



Offender Services & Programs Corrective Services NSW

Policy for Work and Development Orders for Sentenced Inmates

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Policy for Work and Development Orders for Sentenced Inmates

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1 Policy statement and purpose

Corrective Services NSW (CSNSW) is committed to the delivery of support services to inmates in custody in accordance with the Crimes (Administration of Sentences) Regulation 2014.

A significant number of people enter CSNSW custody with high levels of debt that many have difficulty paying off. The burden of this debt can contribute to re-offending.

Where this debt is a fine-related debt with Revenue NSW, particular inmates may be eligible to reduce it through participation in approved activities as part of a Work and Development Order (WDO), which is designed to provide alternative methods to pay fine debts.

The following cohorts of inmates are **eligible** for WDOs:

- Sentenced inmates
- Remand inmates in any CSNSW Specific Needs Unit (see [Section 6 Definition of Terms](#)).

Remand inmates (who are not housed in CSNSW Specific Needs Units) are **not eligible**.

The WDO scheme is standardised across all correctional centres to include specific activities and eligibility criteria, as set out in this document.

The purpose of this policy is to enhance access to and completion of WDOs for all eligible sentenced inmates in CSNSW custody, and remand inmates in any CSNSW Specific Needs Unit. This policy ensures that CSNSW complies with its obligations as an approved organisation with the Department of Communities and Justice to implement the WDO scheme at correctional centre sites.

2 Application

This policy applies to:

- staff responsible for the delivery to eligible inmates of suitable approved activities that include courses, counselling and treatment programs, and staff who are Administrators and Standard Users of the WDO Self Service Portal.

This Policy only applies to eligible inmates in custody who are sentenced, and remand inmates in any CSNSW Specific Needs Unit. Programs and services offered to offenders in the community are not approved WDO activities under this policy.

This document provides procedures for CSNSW staff to assist inmates to reduce fine debts owed to Revenue NSW.

The WDO scheme is designed to provide alternative methods to pay fine debts. Its focus is on those who have difficulty paying fines due to their personal and financial circumstances.

This Policy has been written with reference to the WDO Guidelines 2017 but with variations as approved by Revenue NSW, due to the nature of the correctional environment.

Those NSW Correctional Centres that are subject to Operating / Management Agreements (a 'contract') and operated or managed either by the State or a private service provider will be required to meet the Service Specifications and Key Performance Indicators as detailed in respective contracts.

The Assistant Commissioner, Offender Management and Programs (OMP) has oversight for implementing this policy. The Group Director, Offender Services and Programs (OSP) through the

Director State-wide Services and Director State-wide Programs is responsible for monitoring compliance with the policy.

Governance and Continuous Improvement has responsibility for performance monitoring and reporting against associated Service Specifications and Key Performance Indicators.

3 Procedures

3.1 Revenue NSW WDO scheme

3.1.1 WDO Self Service Portal (SSP)

Revenue NSW facilitates the administration of the WDO scheme, as part of their [2017 WDO Guidelines](#) (the Guidelines) [D19/0231957]. The SSP allows approved Standard Users in sponsor organisations to

- Submit applications for WDOs,
- Vary current WDOs, and
- Record the number of activity hours completed for WDOs.

The WDO SSP is located on Revenue NSW's [website](#).

Information relating to the use of the SSP is contained in the [Work and Development Order \(WDO\) Self Service Portal - User Guide](#) (the SSP User Guide) and D19/0147145.

3.2 Administration of the WDO scheme in correctional centres

In order to administer WDOs in a standardised manner across CSNSW correctional centre sites, the following will apply:

- Each correctional centre is an [approved sponsor organisation](#) for the purpose of administering WDO applications. The details held against each centre are listed on EDRMS [D17/543244]. These details should be used to complete a new *Application to be an Approved Organisation - Government Agency* web-form when required, such as when a new Correctional Centre opens. These forms are available on the Revenue NSW [website](#).
- Each correctional centre has two Administrators of the SSP and any number of Standard Users. In most locations, the two Administrators will be the relevant Education representative and the SSAPO. The Cluster Manager, OSP (MOSP) is responsible to ensure the correct staff are set up as Administrators in the SSP.

Refer to [Annexure 1](#) for SSP Administrator and Standard User responsibilities and roles.

3.3 Administration of individual WDOs

Administration responsibilities of individual WDOs include:

- determining an inmate's eligibility
- identifying approved WDO activities and anticipated hours
- opening WDOs in the SSP
- entering data into the Client Activity Report (CAR) each month
- closing or transferring WDOs to another Standard User, and

- opening and/or maintaining *01OSP: Work Development Orders* line on OIMS.
- An administrative action summary in relation to WDOs can be found at [section 3.3.1](#).

3.3.1 Administration of WDOs

Determination of Eligibility

- Check OIMS WDO appointment line to see if eligibility previously determined.
- If not already determined, investigate eligibility.
 - Refer to [WDO Eligibility at Annexure 4](#).
- Enter OIMS WDO appointment line with eligibility result.
 - Refer to [Annexure 3 OIMS Entries](#).

Identify approved WDO activities and anticipated hours

- Identify all approved WDO activities that inmate is referred to.
 - Refer to [Annexure 5 Approved WDO Activities](#) to determine which to include and how to calculate anticipated hours.
 - Note: further activities can be entered later if required.

Open WDO in SSP

- Enter WDO into SSP.
- Enter OIMS WDO appointment line and case note.
 - Refer to [Annexure 3 OIMS Entries](#).

Enter CAR each month

- Determine hours of full participation for each activity and enter these into the SSP.
 - Refer to [Completing a CAR and Approved WDO Activities](#).

Close WDO or transfer to another Standard User

- The WDO must be closed when inmate is transferred to another centre or released from custody.
- The WDO is also closed when all current approved WDO activities are complete.
- A WDO is automatically closed when the debt is paid in full.
- The WDO is also closed if there will be no (or is no) participation in the activity for three months
- A WDO may be transferred to another Standard User within the centre by the Administrator.

3.4 WDO scheme learning and resources

3.4.1 WDO Hotline

The WDO Hotline (1300 478 879) is available from 8:30am to 5pm Monday to Friday to assist with enquiries. Enquiries can also be made via email to wdo@revenue.nsw.gov.au. Email response time is usually less than one (1) working day, and up to 72 hours.

3.4.2 Revenue NSW Advocacy Hotline

Staff members are encouraged to register with the Revenue NSW Advocacy Hotline (1300 135 627, available 8:30am to 5pm Monday to Friday). Registration allows staff members to make enquiries about inmate debts, advocate on behalf of vulnerable inmates and request write-offs via telephone, email or online. Registration is via the Revenue NSW [website](#).

Note: SSP Standard Users automatically have access to the Advocacy hotline.

Revenue NSW will consider writing off all or part of fine debts owing if it is considered that enforcement action is unlikely to succeed due to the financial, medical or domestic circumstances of a fine defaulter, or other exceptional circumstances. CSNSW can request Revenue NSW to consider writing off debts on behalf of inmates, particularly for inmates who are vulnerable, such as those with intellectual disabilities or serious mental illnesses. This option may also be appropriate for inmates facing long sentences.

3.4.3 Complaints Procedure

In the event of an inmate complaint regarding the application of the WDO scheme, CSNSW Complaints Management Policy [D14/235242] will apply.

3.4.4 WDO training and support

Face-to-face training

The Legal Aid NSW WDO Service has six teams who can provide training and support for staff in metropolitan and regional locations sponsor organisations. Please email wdo@legalaid.nsw.gov.au to arrange training. Where possible, training will also include staff from Revenue NSW.

Revenue NSW how-to videos for the SSP

Revenue NSW have created a suite of how-to videos on the SSP, to provide on-demand training to staff members. The below instructional videos can be accessed from EDRMS, and the [OS&P Key Documents](#) intranet page. The videos cover:

- D19/0974522 Submitting a sponsor application - Government agency
- D19/0974542 Submitting a variation application - Activity
- D19/0974550 Submitting a variation application - Location
- D19/0974560 Submitting a WDO application
- D19/0974563 Submitting a WDO report
- D19/0974568 Editing a WDO
- D19/0974574 Navigating the SSP.

3.4.5 WDO resources

The following WDO resources can be found and printed from EDRMS:

- **CSNSW WDO Brochure** [D16/528971] contains information about the WDO scheme for inmates. This brochure should be given to all sentenced inmates, and remand inmates in CSNSW Specific Needs Units.
- **CSNSW WDO Poster** [D16/528951] about the WDO scheme should be placed on noticeboards accessible to inmates
- **Revenue NSW WDO Fact Sheet** [D19/0428461] provides generalised WDO information. Best for promotion among inmates prior to release, for access to community WDOs.
- The **WDO Policy Quick Reference Guide on a Page** [D19/1060855] provides a one page Policy overview. Refer to sample at [Annexure 7 - section 4.7.7](#).
- The **WDO Checklist** [D19/1060870] summarises steps and actions to set up, report, and close a WDO. Refer to sample at [Annexure 7 - section 4.7.6](#).

Note: WDOs should be discussed with fresh custody inmates during induction. However only eligible sentenced inmates, and remand inmates in CSNSW Specific Needs Units can contribute towards WDOs.

3.5 Before opening a WDO

Prior to opening a WDO, the following must be determined and confirmed:

- The inmate is sentenced, or a remand inmate in any CSNSW Specific Needs Unit, and eligible for
 - A WDO based on the criteria in [Annexure 4](#)
 - An approved WDO activity/program. Refer to [Annexure 5](#)
- The appropriate activity or activities to be included in the WDO are identified to maximise WDO debt reduction, and
- The appropriate staff member to open and maintain the WDO is identified (the staff member conducting the most WDO-related hours each month).

3.5.1 Confirming or data-matching an inmate's debt

Every effort should be made to ascertain if the inmate has a debt, as the possibility of participating in a WDO can motivate the inmate to participate in WDO-approved activities.

There is an automatic identification of inmates with a WDO debt through the *Revenue NSW Secure File Transfer* [16/43701] (data exchange). This weekly data-set is the most efficient way to search for debt; provides up to date information; and lists the inmate's current debt.

To confirm an inmate's debt

If the inmate is unsure they have a debt, the:

- Inmate can call about their WDO on CADL #14 (Revenue NSW)
- SAPO can check for a:

- Current debt via the *Revenue NSW Secure File Transfer* [16/43701]
 - Open WDO via the *Participation hours in most recent reporting period* report [D16/411288] for the inmate's details
- Note:** if an inmate is located on this report, the inmate has an open WDO.

To data-match a debt to an inmate

If the inmate does not appear on either of the above reports, complete the *Revenue NSW WDO Pre-submission template* [D19/0443523]. To complete the template, you will need to provide the following information to Revenue NSW:

- Inmate's name (and alias/es), MIN and DOB (date of birth) (required)
- If known, add inmate last known address or suburb, external telephone number and drivers licence details
- Email the completed template to wdo@revenue.nsw.gov.au

Revenue NSW will complete and return the template to the requesting staff member. The receiving CSNSW staff member then enters these details (exactly as provided) into the WDO SSP.

Note: information provided may not match information on OIMS e.g. use of an alias.

Final option

If the above two options (*to confirm and inmate's debt*, and *to data-match a debt to an inmate*) does not present any result, the SAPO may call the WDO Hotline (see [3.4.1](#)) on behalf of the inmate to confirm if there is a debt.

3.5.2 Determining WDO eligibility

When WDO eligibility should be assessed

WDO eligibility should be assessed when the inmate is identified to begin a WDO approved activity (see [Annexure 5](#)), as eligibility can change over the duration of the inmate's booking. Not all inmates are eligible for WDOs.

[Annexure 4](#) details when to assess for WDO eligibility, hierarchy, grounds and evidence.

Sentenced inmates, and remand inmates in any CSNSW Specific Needs Unit are eligible for a WDO if they meet one of the following five (5) criteria.

- | | |
|--|---|
| 1. Intellectual disability / cognitive impairment | 3. Homelessness |
| 2. Mental illness / personality disorder / addictive disorders | 4. Acute economic hardship |
| | 5. Serious addiction to drugs, alcohol or volatile substances |

Where inmates are ineligible for CSNSW approved activities

Inmates may meet eligibility criteria for WDOs, but can be ineligible for WDO activities. This could include reasons such as severe mental illness or cognitive impairment. In this case, the SAPO may consider applying to Revenue NSW for a (partial or whole) debt write-off.

3.5.3 Evidence of WDO eligibility and eligibility hierarchy

Consultation between Revenue NSW and CSNSW has identified evidence that is already recorded in OIMS (or is easily sourced by CSNSW staff) and may be used to satisfy eligibility grounds for a WDO. This evidence is detailed in the *WDO eligibility hierarchy, grounds and evidence criteria table* ([Annexure 4](#)) and must be used as described.

If any other forms of evidence are used to support eligibility, these must be in full compliance with the Guidelines. Evidence is to be saved in the inmate's EDRMS Case Management File.

EDRMS and Naming Convention

All evidence and WDO supporting documents are to be saved in the inmate's EDRMS Case Management File, with the following naming convention:

- *Description of document – document date - 0000MIN - SURNAME, First Name – DOB*

See EDRMS Document Naming Convention for SAPO and SSAPO roles [D17/713095].

The eligibility hierarchy

1	• Intellectual Disability / Cognitive Impairment
2	• Mental Illness / Personality Disorder / addictive disorders
3	• Homelessness
4	• Acute Economic Hardship
5	• Serious Addiction [NOTE: limits WDO activities to AOD treatment only]
6	• Seek other documentation

3.5.4 Eligibility criteria timeframes

For WDO eligibility grounds, specific time frames and time limits apply under the Guidelines (refer to [Annexure 4](#)).

- Intellectual disability / cognitive impairment: used for current and all future custodial centres
- All other criteria: used for the entirety of the current custodial sentence

3.5.5 Seeking further evidence

If there is no evidence to support eligibility following a full search of OIMS and there is no evidence of eligibility prior to entering custody, the staff member should:

- Seek further documentation themselves, ensuring it remains within the Guidelines; or
- Direct the inmate to provide further evidence, ensuring it remains within the Guidelines.

Evidence external to OIMS must be scanned and saved on the inmate's EDRMS Case Management File for future reference.

Evidence details and document number must be included in the comments section of the following appointment lines (refer to [Annexure 3](#)):

- 01OSP: Fundamental Support > Work & Development Order Support
- 01OSP: Work Development Orders appointment line.

3.5.6 Exceptional circumstances

Revenue NSW notes that obtaining documentation may be difficult for inmates. There is an option for Revenue NSW to waive the proof requirements under section 5.7 of the Guidelines. Use the [WDO Exceptional Circumstances Form](#) [D19/0146170] and explain the applicant's circumstances

The exceptional circumstances application form should be used where:

- CSNSW is seeking for proof requirements to be waived under section 5.7 of the Guidelines (for example, because obtaining documentary proof of eligibility may be difficult for inmates), or
- CSNSW is of the opinion that the person was in acute economic hardship, despite the inmate having a household income, prior to incarceration, above the thresholds in section 5.5.3 of the Guidelines.

The application should outline:

- The applicant's circumstances
- Why they cannot obtain proof (if applicable)
- Any evidence of financial hardship and explanation of why they were in acute economic hardship, for example, because they had large medical or other expenses (if applicable).

3.5.7 Additional documentation not required

Additional documentation identifying why it is more appropriate for the applicant to undertake the proposed activities rather than pay the fine is not required for inmates in custody. Revenue NSW can identify that it is more appropriate because:

- They receive a significantly reduced income whilst in custody; and
- The activities they are undertaking are:
 - a. Providing treatment
 - b. Helping to address the reasons for offending behaviour, and/or
 - c. Developing skills that can reduce the likelihood of reoffending.

3.5.8 Confirmation of Centrelink benefits

If an inmate is eligible for a WDO on the basis of acute economic hardship due to reliance upon Centrelink benefits prior to coming into custody, this must be confirmed by Centrelink. Confirmation can be obtained through either of the two (2) below options:

1. Offender Admission Spreadsheet [16/3102], or
 - EDRMS number of the weekly spreadsheet must be included in the comments of the OIMS 01OSP: Work Development Orders appointment line, confirming eligibility.
2. *Request for Confirmation of Centrelink Benefit* form [D15/643291]

- Inmate must sign the form. Form scanned and emailed to Prison Servicing Unit of Centrelink. Confirmation emailed back to requesting staff member.
- Completed form must be scanned to inmate's EDRMS Case Management File, noting EDRMS number in comments of the Fundamental Support OIMS line *FIN Work & Development Order support*. Refer to [Annexure 3](#).
- Note about WDO eligibility confirmation, including completed form EDRMS number, must be included in the comments of the OIMS *01OSP: Work Development Orders* appointment line. Refer to [Annexure 3](#).

3.5.9 Identifying approved activities

A range of CSNSW activities may be included in the WDO scheme.

A full list of approved WDO activities is located at [Annexure 5](#). Approved activities have been divided into four groups in relation WDO administration, such as basis of debt reduction, calculation of anticipated hours and recording of the CAR.

Note: All approved WDO activities must be planned. Only hours completed after the WDO has been opened can be included. Hours cannot be included retrospectively.

3.5.10 Identifying excluded activities

Activities that cannot be counted towards a WDO are:

- Paid employment (whether internal or external)
- Educational or vocational courses undertaken as part of a traineeship or apprenticeship
- Activities specifically ordered by the court during sentencing, and
- Activities that have already been completed (retrospective hours).

3.5.11 Foregoing wages payments in favour of WDO

Inmates who are attending programs (educational, vocational or life skills course) in custody do not have to forfeit their programs wages in order to pay off their WDO debts. Inmates can receive program payments and contribute towards their WDO at the same time.

Inmates can contribute to WDOs when undertaking unpaid work. When inmates elect to forego wage payments in favour of a WDO in CSI employment, this must be done for the entire WDO reporting month (15th of one month, to 14th of the next). The *Request for WDO instead of wages* form at [D16/049832] (sample at [Annexure 7 - section 4.7.3](#)) is to be completed when electing to forego wages and also when returning to wage payments after a WDO.

It is the responsibility of the WDO activity facilitator to provide the completed *Request for WDO instead of wages* form to the Industry Manager (IM) to ensure that any wage amendments will be made. All actions must be recorded in OIMS and the completed form saved to the inmate's EDRMS Case Management File. Refer to [Annexure 3](#).

3.5.12 Identifying anticipated hours of WDO activities

Anticipated hours will vary with the activity.

Group	Anticipated hours
Group 1 Residential compliance-based activities	The anticipated hours are based on a 7 hour day / 28 day month. As most months have more than 28 days, it is possible for actual participation to be recorded as more than the anticipated hours. Periods of non-participation will result in fewer hours being recorded.
Group 2 Full-time or residential attendance-based activities	The anticipated hours are based on a 7 hour day / 20 weekday month. As some months have more than 20 weekdays, it is possible for actual participation to be recorded as more than the anticipated hours. Periods of non-participation will result in fewer hours being recorded.
Group 3 Part-time or non-residential compliance-based activities Group 4 Part-time or non-residential attendance-based activities	The anticipated hours are based on the scheduled hours over a 4 week period. As some months will be longer and have more scheduled sessions, it is possible for actual participation to be recorded as more than the anticipated hours. Periods of non-participation will result in fewer hours being recorded.

3.6 Opening a WDO

3.6.1 Opening a WDO in the SSP

Step-by-step instructions for opening a WDO are found in the SSP User Guide.

A WDO must be opened before the activity is undertaken. Hours completed prior to the opening of the WDO cannot be included in the WDO.

It is possible that this process may be repeated many times during a period of custody, as an inmate may be involved in a number of approved WDO activities at different stages of their sentence.

Note: in some cases, the WDO may be in a different name to the inmate's OIMS record, e.g. from the use of an alias.

To open a WDO:

1. Check if there is already an open WDO, using the *participation hours in most recent reporting period* report [D16/411288]
2. Open the WDO on the SSP
3. Record action on OIMS – refer to [Annexure 3](#).

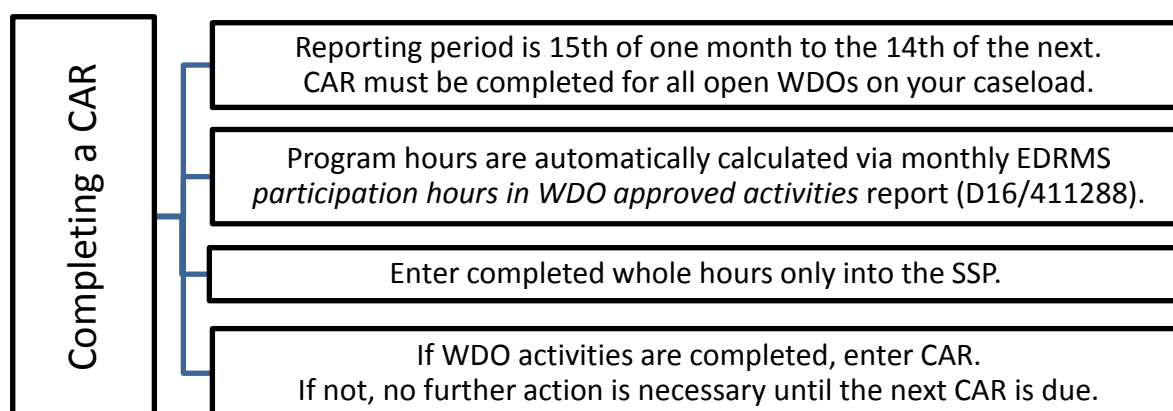
On the 01OSP: *Work Development Orders* appointment line, provide a comment detailing:

- What eligibility criteria used
- Evidence for eligibility
- WDO number
- Enforcement Order number
- Monetary amount outstanding
- Approved activity being undertaken
- When WDO commenced (or completed)
- If any variation to contracted WDO hours.

3.6.2 Potential issues when opening a WDO

Issue	Resolution
Revenue NSW advises that there are no outstanding debts to pay	WDO will not be opened and an OIMS WDO appointment line advising of this will be entered. Refer to Annexure 3 .
Revenue NSW advises that a WDO is already open at your location	Refer to the SSAPO or relevant Education representative to determine if the WDO should be transferred between staff members and/or included activities should be reviewed.
Revenue NSW advises that a WDO is open at another location e.g. a previous centre has not yet closed the WDO	Use Annexure 3 to identify the responsible staff member and request via email that the WDO be closed. Once closed, continue with opening the WDO.

3.6.3 Entering Client Activity Reports (CAR)



Where to locate participation hours for CAR

The *participation hours in WDO approved activities* report [D16/411288] assists with monthly reporting requirements. The report is an aid that summarises the WDO number, number of activity hours, as well as the type and location of WDO approved activities the inmate has participated in.

3.6.4 Determining full participation in approved WDO activities

Full participation in an approved WDO activity is defined as full:

- Attendance at scheduled sessions
- Compliance with a treatment plan
- Participation in discussions or tasks involved in the activity
- Engagement with the activity, and
- Acceptable behaviour throughout the activity.

If the inmate does not fully participate, this must be noted in *01OSP: Work Development Orders > Variation to hours within CAR Period*. Refer to [Annexure 3](#).

Full participation requirement	Participation reduction
In full-time and residential activities (Groups 1 and 2), a full 7 hours per day will be entered unless there is evidence of non-participation.	<ul style="list-style-type: none"> • Periods prior to entering or after leaving the residential activity; and non-attendance.
In part-time, non-residential activities (Groups 3 and 4), only satisfactory attendance outcomes (attended / completed) and actual times recorded on OIMS are included in the CAR. All attendances must be entered prior to the CAR submission.	<ul style="list-style-type: none"> • Absences
In addition, the hours entered will also be reduced, on a case by case basis, by any instances of non-participation, including	<ul style="list-style-type: none"> • Withdrawal from the activity • Unauthorised absences • Segregation orders • Management plans • Offences in custody • Unacceptable behaviour.
<p>NOTE: Full participation in the activity including all required attendances is a requirement for continuing in the activity and inclusion in a WDO.</p> <ul style="list-style-type: none"> • Nothing about the usual requirements for participation and compliance is to change just because it is included in a WDO. • Non-attendance and bad behaviour are to be recorded and treated the same, whether a WDO is in place or not e.g. removal, exclusion, management plan. 	

3.6.5 Transferring a WDO to another Standard User on the SSP

SSP Administrators and Standard Users are able to assign a WDO to another Standard User at the same location. This should occur when:

- The Standard User leaves the Centre or goes on extended leave;
- There is a change to the approved WDO activities or anticipated hours of the activities;
- There is agreement between Administrators and Standard Users in response to local conditions or workloads.

3.7 Closing a WDO

3.7.1 Closing a WDO

Step-by-step instructions for closing a WDO are found in the SSP User Guide [D19/0147145].

A WDO must be closed by the Standard User or Administrator when:

- The inmate is released from custody
- The inmate is transferred to another centre
- All current WDO activities are completed
- If there will be no participation in the activity for three (3) months, or
- The inmate is no longer participating in WDO activities.

When closing a WDO, a closing report must be entered into the SSP. The report must include all hours of participation in the WDO activities since the entry of the last CAR. This information is sourced from '*participation hours in WDO approved activities*' report [D16/411288].

- A WDO will be automatically closed in the SSP when the debt has been repaid in full.
- All WDO closures must be recorded in OIMS. Refer to [Annexure 3](#).
- If the inmate undertakes subsequent activities after a WDO is closed, a new WDO application must be entered in the SSP.

Note: 01OSP: *Work Development Orders* line must remain open in OIMS for the inmate's whole booking.

3.7.2 Closing a WDO when inmate is released

WDOs must be closed when inmates are released into the community. This should be done outside the CAR reporting period, to ensure the inmate is able to contribute towards their WDOs in the community. Refer to the SSP User Guide [D19/0147145] for a step-by-step process.

3.8 Alternatives to WDOs

Fine debts with Revenue NSW are put on hold when Revenue NSW are advised that an inmate has entered custody, and remain on hold until three (3) months after their expected release date (or next court date). Inmates can contact Revenue NSW to confirm this or to discuss their fines: Revenue NSW is #14 on the CADL phone system. Inmates who are not eligible for a WDO or who do not participate in approved WDO activities will be required to pay off their debts after release.

3.9 Quality review process and audit

An external audit of any or all WDOs can be undertaken by Revenue NSW or the Department of Communities and Justice Internal Audit at any time. Audits may involve all aspects of the WDO including evidence of eligibility, evidence of activity participation and record keeping.

The MOSP (or SSAPO delegate) will conduct internal audits of WDOs, in the form of monthly and quarterly quality reviews. [Annexure 2](#) provides instruction on the quality review process.

4 Annexures

4.1 Annexure 1: SSP Administrator and Standard User responsibilities and roles

4.1.1 SSP Administrator

The SSP allows for two Administrators and an unlimited number of Standard Users for each sponsor location. In most locations, the two Administrators will be the relevant Education representative and the SSAPO.

- The Administrators are responsible for ensuring that all staff involved in the delivery of approved WDO activities are Standard Users in the SSP. This will include all SAPOs, Education representatives and psychologists. The Administrators are responsible for ensuring all new staff are added to the system and any departing staff are removed. Note that, due to each correctional centre being separate sponsor organisations, Administrators can only view or vary SSP records for WDOs set up in their centre.

The Administrators are responsible for:

- Creating, editing and disabling Standard User accounts for all relevant staff
- Overseeing the WDO process in their area
- Making decisions about the distribution of WDOs amongst Standard Users when responsibility is not clear
- Transferring WDOs between Standard Users as required (see [3.6.5](#))
- Administrators may also undertake all of the activities of a Standard User.

4.1.2 SSP Standard User

All Education representatives, SSAPOs and SAPOs will be Standard Users. Psychologists may also be Standard Users; however, this is only appropriate where a course of psychological counselling has been identified in advance, as retrospective hours cannot be included in a WDO.

Standard Users are responsible for:

- Identifying inmates requiring assessment for a WDO
- Determining eligibility
- Identifying activities and anticipated hours
- Opening, maintaining and closing WDOs on the SSP
- Entering Client Activity Reports (CARs) each month.

The Standard User responsible for a particular WDO will be determined by the activities included in that WDO:

- When an inmate is involved in a Group 1 or 2 activity, the staff facilitating that activity will be responsible for setting up and maintaining the WDO and only this activity will be included.
- When an inmate is involved in one or more Group 3 activities, the staff facilitating the activity with the most anticipated hours will be responsible for setting up and maintaining the WDO and only this activity will be included.

When an inmate is involved in one or more [Group 4](#) activities, the staff facilitating the activity with the most anticipated hours will be responsible for setting up and maintaining the WDO. All Group 4 activities will be included in the WDO.

4.2 Annexure 2: Quality review process and audit responsibilities (MOSP or SSAPO delegate)

MOSPs are responsible for the [monthly](#) and [quarterly](#) *MOSP WDO Quality Review forms* for their centres. MOSPs may nominate a SSAPO delegate to conduct the Quality Review on the WDOs in their centre, if they are unable to complete the Quality Reviews themselves.

The completed Quality Review forms must be saved into EDRMS folder 15/61852.

WDO quality review forms:

- WDO monthly quality review form [D19/1060698]
 - Refer also to sample at [Annexure 7 - section 4.7.4](#)
- WDO quarterly quality review form [D19/1060703]
 - Refer also to sample at [Annexure 7 - section 4.7.5](#)

To assist MOSPs in accessing the information to complete the monthly and quarterly reviews, Revenue NSW has created a *WDO monthly sponsor data* report which will be available after the 15th of each month in EDRMS folder 16/32763.

Quality review objectives:

As part of a commitment to quality, the MOSP (or SSAPO delegate) will audit a selection of WDOs each month, and review access to WDOs on a quarterly basis. The objectives of the quality reviews are to ensure:

- Access to WDOs is being maximised in each centre. That is, inmates who are eligible for a WDO, and are eligible and suitable for approved WDO activities can access those activities where possible.
- WDO eligibility is supported by evidence
- Decisions of non-eligibility are made only after all readily available forms of evidence are excluded
- Inmates are eligible and suitable for the included activities and the activities are appropriate, in accordance with case plans, and
- Activity attendance and participation is accurately recorded on OIMS and the SSP.

4.3 Annexure 3: OIMS entries

01OSP: Work Development Orders							
<p>The following actions are to be recorded on appointment lines under the <i>01OSP: Work Development Orders</i> service line. As these are administrative items only, the appointment time is to be entered as one minute only and the attendance is 'Offender not required'. All references to recording evidence in EDRMS means: inmate's EDRMS Case Management File.</p> <p>When the first WDO action takes place, the <i>01OSP: Work Development Orders</i> service line is opened. This line keeps the status of 'referred', and remains open for the entire current booking.</p>							
OIMS module (on appointment line 01OSP: Work Development Orders)	When to enter this item (WDO Action)	OIMS Appointment start/end times	OIMS Attendance outcome (relates to inmate)	What needs to be entered in the appointment comment?	How does this relate to the Portal tasks?	How does this relate to EDRMS tasks?	How does this relate to 'other' tasks? (Other action required)
Eligible - limited qualification-AOD dependence only	When evidence is located meeting WDO eligibility criterion of serious addiction only.	Administrative item only. Record date and one minute marker only (e.g. 9:00 - 9:01).	Offender not required.	Details of evidence e.g. TRAS program eligible. If external evidence is used, EDRMS reference must be included.	No related Portal tasks.	Any external evidence must be recorded in EDRMS.	May occur in conjunction with screening or preparation for approved activity.
Eligible - full qualification-meets additional qualifying criteria	When evidence is located meeting WDO eligibility criteria of intellectual disability/cognitive impairment, mental illness/personality/addictive disorder, homelessness or acute financial difficulty.	Administrative item only. Record date and one minute marker only (e.g. 9:00 - 9:01).	Offender not required.	Details of evidence e.g. TRAS program eligible; inmate is sentenced; or, inmate Centrelink CRN (Customer Reference Number). If external evidence is used, EDRMS reference must be included.	No related Portal tasks.	Any external evidence must be recorded in EDRMS. Eligibility checklist saved in EDRMS	May occur in conjunction with screening or preparation for approved activity.
Ineligible - does not meet any criteria (may re-apply)	When a search has been made for evidence of meeting WDO eligibility criteria but none is located.	Administrative item only. Record date and one minute marker only (e.g. 9:00 - 9:01).	Offender not required.	Details of checks made e.g. search of OIMS conducted. If external evidence is provided but found insufficient, EDRMS reference must be included.	No related Portal tasks.	Any external evidence must be recorded in EDRMS.	May occur in conjunction with screening or preparation for approved activity.
Commenced WDO	When the WDO has been opened on the SSP.	Administrative item only. Record date and one minute marker only (e.g. 9:00 - 9:01).	Offender not required.	WDO details including Enforcement Order number, monetary amount outstanding approved activity being undertaken, etc. See section 3.6.1 for a complete list.	In conjunction with opening of WDO on Portal.	Confirmation of WDO email received from Revenue to be saved in EDRMS	Case note to be entered.
WDO not opened – no debt	When eligibility has been determined but there is no Revenue NSW debt.	Administrative item only. Record date and one minute marker only (e.g. 9:00 - 9:01).	Offender not required.	WDO not opened as Revenue NSW reported that the inmate does not have Revenue NSW debt.	No related Portal tasks.	No EDRMS tasks required.	Case note to be entered.
WDO closed (specify reason in comment)	When the WDO has been closed on the SSP (this may be automatic if paid in full).	Administrative item only. Record date and one minute marker only (e.g. 9:00 - 9:01).	Offender not required.	Reason for closure e.g. Paid in full, transfer, release, end of activity, non-compliance.	In conjunction with closing of WDO on Portal (may be automatic).	No EDRMS tasks required.	Case note to be entered.
Variation to hours within CAR period.	When a variation is made to hours entered on the CAR due to inmate not fully participating in approved (residential / full time) activity.	Administrative item only. Record date and one minute marker only (e.g. 9:00 - 9:01).	Offender not required.	Reason for variation e.g. Non-attendance, placed on management plan, inappropriate behaviour, and amount of variation.	In conjunction with entering monthly CAR on Portal.	No EDRMS tasks required.	Case note to be entered.

01OSP: Fundamental Support

The following actions are to be recorded on appointment lines under *01OSP: Fundamental Support*. As these actions relate to inmate contact, the actual time is to be entered and the attendance is 'Attended'. All references to recording evidence in EDRMS means: inmate's EDRMS Case Management File.

OIMS module (on appointment line 01OSP:Fundamental Support)	When to enter this item (WDO Action)	OIMS Appointment start/end times	OIMS Attendance outcome (relates to inmate)	What needs to be entered in the appointment comment?	How does this relate to the Portal tasks?	How does this relate to EDRMS tasks?	How does this relate to 'other' tasks? (Other action required)
FIN Work & Development Order support	Inmate provides documentation in relation to evidence of meeting WDO eligibility criterion (including completing Request for Confirmation of Centrelink Benefit form)	Time from and time to	Inmate attended	Details of evidence provided and EDRMS reference	In conjunction with opening of WDO on Portal.	Any external evidence must be recorded in EDRMS.	External evidence saved in EDRMS
FIN Work & Development Order support	Inmate provides consent to supply additional information to Revenue NSW	Time from and time to	Inmate attended	Details of additional information requested / consented to	No related Portal tasks	Any external evidence must be recorded in EDRMS.	Additional information provided to Revenue NSW
FIN Work & Development Order support	Other interactions with inmates about WDOs e.g. providing information about the process, answering queries, advising of balances owing	Time from and time to	Inmate attended	Brief description of conversation	No related Portal tasks	No EDRMS tasks required	Nil
Inmate refuses WDO	Inmate does not consent to open or participate in a WDO for their fine amount.	Time from and time to	Inmate attended	Details of refusal, including inmate's reason, and if motivational interviewing occurred	No related Portal tasks.	Refusal of consent to be recorded in OIMS: Consent to Exchange CSNSW Client Information [D18/528088] .	Case note to be entered, detailing refusal of consent.

Unless specified above, WDO action does not need to be recorded on OIMS. This includes the monthly entering of the Client Activity Report into the Self-Service Portal.

4.4 Annexure 4: WDO eligibility, hierarchy, grounds and evidence criteria

Consultation between Revenue NSW and CSNSW has identified eligibility evidence in OIMS, and may be used to satisfy eligibility grounds for a WDO. The evidence below must be used as described. If any other forms of evidence are used to support eligibility, these must be in full compliance with the Guidelines.

When determining eligibility:

- Confirm the inmate is sentenced, or a remand inmate in any CSNSW Specific Needs Unit.
- If any of the below evidence is located, an OIMS WDO appointment line must be entered to confirm eligibility with the comment detailing the evidence used. Refer to [Annexure 3](#).
- If all of these areas of OIMS are searched and no evidence can be found to support WDO eligibility, this is recorded in OIMS on a WDO appointment line. Refer to [Annexure 3](#).
- If further evidence is located at a later time, an entry of no eligibility can be overridden by an entry confirming eligibility and identifying the evidence used. Refer to [Annexure 3](#).

Inmates may meet more than one criterion but only evidence of one is required to open a WDO.

- The first four eligibility criteria will allow the inclusion of a wider range of approved WDO activities, and so it is preferable to open the WDO on one of these grounds where possible.
- The criterion of serious addiction will only allow for participation in drug and alcohol treatment activities to be included in the WDO and so should only be used when no other criteria can be met.
- The WDO Eligibility Hierarchy ([Annexure 4](#)) can be followed until eligibility is established. The hierarchy is determined based on the ease of locating evidence to support eligibility and extent of activities which can be included.
- More detailed definitions of the eligibility criteria can be found in Revenue NSW's WDO Guidelines [D19/0231957]

Evidence and assessment timeframes

Evidence timeframes apply for:

- **Intellectual disability / cognitive impairment:** current and all future custodial centres
- **All other criteria:** used for the entirety of the current custodial sentence

Quick reference guide to: evidence assessment timeframes	Eligibility
If inmate assessed during period of incarceration	Eligible
If inmate assessed prior to incarceration, assessments in the lead-up to incarceration can be used within the following time limits: <ul style="list-style-type: none"> • 6 months: mental illness; addiction to AOD • 3 months: homelessness; acute economic hardship • 4 weeks: Centrelink benefits 	
If inmate assessed more than six (6) months prior to date of incarceration	

4.4.2 WDO eligibility, hierarchy, grounds and evidence criteria table

This table is to be used for ascertaining eligibility and evidence for sentenced inmates, and remand inmates in **CSNSW Specific Needs Units**.

Eligibility Hierarchy	Category	Eligibility Grounds	Evidence of meeting eligibility criterion for a WDO	WDO Evidence (OIMS)	Evidence time-limit
1	Intellectual disability / cognitive impairment	Including developmental disorders, neurological disorders, dementia, brain injuries and Alzheimer's disease.	Evidence of an intellectual disability or cognitive impairment can be used as evidence.	<p>Evidence is found on the Disability Screen on OIMS. The disability or impairment must have been assessed and confirmed by Statewide Disability Services. Valid entries will have one of the following disability types:</p> <ul style="list-style-type: none"> a. Acquired brain injury b. Intellectual Disability or Low Cognitive Function c. Autistic/Autistic spectrum, or d. Dementia. <p>Enter an OIMS appointment line confirming eligibility and identifying the evidence used. Refer to Annexure 3.</p>	This may be used as evidence for: current and all future custodial sentences.
2	Mental illness / personality disorder / addictive disorders	<p>Mental illnesses include schizophrenia, psychosis, bipolar disorder and serious depression or anxiety.</p> <p>Personality and other addictive disorders: may include gambling disorders, schizotypal and antisocial personality disorders</p> <p>Personality disorders include antisocial personality disorder</p>	<p>Evidence of a mental illness or personality disorder may be used as evidence.</p> <p>Assessment timeframe includes: in the six (6) months leading up to incarceration.</p>	<p>Evidence may be found on OIMS at:</p> <ul style="list-style-type: none"> a. A Justice Health alert identifying a mental illness or personality disorder b. Identification of a mental illness or personality disorder on the Intake Screening Questionnaire (ISQ) c. Admission to a CSNSW mental health unit or ward, or d. Case notes from Psychology or Community Corrections which identifies or confirms diagnosis of a mental illness or 	This may be used as evidence for: the entirety of the current custodial sentence.

Eligibility Hierarchy	Category	Eligibility Grounds	Evidence of meeting eligibility criterion for a WDO	WDO Evidence (OIMS)	Evidence time-limit
		and borderline personality disorder.		personality disorder. Enter an OIMS appointment line confirming eligibility and identifying the evidence used.	
3	Homelessness	This includes accommodation that is unstable, temporary (such as hostels, staying with friends, living in caravan parks or boarding houses) or unconventional (such as squatting or sleeping rough). The period prior to coming into custody is considered when looking at this criterion.	An inmate is eligible for a WDO if he or she was homeless immediately prior to entering custody. Evidence of homelessness or unstable, temporary or unconventional accommodation should indicate that this occurred prior to the person coming into custody. Assessment timeframe includes: in the three (3) months leading up to incarceration.	Evidence may be found on OIMS at: a. ISQ entries for accommodation of (H) Homeless, (U) Unstable or (O) Other (these same entries also appear on the Offender Needs Analysis) b. Case notes from Community Corrections which identify unstable accommodation or homelessness. Enter an OIMS appointment line confirming eligibility and identifying the evidence used.	This may be used as evidence for: the entirety of the current custodial sentence.
4	Acute economic hardship	This includes reliance upon Centrelink benefits or being a member of a household with an income below certain thresholds (for a definition and current thresholds, refer to the Guidelines). The period prior to coming into custody is considered when looking at this criterion.	Evidence of acute economic hardship in the form of reliance upon Centrelink benefits prior to coming into custody. Assessment timeframe includes: Acute economic hardship: in the three (3) months leading	If the inmate self-reports reliance upon Centrelink benefits prior to entering custody, refer to: <ul style="list-style-type: none"> ISQ, or Self-report direct to staff; AND Confirmation must be received from Centrelink. <ul style="list-style-type: none"> Refer to Section 3.5.8 – Confirmation of Centrelink benefits for more information. If the inmate did not receive Centrelink benefits prior to entering custody, but was experiencing	This may be used as evidence for: the entirety of the current custodial sentence.

Eligibility Hierarchy	Category	Eligibility Grounds	Evidence of meeting eligibility criterion for a WDO	WDO Evidence (OIMS)	Evidence time-limit
			up to incarceration; or Centrelink benefits: in the four (4) weeks leading up to incarceration.	acute economic hardship, s/he may still be eligible for a WDO if the household income was below the thresholds described in 5.5.2 of the Guidelines. Refer to Section 3.5.5 – seeking further evidence for further information. Note: the SSP requires the inmate’s CRN when using the criterion of acute economic hardship. Enter an OIMS appointment line confirming eligibility and identifying the evidence used.	
5	Serious addiction to drugs, alcohol or volatile substances	Identified as a maladaptive pattern of substance use leading to clinically significant impairment or distress.	Evidence of serious addiction may be used as evidence. Assessment timeframe includes: in the six (6) months leading up to incarceration. NOTE: this eligibility limits the WDO activities that can be included in a WDO to drug and alcohol treatment only.	Evidence may be found on OIMS at: a. Evidence of a serious addiction noted in the ISQ b. Case notes from Community Corrections which identify a serious addiction. Note: the Guidelines definition of ‘serious addiction’ does not include gambling addictions. Enter an OIMS appointment line confirming eligibility and identifying the evidence used.	This may be used as evidence for: the entirety of the current custodial sentence.
6	Seek other documentation (optional)	If eligibility has still not been determined, you may choose to seek other documentary evidence or direct the inmate to provide further evidence.	Other relevant documents may include letters or reports from medical professionals, other government agencies or non-government organisations which provide details of meeting the eligibility criteria.	Ensure that any other evidence used meets Revenue NSW’s Guidelines, is scanned to the inmate’s EDRMS Case Management File and detailed on the OIMS WDO appointment line.	This may be used as evidence for: the entirety of the current custodial sentence.

4.5 Annexure 5: Approved WDO activities

When identifying approved activities as described in [section 3.5.9](#) the staff member should consult the full list of approved WDO activities below. Approved activities have been divided into four (4) groups. Each group shares characteristics in relation to the administration of the WDO such as basis of debt reduction, calculation of anticipated hours and recording of the CAR.

The groups of approved WDO activities should be considered as a hierarchy (see [Annexure 4](#)). The decision to include an activity in a WDO should be based on maximising the debt reduction. Preference is given to Group 1 activities over Group 2, and Group 2 activities over Group 3.

- For this reason, only one activity is included in the WDO if it is a Group 1, 2 or 3 activity.
- Inmates participating in Group 4 activities only will have all these activities included in their WDO.
- The WDO will be set up and maintained by staff members facilitating the WDO activity. Group 4 activities are an exception; the staff member facilitating the highest number of activity hours should facilitate the WDO activity.

However, there is still a requirement that inmates meet the eligibility and suitability requirements of the activity and that the activity is appropriate for them, in accordance with their case plan.

- All approved WDO activities must be planned.
- Only hours completed after the WDO has been opened can be included. Hours cannot be included retrospectively.

Please refer to [Section 3.6.4](#) and [Annexure 6](#) for a definition of full participation in WDO activities.

4.5.2 Group 1 activities

Group 1 activities include mental health treatment, drug and alcohol treatment or mentoring programs that occur within a residential setting.

Group 1 activities are compliance-based activities for the purpose of the WDO. When adding one of these activities, the following rules apply:

- When recording hours completed in the CAR, enter 7 hours for each whole day of full participation in the activity.
- Any non-participation will result in a reduction in the hours included in the CAR.
- The WDO will be reduced by \$1000 per month for completion of the full 196 hours. A partial reduction will apply for fewer hours.

GROUP 1 ACTIVITIES	
ACTIVITY TYPE & DETAIL	APPROVED ACTIVITIES
Mental health treatment Activity detail: Corrective Services NSW Medical/Mental Health Treatment Program	Long Bay Hospital (psychiatric wards only) Mental Health Screening Unit (MHSU) Mum Shirl Unit (MSU) Acute Crisis Management Unit (ACMU)
Drug and alcohol treatment Activity detail: Corrective Services NSW Drug or	Intensive Drug and Alcohol Treatment Program (IDATP)

GROUP 1 ACTIVITIES	
ACTIVITY TYPE & DETAIL	APPROVED ACTIVITIES
Alcohol Treatment Program	IDATP – Women (Yallul Kaliarna) IDATP: Access
Mentoring program Activity detail: Corrective Services NSW Mentoring Program	Young Adult Offender mentoring program at Oberon Correctional Centre (mentees)
Voluntary unpaid work Activity detail: Corrective Services NSW Voluntary Unpaid Work Program	Young Adult Offender mentoring program at Oberon Correctional Centre (mentors)

4.5.3 Group 2 activities

Group 2 activities are educational, vocational and life skills courses that are full-time or within a residential setting.

Group 2 activities are attendance-based activities for the purpose of the WDO. When adding one of these activities, the following rules apply:

- When recording hours completed in the CAR, enter 7 hours for each whole day (weekdays only) of full participation in the activity.
- The WDO will be reduced by \$50 per hour of attendance, up to a maximum of \$1000 per month (20 hours participation).

GROUP 2 ACTIVITIES	
ACTIVITY TYPE & DETAIL	APPROVED ACTIVITIES
Educational, vocational and life skills courses - Offender Programs Activity detail: Corrective Services NSW Education Program	High Intensity Sex Offender Program (HISOP) Self-regulation Program: Sexual Offenders (SOP: SO) Self-regulation Program: Violent Offenders (SOP: VO) Violent Offender Therapeutic Program (VOTP) Adventure Based Challenge (ABC) – Women Gurnang Life Challenge – Men High Intensity Program Units (HIPUs) Macquarie Intensive Program (MIP) Short Sentence Intensive Program (SSIP)
Educational, vocational and life skills courses	Intensive Learning Centre

GROUP 2 ACTIVITIES	
ACTIVITY TYPE & DETAIL	APPROVED ACTIVITIES
Activity detail: Corrective Services NSW Education Program	All educational and vocational programs are approved activities except for vocational training completed as part of a traineeship
Educational, vocational and life skills courses – Other Activity detail: Corrective Services NSW Education Program	Additional Support Units

4.5.4 Group 3 activities

Group 3 activities are **drug and alcohol treatment which are part-time or within a non-residential setting**. An inmate may be participating in more than one of these activities at one time but only one of these can be included in a WDO. The activity with the highest number of anticipated monthly hours should be included in the WDO.

Group 3 activities are compliance-based activities for the purpose of the WDO. When adding this activity, the following rules apply:

- When recording hours completed in the CAR, the actual hours of full participation for the time period are entered. A maximum of seven hours per day can be included. Partial hours cannot be entered.
- The WDO will be reduced by \$1000 per month for completion of the full anticipated hours. A partial reduction will apply for fewer hours.

GROUP 3 ACTIVITIES	
ACTIVITY TYPE & DETAIL	APPROVED ACTIVITIES
Drug and alcohol treatment Activity detail: Corrective Services NSW Drug or Alcohol Treatment Program	EQUIPS Addiction Sober Driver Program (SDP) TRIP (Safe Driver Program)

4.5.5 Group 4 activities

Group 4 activities are educational, vocational and life skills courses or psychological counselling that are part-time or within a non-residential setting. An offender may be participating in more than one of these activities at one time and all of these are to be included in the WDO to maximise reduction of debt.

Group 4 activities are attendance-based activities for the purpose of the WDO. When adding this activity, the following rules apply:

- The actual hours of full participation for the time period are entered. A maximum of seven hours per day can be included. Partial hours cannot be entered.
- The WDO will be reduced by \$50 per hour of attendance, up to a maximum of \$1000 per month (20 hours participation).

GROUP 4 ACTIVITIES

ACTIVITY TYPE & DETAIL	APPROVED ACTIVITIES
<p>Educational, vocational and life skills courses - Offender Programs</p> <p>Activity detail: Corrective Services NSW Education Program</p>	<p>EQUIPS Foundation</p> <p>EQUIPS Aggression</p> <p>EQUIPS Domestic Abuse</p> <p>Preparatory Program for Sex Offenders (PREP)</p> <p>High Intensity Sex Offender Program (HISOP)</p> <p>Moderate Intensity Sex Offender Program (MISOP)</p> <p>SOP Custody-based Maintenance Program</p> <p>CORE (HISOP outreach)</p> <p>Deniers Program</p> <p>VOTP Maintenance Program</p> <p>Mothering at a Distance (MAAD)</p> <p>Dads and Family</p> <p>Out of the Dark</p> <p>RUSH (Real Understanding of Self-Help)</p> <p>CONNECT</p> <p>Aboriginal Cultural Strengthening Program</p> <p>Dads and Family (Aboriginal Babiin-Miyagang) Program</p>
<p>Educational, vocational and life skills courses</p> <p>Note: all educational and vocational programs are approved activities except for vocational training completed as part of a traineeship</p> <p>Activity detail: Corrective Services NSW Education Program</p>	<p>All Foundation Skills Programs</p> <p>Information technology</p> <p>All VTP - Vocational Training Programs (not traineeships/apprenticeships)</p> <p>All WTP - Workplace Training (licences etc.)</p> <p>Participation by offenders in distance education programs (tutorial support hours only)</p>
<p>Other counselling - Psychology</p> <p>Note: only Psychology appointment lines with modules containing the word 'intervention' are eligible. Assessments, reviews, consultations and reports are NOT eligible for inclusion.</p> <p>Activity detail: Corrective Services NSW Financial or other Counselling Program</p>	<p>Psychology service interventions</p> <p>Mood Management Course</p>

4.6 Annexure 6: Full participation, anticipated hours, compliance and attendance based activities

WDO Type	Projected monthly hours for full participation	Further details found at?	Variation to hours	If no participation
Group 1	196 hours i.e. 7 hours per day for 28 days	Only full hours of participation are entered. Refer to Section 3.6.4 for a definition of full participation.	Where there is a reduction in hours due to non-participation, an OIMS WDO appointment line must be entered to explain this (refer to Annexure 3). Where there is no variation to hours, no entry is required on the WDO appointment line.	If there is no participation in the activity for the reporting period of the CAR, a nil entry must be made in the SSP. A brief explanation must be entered in the comments section. If there will be no participation in the activity for three (3) months, the WDO is required to be closed.
Group 2	140 hours i.e. 7 hours per day for 20 days			
Group 3 Group 4	activity scheduled hours i.e. 16 hours (2 sessions x 2 hours x 4 weeks) Hours to be entered in the CAR are determined from the attendances recorded in OIMS. Various OIMS and EDRMS reports are available to assist with gathering this information, including the <i>Programs & Psych Intervention Participation hours in WDO Approved Activities</i> [D16/411288]			

4.7 Annexure 7: Samples of miscellaneous forms, flowcharts and checklists

The below forms are samples only. Follow the listed EDRMS numbers to access the approved documents for use, as noted in this Policy.

4.7.1 Application to be an approved organisation – government agency

SAMPLE ONLY: Please obtain original from D17/543244.

This includes the required OS&P details to set new CSNSW Correctional Centres as a sponsor.

Application to be an Approved Organisation – Government Agency

The following screenshots include the required OS&P details to set new CSNSW Correctional Centres as a new sponsor organisation in the Work and Development Order (WDO) Self Service Portal (SSP).

4.7.2 Request for confirmation of Centrelink benefit

SAMPLE ONLY: Please obtain original from D15/643291

Request for Confirmation of Centrelink Benefit



Prison Servicing Unit
Centrelink
Email: prisonservices.mt.druitt@humanservices.gov.au

REQUEST FOR CONFIRMATION OF CENTRELINK BENEFIT

I wish to apply for a *Work and Development Order* in order to reduce the fine related debt I have with Revenue NSW. I am eligible to apply if I can provide documentary evidence that I was on one of the following Centrelink benefits in the eight weeks prior to entering custody:

- | | |
|---|---|
| <input type="checkbox"/> Newstart Allowance | <input type="checkbox"/> Sickness Allowance |
| <input type="checkbox"/> Youth allowance | <input type="checkbox"/> Aged Pension |
| <input type="checkbox"/> Parenting payment | <input type="checkbox"/> AUSTUDY |
| <input type="checkbox"/> Disability Support Pension | <input type="checkbox"/> ABSTUDY |
| <input type="checkbox"/> Carer Payment | <input type="checkbox"/> Department of Veterans' Affairs benefits |

_____ (signed) D / M / Y / Y (date)

Please respond by email to:


Attention	
Email address	
Inmate name	
MIN	
Date of Birth	
Date entered custody	
Correctional Centre	

Department of Human Services confirm that this person was/was not in receipt of an Income Support Payment between / / and / /	
His/her CRN is _____	
DHS officer name _____	Logon ID _____

4.7.3 Request for WDO instead of wages

SAMPLE ONLY: Please obtain original from D16/049832

Request for WDO Instead of Wages



Communities & Justice

Note: All requests must be submitted by the first day of the month for processing.

NAME: _____

MIN: _____

ACTIVITY: _____
(e.g. CSI Employment)

I request that a WDO be set up for my participation in the above activity. I understand that I will not receive wages while the WDO is in place. Please commence my WDO from:

15
DAY MONTH YEAR

I request that my WDO be closed on:

14
DAY MONTH YEAR

Signature: _____

Date: _____

SAPO action:

<input type="checkbox"/> MOI advised	NAME	DATE
<input type="checkbox"/> WDO opened	NAME	DATE
<input type="checkbox"/> WDO closed, MOI advised	NAME	DATE

4.7.4 WDO monthly quality review form

SAMPLE ONLY: Please obtain original from D19/1060698

MOSP WDO Quality Review Form: Monthly Review

Steps for MOSP (or SSAPO delegate):

- For each correctional centre in the SSP Administrator's approved organisation, complete for four (4) different inmates who have participated in the WDO scheme in the previous calendar month.
- Where possible, select an inmate from four (4) different WDO activities.
- When completed, save form to EDRMS folder 15/61852.

Correctional Centre	_____
CAR Period (DD/MM/YYYY)	15/ /20 to 14/ /20

INMATE #1	
Inmate MIN	_____
WDO approved activity	_____
WDO approved activity facilitator/teacher	_____
Hours entered into OIMS	<input type="checkbox"/> Yes Notes: _____
Hours entered into WDO Self Service Portal (SSP)	<input type="checkbox"/> Yes Notes: _____
Hours in OIMS & SSP match	<input type="checkbox"/> Yes Notes: _____

INMATE #2	
Inmate MIN	_____
WDO approved activity	_____
WDO approved activity facilitator/teacher	_____
Hours entered into OIMS	<input type="checkbox"/> Yes Notes: _____
Hours entered into WDO Self Service Portal (SSP)	<input type="checkbox"/> Yes Notes: _____
Hours in OIMS & SSP match	<input type="checkbox"/> Yes Notes: _____

INMATE #3	
Inmate MIN	_____
WDO approved activity	_____
WDO approved activity facilitator/teacher	_____
Hours entered into OIMS	<input type="checkbox"/> Yes Notes: _____
Hours entered into WDO Self Service Portal (SSP)	<input type="checkbox"/> Yes Notes: _____
Hours in OIMS & SSP match	<input type="checkbox"/> Yes Notes: _____

INMATE #4	
Inmate MIN	_____
WDO approved activity	_____
WDO approved activity facilitator/teacher	_____
Hours entered into OIMS	<input type="checkbox"/> Yes Notes: _____
Hours entered into WDO Self Service Portal (SSP)	<input type="checkbox"/> Yes Notes: _____
Hours in OIMS & SSP match	<input type="checkbox"/> Yes Notes: _____

SSAPO Delegate (where applicable): Name: _____

Signature: _____ Date: _____

MOSP Name: _____ Signature: _____ Date: _____

4.7.5 WDO quarterly quality review form

SAMPLE ONLY: Please obtain original from D19/1060703

MOSP WDO Quality Review Form: Quarterly Review

Steps for MOSP (or SSAPO delegate):

1. For each correctional centre in the SSP Administrator's approved organisation:
 - a. Complete questions 1 – 4
 - b. Complete questions 5–8 on four (4) different inmates who have participated in the WDO scheme in the quarter under review.
2. Where possible, select an inmate from four (4) different WDO activities.
3. When completed, save form to EDRMS folder 15/61852.

1	Correctional centre				
2	CAR Period (DD/MM/YYYY)	15/ / 20 to 14/ / 20			
3	On this date, as indicated by Revenue NSW, what is the NUMBER of inmates who have a debt with Revenue NSW?				
4	On this date, what is the NUMBER of inmates who are currently participating in the WDO scheme?				
		Inmate MIN:	Inmate MIN:	Inmate MIN:	Inmate MIN:
5	Inmate is eligible and suitable for WDO approved activity	<input type="checkbox"/> Yes Notes:	<input type="checkbox"/> Yes Notes:	<input type="checkbox"/> Yes Notes:	<input type="checkbox"/> Yes Notes:
6	Inmate participation in WDO approved activities outlined in their caseplan	<input type="checkbox"/> Yes Notes:	<input type="checkbox"/> Yes Notes:	<input type="checkbox"/> Yes Notes:	<input type="checkbox"/> Yes Notes:
7	Is eligibility supported by evidence?	<input type="checkbox"/> Yes Notes:	<input type="checkbox"/> Yes Notes:	<input type="checkbox"/> Yes Notes:	<input type="checkbox"/> Yes Notes:
8	Is there an open 01OSP: Work Development Orders OIMS line? (If 'No', must direct assigned SSP Standard User to create and update OIMS line)	<input type="checkbox"/> Yes Notes:	<input type="checkbox"/> Yes Notes:	<input type="checkbox"/> Yes Notes:	<input type="checkbox"/> Yes Notes:

SSAPO Delegate (where applicable): Name: _____

Signature: _____ Date: _____

MOSP Name: _____ Signature: _____ Date: _____

4.7.6 WDO checklist

SAMPLE ONLY: Please obtain original from D19/1060870

WDO Checklist

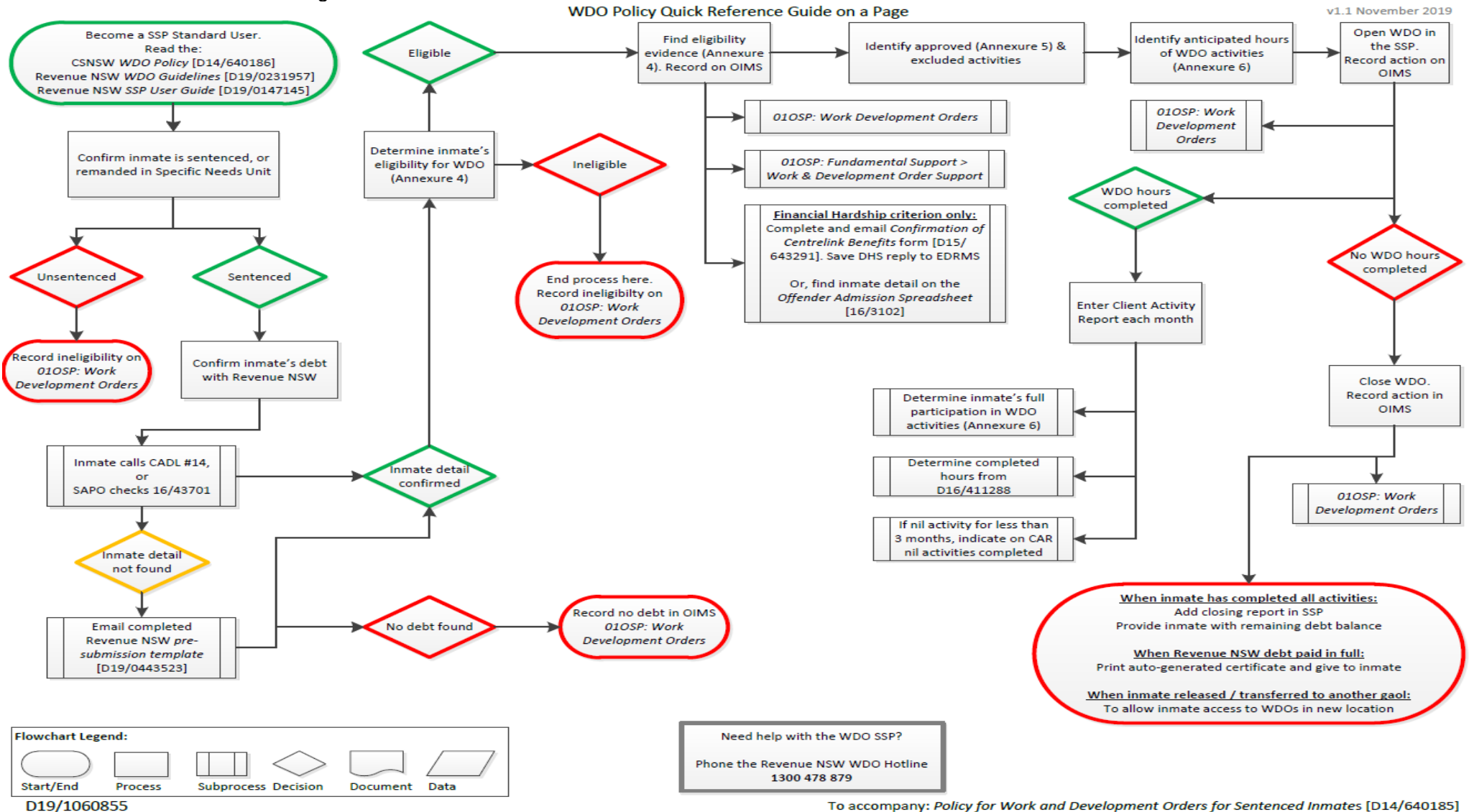
Use the following checklist when setting up a WDO for a sentenced inmate in CSNSW custody.

- Confirm inmate is sentenced (*if on remand: stop here*)
- Check for an open 01OSP: Work Development Orders line
 - If no open line: create new 01OSP: Work Development Orders line
- Determine if inmate is eligible for WDO
- Gather evidence of inmate eligibility for WDO
- Document eligibility and evidence in OIMS:
 - 01OSP Work Development Orders: provide comments in appointment line
 - 01OSP Fundamental Support > Work & Development Order Support: provide comments in appointment line (where EDRMS evidence is required)
- Identify approved activities the inmate is likely to participate in
- Identify anticipated hours of WDO activities
- Open a WDO in the Self Service Portal
- Complete a Client Activity Report each month:
 - Reporting period is 15th of one month to the 14th of the next.
 - Program hours automatically calculated via monthly EDRMS 'participation hours in WDO approved activities' report (D16/411288).
 - Determine if full or partial participation hours are recorded for the inmate
- Close WDO on the SSP when:
 - Debt is paid in full (automatic closure)
 - Inmate is transferred to another centre, or released from custody
 - All current WDO activities are completed
 - There will be no participation in WDO activities for 3 months

Ensure all evidence is documented in OIMS, on the 01OSP: Work Development Orders appointment lines

4.7.7 WDO Policy quick reference guide on a page

SAMPLE ONLY: Please obtain original from D19/1060855



5 Annexures and forms

EDRMS Ref	Annexures and Forms
	Annexure 1: SSP Administrator and Standard User Responsibilities and Roles
	Annexure 2: Quality review process and audit (MOSP)
	Annexure 3: OIMS entries
	Annexure 4: WDO eligibility, hierarchy, grounds and evidence criteria
	Annexure 5: Approved WDO activities
	Annexure 6: Full participation, anticipated hours, compliance and attendance-based activities
	Annexure 7: Samples of miscellaneous forms, flowcharts and checklists
D17/543244	Annexure 7 - 4.7.1: Information for completion of application to be an approved organisation
D15/643291	Annexure 7 - 4.7.2: Request for confirmation of Centrelink benefit
D16/049832	Annexure 7 - 4.7.3: Request for WDO instead of wages
D19/1060698	Annexure 7 - 4.7.4: WDO monthly quality review form
D19/1060703	Annexure 7 - 4.7.5: WDO quarterly quality review form
D19/1060870	Annexure 7 - 4.7.6: WDO checklist
D19/1060855	Annexure 7 - 4.7.7: WDO Policy quick reference guide on a page
D14/235242	CSNSW Complaints Management Policy
D19/0974522	WDO how-to video: Submitting a sponsor application - Government agency
D19/0974542	WDO how-to video: Submitting a variation application - Activity
D19/0974550	WDO how-to video: Submitting a variation application - Location
D19/0974560	WDO how-to video: Submitting a WDO application
D19/0974563	WDO how-to video: Submitting a WDO Report
D19/0974568	WDO how-to video: Editing a WDO
D19/0974574	WDO how-to video: Navigating the SSP
D16/528971	CSNSW WDO Brochure
D16/528951	CSNSW WDO Poster
D19/0428461	Revenue NSW WDO Fact Sheet
D19/0443523	Revenue NSW WDO Pre-submission template
16/43701	Revenue NSW Secure File Transfer (identifying which inmates have debts)
D16/411288	Participation hours in most recent reporting period (<i>Compendium Programs, Psych intervention & Education/Vocational Attendance</i>)
D19/0146170	WDO Exceptional Circumstances Form (weblink)

16/3102	Offender Admission Spreadsheet (confirmation of Centrelink benefits)
16/32763	Revenue NSW WDO Monthly Sponsor Data Report. For use in SSP MOSP Monthly/Quarterly reviews
15/61852	WDO Review – completed Monthly/Quarterly Audits – EDRMS container
D19/0231957	Work and Development Order Guidelines 2017 (the Guidelines) (weblink)
D19/0147145	Revenue NSW Self Service Portal (SSP) User Guide (weblink)

6 Definition of terms

Terms	Definition
AOD	Alcohol and Other Drugs
BPSU	Business Process Support Unit
CAR	Client Activity Report
Cluster MOSP	Cluster Manager, Offender Services and Programs
CSNSW	Corrective Services New South Wales
CRN	Client Reference Number
EDRMS	Electronic Document Records Management System
Education representative	Education Services Co-ordinator or Education Officer
IDATP	Intensive Drug & Alcohol Treatment Program
IM	Industry Manager Depending upon staffing/size/structure of the centre, the position may be: Operations Manager, Manager of Industries, Manager of Business Unit, Principal Industries Officer
ISQ	Intake Screening Questionnaire
JH&FMHN	Justice Health & Forensic Mental Health Network
OIMS	Offender Integrated Management System
OMP	Offender Management and Programs
OS&P	Offender Services and Programs
RSM	Regional Support Manager
SAPO	Services and Programs Officer
Sentenced inmate	Inmates who are sentenced. Note: remand inmates in CSNSW Specific Needs Units can apply for WDOs.
Specific Needs Unit	Specialised facilities housing inmates with diverse needs including inmates and remandees with disabilities, acute mental illness, acute risk of self-harm, and mothers and children. A non-exhaustive list of Specific Needs Units include: Acute Crisis

	Management Units (ACMU); Additional Support Units (ASU); Mental Health Screening Unit (MHSU); Mum Shirl Unit (MSU)
SSAPO	Senior Services and Programs Officer
SSP	Self Service Portal
TRAS	(Custody) Triage Risk Assessment Scale
The Guidelines	Revenue NSW 2017 Work and Development Order Guidelines
WDO	Work and Development Order

Note: All references to SAPO are to be interpreted as references to Services and Programs Officer / Alcohol and Other Drugs Officer / Welfare Officer.

7 Document history

Version	Date	Reason for Amendment
1.0	08/04/2016	Initial publication
1.1	13/12/2016	Procedural update
1.2	22/08/2017	Change 'Office of State Revenue' to 'Revenue NSW', and format change
1.3	16/08/2018	Deletion of requirement to forego programs payments in order to contribute to a WDO. Details as per Director Memorandum D18/636411
1.4	05/11/2019	Addition of WDO pre-submission template and WDO how-to videos; modification of training and support instruction
1.5	10/12/2019	Review of Policy: restructure of information and removal of duplication. Move to new Policy template. Update of forms, annexures; new reference annexures created.
1.6	12/08/2020	Addition of MOSP delegate (SSAPO) to MOSP Quality Review forms (monthly & quarterly) & process.
1.7	29/09/2020	Modification of sentenced inmate eligibility, and supporting detail in Annexures.
1.8	14/01/2021	Modification of sentenced inmate eligibility, and supporting detail in Annexures.
1.9	21/05/2021	Addition of SSIP to Approved Activities.