

Custodial Operations Policy and Procedures

9.1 Inmate applications and requests

Policy summary

Inmates may use an *Inmate application* form to raise significant concerns and issues affecting their incarceration. Inmates may use an *Inmate request* form to raise minor inquiries or issues that can be resolved locally. Other types of applications and requests that may be made by an inmate include:

- requests for shared accommodation
- requests to renew or apply for a driver's licence
- an application for marriage
- an application for change of name.

If kiosk or eforms facilities are available, inmates must be directed to use these systems for processes relating to inmate applications and requests.

Management of Public Correctional Centres Service Specifications

Service specifications	Decency and respect Professionalism and accountability Safety and security
------------------------	--

Scope

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

It also applies to all CSNSW employees, and where relevant to other personnel such as Justice Health and Forensic Mental Health Network (JHNSW), contractors, subcontractors, and visitors.

Table of contents

1.	eForms	4
1.1	Policy	4
2.	Inmate Applications	4
2.1	Policy	4
2.2	eForm: Inmate Application Procedures	5
2.3	Paper form: Inmate application procedures	6
3.	Inmate Requests	7
3.1	Policy	7
3.2	eForm: Inmate request procedures	8
3.3	Paper Form: Inmate Request Procedures	9
4.	Inmate request for shared accommodation	10
4.1	Policy	10
4.2	Procedures	10
5.	Request to renew driver's licence	11
5.1	Policy	11
5.2	Procedures	11
6.	Inmate applications for fundraising	12
6.1	Policy	12
6.2	Procedures	12
7.	Inmate application for marriage	12
7.1	Policy	12
7.2	Procedures	13
8.	Inmate application for change of name	14
8.1	Policy	14
8.2	Restricted Persons	14
8.3	Serious offender	16
8.4	Procedures	16
9.	Quick links	19
10.	Definitions	19
11.	Document information	21

1. eForms

1.1 Policy

eForms on the Offender Tablets (OTABs) have replaced paper-based forms and registers in most instances, including inmate requests, applications, and Offender Telephone System (OTS) phone money forms. This has resulted in reduced paper use and better governance and accountability. Paper forms may still be used where eForms are not available on the OTAB or when inmates do not have access to an OTAB or have language, literacy issues or cultural concerns affecting their use of OTABs.

Inmate Requests and OTS forms are housed under the request category, and inmate application forms are managed under the grievance category. Additional forms may be added under each category in the future.

All inmate requests and applications must be actioned and closed within 14 days of submission where possible.

The FM Accommodation is responsible for ensuring the appropriate management of inmate requests and applications within required timeframes.

When an inmate has been transferred from the correctional centre to another location or released, the inmate request or application must be closed with a comment that the inmate has been transferred and a reason the eForm was not actioned prior to the transfer. Where an application or request relates to safety or welfare, the eForm should be provided to the receiving centre for action.

2. Inmate Applications

2.1 Policy

Inmates may use an *Inmate application* form to raise **significant** concerns and issues affecting their incarceration within the correctional system. If kiosk or eForms facilities are available, inmates must be directed to use these systems for processes relating to inmate applications. This form must be used to record an official process, but must not be used to record inmate statements during a formal interview that may form part of legal proceedings beyond CSNSW jurisdiction.

A paper *Inmate application* **must** be recorded in the *Inmate application register* as they are an auditable document. All staff are accountable for the accuracy of recorded information to assist in the consideration and adjudication process.

Note: If an application is submitted via eForm, the OTAB Command will automatically register and save these electronically within the system.

An *Inmate application* may contain personal information. Staff must within reason ensure all information is protected against loss, unauthorised access, use, modification, or disclosure, and against all other misuse.

During normal business hours, *Inmate application* forms must be issued only by the Functional Manager (FM) or an authorised officer. In all other circumstances, the most senior officer on duty will issue application forms.

Where inmate concerns or issues can be resolved locally, they should be managed initially by the supervising officer or through the use of an *Inmate request* form (refer to subsection **3 Inmate request** of this policy).

The FM Accommodation must check OTAB Command each day for inmate applications and ensure that each application is actioned and closed within 14 days of submission where possible.

2.2 eForm: Inmate Application Procedures

	Procedure	Responsibility
1.	<p>Ensure that:</p> <ul style="list-style-type: none"> all staff are made aware of requirements in relation to Inmate Applications. all procedures are implemented. <p>Issue appropriate Local Operating Procedures (LOPs).</p>	Governor
2.	Access OTAB Command for eForms each day.	FM
3.	<p>Review inmate applications and where applicable:</p> <ul style="list-style-type: none"> action inmate application; or refer application to appropriate office/person for action (may include providing PDF copy of the application to the appropriate office/person) assess progress of pending applications wherever possible to ensure application is finalised within 14 days of submission amend application status to pending to advise inmate the application is in progress. <p>Note: further information or clarification may be requested from the inmate via OTAB Command.</p>	FM
4.	Action application form and provide the resolution/outcome to FM via email or respond and close the form on OTAB Command.	Receiving Officer
5.	Record a summary of the outcome/response on OTAB Command once it has been finalised. Provide the response to the inmate electronically if appropriate (sensitive issues may require verbal response prior to formal electronic response).	FM
6.	Close any inmate request that has not been actioned if the inmate has been released or transferred to another centre and note the reason the eForm request was not actioned. Where a request relates to safety or welfare, the eform should be provided to the receiving centre for action.	FM

2.3 Paper form: Inmate application procedures

	Procedure	Responsibility
1.	<p>Ensure that:</p> <ul style="list-style-type: none"> all staff are made aware of requirements in relation to Inmate Applications. all procedures are implemented. <p>Issue appropriate Local Operating Procedures (LOP).</p>	Governor
2.	<p>Issue an <i>Inmate application</i> form to the inmate on request. The form must include:</p> <ul style="list-style-type: none"> inmate's location identified in the Offender Integrated Management System (OIMS) on the front of the form, e.g., DDL-001 Dawn De Loas Correctional Centre or CBTPOC-001 Campbelltown Police Cells. registration number in the 'registration block' on the back of the form. This number must correspond with the number recorded in the <i>Inmate application register</i> for the request. <p>If an inmate does not submit the <i>Inmate application</i> form within 7 days of it being issued to them, 'Not submitted, no further action' should be recorded against the entry for that application in the register.</p> <p>Register entries must not be ruled out or erased.</p>	FM/ Authorised officer
3.	<p>Record details of application issued in the <i>Inmate application register</i>, including:</p> <ul style="list-style-type: none"> date application was issued inmate name and MIN sequential number and a prefix identifying the location, e.g., F-01 Fordwick Area, number 1 or A1-235 Area 1, number 235. summary of application subject area for referral (office/person, e.g., reception room, chaplain, accounts) date of referral. <p>Any inmate request to withdraw/discontinue the application must be noted in the register to acquit the entry.</p>	FM/ Authorised officer
4.	<p>File a copy of the application in a secure filing cabinet at the location where it was issued or save electronically on the inmates Case Management File (CMF), where these procedures have been put in place.</p> <p>Provide a copy to the inmate where possible.</p>	FM/ Authorised officer
5.	Refer application to relevant office for actioning.	FM/ Authorised officer

	Procedure	Responsibility
6.	Action application and resolve within 14 days if possible.	Receiving office/ person responsible
7.	Review progress of the application in the <i>Inmate application register</i> (at 14-day intervals from the date of submission) and record this in the register.	FM/ Authorised officer
8.	Record outcome on the form (e.g., approved return to inmate, resolved no further action), and return to FM/authorised officer, unless a request for protective custody has been made (refer to COPP section 3.2 Protective custody).	Receiving office/person responsible
9.	Record a summary of outcome/response in <i>Inmate application register</i> once it has been finalised.	FM/ Authorised officer
10.	Advise inmate of outcome and request the inmate acknowledge this by signing. Note any refusal to sign on the form.	FM/ Authorised officer
11.	Place the original form on the inmate's CMF, and/or save electronically if CMF is electronic. A copy should also be included in the inmate's e-warrant file if it directly affects their imprisonment status, or case notes entered.	FM/ Authorised officer
12.	Store finalised application in a secure filing cabinet or save electronically on the CMF where these procedures have been put in place.	FM/ Authorised officer
13.	Place all stored applications in a standard storage carton at the end of each month (alphabetically), and ensure the location, centre, and dates are clearly identified. Forms must not be stored in the relevant accommodation area offices if they are more than one month old.	FM/ Authorised officer
14.	Forward stored applications two years after each audit to: Corporate Records Silverwater Correctional Complex, Block P Holker Street, Silverwater NSW 2128.	FM/ Authorised officer

3. Inmate Requests

3.1 Policy

An *Inmate request* form must be used by inmates to resolve **minor** issues or inquiries relating to matters that can be resolved locally. This form should not be used for issues or inquiries that impact on an inmate's incarceration or are deemed recordable (refer to subsection **2 Inmate Applications** of this policy). If kiosk or eForm facilities

are available, inmates must be directed to use these systems for processes relating to inmate requests.

The inmate request eForm is used by inmates to make local requests for accommodation unit staff to action. Usually, unit staff can triage and forward requests to appropriate areas such as Reception Room, Admin, or '00' OIMS referrals for SAPO/psychologist for action. Some requests may be escalated to the accommodation supervisor or the relevant FM for approval.

Examples of issues or inquiries that may be included are requests:

- for accommodation changes (FM/authorised officer)
- for additional or extended visits (FM/authorised officer)
- to see the Governor (FM/authorised officer)
- for special phone calls (FM/authorised officer)
- to exchange or obtain property (Property)
- to launder clothing (Property)
- for changes of employment or other employment requests (CSI)
- for wage inquiries (CSI)
- for private cash account balances (Administration)
- for interviews or appointments with the Service Integration Team

Unit staff must review requests on OTAB Command each day and action any outstanding requests, check the progress of pending requests, and/or refer requests to the relevant areas for action. Requests for SAPO or psychologist must be actioned by a '00' referral in OIMS.

The accommodation supervisor will check OTAB Command each day to ensure requests are managed within appropriate timeframes and will escalate any requests not actioned within 14 days to the FM where appropriate.

All paper-based requests must be recorded in the *Inmate request register*.

If the request is submitted via eForms, the OTAB Command platform will automatically register and save these electronically within the system.

3.2 eForm: Inmate request procedures

	Procedure	Responsibility
1.	Ensure that: <ul style="list-style-type: none"> • all staff are made aware of requirements in relation to requesting forms. • all procedures are implemented. Issue appropriate Local Operating Procedures (LOPs).	Governor
2.	Access OTAB Command for eForms each day.	Accommodation supervisor
3.	Review inmate requests and where applicable: <ul style="list-style-type: none"> • action inmate request; or 	Accommodation supervisor

	Procedure	Responsibility
	<ul style="list-style-type: none"> refer request to appropriate office/person for action (may include providing PDF copy of the inmate request to the appropriate office/person) assess progress of pending requests, wherever possible to ensure request is finalised within 14 days of submission amend request status to pending to advise inmate this request is in progress. <p>Note: These do not need to be recorded in the <i>Inmate Request Register</i>, the OTAB Command platform will automatically register and save these electronically within the system.</p>	
4.	Action request form and provide the resolution/outcome to Assigned officer/OIC (Wing/Unit) via email or respond and close the form if having eForm system access.	Officer receiving request
5.	Notify inmate of the outcome and provide request information via OTAB Command.	Accommodation supervisor
6.	Close any inmate request that has not been actioned if the inmate has been released or transferred to another centre and note the reason the eForm request was not actioned. Where a request relates to safety or welfare, the eForm should be provided to the receiving centre for action.	Accommodation supervisor

3.3 Paper Form: Inmate Request Procedures

	Procedure	Responsibility
1.	<p>Ensure that:</p> <ul style="list-style-type: none"> all staff are made aware of requirements in relation to request forms. all procedures are implemented. <p>Issue appropriate Local Operating Procedures (LOPs).</p>	Governor
2.	Issue <i>Inmate request</i> form to inmate.	Assigned officer/OIC (Wing/Unit)
3.	<p>Record all submitted requests in the <i>Inmate request register</i> for the accommodation area. Information recorded must include:</p> <ul style="list-style-type: none"> sequential number date of request name and MIN of inmate details and subject of request destination for referral (office/person) date request referred. 	Assigned officer/OIC (Wing/Unit)
4.	Refer request to appropriate office/person for action.	Assigned officer/OIC (Wing/Unit)

	Procedure	Responsibility
5.	Review <i>Inmate request register</i> daily to assess progress of pending requests, wherever possible ensure request is finalised within 14 days of issue.	FM
6.	Action request form and record the resolution/outcome on the form. Once completed, return to OIC/authorised officer.	Receiving office/person
7.	Notify inmate of outcome/provide requested information if not already provided.	Assigned officer/ OIC (Wing/Unit)
8.	Case Management File (CMF)	Assigned officer/ OIC (Wing/Unit)

4. Inmate request for shared accommodation

4.1 Policy

CSNSW recognises that inmates may seek to share accommodation with other inmates for company and support.

Inmates must make a formal request for shared accommodation with another inmate by completing an *Inmate request* form. Requests for shared accommodation must include the names of any inmate(s) nominated as potential cell mates.

Requests for shared accommodation may be approved at the discretion of authorised officers. However, appropriate checks and risk assessments must be conducted before approval is given. This must include a review of the *Reception and accommodation checklist* and any information contained in OIMS to ensure that:

- the inmate does not require special needs management.
- there are no known factors that would prohibit a request for shared accommodation.
- the inmate and those nominated are suitable for shared accommodation.

Under some circumstances, family members are prohibited from sharing accommodation (**refer to COPP section 5.2 *Inmate accommodation***).

4.2 Procedures

	Procedure	Responsibility
1.	Review request form and check requesting inmate's <i>Reception and accommodation checklist</i> and information in OIMS.	Authorised officer/ OIC Wing/Unit
2.	Review the <i>Reception and accommodation checklist</i> and information in OIMS for the inmate(s) nominated as potential cell mates, if satisfied that the requesting inmate can be housed in shared accommodation.	Authorised officer/ OIC Wing/Unit

	Procedure	Responsibility
3.	Record decision on the <i>Inmate request</i> form and in the <i>Inmate request register</i> .	Authorised officer/ OIC Wing/Unit
4.	File the inmate's <i>Inmate request</i> form in their CMF.	Authorised officer/ OIC Wing/Unit
5.	Advise inmate of the decision.	Authorised officer/ OIC Wing/Unit
6.	Arrange for the inmate to move into the shared cell if the request has been approved and there are no issues prohibiting shared accommodation by the inmates.	Authorised officer/ OIC Wing/Unit
7.	Record cell movement in OIMS (in the <i>Housing Location</i> Screen in OIMS by selecting <i>Institution, Movements, Bed Change</i>).	Authorised officer/ OIC Wing/Unit

5. Request to renew driver's licence

5.1 Policy

In certain circumstances, minimum-security inmates may be permitted to renew or apply for a driver's licence with the Roads and Maritime Services (RMS).

The RMS allows inmates with a driver licence that has lapsed for a period less than 5 years to automatically renew their licence on release. However, the RMS requires the inmate to provide proof of their identity and to complete an eyesight test.

If an inmate's licence has lapsed for a period of more than 5 years, in order to renew their licence on release from custody they will be required to provide proof of their identity and complete compulsory testing with the RMS. This will include an eyesight, knowledge and driving test.

If an inmate's request to attend the RMS while they are in custody is approved, a section 26 permit must be issued. If it is determined that an officer should accompany the inmate, this must be arranged.

5.2 Procedures

	Procedure	Responsibility
1.	Submit approved application to the Governor or Manager of Security (MOS) delegated to issue a section 26 permit.	Authorised officer
2.	Consult with Director, Custodial Corrections to determine whether an officer will accompany the inmate, if the application is approved.	Governor/MOS
3.	Issue a Section 26 permit for an approved inmate to attend RMS (refer to COPP section 19.2 Movement orders and permits). Attendance should be arranged, and if required, an accompanying officer arranged.	Governor/MOS

6. Inmate applications for fundraising

6.1 Policy

Inmates may make an application to undertake fundraising activities while in custody, subject to the approval of the Governor of the correctional centre. Inmates must complete an *Inmate application* form, which includes the:

- names of participants
- the reason for the fundraising activity
- where any contributions will be allocated
- the proposed period for fundraising.

Applications must only be approved if they will not compromise the safety and security of the correctional centre. Family members may also participate in fundraising activities.

6.2 Procedures

	Procedure	Responsibility
1.	Provide the inmate with an <i>Inmate application</i> form, if requested.	FM/ Authorised officer
2.	Refer completed applications to the Governor for approval.	FM/ Authorised officer
3.	Decide if application is approved.	Governor
4.	Ensure that all fundraising activities are monitored.	Governor/ Authorised officer

7. Inmate application for marriage

7.1 Policy

Inmates may apply to marry in a correctional centre by completing *section 1* of the *Application for marriage*. Inmates may not apply to marry another person who is also in custody.

In exceptional circumstances, marriage applications may be approved by the Governor, subject to the parties satisfying guidelines. A decision will be deferred for applications made by unconvicted inmates until their charges have been finalised by the court. If approval for marriage is given, it is recommended that inmates participate in regular interviews with the appropriate chaplain.

Inmates must pay any additional costs incurred by CSNSW in facilitating the marriage, such as arranging for the ceremony to take place. The inmate and spouse will not be entitled to any special or additional privileges in the correctional centre, other than those available to other inmates. Inmates with approved marriage applications will be permitted:

- a marriage service
- a suitable venue
- approved guests
- an after ceremony gathering.

7.2 Procedures

	Procedure	Responsibility
1.	Assist inmate complete <i>section 1, 2 and 3</i> of the <i>Application for marriage</i> if requested.	OS&P staff
2.	Instigate verification process for credentials of witnesses/guests involved in the marriage ceremony, and refer application to the MOS/FM.	OS&P staff
3.	Complete <i>section 4</i> of the application and refer to the appropriate correctional centre chaplain (depending on the inmate's denomination).	MOS/FM/ Authorised officer
4.	Interview inmate and explain procedures of marriage within the correctional centre and confirm: <ul style="list-style-type: none"> • denomination of inmate and intended spouse. • whether the inmate and spouse are seeking to be married by a chaplain or other authorised celebrant • the date and time suitable to all parties to marry. 	Chaplain
5.	Confirm with intended spouse the desire to get married	Chaplain
6.	Conduct premarital counselling with the inmate as deemed appropriate (this may continue for duration of time in custody).	Chaplain
7.	Complete <i>section 5</i> of the <i>Application for marriage</i> , recommending whether the marriage should/should not take place and notify the Governor.	Chaplain
8.	Check that the information obtained by the chaplain and OS&P staff is sufficient for the application to be considered.	MOS/FM/ Authorised officer
9.	Obtain approval from the Governor to organise the purchase of supplies, such as a wedding cake, flowers etc. and complete <i>section 6</i> of the form.	OS&P staff
10.	Consider all comments on the application form and the practicality of the marriage in terms of the effect on the management and security of the correctional centre.	Governor
11.	Advise inmate of decision.	Governor
12.	If approved complete <i>section 7</i> of the form and:	Governor

	Procedure	Responsibility
	<ul style="list-style-type: none"> • arrange and ensure custodial supervision and all other matters related to security have been dealt with for the wedding ceremony and celebrations. • facilitate the availability of a suitable venue, in consultation with the Chaplain. <p>Organising of non-pastoral aspects for the marriage may be allocated to OS&P staff.</p>	
13.	Notify appropriate OS&P staff if the marriage is to be performed by a marriage celebrant, rather than religious personnel.	Chaplain
14.	Arrange and manage all legal requirements of the marriage.	Chaplain
15.	Complete <i>section 8</i> of the form.	Supervising officer
16.	Store record and complete <i>section 9</i> of the form.	Administrative officer

8. Inmate application for change of name

8.1 Policy

The NSW Registry of Births Deaths and Marriages (BDM) is responsible for registering all changes of name in NSW in accordance with the *Births Deaths and Marriages Registration Act 1995*. An application for change of name may be made if the persons:

- birth is registered in NSW; or
- was born overseas however have been a resident in NSW for at least 3 consecutive years before the date of the application; or
- birth was not registered in NSW and a protection order has been made for the applicant and/or their children from domestic violence.

8.2 Restricted Persons

Restricted persons are not permitted to change their name unless they have received approval from the relevant supervising authority. Restricted persons in NSW include:

- inmates
- person on remand
- parolee
- periodic detainee
- person subject to a supervision order
- forensic patient
- correctional patient
- person otherwise defined as a restricted person.

Supervising authorities include the Commissioner of Corrective Services (the Commissioner), NSW Police Commissioner, and the Mental Health Review Tribunal (MHRT).

It is an offence for a restricted person to make an application for a change of name to the NSW BDM Registrar (or an interstate, or equivalent, BDM Registrar) without first obtaining the written approval of the supervising authority. This applies even if the application is submitted on the inmate's behalf.

The Commissioner is the supervising authority for all persons lawfully held within NSW correctional centres, other than forensic patients (also refer to *Community Corrections Policy and Procedures Manual* for offenders in the community).

As the supervising authority for **forensic patients** is the MHRT, forensic patients are not required to complete this application process. However, the MHRT must not approve an application being made to the BDM Registrar for the change of name by a restricted person who is both a forensic patient and an otherwise restricted person as defined in the Act, unless the Commissioner has been consulted by MHRT and is in agreement.

Any applications made by or on behalf of a person identified as a restricted person will not be processed unless the application is supported by the Commissioner.

CSNSW and the Registrar of BDM have certain information sharing obligations in order to ensure that any change of name is not registered without the appropriate approvals.

Additional restrictions and requirements may be found in the *Child Protection (Offenders Registration) Act 2000* in relation to applications for change of name by registrable persons within the meaning of that Act. Child Protection Protocols within the NSW Police Force and BDM apply in conjunction with CSNSW policy.

The following are exempt to the restrictions, including those who:

- have been convicted of an offence under a law of the Commonwealth; or
- are subject to a warrant under the Commonwealth *Defence Force Discipline Act 1982* and are in a correctional centre pursuant to a punishment imposed under the Act; or
- are a detainee within the meaning of the Commonwealth *Migration Act 1958* and who is held in a correctional centre; or
- are in the keeping of a correctional officer under section 250 of the *Crimes (Administration of Sentences Act) 1999*; or
- are a former serious offender because of the commission or alleged commission of an offence under a law of the Commonwealth; or
- their identity is currently protected, or who needs to be protected, by the *Witness Protection Act 1995*. It is noted that existing protocols within the NSW Police Force and Births, Deaths and Marriages apply in conjunction with CSNSW policy.

8.3 Serious offender

A **serious offender** who has been released from custody remains a restricted person as long as they are on parole. If the parole period has expired, their status becomes that of a '**former serious offender.**' It is noted that a person will not be considered a former serious offender if:

- they are a restricted person at the time of the application, or
- they have not returned to custody for 10 consecutive years (as their status as a 'former serious offender' will cease), or
- their conviction which resulted in their status as a serious offender has been quashed or set aside.

A former serious offender will be permitted to make an application for a change of name directly to the BDM Registry. In these circumstances, the BDM Registry will be required to obtain written approval from the Commissioner and the NSW Police Commissioner prior to registering any change of name.

The Commissioners must not provide approval to an application for a change of name, if it would be 'reasonably likely to jeopardise the health or safety of a former serious offender or another person,' or 'be used to further an unlawful activity or purpose,' if registered. Approval must also not be provided if the proposed name would be reasonably likely to be regarded as offensive by a victim of crime or an appreciable sector of the community.

8.4 Procedures

An inmate may apply for approval to change their name while in custody by completing an:

- *Application for supervising authority approval to apply to the registrar of births, deaths and marriages for registration of change of name*

A copy of this form may be downloaded and supplied to the inmate from CSNSW intranet. The completed application, along with copies of all required identification specified in the form must be submitted to Corrections Corporate Support Unit (CCSU) by email to CON@dci.nsw.gov.au.

The CCSU will process the application for supervising authority to apply to BDM for a change of name. The outcome of the application will be communicated to the inmate via a return letter.

If the Commissioner, approves the inmate to apply to BDM for a change of name, the inmate will then need to complete *the Application to register a change of name for an adult (BDM form)*.

The letter from CCSU will include a BDM application to apply for a change of name form and a second copy of the supervising authority approval letter.

The inmate is required to:

- complete their BDM application as soon as practicable.
- include a copy of the supervising authority approval letter they received from CCSU and certifies copies of their identification; and
- post their application to NSW Registry of Births Deaths & Marriages, GPO Box 30, Sydney, NSW, 2001.

The following procedures must be applied for all inmates in custody:

	Procedure	Responsibility
1.	Issue the CSNSW application for supervising authority approval to the inmate to complete. Any requests for assistance by inmates to complete the forms should be referred to the MOSP.	Authorised officer (Wing OIC/ supervising officer)
2.	Nominate an appropriate staff member to provide assistance to complete the forms if the inmate has been referred.	MOSP
3.	Refer completed application and all required identification (as detailed in the forms) to the MOSP.	Authorised officer (Wing OIC/ supervising officer)
4.	Complete the following: <ul style="list-style-type: none"> • review the application form and make any appropriate enquiries, such as interviewing the inmate and considering factors such as the reasons given by the inmate for the applications, and/or social/family issues identified as relevant. • explain how the application is processed by CSNSW to the inmate. • prepare a report indicating whether the application is supported and detail all enquiries that have been made. Refer the application and documentation to the MOS.	MOSP
5.	Consider the application and prepare a report indicating whether the application is supported and detail any local intelligence or other material relevant to the application. Refer the application and documentation to the Governor.	MOS/FM
6.	Consider the application and all documentation and prepare a report advising whether the application is supported. Forward the application and all documentation to the relevant Director, Custodial Operations for consideration and endorsement.	Governor

	Procedure	Responsibility
7.	<p>Consider the application and all documentation and indicate whether the application is supported.</p> <p>Save the application and all documentation into EDRMS and forward these to the CCSU at CON@dcj.nsw.gov.au.</p>	Director, Custodial Operations
8.	<p>Make enquiries as deemed appropriate and collate the application and documentation into a submission.</p> <p>Forward the submission to the Commissioner for consideration and note the Commissioners decision.</p>	CCSU
9.	<p>Advise:</p> <ul style="list-style-type: none"> • the Governor at the correctional centre where the inmate is located, by email, of the Commissioners decision. • the inmate by providing a letter. 	CCSU
10.	<p>Forward the Commissioner's decision to the BDM.</p> <p>Note: If the change of name is registered by the BDM Registrar, complete the necessary administrative processes, including:</p> <ul style="list-style-type: none"> • recording the new name on OIMS as an alias under the inmate's existing name and MIN. • create appropriate records, such as case notes. 	CSSU
11.	<p>If the Commissioner provides supervising authority approval to the inmate to apply to the BDM, the BDM will contact CCSU once they have received and actioned the inmate's application to confirm the change of name has been registered.</p>	CCSU
11.	<p>Inform the Governor at the correctional centre where the inmate is located of decision by email, and if applicable, advise of any change in name.</p> <p>Note: the inmate will be advised of the decision by the BDM by correspondence sent to them by the BDM.</p>	CCSU

9. Quick links

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

10. Definitions

Authorised celebrant	A person authorised to solemnise marriages by virtue of the <i>Marriage Act 1961 (Commonwealth)</i> .
Assigned officer	Assigned officer refers to either: <ul style="list-style-type: none"> • an individual officer or • an officer who is in a position (substantive or temporary) or a post that the Governor (or Manager of Security in Charge of a Correctional Centre) has assigned to perform a particular duty or task. The Governor (or MOS in charge) may delegate the role of assigning officers to perform duties to a Managers of Security, Functional Managers or Senior Correctional Officers or other officers who have direct reports. Assignment to a duty or task may be provided in Local Operating Procedures (LOPs), Statement of Duties, Local Orders, Post Duties, verbally or may be implied as a logical extension of the officer's post, position, or role.
BDM	Births Deaths and Marriages
CMF	Case Management File
COPP	Custodial Operations Policy and Procedures
eForm	Electronic form which can be accessed on the OTAB
Former serious offender	is an inmate who was formerly managed as a serious offender under the <i>Crimes (Administration of Sentences) Act 1999</i>
FM	Functional Manager
LOP	Local Operating Procedures
MHRT	Mental Health Review Tribunal
MIN	Master Index Number
MOS	Manager of Security
MOSP	Manager Offender Services & Programs
Offender Tablet (OTAB)	Offender Tablets (OTAB) issued by Corrective Services NSW with specified functionality for distribution to inmates for use in cell (not to be confused with tablets issued by JUST Connect for the purposes of viewing legal briefs)
OIC	Officer in Charge
OIMS	Offender Integrated Management System

Service Integration	Previously known as Offender Services and Programs
RMS	Roads and Maritime Authority
SAC	Sentence Administration Corporate
Unconvicted	A person who is in custody but to who section 4(1) (a)-(c) of the <i>Crimes (Administration of Sentences) Act 1999</i> does not refer.

11. Document information

Business centre:	Statewide Operations	
Approver:	Dr Anne Marie Martin (Deputy Commissioner Security and Custody)	
Date of effect:	16 December 2017	
EDRMS container:	18/7256	
Version	Date	Reason for amendment
1.0		Initial publication (<i>Replaces section 7.13, 7.17.5., 7.17.5.1, 8.25, 8.29, 8.39 of the superseded Operations Procedures manual</i>)
1.1	01/05/19	Information on inmate marriage applications clarified
1.2	12/03/20	General formatting update and improvements
1.3	09/03/21	General formatting update and improvements
1.4	09/03/23	Amendments throughout to accommodate kiosk and eForms applications and requests.
1.5	15/09/23	Amendments to the procedures at subsection 7.4 Procedures for application for an inmate to change their name.
1.6	09/08/24	Amendments to incorporate eForm procedures for sections 1 <i>eForm</i> , 2 <i>Inmate Applications</i> and 3 <i>Inmate Requests</i> of this policy and updates to definitions from 'Authorised Officer,' to 'Assigned Officer,' and 'OS&P,' to 'Service Integration.'