager, Business Process Support Unit
- Manager, IDATP
- Manager, Intensive Therapeutic Programs
- Manager, CVE Programs
- Manager, Risk Management Programs
- Manager, HIPUs
- State-wide Co-ordinator, Community Corrections Strategy
- other internal stakeholders who might sit on this Committee as appropriate.

16.3 Services Support Team (SST)

The SST is made up of:

- Director, State-wide Services
- Regional Support Managers
- State-wide Manager, Specific Needs
- Chief Psychologist, Specific Needs
- Manager, Business Process Support Unit
- Manager, Services Development and Integrity
- Manager, Assessment and Case Management Support Team
- Co-ordinator, Reception, Screening and Induction

- Policy and Project Officers, Services Development and Integrity

- other internal stakeholders who might sit on this Committee as appropriate

16.4 Clinical Governance Team (CGT)

The CGT is made up of:

- Director, State-wide Services

- Director, State-wide Programs

- Chief Psychologist, South

- Chief Psychologist, North

- Chief Psychologist, Metro

- Chief Psychologist, Special Needs

- Chief Psychologist, Specific Needs

- Chief Psychologist, Risk Management

- Chief Psychologist, Intensive Therapeutic Programs

- Other specialist psychologists

- Manager, CVE

- State-wide Manager, Specific Needs

16.5 Program Accreditation Panel (PAP)

The PAP is made up of relevant experts and operational managers, depending on the nature of the program application, and may include:

- Director, State-wide Programs (Chair)

- Manager, Program Development and Integrity

- Senior Program Development Officer

- Chief/Senior Psychologist

- Operational experts e.g. Community Corrections or Regional Support Manager

- Corporate Research, Evaluation and Statistics (CRES)

The minimum number of members for the PAP will be three (3). Additional subject matter experts may be invited to participate in a PAP on an as-needs basis.

17. Annexure 3: Questions to be answered by the Cluster MOSP/Senior Psychologist for the proposed Program or Service

Organisation name	
Name of proposed program/service	
Proposed Correctional Centre/s	
Name of company representative	
Your position	MOSP ☐ Senior Psychologist ☐
Your name	
Date/s of meeting/s	

MOSP interview with organisation: mandatory questions
Based on the external agency application form, what proportion of the inmate population in the Correctional Centre(s) would be eligible to participate in the proposed program/service?
How does the proposed program/service impact on reintegration? (*Psychology-related services: answer if applicable*)
How does the proposed program/service impact on criminogenic needs?
How does the proposed program/service impact on providing the inmate with functional supports?

MOSP interview with organisation: mandatory questions
How does the proposed program/service complement/contradict anything that is currently offered to the inmates?
How does the proposed program/service fit within Offender Services & Programs priorities?
For the proposed program/ service, is there any required data entry? Yes ☐   No ☐
How will the proposed program/service impact on SAPO/Psychologist/Custodial (CSNSW): Time? Workload?
What is the impact on the Purposeful Day routine (and staffing) of the centre?
Have you approached the Governor/MOS, and any other relevant Custodial staff to seek support in-principle for the proposed program/service? (P*rovide details of Governor/MOS in-principle support here*)

Next step: Email the completed application to
complianceandperformance@justice.nsw.gov.au

18.   Annexure 4 – Application for approval to deliver Services & Programs in NSW Correctional Centres (6 pages)

Organisation Details

Organisation Name			ABN	
Street Address				
Suburb		State	Postcode	
Postal Address (if different)		State	Postcode	
Contact Person			Phone	
Email Address			Mobile	

Q	Organisation Detail – (Please attach pages if not enough space)
1	Please provide an outline of your organisation's aims and objectives. If your organisation has a charter, please also attach the charter to this application.
2	Please provide the name and position of the initial CSNSW contact person with whom you discussed the proposed service: Position of person contacted: ☐ Manager Offender Services & Programs ☐ Senior Psychologist ☐ Manager Offender Education and Training Name of person contacted: _____ Contact details: _____
	Funding
3	What is the duration of your proposed service/program?
4	What is the duration of funding for your organisation of this proposed service/program?
5	Is funding currently allocated to this proposed service/program? Yes ☐ No ☐

Q	Organisation Detail – (Please attach pages if not enough space)		
6	Is the allocated funding ready for use? Yes ☐ No ☐		
	Proposed staffing		
7	Have your proposed facilitators completed a satisfactory:		
	Working with Children Check (if required)	Yes ☐	No ☐
	Prohibited Person Declaration	Yes ☐	No ☐
	Does the organisation include employees for whom contact with children is an essential part of their role?	Yes ☐	No ☐
	Do you undertake to only use service facilitators that to the best of your knowledge will pass CSNSW checks? These checks are inclusive of a Criminal Record Inquiry, and a Working With Children Check?	Yes ☐	No ☐

Q	Details/process of proposed service/program (Please attach further information if not enough space)	
8	Service/Program Name	
9	Are you proposing to deliver the service: ☐ Across the state ☐ Nominated centre/s *(please specify the Correctional Centres)*	
10	For the proposed service/program, describe the aims/objectives to reduce reoffending? (P*lease attach details/supporting documents*)	
11	How does the proposed service address criminogenic needs? (P*lease attach details/supporting documents*)	
12	How does the proposed service enhance community safety? (P*lease attach details/supporting documents*)	

Q	Details/process of proposed service/program (Please attach further information if not enough space)
13	Describe the activities/tasks that will be undertaken by the organisation's representatives as part of the proposed service
14	How will the activities/tasks be delivered? (*e.g. PowerPoint presentation, group session*)
15	Who is the optimum target group for your proposed service? (*e.g. age range, males, females, cultural group, remandees, pre-release, sentenced, offenders with specific criminal histories*)
16	What scope is there for inclusion of inmates/offenders outside of the optimum target group?
17	If your proposed service/program is accredited, or undergoing accreditation, please provide detail. N/A ☐
18	How does the proposed service comply with national standards in its field? (Please p*rovide evidence. Attach or list the evaluations, publications, documents or other references*)
19	Describe how the proposed service/program is recognised in the wider community. (Please p*rovide evidence. Attach or list the evaluations, publications, documents or other references*)

Q	Details/process of proposed service/program (Please attach further information if not enough space)
20	Describe which theories of behaviour change processes the proposed service is based upon? (*e.g. Cognitive-Behavioural Therapy*) N/A ☐
21	Please describe the structure of your proposed service/program. (*e.g. does the proposed service follow a structured format/interview? The number and duration of program session and over-all program duration*)
22	How will the proposed service/program be delivered? (*Is it face-to-face; one-to-one; or run in a group?*)
23	Please outline and attach a copy of all manuals, forms, documentation, brochures, handbooks, etc. that relate to your proposed service/program.
24	Please list the general qualifications/positions of the facilitators of the proposed service/program. (*e.g. Psychologist, Welfare Officer, Trainer, Clerk*)
25	Describe if any assistance from Corrective Services NSW is required. (*e.g. completion of referral forms to proposed service*)
26	What facilities are required to deliver the service/program? (eg, *training room, computer, DVD player, projector etc.*)

Q	Details/process of proposed service/program (Please attach further information if not enough space)
27	How often is the proposed service provided?
28	Collectively, across all proposed locations, how much time per week is your service/program proposed to run?
29	Outline the proposed breakdown of time per week at each Correctional Centre. Correctional Centre 1: _____Time: _____ Correctional Centre 2: _____Time: _____ Correctional Centre 3: _____Time: _____ Correctional Centre 4: _____Time: _____ Correctional Centre 5: _____Time: _____
30	On average, for how long will a participant be engaged in your service each week?

Q	Offender/Inmate-related questions (Please attach further information if not enough space)
31	What are the anticipated outcomes for the inmate?
32	Does the proposed service continue for the inmate once they leave custody? Yes ☐ No ☐ If **yes**, outline how the transition (from custody to community) will occur.

Organisation Declaration	
Name of proposed service/program	
I declare that the information provided herein and in the accompanying documentation is true and correct in relation to the organisation, the service to be provided and the person/s to provide the service as per this request.	

Organisation Declaration	
Organisation	
Name (company representative)	**Title/Organisation Position**
Signature	**Date**

19. Annexure 5 – Wellbeing (Non- Criminogenic) or Criminogenic Program Endorsement (2 pages)

Program Endorsement and Approval Signatures			
Name of Program			
Type of Program	☐ Aboriginal ☐ Cultural ☐ Disability ☐ Religious ☐ Other: _____		

Manager ☐ / Director ☐			
Endorsed by (name)		Position	
Brief reason			
Signature		Date	

Regional Support Manager (RSM) ☐ / Chief Psychologist ☐ / State-Wide Manager ☐			
Region	☐ North ☐ South ☐ West ☐ Metro ☐ Metro East ☐ Metro West ☐ Specific Needs		
Support	☐ Supported ☐ Not Supported		
Brief reason			
Signature		Date	

Assistant Commissioner, Offender Management & Programs			
Approval	☐ Approved ☐ Not Approved		
Brief reason			
Signature		Date	

Program Endorsement	*(where further endorsement is required)*		
Name of Person			
Nature of Unit	☐ Aboriginal ☐ Cultural ☐ Disability ☐ Religious ☐ Other: _____		
Endorsed by (name)		Signature	
Position		Area	
Comments			

Program Endorsement	*(where further endorsement is required)*		
Type of Program	☐ Aboriginal ☐ Cultural ☐ Disability ☐ Religious ☐ Other: _____		
Endorsed by (name)		Signature	
Position		Area	
Comments			

20. Annexure 6: Services Endorsement and Approval Signatures

Services Endorsement and Approval Signatures				
Name of Service				
Type of Service	☐ Aboriginal ☐ Cultural ☐ Disability ☐ Religious ☐ Other: _____			
Manager ☐ / Director ☐				
Endorsed by (name)		Position		
Brief reason				
Signature			Date	
Regional Support Manager (RSM) ☐ / Chief Psychologist ☐ / State-Wide Manager ☐				
Region	☐ North ☐ South ☐ West ☐ Metro ☐ Metro East ☐ Metro West ☐ Specific Needs			
Support	☐ Supported ☐ Not Supported			
Brief reason				
Signature			Date	
Assistant Commissioner, Offender Management & Programs				
Approval	☐ Approved ☐ Not Approved			
Brief reason				
Signature			Date	

Services which relate to specific areas require endorsement from the relevant Manager/ Director.

Services Endorsement	*(where further endorsement is required***)**		
Name of Person			
Nature of Unit	☐ Aboriginal ☐ Cultural ☐ Disability ☐ Religious ☐ Other: _____		
Endorsed by (name)		Signature	
Position		Area	
Comments			

Services Endorsement	*(where further endorsement is required***)**		
Type of Service	☐ Aboriginal ☐ Cultural ☐ Disability ☐ Religious ☐ Other: _____		
Endorsed by (name)		Signature	
Position		Area	
Comments			

21. Annexure 7 – Application for approval to provide education and training services in NSW Correctional Centres

Agency Details						
Agency Name				ABN		
Address						
Suburb			State		Postcode	
Contact Person				Phone		
Email Address				Mobile		

Organisation Type
☐ Registered Training Organisation (RTO)   RTO number
☐ Apprenticeship Support Network provider
☐ Training Services NSW
If your agency is not described above, provide details of your organisations experience and qualification to provide education and training services. *(Attach additional pages if required)*
Provide details of the education and training services to be provided and the intended outcomes. *(Attach additional pages if required)*
At which correctional centre/s is it proposed to deliver the education and training services? ☐ State wide ☐ Nominated centre/s (please specify)

Agency Declaration	
The information provided is true and correct in relation to the agency and the education and training services to be provided.	
Name	**Title**
Signature	**Date**

22. Annexure 8 – Flow Chart of the External Agency Application Process

A Word version of this Flow Chart snip is available at D19/1107829 if updates are needed.

SERVICES/PSYCHOLOGY

External agency makes initial approach to Cluster MOSP/Senior Psych Questionnaire Form (Annexure 3) is completed at interview.

↓

If suitable, Cluster MOSP liaises with Governor/MOS.

↓

If accepted, the application is forwarded to the Manager Compliance & Performance (MCP)

If not accepted, the Cluster MOSP/Senior Psych advises the external agency

↓

The MCP forwards the application to OSPLG for tabling at the next meeting. OSPLG relays its decision to the MCP

↓

If endorsed, the MCP sends it for approval to SST for Services or CGT for Psychology

If not endorsed, the MCP advises the external agency with copies to all stakeholders

↓

If approved by SST, the MCP prepares the Briefing Note for the ACOMP (details in Paragraph 7)

↓

If approved by ACOMP, the MCP sends it to the AVC to commence that process

If not approved by ACOMP, the MCP will communicate the outcome to all stakeholders

↓

The AVC notifies the MCP of the outcome. The MCP notifies the Director State-wide Services so that local level arrangements can be made (See Paragraph 9)

PROGRAMS

External agency makes initial approach to Cluster MOSP. Questionnaire Form (Annexure 3) is completed at interview

↓

If suitable, MOSP liaises with Governor/MOS

↓

If accepted, the application is forwarded to the Manager Compliance & Performance (MCP)

If not accepted, the Cluster MOSP advises the external agency

↓

The MCP forwards the application to OSPLG for tabling at the next meeting. OSPLG relays its decision to the MCP

↓

If endorsed, the MCP sends it for approval to PST

If not endorsed, the MCP advises the external agency with copies to all stakeholders

↓

If approved by PST, it is forwarded to PAP → PAP advises the MCP of the outcome

↓

If approved, the MCP prepares the Briefing Note for the ACOMP (details in Paragraph 7). If not approved, the MCP advises the external agency

↓

If approved by ACOMP, the MCP sends it to the AVC to commence that process

If not approved by ACOMP, the MCP will communicate the outcome to all stakeholders

↓

The AVC notifies the MCP of the outcome. The MCP notifies the Director State-wide Programs so that local level arrangements can be made (See Paragraph 9)

EDUCATION/TRAINING

External agency submits Annexure 7 to the Manager Offender Education and Training (MOET).

↓

On receipt, the MOET prepares a submission for consideration by the CSI Executive.

↓

If accepted, the application is forwarded to the Manager Compliance & Performance (MCP)

If not accepted, the MOET advises the external agency

↓

If approved by the CSI Executive, the MCP prepares the Briefing Note for the ACOMP (details in Paragraph 7)

↓

If approved by ACOMP, the MCP sends it to the AVC to commence that process

If not approved by ACOMP, the MCP will communicate the outcome to all stakeholders

↓

The AVC notifies the MCP of the outcome. The MCP notifies the MOET so that local level arrangements can be made (See Paragraph 9)