

Sentence Management Operations

Information Sheet

Sentence Management Operations (SMO) helps ensure that people in custody are detained and released lawfully, accurately and at the right time. The team supports community safety by managing legal orders and maintaining accurate records that support Corrective Services NSW's legal responsibilities.

What SMO Does

SMO is responsible for:

- ❖ Processing legal orders received from courts, releasing authorities, tribunals, immigration authorities and other relevant agencies.
- ❖ Managing sentence administration processes for people in custody.
- ❖ Maintaining accurate offender and court records within internal information systems.
- ❖ Ensuring decisions relating to detention and release are lawful and supported by the appropriate legal authority.
- ❖ Interpreting and implementing court decisions and other legal orders that affect a person's custody status.

Why SMO Matters

- ❖ Accurate sentence management is essential to maintaining public confidence in the justice system. SMO ensures that legal orders are applied correctly and that people are detained and released in accordance with the law. Through its work, the team supports community safety, operational efficiency and compliance with legislative requirements.

How SMO Is Structured

- ❖ SMO is made up of specialised clusters that process work for correctional centres across New South Wales. This statewide model promotes consistency, efficiency and accuracy by centralising sentence management functions rather than having each location operate independently.
- ❖ Each cluster supports designated correctional centres and is responsible for the sentence management operations within its area of responsibility. The Lodgement and Processing Unit manages the admission and processing of people entering custody; in addition to authorising release, where appropriate.
- ❖ To meet operational requirements, some teams work under the DCJ Flexible Working Agreement, while others operate on rostered arrangements to provide extended or continuous service coverage.

Working in SMO

- ❖ SMO offers flexible and hybrid working arrangements where operational requirements allow.

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Employees may work across office and home-based environments while continuing to support statewide operations.

SMO Clusters

Cluster	Office Location(s)	Work Hours
Lodgement and Processing Unit	Windsor	Rostered 24/7
Remand Cluster	Silverwater, Parklea	Rostered 5 days
Metro Cluster	Windsor, Malabar	Flexible Working Agreement (staggered commencement)
Northern Cluster	Kempsey, Cessnock	Flexible Working Agreement (staggered commencement)
Southern Cluster	South Coast, Junee, Goulburn	Flexible Working Agreement (staggered commencement)
Western Cluster	Bathurst, Wellington	Flexible Working Agreement (staggered commencement)

Every day, SMO works behind the scenes to ensure that custody decisions are accurate, lawful and supported by the correct legal authority. Through a statewide service model, the team plays a vital role in supporting community safety and the effective operation of Corrective Services NSW.