

Custodial Operations Policy and Procedures

2.1 Alerts

Policy summary

Alerts are created to assist staff with the management of inmates in CSNSW custody and to maintain the safety, security and good order of all CSNSW locations.

Staff can indicate to an authorised officer that an alert may be required. The authorised officer must then investigate, verify and authorise the alert if required.

Alerts must be reviewed regularly to ensure relevance and procedural fairness.

Management of Public Correctional Centres Service Specifications

Service specification	Safety and security
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Scope

This section applies to all correctional centres and other facilities administered by or on behalf of Corrective Services NSW (CSNSW), and to all CSNSW employees.

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1 Alerts

1.1 Policy

Any CSNSW staff member can recommend that an alert be placed in the Offender Integrated Management System (OIMS). The need for an alert must be relevant to the safety and security or good order and discipline of the centre or inmate. An alert may only be entered by an authorised officer and must be verified by a relevant manager (refer to subsection [2]).

An alert may be for various reasons, such as after a particular incident, as a result of an inmate's behaviour or because of their physical or mental health. A recommendation for an alert must be supported by documentation, such as Incident Reports (IR) or Case Notes.

Any issues that are specific to the alert, including how the inmate will be managed in the context of the alert, must be documented. This information must also be recorded in the OIMS.

When an alert is entered it will initially show as 'pending' in the status column. Staff must be made aware that any alerts with a 'pending' status must be considered active when managing the inmate. For the status to be changed to 'active', the alert must be verified by an authorised officer. The governor or Officer in Charge (OIC) of a correctional centre must implement a Local Operating Procedure (LOP) nominating the staff authorised to verify alerts (**refer to COPP section 21.8 Local operating procedures**).

As an example, when an inmate is deemed to be at risk of self-harm an alert must be entered into the OIMS by the OIC once they have been informed by the reporting officer. This alert will reflect a 'pending status' until it is reviewed by the Risk Intervention Team (RIT). It then becomes the responsibility of the coordinator of the Risk Intervention Team (RIT) to verify the alert (**refer to COPP section 3.7 Management of inmates at risk of self-harm or suicide** for further information).

All Offender Association alerts must be entered and managed in accordance with **COPP section 2.2 Offender associations**.

1.2 System generated alerts

System generated alerts (SGA) are generally initiated during the reception process when the inmate enters custody. They may also be activated during the inmate's time in custody.

SGA are generated by an OIMS parent screen. An update of an offender's record in OIMS may trigger an alert (e.g. *Disability, Health, Interpreter, Management Programs*). An SGA cannot be entered manually by the user.

The table of offender alerts categories outlined in subsection [2] lists all OIMS alerts and the person responsible for the management of that alert. SGAs are identified in the table.

1.3 Community safety alerts

Community safety alerts are generated by the relevant supervising body receiving notification (i.e. Community Corrections, CIG, Immigration, Child Contact Assessment Policy (CCAP)).

A majority of these are generated when an inmate is received into custody. When an alert is not automatically generated on reception, the relevant paperwork is to be sent to the supervising body for action.

Child Protection issues are managed under the CCAP application process (**refer to COPP section 10.11 Managing child visitors**).

1.4 Movement holds

Certain movement holds can be requested to be placed as an alert in OIMS. These alerts are entered through the Case Management module. A movement hold will appear as pending until approved.

Delegation to approve a movement hold is limited to Governors and Deputy Managers Classification (refer to annexure *Authority for movement holds*).

Movement holds can only be made for specific durations, but can be extended subject to approval. If an inmate requires a movement hold, then the necessary documentation must be sent to Classification for processing.

A movement hold will appear in the alerts screen. To obtain the reason for the movement hold, click on the “go to” button that will take the user to the movements screen in the Case Management module indicating the reason for the alert.

1.5 Immediate Support Plan (ISP)

An Immediate Support Plan (ISP) alert can be used in Police/Court cell locations for inmates who have been assessed as in need of an additional support services. They may require an assessment cell or two-out cell placement for mental health issues or risk of self-harm or suicide (**refer to COPP section 3.7 Management of inmates at risk of self-harm or suicide**).

This alert is placed by the Police/Court cell staff and will automatically be deactivated after seven (7) days. In line with LOPs for court cell locations, the OIC of the court cell location must verify the requirement for this alert. This is to ensure that an inmate’s requirement for an ISP is available to all staff at the Police/Court cell location, and to reception staff at the correctional centre.

Reception staff in correctional centres can deactivate this alert prior to the seven (7) day expiry, if required.

1.6 Court/Police cell alerts

“Person of interest” and “Behaviour” are two types of alerts that may be entered by staff in the court/police cells to identify inmates that have been assessed as falling into one of the immediate temporary management categories, or as having placement

issues, that are listed on the Inmate Identification and Observation (IIO) /Lodgement form.

These types of alerts are to be entered to ensure that an inmate’s immediate, temporary management or placement concerns are communicated to all staff at the police/court cell location, and to reception staff at the correctional centre.

Reasons for these alerts to be entered include:

- **Person of interest alert:** In order for this alert category to be entered, one of the following reasons for the alert (categories on the IIO lodgement form) must be entered in the “comment” section:
 - OMCG (member only)
 - occupation (Police, Corrections, ADF)
 - child sex offender
 - sex related offences
 - transgender/intersex
 - accommodation - mental health or disability.

- **Behaviour alert:** In order for this alert to be entered, one of the following reasons for the alert must be entered in the “comment” section:
 - history of violence
 - active alerts (relevant to court/cell placement).

If a court cell alert has been entered, a case note must also be entered with a full description of the relevant details.

Personal information such as previous occupation (Police, Corrections, ADF) must be added to personal information screen, in line with current procedures.

IMMEDIATE <u>TEMPORARY</u> MANAGEMENT OR PLACEMENT ISSUES – relevant to court / police cell location only		
Person of Interest		
<input type="checkbox"/> OMCG	<input type="checkbox"/> Child Sex Offender	<input type="checkbox"/> Sex Related Offences
<input type="checkbox"/> Occupation (Police, Corrections, ADF)	<input type="checkbox"/> Public Interest	<input type="checkbox"/> Transgender / Intersex Inmate
Behaviour		
<input type="checkbox"/> Active Alerts (relevant to police / court cell placement)	<input type="checkbox"/> Accommodation - Mental Health / Disability	<input type="checkbox"/> History of Violence
PLEASE ENTER AN ALERT in Court Cell Alerts on OIMS		
Provide relevant detailed comments for placement issues:		<input type="text"/>

These types of alerts will automatically deactivate after ten (10) days. The OIC of the Court/Police cell location must verify the requirement for this alert.

Reception staff in correctional centres can deactivate this alert prior to the ten (10) day expiry, if required.

Court/Transport staff will continue to relay information regarding individual inmates’ specific needs to correctional centre reception staff in line with current hand over procedures and the *Reception and accommodation checklist*.

1.7 Review of alerts

Governors are responsible for implementing a LOP to ensure all offender alerts within their areas of responsibility are reviewed and verified in a timely manner. The LOP must stipulate the roles responsible for reviewing the alerts.

Alerts have specific durations. When approaching the expiry date of the alert, the alert must be reviewed and extended or revoked. All reviews and decisions must be recorded. Generally the maximum duration for an alert is 12 months.

1.8 Procedures for alerts

	Procedure	Responsibility
1.	Determine that a need exists for the placement of an alert.	Reporting officer/ staff member
2.	Inform the local Intelligence officer relating to any security alert.	Reporting officer/ staff member
3.	Have the inmate complete an <i>Inmate application</i> form if required.	Reporting officer/ staff member
4.	Complete relevant reports/ <i>Incident Reporting Module</i> (IRM) if required.	Reporting officer
5.	Forward all documents to the verifying officer	Reporting officer
6.	Create alert and Inform via email paperwork to relevant Delegated officer/Unit.	Reporting/Verifying officer
7.	Investigate within 48 hrs. Verify the alert within seven days.	Verifying Officer

2 Offender alerts categories

The following is a list of general alert types with corresponding alert codes and the person or area within the correctional centre responsible for checking and validating the relevant information:

Type/Code	Related alert	Review	Duration	Responsibility	Must Verify	Verification responsibility
Intervention Orders (A)	Intervention Orders	Nil	Whole Of Booking	Corrections Corporate Support Unit	N	OIMS Generated
Child Protection (B)	Child protection	Nil	Whole Of Booking	Functional Manager OIC Reception/ accommodation OR OS&P screener as back-up	Y	Child Protection Unit
Community Corrections (C)	Community Health	12 Months	Whole Of Booking	Community Corrections	Y	Community Corrections

Type/Code	Related alert	Review	Duration	Responsibility	Must Verify	Verification responsibility
Community Corrections (C)	Field visits	Nil	Set Dates	Community Corrections	Y	Community Corrections
Transport (D)	Special Transport - Medical	2 Month	Set Dates	FM Custody Management/ Transport	Y	Inmate Movements
Transport (D)	Special Transport - Disability	Nil	Whole Of Booking	FM Custody Management/ Transport	Y	Inmate Movements
Movement Holds (E)	Movement Holds	Nil	Whole Of Booking	Functional Manager Authorised officer	Y	Governor, Manager/ Deputy Manager, Classification
Mental Health Act (F)	Forensic patient	Nil	Whole Of Booking	JHNSW	Y	JHNSW
Mental Health Act (F)	Correctional patient	Nil	Whole Of Booking	JHNSW	Y	JHNSW
CIG (G)	CIG Intel	1 Month 3 Month 6 Month 12 Month	Set Dates	CIG	Y	CIG.
CIG (G)	Community Corrections	1 Month 3 Month 6 Month 12 Month	Set Dates	CIG	Y	CIG.
CIG (G)	Contact CIG prior Movement/ Placement	1 Month 3 Month 6 Month 12 Month	Set Dates	CIG	Y	CIG.
CIG (G)	Contact CIG upon Admission	1 Month	Set Dates	CIG	N	CIG.
CIG (G)	Refer STG Module	Nil	Whole Of Booking	CIG	N	C.IG.
Self-Harm (H)	Self- Harm Actual	1 Month	Set Dates	OIC Accommodation Accommodation Officer	Y	Functional Manager
Self-Harm (H)	Self- Harm Actual – JHNSW	1 Month	Set Dates	JHNSW	Y	Justice Health
Self-Harm (H)	Self- Harm Risk	1 Month	Set Dates	OIC Accommodation Accommodation Officer	Y	Functional Manager
Self-Harm (H)	Self- Harm Risk - JHNSW	1 Month	Set Dates	JHNSW	Y	Justice Health

Type/Code	Related alert	Review	Duration	Responsibility	Must Verify	Verification responsibility
Self-Harm (H)	Self- Harm Threat	1 Month	Set Dates	OIC Accommodation Accommodation Officer	Y	Functional Manager
Self-Harm (H)	Self- Harm Threat - JHNSW	1 Month	Set Dates	JHNSW	Y	Justice Health
Self-Harm (H)	History of self-harm incident	Nil	Whole Of Booking	OIMS Generated	N	OIMS Generated
Classification (I)	Immigration	Nil	Whole Of Booking	Classification and Placement coordinator	Y	Manager/ Deputy Manager Classification
Interpreter (O)	Interpreter required	Nil	Whole Of Booking	JHNSW / Reception	N	System Generated
Placement (P)	Not to be Placed	1 Month 3 Months 6 Months 12 Months	Set Dates	Functional Manager Authorised officer	Y	Manager/ Deputy Manager Classification
Placement (P)	Contact Professional Standards & Investigations prior move/ placement	Nil	Whole Of Booking	Professional Standards & Investigations	Y	Director Professional Standards & Investigations
Justice Health (Q)	Justice Health Medical	Nil	Whole Of Booking	JHNSW	N	JHNSW
Security (S)	Behavioural Risk	1 Month 3 Months 6 Months 12 Months	Set Dates	Functional Manager Authorised officer	Y	Functional Manager
Security (S)	Employment or Programs	1 Month 3 Months 6 Months 12 Months	Set Dates	Functional Manager Authorised officer	Y	Functional Manager
Security (S)	Escape Risk	1 Month 3 Months 6 Months 12 Months	Set Dates	Functional Manager Authorised officer	Y	Functional Manager
Security (S)	External Movements	1 Month 3 Months 6 Months 12 Months	Set Dates	Functional Manager Authorised officer	Y	Functional Manager

Type/Code	Related alert	Review	Duration	Responsibility	Must Verify	Verification responsibility
Security (S)	Housing Location	1 Month 3 Months 6 Months 12 Months	Set Dates	Functional Manager Authorised officer	Y	Functional Manager
Security (S)	Internal Movements	1 Month 3 Months 6 Months 12 Months	Set Dates	Functional Manager Authorised officer	Y	Functional Manager
Security (S)	Mobile Phone - Actual	6 Months 12 Months	Set Dates	Functional Manager Authorised officer	Y	Functional Manager
Security (S)	Mobile Phone - Suspected	3 Months	Set Dates	Functional Manager Authorised officer	Y	Functional Manager
Security (S)	Management Program	Nil	Whole Of Booking	Functional Manager Authorised officer	N	
Security (S)	Firebug/ Arsonist	Nil	Whole Of Booking	Functional Manager Authorised officer	Y	Functional Manager
External Contact (T)	No Contact	1 Months 3 Months 6 Months 12 Months	Set Dates	Functional Manager Authorised officer	Y	Functional Manager
Release Notifications (U)	Release Notifications	Nil	Whole Of Booking	Sentence Admin Corporate	N	OIMS Generated
Victims Register (V)	Contact victims register	Nil	Whole Of Booking	Victims Services	N	OIMS Generated
Disability (Y)	Refer to Disability Screen	Nil	Whole Of Booking	State Disability Services	N	OIMS Generated
Person of interest	Placement	Nil	10 Days	24 hour Police/ Court cell locations	N	
Behaviour	Placement	Nil	10 Days	24 hour Police/ Court cell locations	N	
Immediate Support Plan (ISP)	Self-harm	Nil	7 Days	24 hour Police/ Court cell locations	Y	OIC Police/Court cells

3 Quick links

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

4 Definitions

Authorised officer	The officer authorised by the Governor to perform the functions prescribed as part of the Custodial Operations Policy and Procedures.
CCAP	Child Contact Assessment Policy
CCSU	Corrections Corporate Support Unit
CIG	Corrections Intelligence Group
COPP	Custodial Operations Policy and Procedures
CSNSW	Corrective Services NSW
Delegated Officer	Any officer who occupies or acts in the following positions which the Governor has delegated certain Governor's functions to deal with correctional centre offences: <ul style="list-style-type: none">• Manager of Security• Functional Manager.
FM	Functional Manager
IR	Incident Reports
IRM	Incident Reporting Module
JHNSW	Justice Health & Forensic Mental Health Network is a division of NSW Health providing health services to inmates
LOP	Local Operating Procedure
OIMS	Offender Integrated Management System
PSI	Professional Standards & Investigations
RAIT	Risk Assessment Intervention Team
RIT	Risk Intervention Team
SGA	System Generated Alert

5 Document information

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1.0		Initial publication (<i>Replaces section 10.2.2.4 of the superseded Operations Procedures Manual</i>)
1.1	19/07/19	Inclusion of IFP and ISP alerts at 1.5 and 1.6, and within table of Offender Alert Categories (part 2).
1.2	12/03/20	General formatting update and improvements
1.3	07/05/20	Deletion of IFP alerts; addition of Behaviour and Person of Interest alerts at 1.6 <i>Police/Court cell alerts</i> and in table at 2 <i>Offender alert categories</i>
1.4	15/08/23	Updates in line with CSNSW restructure: deletion of reference to S&I; renaming of Sentence Administration Corporate (SAC) to Corrections Corporate Support Unit (CCSU); and renaming of CSNSW Investigations Branch to Professional Standards & Investigations (PSI).
1.5	07/03/24	Amendment to subsection 2 <i>Offender alert categories</i> at Child protection (B) to allow OS&P screeners to add B alert as back-up.
1.6	05/07/24	Updates in line with CSNSW restructure: renaming of Inmate transfers Authorised Office to FM Custody Management/ Transport; and renaming of JH&FMHN to JHNSW