

Custodial Operations Policy and Procedures

2.3 Deletion of OIMS case notes

Policy summary

Case notes in the Offender Integrated Management System (OIMS) cannot be deleted once entered and saved by a user. If it is necessary to delete a case note, the relevant Manager of Security (MOS), or Functional Manager (FM), Manager, Offender Services and Programs (MOSP) or Service Integration Manager (SIM) must submit a request identifying the case note and the reason for deletion via the Digital and Technology Service (DTS) Portal.

Should access to the deleted case note be required in the future, permission must be sought from the General Manager (GM), State-wide Operations. (SWO) .

Management of Public Correctional Centres Service Specifications

Service specification	Professionalism and accountability
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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 Deletion of OIMS case notes

1.1 Policy

OIMS case notes cannot be amended or deleted by a user once saved. Where information recorded in a case note is incorrect, the “Append” function in OIMS must be used to add a correction to the case note text. If use of the Append function is considered to be inadequate, approval may be requested for the case note to be deleted.

A request for a case note to be deleted can be made if a case note:

- contains incorrect information of a serious nature (for example, wrongly identifies an inmate as a child sex offender)
- contains information that may jeopardise the safety of an offender, staff member, victim or member of the public
- inappropriately contains a victim’s location or contact details
- a case note contains slanderous comments or allegations about a staff member
- contains intelligence or details of an investigation
- was entered against the wrong MIN
- other circumstances as deemed appropriate by the MOS, FM or MOSP/SIM.

Where an officer believes a case note should be deleted, the matter must be referred to the relevant manager who will determine whether a request for the deletion of the case note is to proceed. If the case note was written by a custodial staff member this will be the MOS or FM. If the case note was written by an Offender Services and Programs (OS&P) staff member this will be the MOSP, and if the case note was written by a psychologist, it must be referred to their Senior Psychologist.

If the request is to proceed, the MOS, FM, MOSP/SIM or Senior Psychologist must submit a request via the [DTS Service Portal](#). The request must include details to identify the case note and the reason for the request for deletion.

Justice Integrated Systems team will then refer the matter to the General Manager, State-wide Operations, for final approval. If deletion is approved, the text of the case note will be removed and replaced with details that will allow future tracking of the deleted text.

The progress/outcome of the request can be tracked by the MOS, FM, MOSP/SIM or Senior Psychologist via the DTS Service Portal.

Should access to the deleted case note be required in the future, permission must be sought from the GM, State-wide Operations. (SWO) .

1.2 Procedures

	Procedure	Responsibility
1.	Identify a case note that may require deletion.	Requesting officer
2.	Refer the matter to the relevant senior manager (MOS, FM, MOSP/SIM or Senior Psychologist) via a written report.	Requesting officer
3.	Review the request for deletion. If it is decided the request will not proceed, advise the requesting officer. If it is decided the request will proceed.	MOS/FM/MOSP/SIM/Senior Psychologist
4.	Submit a request via DTS Service Portal that includes in the Request Description field: <ul style="list-style-type: none"> the text “request for OIMS case note deletion”; the offender’s MIN; the date and time of the case note; the type and sub-type of the case note; the case note author’s name; and the reason for the request for deletion.	MOS/FM/MOSP/SIM/Senior Psychologist
5.	Refer the job to OIMS Support.	Justice Integrated Systems, DTS
6.	Forward the request to the General Manager, State-wide Operations. .	Justice Integrated Systems, DTS
7.	Review and approve/decline the request and advise Justice Integrated Systems, DTS of the outcome.	General Manager, State-wide Operations
8.	If the request is approved archive the text, delete the text from OIMS and insert the tracking details.	Justice Integrated Systems, DTS
9.	Record the outcome and close the job.	Justice Integrated Systems, DTS

2 Quick links

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

3 Definitions

COPP	Custodial Operations Policy and Procedures
CSNSW	Corrective Services NSW
DTS	Digital and Technology Services
FM	Functional Manager
GM	General Manager
MOS	Manager of Security
MOSP	Manager Offender Services & Programs
OIMS	Offender Integrated Management System
OS&P	Offender Services and Programs
SIM	Service Integration Manager
SWO	State-wide Operations

4 Document information

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Version	Date	Reason for amendment
1.0		Initial publication (<i>Replaces section 10.2.2.4 of the superseded Operations Procedures Manual</i>)
1.1	12/03/20	General formatting update and improvements
1.2	15/08/23	Updates in line with CSNSW restructure: renaming of General Manager of State-wide Operations Custodial Operations Branch to General Manager of State-wide Operations (SWO); and addition of new position title 'Service Integration Manager (SIM)' – equivalent to Manager, Offender Services & Programs (MOSP).
