

Custodial Operations Policy and Procedures

9.7 Corrective services support line

Policy summary

Corrective Services NSW (CSNSW) recognises the right of inmates to make inquiries and complaints and have them dealt with in a fair, timely and effective manner.

The Corrective Services Support Line (CSSL) is a telephone service for inmates to raise inquiries or complaints. Inmates must be provided with access to the CSSL and receive information regarding the functions of the service.

All inmate inquiries or complaints that are referred from the CSSL to the correctional centre must be actioned and finalised.

Management of Public Correctional Centres Service Specifications

| | |
|------------------------|---------------------|
| Service specifications | Decency and respect |
|------------------------|---------------------|

Scope

This section applies to all correctional centres and other facilities administered by or on behalf of CSNSW.

It also applies to all CSNSW employees, and where relevant to other personnel such as contractors, subcontractors, and visitors.

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1 Corrective services support line

1.1 Policy

CSNSW recognises the right of inmates to make inquiries and complaints, and to have them dealt with in a fair, effective and timely manner.

The CSSL provides an important inmate telephone service which supports the operational processes of correctional centres by receiving, recording and resolving complaints and inquiries made by inmates.

In providing a formal structure for the early identification and resolution of general inmate inquiries and complaints, this service aims to:

- reduce the number of complaints made to the Ombudsman and the Office of the Inspector-General, by maintaining decision making at a local level
- reduce the escalation of problems and stress within the inmate population by providing an opportunity for redress, and for concerns and frustrations to be raised to create a safer environment for inmates and staff.

Inmates must be provided with access to the CSSL free of charge, in addition to their weekly call entitlement, and receive information regarding the functions of this service. Inmates should not be prevented or obstructed from contacting the CSSL, including while they are in segregation, protective custody or in confinement to cell.

CSSL representatives will visit correctional centres to meet with executive staff, the Manager Offender Services and Programs (MOSP), and members of the Inmate Development Committee (IDC) to provide information on the functions of the CSSL service.

CSSL promotional material will also be provided to staff and inmates, including:

- A4 Laminated Posters (female and male versions) which are to be displayed in a prominent area near the Offender Telephone System (OTS) phones
- cards which are to be provided to inmates for issue in their accommodation areas and to staff for distribution in educational areas
- Common Auto Dial List (CADL) which provides information on all free calls available to inmates with instructions for use of the telephone.

The CSSL Team Leader will ensure that the CSSL service is being implemented correctly within correctional and transitional centres in NSW. Generally, the CSSL will only deal with inmate inquiries and complaints if inmates have attempted to resolve the matter locally with the Functional Manager (FM) at the correctional centre. However, inmates may directly contact the CSSL in exceptional circumstances where the inmate inquiry or complaint involves a:

- threat/act of violence
- security or safety issue
- threat of self-harm/suicide
- personal hygiene concerns
- urgent personal problem/crisis.

In these circumstances, the Governor and FM of the correctional will be notified by the CSSL to ensure that staff are aware of the issue. In the case that an immediate health issue has been raised, the CSSL will refer these directly to JH&FMHN staff.

Inmates may also seek to resolve their inquiry or concerns with the IDC or an official visitor (**refer to COPP section 9.6 Inmate complaints to ombudsman and 10.8 Visits from officials, agencies and professionals**).

Importantly, the CSSL is not an appeal body for inmates in segregated or protective custody, or in relation to disciplinary charges, and is not able to override a direction or decision made by a Governor or other officer.

The CSSL does not conduct investigations, or provide information to inmates regarding the charges they are in custody for, or classification and parole review decisions.

Where necessary, a referral report may be emailed from the CSSL to the CSSL generic email account for the centre or area. These reports will not contain sensitive medical information for CSNSW staff due to privacy concerns. The FM is responsible for ensuring that all referrals sent to the generic CSSL email accounts are accessed and actioned. This **may be** allocated to an authorised officer for action, however, the FM is still responsible for coordinating, following up, and resolving the matter.

CSSL reports are not to be shown or handed to any inmate, including the inmate that initiated the request. If an inmate wishes to obtain a copy of the report, they may apply through the processes set out in the *Government Information (Public Access) Act 2009 (GIPAA)* (**Refer to COPP section 22.3 Government information and public access act (2009)**).

FM's are to advise the CSSL of all action and resolutions within 3 business days. If an issue is not resolved within this time, the CSSL should be informed of all action to date, and an estimate for when the matter will be determined or resolved. CSNSW staff may contact the CSSL by email at [REDACTED]. Emails must not be sent to the personal email addresses of staff employed in the CSSL.

1.2 Procedures for accessing the CSSL generic email

The generic email account for the centre or area is generally available to all FM's who have been granted access. This is subject to the Governor requesting alternative arrangements. An application for access to be granted may be requested from the CSSL. Procedures for [setting up generic CSSL email accounts](#) should be accessed.

1.3 Procedures for responding to an email referral from the CSSL

| | Procedure | Responsibility |
|----|---|----------------|
| 1. | <p>Access the CSSL generic email in outlook and print the email which includes the:</p> <ul style="list-style-type: none"> • call ID number • inmate name and Master Index Number (MIN) • description of the issue (from the <i>Call Item</i> screen) • CSSL comment (from the <i>Call Action</i> screen). | FM |
| 2. | Discuss with the inmate and attempt to resolve or determine the inquiry or complaint. | FM |
| 3. | Log into Offender Integrated Management System (OIMS) and access the CSSL OIMS section (CSSL Call Entry). | FM |
| 4. | <p>Enter the Call ID number, then:</p> <ul style="list-style-type: none"> • select the Item button, then the Actions button • arrow down to the next available line and select action type Referee Input • select the relevant correctional centre • tab to the comments section and advise how the issue has been resolved, including your name and designation • complete the Offender Notified field • complete the Referring Sequence field • save all information <p>An email to the CSSL will be automatically generated once this is saved.</p> | FM |

1.4 Procedures for reporting by CSSL

The CSSL is responsible for collecting, analysing and disseminating data obtained for all information received at the end of each month. This information contributes to trend analysis, future planning and strategic development of services for improved delivery. The information will be provided to:

- Governors with a report listing all received and actioned matters during that month, and any outstanding matters.
- Directors, Custodial Operations and the Operations Performance Review Branch (OPRB) with a report listing all received, actioned and outstanding CSSL matters.

A quarterly key issues report and statistical analysis is provided to the Director, Corrections Executive Services and Complaints Management (Corrections Strategy and Policy).

2 Quick links

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

3 Definitions

| | |
|---------------|---|
| Business Days | Monday to Friday (excluding public holidays) |
| CADL | Common Auto Dial List |
| COPP | Custodial Operations Policy and Procedures |
| CSNSW | Corrective Services New South Wales |
| CSSL | Corrective Services Support Line |
| FM | Functional Manager |
| GIPPA | Government Information (Public Access) Act 2009 |
| IDC | Inmate Development Committee |
| JH&FMHN | Justice Health & Forensic Mental Health Network |
| MIN | Master Index Number |
| MOSP | Manager Offender Services and Programs |
| OIMS | Offender Integrated Management System |
| OPRB | Operations Performance Review Branch |
| OTS | Offender Telephone System |

4 Document information

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|-------------------------|----------------------|---|
| Business centre: | Custodial Operations | |
| Approver: | Kevin Corcoran | |
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| EDRMS container: | 18/7262 | |
| Version | Date | Reason for amendment |
| 1.0 | | Initial publication (<i>Replaces section 8.34 of the superseded Operations Procedures Manual</i>) |
| 1.1 | 12/03/20 | General formatting update and improvements |