

Custodial Operations Policy and Procedures

12.2 Custodial case work

Policy summary

Custodial case officers contribute to the effective management of inmates by providing professional, concise, objective and balanced information which informs important security, placement and case management decisions.

Custodial case officers also contribute to effective dynamic security of correctional centre management through interactions with inmates during which they may become aware of important information and intelligence.

Interviewing inmates and recording accurate case notes also contributes to achieving Management of Public Correctional Centre Service Specifications.

Management of Public Correctional Centres Service Specifications

Service specifications	Rehabilitation and reintegration
	Safety and security

Scope

This policy 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 Custodial case work

1.1 Custodial case officer

This policy must be read in conjunction with *Offender Services & Programs, CSNSW Policy for Case Management in Correctional Centres*.

A correctional officer assigned an inmate case load is known as a custodial case officer (case officer). Case officers must be allocated a small number of inmates to their case load. The Functional Manager (FM) is responsible for allocating inmates to a case officer within 14 days of the inmate's arrival at the correctional centre or within 14 business days after sentencing.

Case officers must regularly meet with inmates who are serving a sentence greater than three months and encourage compliance with set goals in their case plans.

Case officers must have regular contact with the inmate and conduct an interview on at least one occasion each month. Within 48 hours after each interview, a case note detailing the results of the interview or any significant interactions must be entered in Offender Integrated Management System (OIMS).

Case officers provide a positive contribution to the case management, classification and placement of inmates, assisting to reduce the likelihood of reoffending after returning to community life.

The case officer must familiarise themselves with each inmate's case file and OIMS screens relating to Case Management is to be read prior to interviewing the inmate.

2 Casework interviews

2.1 Policy

Correctional officers regularly engage with inmates in conversations that may have significant implications to their management or the safety and security of the correctional centre. Casework interviews are important for several reasons, these include gathering information about the inmate to:

- assist appropriate determination in classification and placement
- inform the tailored case plan of programs and services to address the inmate's needs and criminal offending
- assist in the dynamic security of the correctional centre.

Every effort must be made to encourage and motivate the inmate to comply with their case plans and regularly monitor how the inmate is coping in custody.

While the structure of interviews can be different, it is important to address the following points through a number of interviews:

- inform the inmate of any referrals initiated including the outcomes of such referrals
- note the inmate's presentation in terms of mood and demeanour (happy, aggressive, angry, withdrawn)

- note the inmate's appearance (neatly dressed, untidy, unkempt, unhygienic, clean)
- note how the inmate is coping, interacting with a cell mate and other inmates
- note any health issues
- note mental health issues
- note the inmate's ability to gain and maintain employment or participation in education
- note if the inmate receive regular visits or has an established support network in the community
- discuss case plan goals
- program intervention/participation
- note any offences in custody.

For further information on case work interviews refer to the *Guidelines for conducting Casework interviews in a CSNSW correctional centre*.

The case officer must ensure that an exit interview is conducted with the inmate prior to his/her release into the community (refer to *Custodial case note options*).

2.2 Case notes

Custodial case officers must record the details of the casework interview conducted with inmates on their case load as a *Casework Interview* case note in OIMS. Case notes must provide an accurate record of the Custodial case officer's significant interactions with an inmate on their case load.

Case notes must record the date and time of events and actions relevant to the inmate's behaviour, criminogenic needs, case plan progression or non-compliance, personal issues, management plans, offences in custody, health and any mental health issues.

Custodial case officers must ensure the case notes provide relevant and factual information which is also communicated across all relevant areas of CSNSW and where relevant, community programs.

Case notes must be structured in line with *Guidelines for structuring custodial case notes in CSNSW correctional centres – The IDAAP structure*.

Case notes must be entered within 48 hours of an interview or event occurring.

2.3 Procedures for before an interview

	Procedure	Responsibility
1.	Review previous case notes in the Offender Integrated Management System (OIMS) and the case file, prior to interviewing the inmate.	Custodial case officer
2.	Liaise with: <ul style="list-style-type: none"> • the inmate's employer about work attendance/ performance • programs staff about program participation or participation in future programs. 	Custodial case officer

	Procedure	Responsibility
3.	Conduct a further review of OIMS including: <ul style="list-style-type: none"> • Alerts • Care in Placement • Associations • Offences in Custody • Historical convictions and current charges • Next court appearance • Earliest Possible Release Date (EPRD) or Parole Review Date • Case plan. 	Custodial case officer
4.	Explain the case plan goals and casework steps to the inmate, if a case plan has been developed.	Custodial case officer

2.4 Procedures for an interview

	Procedure	Responsibility
1.	Introduce yourself to the inmate as the allocated casework officer.	Custodial case officer
2.	Explain to the inmate your role as the Custodial casework officer and explain the case work interview process.	Custodial case officer
3.	Provide the inmate with information about the services available in the centre including: <ul style="list-style-type: none"> • correctional centre routine • Service and Programs Officers (SAPOs) • referral process • available programs • education services • Corrective Services Industries (CSI) employment opportunities • psychological services • Justice Health and Forensic Mental Health Network (JH&FMHN) services • Chaplaincy. 	Custodial case officer

	Procedure	Responsibility
4.	Conduct the interview to collect information including: <ul style="list-style-type: none"> • physical appearance (neatly dressed, untidy, unkempt,) • family issues requiring assistance • the inmate's presentation in terms of mental health status e.g.; mood and demeanour – (happy, aggressive, angry, withdrawn) • health issues • mental health issues • inmate's ability to gain/maintain employment • family/friend support network • dynamic security (other inmates, stand overs, security threats etc.). 	Custodial case officer
5.	Answer any queries that the inmate might have at this stage or get back to the inmate with the information.	Custodial case officer
6.	Regularly monitor the inmate to ensure he/she is working to achieve case plan goals and complying with the correctional centre routine.	Custodial case officer
7.	Advise the inmate of the next case work interview.	Custodial case officer

2.5 Procedures following an interview

	Procedure	Responsibility
1.	Communicate with Officer in Charge (OIC) accommodation and employment supervisor.	Custodial case officer
2.	Note any concerns the inmate may have at the correctional centre. Any concerns that cannot be addressed must be escalated to the appropriate Functional Manager (FM) for action or information.	Custodial case officer
3.	Open a new case note in OIMS: <ul style="list-style-type: none"> • Select <i>case note Type > Custodial</i> • Select <i>case note Sub Type > Case Work Interview</i> • Compile and submit/save the case note. 	Custodial case officer
4.	Reflect both positive and negative issues in the case notes interaction however; ensure comments are objective and professional: <ul style="list-style-type: none"> • inmate's behaviour • inmate's interactions with staff, other inmates, family and friends of the inmates (refer to IDAAP Document). 	Custodial case officer
5.	Complete and submit any referrals in OIMS as required or requested.	Custodial case officer

2.6 Procedures for exit interviews (before release)

	Procedure	Responsibility
1.	Interview the inmate prior to release date.	Custodial case officer
2.	Provide insight into his/her plans for the future <ul style="list-style-type: none"> • Change in lifestyle and other issues that the inmate may face on release. 	Custodial case officer
3.	Ask the inmate the following questions and direct them to the correct channel for assistance via OIMS Referrals: <ul style="list-style-type: none"> • is there someone to pick them on release • is accommodation arranged • is employment arranged • do they have money on release. 	Custodial case officer
4.	Open a new case note in OIMS <ul style="list-style-type: none"> • select case note <i>Type > Custodial</i> • select case note <i>Sub Type > Interview: Release from Custody</i> • compile and submit/save the case note. 	Custodial case officer

2.7 Procedures for conducting a case management analysis

	Procedure	Responsibility
1.	Conduct a Case Management Analysis (CaMA) monthly audit of a minimum 10 case management files each month.	Authorised officer
2.	Answer the Monthly CaMa.	Authorised officer
3.	Save the CaMA in EDRMS and locally after completion on any other drive that is accessed by other Case Managers/Acting Case Managers.	Authorised officer
4.	Submit the monthly CaMa on the 7 th of each month to the following email: [REDACTED].	Authorised officer

3 Quick links

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

4 Definitions

Authorised officer	The officer authorised by the Governor to perform the functions set out in this part of the Custodial Operations Policy and Procedures Manual.
CaMA	Case Management Analysis
COPP	Custodial Operations Policy and Procedures
CSI	Corrective Services Industries
CSNSW	Corrective Services NSW
EPRD	Earliest Possible Release Date
FM	Functional Manager
JH&FMHN	Justice Health and Forensic Mental Health Network
OIC	Officer in Charge
OIMS	Offender Integrated Management System
SAPO	Service And Programs Officers

5 Document information

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