

Custodial Operations Policy and Procedures

10.12 Authorised contractor visitors

Policy summary

All contractors who intend to work in a correctional centre or complex must be approved by the General Manager, State-wide Operations (GM, SWO). This does not apply to Prison Bed Capacity Project (PBCP) contractors or contractors who are required by the Governor or Officer in Charge (OIC) of a correctional centre or complex to complete urgent works.

To be approved to work on a correctional centre or complex, contractors must undertake a criminal record check, sign a declaration and complete Brush Farm Security Awareness online training.

Contractors will be informed in writing whether their application has been approved.

Management of Public Correctional Centres Service Specifications

Service specification	Safety and Security 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 all CSNSW employees.

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1 Authorised contractor visitors

1.1 Policy

Contractors may only undertake work in a correctional centre or on a complex where they have received approval. The General Manager, State-Wide Operations (GM, SWO) will determine if a contractor's application is approved. Contractors may also receive:

- provisional approval by the Governor or Officer in Charge (OIC) of the correctional centre or complex when urgent works are required; or
- approval from Prison Bed Capacity where they are involved in the Prison Bed Capacity Project.

Where a contractor is approved to undertake work by the GM, SWO they will receive a letter of approval. Contractors must present evidence of approval where required.

The application and approval process for a contractor may take up to six weeks to complete.

If a contractor is required to complete urgent work during this period, the Governor or OIC of a correctional centre may provisionally permit access to the correctional centre, pending the outcome of the application sent to [REDACTED]

1.2 Application process

Each individual contractor who intends to conduct work in a correctional centre or on a complex must apply by completing a:

- *Criminal Record Inquiry (Non-offenders) (CRI) form*
- *Security awareness and declaration for contractors form*

Both completed forms must be sent to [REDACTED] for processing if approval is being sought from the GM, SWO.

Contractors must note that a CRI must be witnessed by a CSNSW employee who will:

- cite the contractor's original identification listed on the CRI
- confirm that the person before them is the person photographed on the identify document
- verify that the individuals identity, and information recorded on the identification documents matches the information included in the forms.

If either of the forms are incomplete or completed incorrectly, they will not be accepted, and will be returned to the contractor.

If the GM, SWO is satisfied with the result of the CRI and that the *Security awareness & declaration for contractors* has been completed correctly, an email will be sent to the contractor instructing them to complete the Brush Farm online security awareness course.

When the contractor successfully completes the training, a letter will be sent to the contractor from Custodial Corrections, informing them that they are approved to work in correctional centres and complexes.

Where approval has been provided to a contractor from the GM, SWO or from Prison Bed, a note will be made under the contractors personal details in the *Visits module* in the Offender Integrated Management System (OIMS).

Contractors may only be approved to undertake work for up to a 12 month period. A contractor must re-apply for approval if they intend to continue working in correctional centres or on correctional complexes beyond the 12 month period.

Despite approval being granted to a contractor (whether provisionally by the Governor/OIC, or for 12 months by the GM, SWO or Prison Bed), Governors/OICs of correctional centres may deny a contractor entry into a correctional centre if of the opinion that the visit would prejudice the good order and security of the correctional centre.

If the GM, SWO does not approve a contractor's application, or rescinds their approval, a letter will be sent to the contractor advising them that their application has been denied or withdrawn. If the contractor would like to dispute or complain about the decision they should email [REDACTED]

If, for any reason, the GM, SWO retracts an authorised contractor's approval, Custodial Operations will update OIMS to reflect this. OIMS will at all times be a true reflection of who is authorised as a contractor, and should be relied on to determine if authorisation is current.

Authorised contractors will be encouraged to keep their letter of approval on their person at all times while on CSNSW property. If authorised contractors do not have their letter of approval, they may still be granted entry if the visits module of OIMS indicates that they are an approved authorised contractor and have appropriate identification.

1.3 Procedure for approval of contractors application

	Procedure	Responsibility
1.	Confirm receipt of the contractor's application. This must include completed CRI and <i>Security awareness and declaration for contractor's</i> forms. Note: return the application to the contract and request that they resubmit these if the forms are incomplete or incorrectly.	Custodial Operations
2.	Forward CRI to Corrections Intelligence Group (CIG) for processing if forms have been completed.	Custodial Operations
3.	Decide whether the contractor is eligible to be authorised to enter a correctional centre or complex when CRI results are returned from CIG.	GM, SWO

4.	<p>If the contractor is:</p> <ul style="list-style-type: none"> • Eligible: email the contact person with details about how the contractor can complete Brush Farm Security Awareness training • not eligible: send a letter to the contact person to inform them that their application has been denied. Do not include any details about the CRI results to the contact person. 	Custodial Operations
5.	Send a letter to the contact person approving the contractor to work (if approved) in correctional centres and complexes once they have successfully completed the Brush Farm Security Awareness training.	Custodial Operations

1.4 Procedures for entry to a correctional centre

When a person states that they are an authorised contractor and have attended a correctional centre, complex or gate, the following procedures must occur:

	Procedure	Responsibility
1.	<p>Ask the person to present photographic identification to confirm their identity.</p> <p>Note: If a person cannot provide valid photographic identification or is not listed as an authorised contractor, entry may be denied.</p>	Gate officer
2.	<p>Check OIMS to confirm that the person is a current authorised contractor and that there are no reasons that their entry should be denied (e.g. see <i>Personal details</i> in OIMS visit module and alerts about visitor restriction(s))</p> <p>Note: Contact the Governor or OIC if there is any reason that providing them entry could affect the good order and security of the correctional centre (e.g. visitor restriction alert)</p> <p>If access to the correctional centre is denied, send an email to [REDACTED] with the name of the person and the reason they were denied entry.</p>	Gate officer
3.	Facilitate entry if they are an approved authorised contractor (Refer to COPP section 17.3 Stop, detain & search of visitors and staff).	Gate Officer

2 Quick links

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

3 Definitions

CIG	Corrections Intelligence Group
Contact person	This may be the individual contractor, the contractor's employer or a staff member at a correctional centre who is handling the application
COPP	Custodial Operations Policy and Procedures
CSNSW	Corrective Services NSW
GM, SWO	General Manager, State-wide Operations
OIC	Officer in Charge of a correctional centre
OIMS	Offender Integrated Management System

4 Document information

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