

Inspector of
Custodial Services

Inspector of Custodial Services

Annual Report 2023-24

Acknowledgement of Country

The Inspector of Custodial Services acknowledges the Traditional Custodians of the lands where we work and live. We celebrate the diversity of Aboriginal peoples and their ongoing cultures and connections to the lands and waters of NSW.

We pay our respects to Elders past, present and emerging and acknowledge the Aboriginal and Torres Strait Islander people that contributed to the development of this report.

We advise this resource may contain images, or names of deceased persons in photographs or historical content.

Inspector of Custodial Services

Published by the Inspector of Custodial Services

<https://www.inspectorcustodial.nsw.gov.au/>

First published: October 2024

ISBN/ISSN: 2207 0389

Copyright and disclaimer

© State of New South Wales through the Inspector of Custodial Services October 2024. This work may be freely reproduced for personal, educational and government purposes. Permission must be received from the department for all other uses.

The document has been prepared by the Inspector of Custodial Services for general information purposes. While every care has been taken in relation to its accuracy, no warranty is given or implied. Further, recipients should obtain their own independent advice before making any decisions that rely on this information.

For extended copyright permissions or to request the report in an alternative format such as Braille, audiotape, and large print contact custodialinspector@justice.nsw.gov.au.

Contents

1	Overview.....	4
1.1	Administration.....	4
1.1.1	Premises.....	4
1.1.2	Staff.....	4
1.1.3	Budget.....	4
1.1.4	Additional resources.....	4
1.2	Functions and powers.....	4
1.2.1	Functions of the Inspector.....	5
1.2.2	Powers of the Inspector.....	5
1.3	Activities.....	6
1.3.1	Inspections.....	6
1.3.2	Liaison visits.....	10
1.4	Official Visitor Program.....	12
1.4.1	Overview.....	12
1.4.2	Official Visitor appointments.....	12
1.4.3	Official Visitor training.....	14
1.4.4	Enquiries and complaints data for adult correctional centres.....	14
1.4.5	Enquiries and complaints data for youth justice centres.....	18
1.5	Conferences, collaborations and training.....	21
1.6	Relationships with other agencies.....	22
1.6.1	Liaison and communication with stakeholders.....	22
1.6.2	Responses to ICS recommendations made during 2023–24.....	22
1.6.3	Responses to ICS recommendations made between 2013 and 2024.....	24
1.7	Key observations from this period.....	33
1.8	Resources and statutory obligations.....	34
1.9	Government Information (Public Access) Act 2009.....	34
1.10	Reporting.....	35
2	Appendix: Recommendation progress by report.....	36

1 Overview

1.1 Administration

1.1.1 Premises

The office of the Inspector of Custodial Services (ICS) is located on Level 3, 50 Phillip Street, Sydney NSW.

Postal address: R1769 Royal Exchange NSW 1225

Telephone: 0427 739 287

Email: custodialinspector@justice.nsw.gov.au

1.1.2 Staff

The ongoing staffing establishment during the 2023–24 financial year was four Principal Inspection and Research Officers, four Senior Inspection and Research Officers, one Inspection and Research officer, one Aboriginal Inspection and Liaison Officer, one Official Visitor Coordinator, one Executive Support Officer and two Research Assistants.

In addition to the ongoing establishment, there was one temporary Inspection and Research Officer and one temporary Graduate Clerk.

1.1.3 Budget

The ICS is an independent statutory office. The budget for the 2023–24 financial year was \$3,020,224. The actual costs for the 2023–24 financial year were \$3,361,501. This included unanticipated costs associated with assisting the Special Commission of Inquiry into Offending by Former Corrections Officer Wayne Astill at Dillwynia Correctional Centre.

1.1.4 Additional resources

Expert consultants have been engaged to enhance the capacity of the office to complete inspections and examine specialised areas.

The ICS hosted four interns from the University of New South Wales completing the Law internship program and one student completing the Criminology internship program. The ICS plans to continue to provide this opportunity to students in the next financial year.

1.2 Functions and powers

The purpose of the ICS is to provide independent scrutiny of the conditions, treatment and outcomes for adults and young people in custody and to promote excellence in staff professional practice.

The Inspector is independent of Corrective Services NSW (CSNSW) and Youth Justice NSW (YJNSW) and reports directly to NSW Parliament.

Under the provisions of the *Inspector of Custodial Services Act 2012*, the Inspector is required to inspect each adult custodial centre once every five years and every youth justice centre once every three years.

Included within the jurisdiction of the ICS during the 2023–24 financial year were 36 adult correctional centres, two transitional centres, two residential facilities and two community offender

support program centres, eleven 24-hour court cell complexes that are managed by CSNSW, 173 inmate transport escort vehicles,¹ six youth justice centres and 27 detainee transport vehicles.

The Inspector does not respond to individual complaints, and where appropriate, may refer complaints to Official Visitors or other relevant agencies and/or oversight bodies.

1.2.1 Functions of the Inspector

The functions of the Inspector are set out in section 6 of the *Inspector of Custodial Services Act 2012*.

6 Functions of the Inspector

- 1) The principal functions of the Inspector are as follows:
 - a) to inspect each custodial centre (other than juvenile justice centres and juvenile correctional centres) at least once every 5 years
 - b) to inspect each juvenile justice centre and juvenile correctional centre at least once every 3 years
 - c) to examine and review any custodial service at any time
 - d) to report to Parliament on each such inspection, examination or review
 - e) to report to Parliament on any particular issue or general matter relating to the functions of the Inspector if, in the Inspector's opinion, it is in the interest of any person or in the public interest to do so
 - f) to report to Parliament on any particular issue or general matter relating to the functions of the Inspector if requested to do so by the Minister
 - g) to include in any report such advice or recommendations as the Inspector thinks appropriate (including advice or recommendations relating to the efficiency, economy and proper administration of custodial centres and custodial services)
 - h) to oversee Official Visitor programs conducted under the *Crimes (Administration of Sentences) Act 1999* and the *Children (Detention Centres) Act 1987*
 - i) to advise, train and assist Official Visitors in the exercise of the functions conferred or imposed on them under those Acts
 - j) such other functions as may be conferred or imposed on the Inspector under this or any other Act.
- 2) The functions of the Inspector may be exercised on the Inspector's own initiative, at the request of the Minister or in response to a reference by the Joint Committee or any public authority or public official.

1.2.2 Powers of the Inspector

The powers of the Inspector are set out in sections 7 and 8 of the *Inspector of Custodial Services Act 2012*.

7 Powers of the Inspector

The Inspector in the exercise of the Inspector's functions:

- a) is entitled to full access to the records of any custodial centre (including health records) and may make copies of, or take extracts from, those records and may remove and retain those copies or extracts, and

¹ Number does not include vehicles for privately operated correctional centres Junee Correctional Centre, Parklea Correctional Centre and Clarence Correctional Centre.

- b) may visit and examine any custodial centre at any time the Inspector thinks fit, and
- c) may require custodial centre staff members to supply information or produce documents or other things relating to any matter, or any class or kind of matters, concerning a custodial centre's operations, and
- d) may require custodial centre staff members to attend before the Inspector to answer questions or produce documents or other things relating to a custodial centre's operations, and
- e) may refer matters relating to a custodial centre to other appropriate agencies for considerations or action, and
- f) is entitled to be given access to persons in custody, detained or residing at any custodial centre for the purpose of communicating with them.

8 Incidental powers

The Inspector has power to do all things necessary to be done for or in connection with, or reasonably incidental to, the exercise of the Inspector's functions. Any specific powers conferred to the Inspector by this Act are not taken to limit by implication the generality of this section.

1.3 Activities

The activities of the ICS relate to the inspection of custodial centres, and examination and review of custodial services. The ICS completed individual custodial centre inspections and theme-based inspections during the 2023–24 period. A theme-based inspection allows multiple custodial centres or services to be included in one inspection or review.

In addition to inspections, the ICS also conducts liaison visits to custodial centres to inform inspection work, monitor the custodial environment and implementation of recommendations, and meet with Official Visitors. These liaison visits are an essential part of building strong, effective, and productive relationships with key stakeholders.

ICS staff attend relevant meetings, forums and conferences to stay across current and best practice in adult corrections and youth justice, identify key issues and concerns, and liaise with experts and other stakeholders.

1.3.1 Inspections

In the 2023–24 reporting period, the ICS undertook a number of inspections and reviews, tabled reports in NSW Parliament relating to completed inspections, and announced several inspections and reviews.

Inspection of the Long Bay Correctional Complex

The Long Bay Correctional Complex is located approximately 14 km south of Sydney. We inspected three custodial centres located on the complex – the Metropolitan Special Programs Centre, Long Bay Hospital and the Special Purpose Centre. Each centre holds male inmates of all security classifications. It is also a location for specialist health services and intensive programs for violent and sexual offenders. It also has units for inmates with high needs, including those with a cognitive or intellectual disability; and those who are aged and frail.

The ICS inspected these custodial centres between August 2023 and July 2024.

Inspection of Residential Facilities and Compulsory Drug Treatment Correctional Centre

Residential facilities in NSW that divert people from custody or aid in offender rehabilitation and reintegration include the Miruma residential program, Balund-a residential program, Bolwara Transitional Centre, Parramatta Transitional Centre, Nunyara Community Offender Support Program,

the Compulsory Drug Treatment Correctional Centre, and the Integration Support Centre.

The ICS inspected these custodial centres between October 2023 and May 2024.

Inspection of Kirkconnell Correctional Centre

Kirkconnell Correctional Centre is a minimum security custodial centre for male offenders located 180 km west of Sydney. Kirkconnell Correctional Centre accommodates approximately 196 male minimum security inmates, many with placement and association restrictions.

The ICS inspected Kirkconnell Correctional Centre in November 2023.

Inspection of Bathurst Correctional Centre

Bathurst Correctional Centre is a mixed security facility located 210 km west of Sydney. Originally opened in 1888, it is one of the oldest continuously operating correctional centres in NSW. It can accommodate up to 780 people and serves as a reception and transit hub for western NSW.

The ICS inspected Bathurst Correctional Centre in May and October 2023.

Inspection of Junee Correctional Centre

Junee Correctional Centre is a large correctional centre that can accommodate up to 1,279 people. It is located in the Riverina region, approximately 435 km southwest of Sydney. Junee Correctional Centre was expanded in 2020, adding a large maximum security sector to existing medium and minimum security accommodation.

Junee Correctional Centre has been privately managed by the GEO Group Australia on behalf of CSNSW since it was opened in 1993. The NSW Government announced in November 2023 that the centre would be returned to CSNSW to operate from April 2025, following the expiry of the current contract.

The ICS inspected Junee Correctional Centre in August 2023.

Inspection of John Morony Correctional Centre

John Morony Correctional Centre is located at the Francis Greenway Correctional Complex near Windsor, 60 km from Sydney. It can accommodate 440 people, with 80% of inmates on remand.

The ICS inspected John Morony Correctional Centre in June 2023.

The *Inspection of John Morony Correctional Centre 2023* report was tabled in NSW Parliament and published in March 2024. The Inspector made 35 recommendations.

Inspection of Shortland and Cessnock Correctional Centres

Shortland Correctional Centre is a remand and reception centre for the NSW Hunter region. Cessnock Correctional Centre mainly holds male inmates with a minimum security classification. Both facilities are located on the Cessnock Correctional Complex, 151 km northwest of Sydney.

The ICS inspected these custodial centres during March and April 2023.

The *Inspection of Shortland Correctional Centre and Cessnock Correctional Centre* report was tabled in NSW Parliament and published in June 2024. The Inspector made 91 recommendations.

Inspection of Wellington Correctional Centre

Wellington Correctional Centre is situated approximately 350 km from Sydney. It holds both men and women, including sentenced and remand inmates of all security classifications.

The ICS inspected Wellington Correctional Centre in November 2022.

The *Inspection of Wellington Correctional Centre 2022* report was tabled in NSW Parliament and published in May 2024. The Inspector made 36 recommendations.

Inspection of Mannus and Glen Innes Correctional Centres

Mannus Correctional Centre and Glen Innes Correctional Centre are both minimum security custodial centres for male offenders. Mannus Correctional Centre is located 450 km southwest of Sydney and Glen Innes Correctional Centre is located 615 km north of Sydney in the Northern Tablelands.

The ICS inspected these custodial centres between August and October 2022.

The *Inspection of Mannus Correctional Centre and Glen Innes Correctional Centre 2022* report was tabled in NSW Parliament and published in February 2024. The Inspector made 29 recommendations.

Inspection of Silverwater Women's and Dillwynia Correctional Centres

Silverwater Women's Correctional Centre is a maximum security custodial centre accommodating both sentenced and unsentenced women. It is the main reception centre for women in NSW. Dillwynia Correctional Centre is the largest correctional centre for women in NSW. Both are located in the Greater Sydney region.

The ICS inspected these custodial centres during May and June 2022.

The *Inspection of Silverwater Women's and Dillwynia Correctional Centres 2022* report was tabled in NSW Parliament and published in December 2023. The Inspector made 36 recommendations.

Inspection of Metropolitan Remand and Reception Centre

The Metropolitan Remand and Reception Centre is located on the Silverwater Correctional Complex, approximately 19 km from the Sydney CBD.

The inspection of the Metropolitan Remand and Reception Centre occurred in March 2022.

The *Inspection of the Metropolitan Remand and Reception Centre* report was tabled in NSW Parliament and published in February 2024. The Inspector made 14 recommendations.

Inspection of Six Youth Justice Centres

There are six youth justice centres in NSW: Reiby; Cobham; Frank Baxter; Acmena; Orana; and Riverina. Three are located within the greater Sydney region and three in regional NSW.

The ICS inspections of the youth justice centres occurred between April and October 2022.

The *Inspection of Six Youth Justice Centres (2022)* report was tabled in NSW Parliament and published in March 2024. The Inspector made 50 recommendations.

Review of the response to COVID-19 in NSW custody

The ICS reviewed the response to COVID-19 in youth and adult custodial centres in NSW during the pandemic. The review was informed by inspections and visits as well as meetings with stakeholders and written submissions.

The *Review of the response to COVID-19 in NSW custody* report was tabled in NSW Parliament and published in December 2023. The Inspector made 21 recommendations.

Review of classification and placement

The ICS announced a review of the classification and placement system for adult inmates in May 2023.

The review considers the extent to which the classification and placement system is efficient and effective in ensuring inmates are placed in a correctional centre that reflects their security requirements and meets their remand or rehabilitative needs, whilst maintaining appropriate family and community contact. Information collected during inspections and visits will be considered.

Review of segregation, separation and protective custody

The ICS announced a review of the management of inmates in segregation, separation and protective custody in February 2024.

The review considers circumstances where a person in custody may be managed separately from other inmates in NSW adult custodial centres. It includes reference to review and oversight mechanisms, the impact of lockdowns, alternative options and infrastructure. Information collected during inspections and visits is being considered.

Review of training for staff and management in custodial centres

The ICS announced a review of training for staff and management in custodial centres in March 2024.

The review considers whether the available training by CSNSW builds capacity in staff to perform their roles appropriately. It includes examining the content of current training, availability of training and professional development and the mode of delivery.

Inspection of Hunter Correctional Centre and Macquarie Correctional Centre

The ICS announced the inspection of Hunter Correctional Centre and Macquarie Correctional Centre in February 2024.

Both centres can hold up to 400 inmates in dormitory accommodation. Hunter Correctional Centre is located on the Cessnock Correctional Complex, 151 km northwest of Sydney. Macquarie Correctional Centre is located near Wellington, 354 km northwest of Sydney.

Inspection of Clarence Correctional Centre

The ICS announced the inspection of Clarence Correctional Centre in February 2024.

Clarence Correctional Centre is the largest correctional centre in Australia with capacity to accommodate up to 1,700 people. It is located on a 195 hectare site, 12 km southeast of Grafton. It has been privately operated by Serco since it opened in July 2020.

Inspection of Mary Wade Correctional Centre

The ICS announced the inspection of Mary Wade Correctional Centre in February 2024.

Mary Wade Correctional Centre is a minimum security facility works release centre for men located in Lidcombe, 19 km west of Sydney. It opened in 2017 on the former site of Juniperina Juvenile Justice Centre and previously operated as a remand facility for women.

Inspection of Cooma Correctional Centre

The ICS announced the inspection of Cooma Correctional Centre in July 2024.

Cooma Correctional Centre is a minimum and medium security facility for men. It is located 410 km south of Sydney with capacity to accommodate up to 175 people.

Table 1: Inspections undertaken in the period 2023–24

Centre	Date
Junee Correctional Centre	August 2023
Metropolitan Special Programs Centre (<i>Part 1</i>)	August 2023
Long Bay Hospital (<i>Part 1</i>)	August 2023
Special Purpose Centre (<i>Part 1</i>)	August 2023
Bolwara Transitional Centre	October 2023
Parramatta Transitional Centre	October 2023

Bathurst Correctional Centre (<i>Part 2</i>) ²	October 2023
Integrated Support Centre	October 2023
Kirkconnell Correctional Centre	November 2023
Miruma	November 2023
Compulsory Drug Treatment Correctional Centre	November 2023
Balund-a	December 2023
Integrated Support Centre	February 2024
Metropolitan Special Programs Centre (<i>Health services</i>)	April 2024
Nunyara	May 2024
Long Bay Hospital (<i>Part 2</i>)	May 2024
Special Purpose Centre (<i>Part 2</i>)	May 2024
Metropolitan Special Programs Centre (<i>Part 2</i>)	May 2024
Miruma	May 2024

1.3.2 Liaison visits

The ICS regularly visits adult and youth custodial facilities to inform inspection and monitoring work and support the Official Visitor Program. Liaison visits assist in monitoring the custodial environment and the implementation of recommendations, as well as enabling attendance at cultural events such as NAIDOC. They also provide the opportunity to meet with Official Visitors and support their induction and training.

Effective inspection requires mutual respect and understanding between those inspecting custodial centres and custodial centre staff. It is important for custodial centre staff to understand the purpose of independent custodial inspection and for inspection staff to have a detailed understanding of the custodial system and each system within it.

Table 2: Liaison visits undertaken in the period 2023–24

Location	Visits	Dates
Acmena Youth Justice Centre	3	July 2023; May, June 2024
Batemans Bay Court Cells	1	May 2024
Bathurst Correctional Centre	7	September 2023; February, April, May 2024
Bolwara Transitional Centre	1	March 2024
Broken Hill Correctional Centre	5	September 2023; February, March, May, June 2024
Cessnock Correctional Centre	3	August 2023; May 2024
Clarence Correctional Centre	2	February 2024
Cobham Youth Justice Centre	4	September, December 2023; April, May 2024
Compulsory Drug Treatment Correctional Centre	1	May 2024
Cooma Correctional Centre	1	May 2024
Dillwynia Correctional Centre	6	July, October, November, December 2023; February 2024; June 2024

² Part 1 commenced in May 2023.

Dubbo Court Cells	1	February 2024
Emu Plains Correctional Centre	1	March 2024
Frank Baxter Youth Justice Centre	2	July 2023; May 2024
Glen Innes Correctional Centre	3	September 2023; May 2024
Geoffrey Pearce Correctional Centre	2	July 2023; April 2024
Goulburn Correctional Centre	2	May, June 2024
Hunter Correctional Centre	2	July 2023; May 2024
Integrated Support Centre	1	February 2024
John Morony Correctional Centre	1	July 2023
Junee Correctional Centre	1	July 2023
Kirkconnell Correctional Centre	2	September 2023; May 2024
Lithgow Correctional Centre	1	May 2024
Long Bay Hospital	3	August 2023; February 2024; May 2024
Macquarie Correctional Centre	2	September 2023; May 2024
Mary Wade Correctional Centre	2	May 2024
Metropolitan Remand and Reception Centre	6	July 2023; March, June 2024
Metropolitan Special Programs Centre	10	July 2023; February, May 2024
Mid North Coast Correctional Centre	6	August 2023; January, April 2024
Orana Youth Justice Centre	2	July, November 2023
Parklea Correctional Centre	4	July 2023; April 2024
Queanbeyan Court Cells	1	May 2024
Reiby Youth Justice Centre	5	July, August, November 2023; April 2024
Riverina Youth Justice Centre	1	August 2023
Shortland Correctional Centre	3	July 2023; April, May 2024
Silverwater Women's Correctional Centre	4	July 2023; February, March, April 2024
Special Purpose Centre	1	February 2024
South Coast Correctional Centre	4	August 2023; March, May, June 2024
St Helier's Correctional Centre	2	November 2023; May 2024
Surry Hills Court Cells	1	June 2024
Tamworth Correctional Centre	3	February, April, May 2024
Wellington Correctional Centre	5	July, November 2023; April, June 2024
Wollongong Court Cells	1	April 2024

1.4 Official Visitor Program

1.4.1 Overview

The ICS administers the Official Visitor Program. Official Visitors are independent community representatives who visit custodial centres to examine the conditions of the centre, and to take enquiries and complaints from inmates and young people. They work with inmates, young people and staff to try and resolve any issues at a local level.

Official Visitors are appointed for up to four years by the Minister for Corrections and the Minister for Youth Justice. Official Visitor appointments are established in NSW legislation: the *Crimes (Administration of Sentences) Act 1999* for the adult correctional system and the *Children (Detention Centres) Act 1987* for the youth justice system.

During the 2023–24 reporting period, Official Visitors visited 42 adult custodial facilities (33 correctional centres, eleven 24-hour court cell complexes, two transitional centres and one residential facility) and six youth justice centres located throughout NSW.

Support for the Official Visitor Program and Official Visitors is resource intensive. When the management of the Official Visitor Program was transferred to the ICS in 2013, under the *Inspector of Custodial Services Act 2012*, one Official Visitor Coordinator position was transferred to support the Program. As the Program has continued to grow and become more diverse, additional ICS resources have been diverted to support the program. A review of resources and funding would be beneficial to ensure the efficient and effective operation of the Official Visitor Program.

1.4.2 Official Visitor appointments

Across adult and youth facilities there are 93 Official Visitor appointments (80 for adult correctional centres and 13 for youth justice centres). In the 2023–24 reporting period, there were 17 reappointments and 32 new appointments including 11 Aboriginal people. A number of Official Visitors were appointed to visit more than one facility and some facilities had more than one Official Visitor appointed.

During the 2023–24 reporting period, 31 Official Visitor appointments were held by Aboriginal people. Cultural backgrounds of Official Visitors include Chinese, German, Cambodian, Vietnamese, Canadian, Pacific Islander, Macedonian and Middle Eastern. During this reporting period, 53% of Official Visitor appointments were held by women.

Table 3: Official Visitor appointments for each custodial centre 2023-24

Correctional Centre	Total number of OV appointments	Number of Aboriginal OV appointments
Amber Laurel Correctional Centre	1	1
Bathurst Correctional Centre	3	1
Broken Hill Correctional Centre	1	1
Cessnock Correctional Centre	2	1
Clarence Correctional Centre	4	2
Compulsory Drug Treatment Correctional Centre	1	0
Cooma Correctional Centre	1	0
Dawn de Loas Correctional Centre*	1	0
Dillwynia Correctional Centre	2	1
Emu Plains Correctional Centre**	1	1

Geoffrey Pearce Correctional Centre	2	1
Glen Innes Correctional Centre	1	0
Goulburn Correctional Centre	2	0
High Risk Management Correctional Centre	2	0
Hunter Correctional Centre	1	0
John Morony Correctional Centre	2	1
Junee Correctional Centre	3	1
Kariong Intake and Transit Centre	1	0
Kirkconnell Correctional Centre	1	0
Lithgow Correctional Centre	1	0
Long Bay Hospital	1	0
Macquarie Correctional Centre	1	0
Mannus Correctional Centre	1	0
Mary Wade Correctional Centre	1	0
Mid North Coast Correctional Centre	3	1
Metropolitan Remand and Reception Centre	4	0
Metropolitan Special Programs Centre	3	0
Oberon Correctional Centre***	1	0
Parklea Correctional Centre	4	0
Shortland Correctional Centre	2	2
Silverwater Women's Correctional Centre	2	1
South Coast Correctional Centre	4	1
Special Purpose Centre	1	0
St Heliers Correctional Centre	1	1
Tamworth Correctional Centre	1	1
Wellington Correctional Centre	3	2
Transitional Centres		
Bolwara Transitional Centre	1	1
Parramatta Transitional Centre	1	0
Residential Centres		
Balund-a (Tabulam) Program	1	1
24-hour Police / Court Cell Complexes		
Albury Court Cell Complex	1	0
Batemans Bay Court Cell Complex	1	1
Dubbo Court Cell Complex	1	1
Lismore Court Cell Complex	1	1
Moree Court Cell Complex	1	0
Newcastle Court Cell Complex	1	0
Port Macquarie Court Cell Complex	1	0
Queanbeyan Court Cell Complex	1	0

Surry Hills Court Cell Complex	1	0
Wagga Wagga Court Cell Complex	1	0
Wollongong Court Cell Complex	1	0
Total	80	25

*Centre closed temporarily in November 2022, appointed OV is visiting a different facility.

**Centre closed temporarily in November 2022.

***Centre closed temporarily in December 2022.

Table 4: Official Visitor appointments for each youth justice centre 2023–24

Youth Justice Centre	Total number of OV appointments	Number of Aboriginal OV appointments
Acmena Youth Justice Centre	2	1
Cobham Youth Justice Centre*	3	1
Frank Baxter Youth Justice Centre	2	1
Orana Youth Justice Centre	2	1
Reiby Youth Justice Centre	2	1
Riverina Youth Justice Centre	2	1
Total	13	6

*Includes an additional 12-month Official Visitor appointment to cover personal leave.

1.4.3 Official Visitor training

Pursuant to section 6 of the *Inspector of Custodial Services Act 2012*, the Inspector is responsible for training Official Visitors.

Official Visitor Conference 2024

The ICS held an in-person conference for Official Visitors in Sydney in April 2024. Official Visitors heard from the Minister for Corrections, Inspector of Custodial Services and ICS staff and specialist trainers. New Official Visitors received induction training and all Official Visitors came together to receive disability awareness training and child safe training. The ICS also provided Official Visitors with information about the findings of the Special Commission of Inquiry into Offending by Former Corrections Officer Wayne Astill at Dillwynia Correctional Centre. With a number of new Official Visitors commencing in the 2023–24 period, the training also emphasised Official Visitor administration, including best practice for report writing.

The Inspector will continue to explore alternative avenues to deliver training to Official Visitors in the 2024–25 period.

1.4.4 Enquiries and complaints data for adult correctional centres

Official Visitors attending adult correctional centres submit reports every six months to the Minister for Corrections, the Commissioner of CSNSW and the Inspector.

For the 2023–24 period, the Official Visitors reported receiving a total of 12,520 enquiries and 10,889 complaints in person. The vast majority of complaints raised with Official Visitors were resolved at the centre level. Only a small number of matters were referred to the Commissioner for action.

Table 5: Enquiries made to Official Visitors 2023-24 (adult correctional centres)

Category	Enquiries 1 July 2023 – 31 Dec 2023	Enquiries 1 Jan 2024 –30 Jun 2024	Total	% of total enquiries
Discussion	775	1340	2115	16.89%
Medical issues	744	596	1340	10.70%
Phones	351	301	652	5.21%
Facilities	164	271	435	3.47%
Tablet computers	267	158	425	3.39%
Access to custodial staff	213	197	410	3.27%
Classification	233	172	405	3.23%
Property	207	188	395	3.15%
Buy-ups	193	197	390	3.12%
Court matters	207	181	388	3.10%
Activities	209	146	355	2.84%
Correctional centre routine	148	181	329	2.63%
Education	179	144	323	2.58%
Money	130	180	310	2.48%
Programs	124	179	303	2.42%
Food	130	149	279	2.23%
Offender Services & Programs	128	151	279	2.23%
Employment	128	136	264	2.11%
Visits	139	95	234	1.87%
Parole/Release	127	95	222	1.77%
Mail	128	89	217	1.73%
Segregation and protection	74	121	195	1.56%
Application	83	102	185	1.48%
Placement	118	64	182	1.45%
Laundry	99	82	181	1.45%
Outside authorities	107	61	168	1.34%
Official Visitor	85	81	166	1.33%
Unfair treatment	68	85	153	1.22%
Other*	690	530	1220	9.74%
TOTAL	6248	6272	12520	100.00%**

*Remaining categories are those that make up <1% of the total number of enquiries. These include policy, failure to ensure physical safety, offences in custody, video link, interstate/international matters, day/weekend/work release, non-English-speaking services, assaults against inmates, Work Health and Safety, corrupt conduct, transport, Serious Offenders Review Council, staff-related, alerts, clothing and voting.

**Total is 99.99%, rounded up to 100.00%.

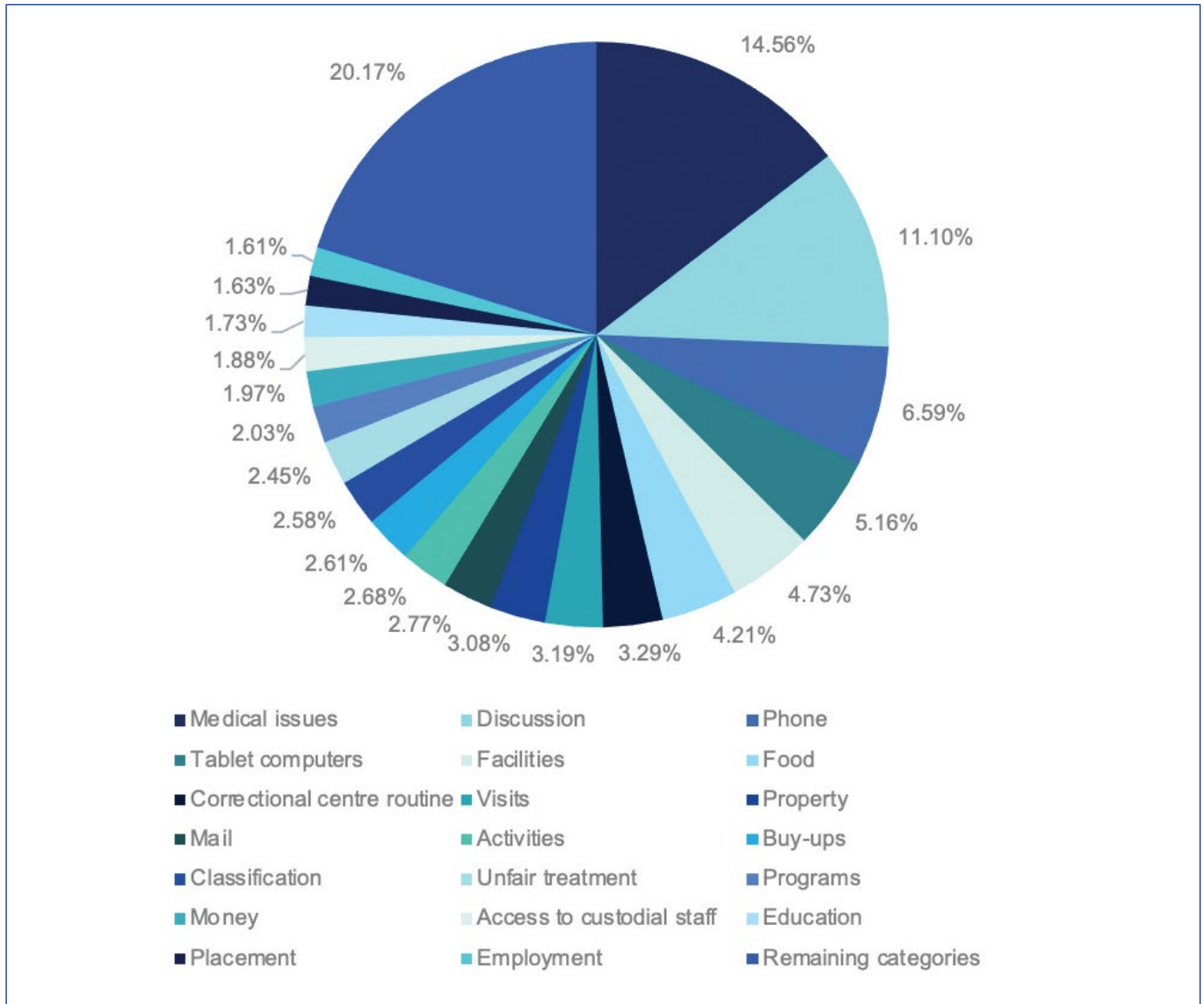
Table 6: Complaints made to Official Visitors 2023-24 (adult correctional centres)

Category	Complaints 1 July 2023 – 31 Dec 2023	Complaints 1 Jan 2024 –30 Jun 2024	Total	% of total complaints
Medical issues	836	749	1585	14.56%
Discussion	565	644	1209	11.10%
Phones	462	256	718	6.59%
Tablet computers	350	212	562	5.16%
Facilities	239	276	515	4.73%
Food	230	228	458	4.21%
Correctional centre routine	158	200	358	3.29%
Visits	195	152	347	3.19%
Property	143	192	335	3.08%
Mail	170	132	302	2.77%
Activities	127	165	292	2.68%
Buy-ups	154	130	284	2.61%
Classification	160	121	281	2.58%
Unfair treatment	126	141	267	2.45%
Programs	99	122	221	2.03%
Money	99	115	214	1.97%
Access to custodial staff	121	84	205	1.88%
Education	106	82	188	1.73%
Placement	102	75	177	1.63%
Employment	85	90	175	1.61%
Offender Services & Programs	45	118	163	1.50%
Court matters	91	70	161	1.48%
Laundry	85	74	159	1.46%
Video link	88	58	146	1.34%
Work Health and Safety	83	60	143	1.31%
Parole/Release	82	51	133	1.22%
Segregation and protection	75	57	132	1.21%
Application	60	68	128	1.18%
Other*	553	478	1031	9.47%
TOTAL	5689	5200	10889	100.00%**

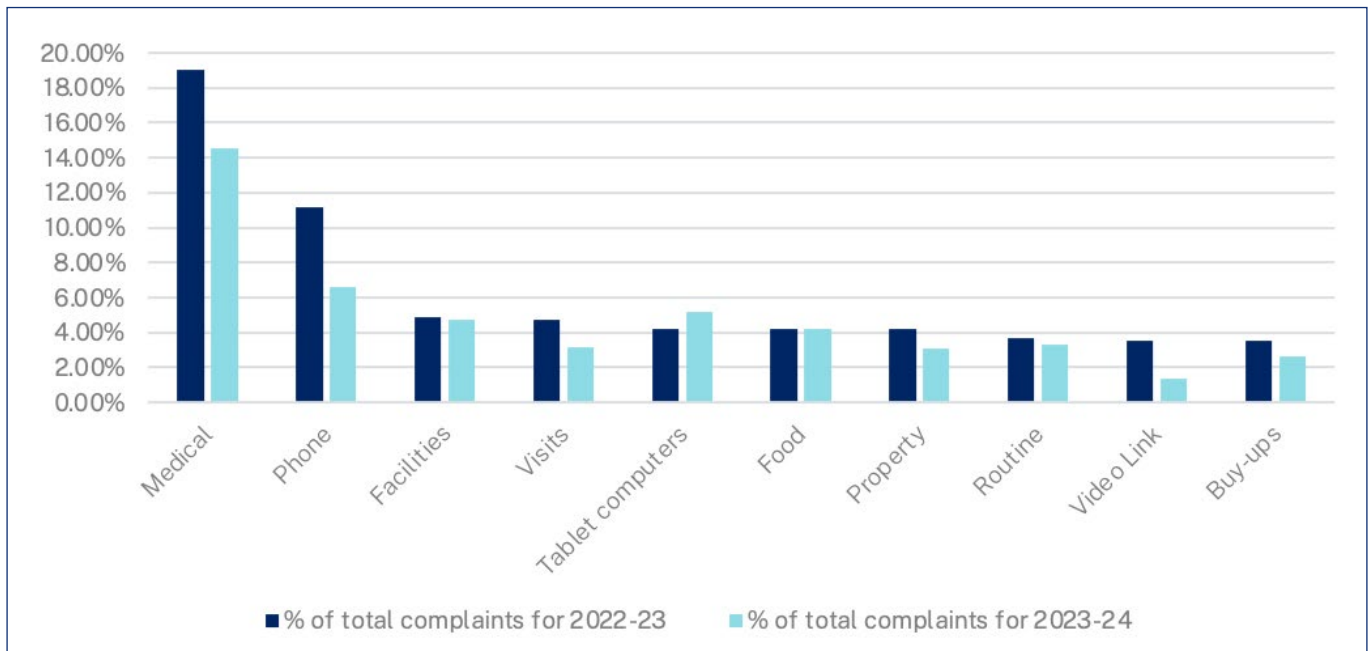
*Remaining categories are those that make up <1% of the total number of enquiries. These include: outside authorities, policy, assaults against inmates, offences in custody, transport, corrupt conduct, non-English-speaking services, Official Visitor, day/weekend/work release, failure to ensure physical safety, interstate/international matters, Serious Offenders Review Council, alerts, Freedom Of Information (now Information Access & Privacy) and staff misconduct allegations.

**Total is 100.02%, rounded down to 100.00%.

Most common complaint categories in adult correctional centres 2023-24



Complaints made to OVs in adult correctional centres in 2022-23 compared to 2023-24



In the 2023–24 reporting period there was an increase in the total percentage of complaints regarding tablet computers. The total percentage of complaints regarding food remained the same. The total percentage of complaints relating to medical issues, phone, facilities, visits, property, correctional centre routine, video link and buy-ups decreased. The comparative data for complaints in adult correctional centres for the 2022-23 and 2023-24 reporting periods are as follows:

Corrective Services complaint numbers per 100 inmates comparison of 2022-23 and 2023-24			
Financial year	Inmate population	Total complaints	Complaints per 100 inmates
2022-23	12,279 ³	8,513	69.33
2023-24	12,917 ⁴	10,889	84.30
Difference	638	2,376	14.97

1.4.5 Enquiries and complaints data for youth justice centres

Official Visitors attending youth justice centres submit reports every six months to the Minister for Youth Justice, the Executive Director YJNSW and the Inspector.

In the 12 months ending 30 June 2024, the Official Visitors reported receiving a total of 428 enquiries and 390 complaints in person. A vast majority of the complaints raised with Official Visitors were resolved at the centre level. Only a small number of matters were referred to the Executive Director YJNSW for action.

The enquiries and complaints data collected by Official Visitors for the 2023-24 reporting period is as follows:

Table 7: Enquiries made to Official Visitors 2023-24 (youth justice centres)

Category	Enquiries 1 July 2023 – 31 Dec 2023	Enquiries 1 Jan 2024 –30 Jun 2024	Total	% of total enquiries
Food and diet	42	50	92	21.5%
Daily routine	21	15	36	8.41%
Education	23	4	27	6.31%
Clothing	13	10	23	5.37%
Sport and Recreation	12	8	20	4.67%
Incentives	13	6	19	4.44%
Television	10	9	19	4.44%
Facilities	4	14	18	4.21%
Access to information	11	6	17	3.97%
Phone	12	5	17	3.97%
Placement and Transfers	15	1	16	3.74%
Officer Misconduct	2	10	12	2.8%
Separation	4	8	12	2.8%
Work	12	0	12	2.8%

3 NSW Bureau of Crime Statistics and Research, *Custody Statistics Quarterly Update* (June 2023).

4 NSW Bureau of Crime Statistics and Research, *Custody Statistics Quarterly Update* (June 2024).

Classification	6	4	10	2.34%
Unfair Treatment/Discipline	4	6	10	2.34%
Visits	4	6	10	2.34%
Segregation	0	9	9	2.1%
Case management	4	4	8	1.87%
Religious Matters	2	5	7	1.64%
Confinement	0	6	6	1.4%
Points Allocation	5	0	5	1.17%
Other*	13	10	23	5.37%
TOTAL	232	196	428	100.00%

*Remaining categories are those that make up <1% of the total number of enquiries. These include use of force/restraints, legal information/lawyers, medical and dental, staff-related issues, Detainee Risk Management Plan (DRMP), laundry, safety and security, searches, mail and requests for gym equipment.

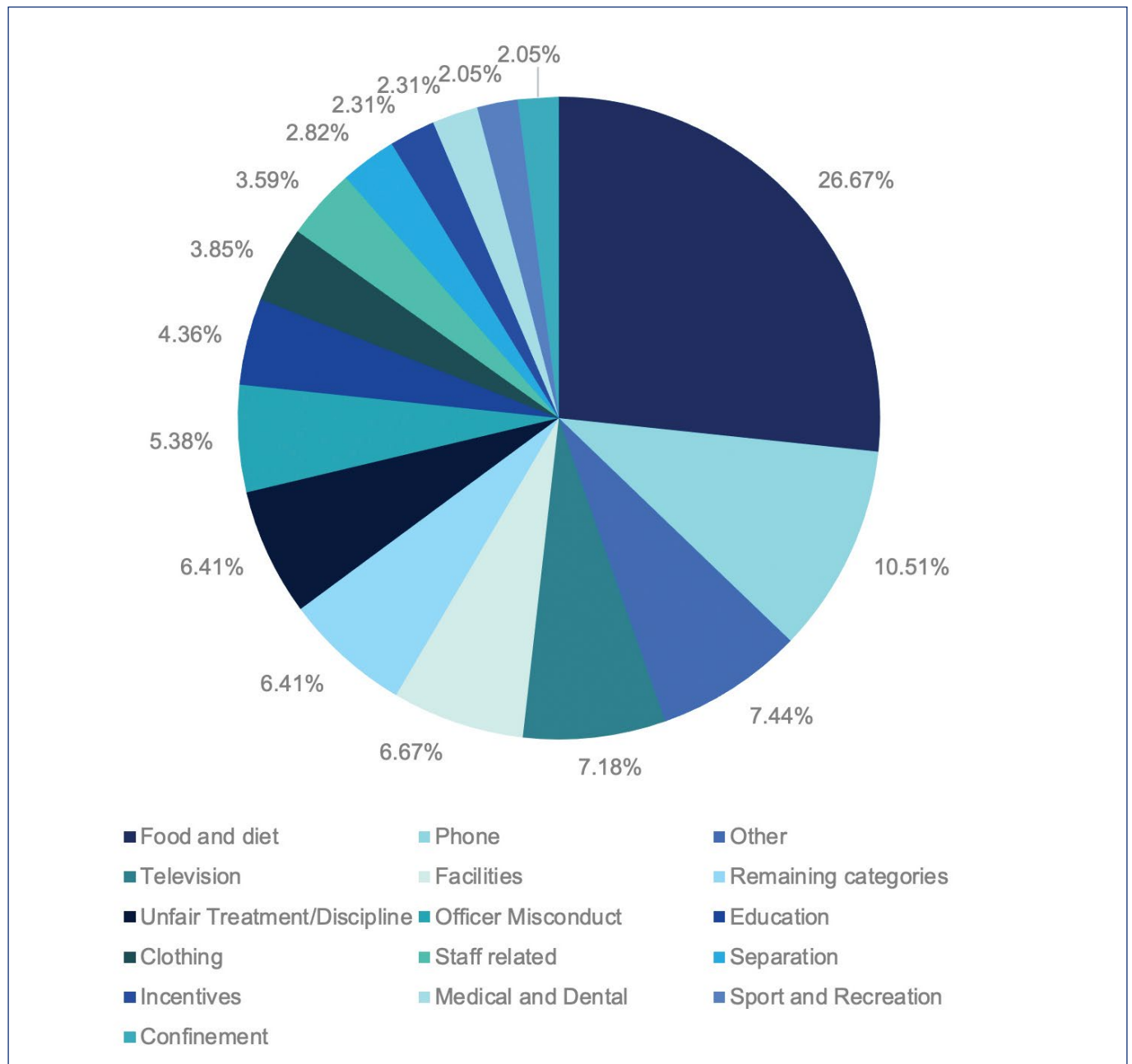
Table 8: Complaints made to Official Visitors 2023-24 (youth justice centres)

Category	Complaints 1 July 2023 – 31 Dec 2023	Complaints 1 Jan 2024 – 30 Jun 2024	Total	% of total complaints
Food and diet	43	61	104	26.67%
Phone	12	29	41	10.51%
Television	3	25	28	7.18%
Facilities	6	20	26	6.67%
Unfair Treatment/Discipline	5	20	25	6.41%
Officer Misconduct	3	18	21	5.38%
Education	9	8	17	4.36%
Clothing	6	9	15	3.85%
Staff related	3	11	14	3.59%
Separation	2	9	11	2.82%
Incentives	6	3	9	2.31%
Medical and Dental	2	7	9	2.31%
Sport and Recreation	2	6	8	2.05%
Confinement	1	7	8	2.05%
Religious Matters	0	6	6	1.54%
Daily routine	2	3	5	1.28%
Case management	4	1	5	1.28%
Use of Force/Restraints	0	5	5	1.28%
Classification	4	0	4	1.03%
Other*	3	26	29	7.44%
TOTAL	116	274	390	100.00%**

*Remaining categories are those that make up <1% of the total number of enquiries. These include segregation, laundry, access to information, legal information/lawyers, safety and security, placement and transfers, work, visits, points allocation, Detainee Risk Management Plan (DRMP), mail and searches.

**Total is 100.01%, rounded down to 100.00%.

Most common complaint categories in youth justice centres 2023-24



1.5 Conferences, collaborations and training

In the interests of understanding best practice and key issues, ICS staff attended training, conferences and workshops on a range of topics.

Staff training 2023–24	
Training	Date
Bravehearts: Child Safe Training	August 2023
Governance Institute of Australia: Embedding Principles in Indigenous Governance for Transformative Partnerships	August 2023
Governance Institute of Australia: Culturally and Community Informed Governance	August 2023
Institute of Public Administration Australia NSW: Masterclass – Treaty and Truth-telling	September 2023
The Australia and New Zealand School of Government: Working with First Nations – Delivering on Priority Reforms	November 2023
NSW Department of Communities and Justice: Mandatory Data Breach Training	November 2023
NSW Department of Communities and Justice: Everyone’s Business – Cultural Awareness Journey	November – December 2023
NSW Department of Communities and Justice: Disability Confident Workforces at DCJ	December 2023
NSW PSC ACLDP Leadership Academy: Aboriginal Career Leadership Development Program	March – October 2024
People with Disability Australia: Disability Confidence Training	April 2024
NSW Department of Communities and Justice: Cyber Security Awareness Essentials	June 2024

Conferences and workshops 2023-24	
Conference	Date
Justice Health and Forensic Mental Health Network: Health Care in Secure Settings	August 2023
NSW Bureau of Crime Statistics and Research: Applied Research in Crime and Justice Conference	August 2023
International Corrections & Prisons Associations: Humane Corrections – What more can we do	October 2023
The Australian & New Zealand Mental Health Association: Indigenous Wellbeing Conference	October 2023
Jumbunna Institute for Indigenous Education and Research and the National Justice Project: Call it Out – Annual Report Launch	November 2023
Tasmanian National Preventive Mechanism: OPCAT Symposium	March 2024
MTC Australia and Boomalli Aboriginal Arts Co-operative: Exhibition of Indigenous Inmates Art from Parklea Correctional Centre	May 2024
National Aboriginal and Torres Strait Islander Women’s Alliance	May 2024

1.6 Relationships with other agencies

1.6.1 Liaison and communication with stakeholders

The ICS maintains communication and liaison with CSNSW, YJNSW, and JH&FMHN, including regular meetings with the Commissioner of CSNSW, the Executive Director of YJNSW, and the Chief Executive Officer of JH&FMHN. ICS staff also collaborate with appropriate officers within CSNSW, JH&FMHN, YJNSW and private operators when planning and undertaking liaison visits and inspections. The private operators of adult correctional centres in NSW include MTC Australia, Serco and GEO Group Pty Ltd.

Under a Memorandum of Understanding (MOU) signed in December 2014, the ICS has regular meetings and ongoing communication and consultation with the NSW Ombudsman regarding complaint trends and areas of interest for inspection. The ICS also entered an MOU with the NSW Independent Commission against Corruption (ICAC) in December 2018 in accordance with section 11 of the *Inspector of Custodial Services Act 2012*.

The ICS maintains a close relationship with inspection agencies in other jurisdictions. These include the Office of the Inspector of Custodial Services in Western Australia, the Guardian for Children and Young People in South Australia, the Office of the Custodial Inspector Tasmania, the Inspector of Detention Services Queensland, the ACT Custodial Inspector and the Office of the Ombudsman in New Zealand. These relationships foster the exchange of information expertise and knowledge in relation to custodial services inspections. The Inspector of Custodial Services is also a member of the International Corrections & Prisons Association's External Prison Oversight and Human Rights Network.

1.6.2 Responses to ICS recommendations made during 2023–24

ICS made 36 recommendations in the *Inspection of Silverwater Women's and Dillwynia Correctional Centres 2022* report, and 33 were applicable to CSNSW. CSNSW supported 20 recommendations, partially supported 4, did not support 1 and noted 8 recommendations. Five recommendations were relevant to JH&FMHN, 3 were supported and 2 were partially supported.

ICS made 21 recommendations in the *Review of the response to COVID-19 in NSW custody* report, and 18 were applicable to CSNSW. CSNSW advised that 10 recommendations were supported, 2 were not supported and 6 were noted. Five recommendations were relevant to YJNSW, 4 were supported and 1 was partially supported. Two recommendations were relevant to JH&FMHN, 1 was partially supported, and 1 was not supported.

ICS made 14 recommendations in the *Inspection of Metropolitan Remand and Reception Centre* report, and 13 were applicable to CSNSW. CSNSW advised that 8 recommendations were supported, 3 were partially supported, 1 was not supported and 1 was noted. There were 4 recommendations also applicable to JH&FMHN, and the agency advised that 3 recommendations were supported and 1 was noted.

ICS made 29 recommendations in the *Inspection of Mannus Correctional Centre and Glen Innes Correctional Centre 2022* report, and 25 were applicable to CSNSW. CSNSW advised that 20 recommendations were supported, 4 were partially supported, and 1 was noted. Four recommendations were applicable to JH&FMHN, 2 recommendations were supported and 2 were partially supported.

ICS made 35 recommendations in the *Inspection of John Morony Correctional Centre 2023* report, and 26 were applicable to CSNSW. CSNSW advised that 11 recommendations were supported, 11 were partially supported, 2 were not supported and 2 were noted. Of the 35 recommendations, 11 were applicable to JH&FMHN. JH&FMHN supported 8 recommendations, partially supported 2 and did not support 1.

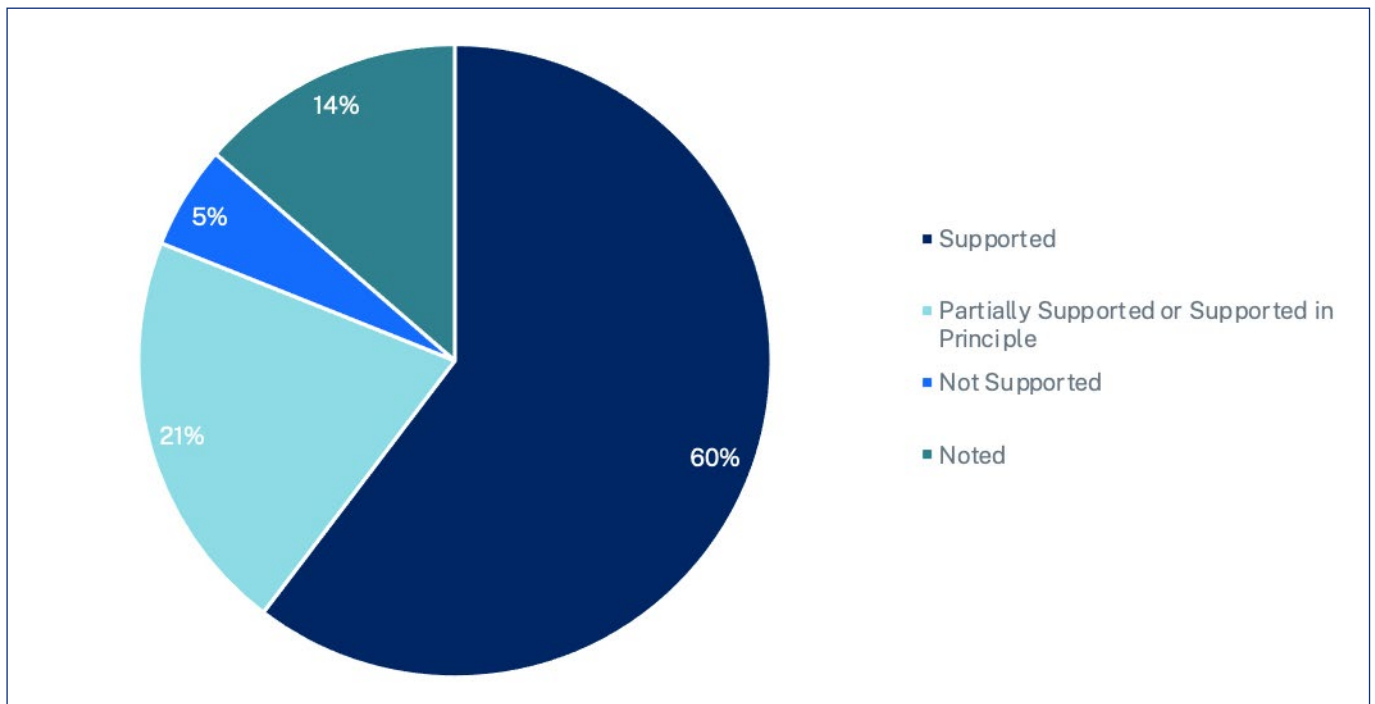
ICS made 36 recommendations in the *Inspection of Wellington Correctional Centre 2022* report, and 34 were applicable to CSNSW. CSNSW advised that 24 recommendations were supported, 8 were

partially supported and 2 were noted. Of the 36 recommendations, two were applicable to JH&FMHN, 1 recommendation was supported and 1 was partially supported.

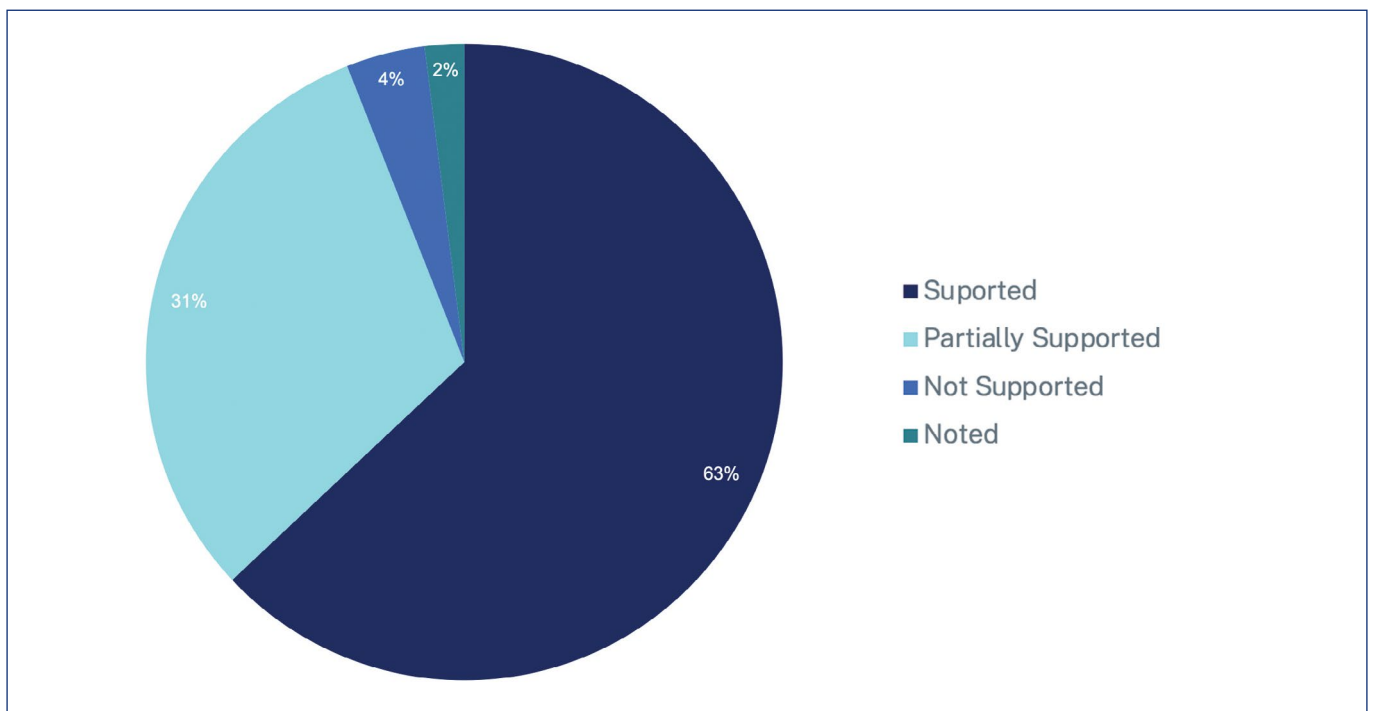
ICS made 50 recommendations in the *Inspection of Six Youth Justice Centres (2022)* report, and 48 were applicable to YJNSW. YJNSW supported 27 recommendations, partially supported 17, and did not support 4 recommendations. Of the 3 recommendations applicable to JH&FMHN, 2 were supported and 1 was partially supported.

ICS made 91 recommendations in the *Inspection of Shortland and Cessnock Correctional Centre*, of which 79 were applicable to CSNSW. CSNSW supported 44 recommendations, partially supported 17 recommendations, did not support 6 recommendations and noted 12 recommendations. Fifteen recommendations from this report were also relevant to JH&FMHN, 10 of these were supported and 5 were partially supported.

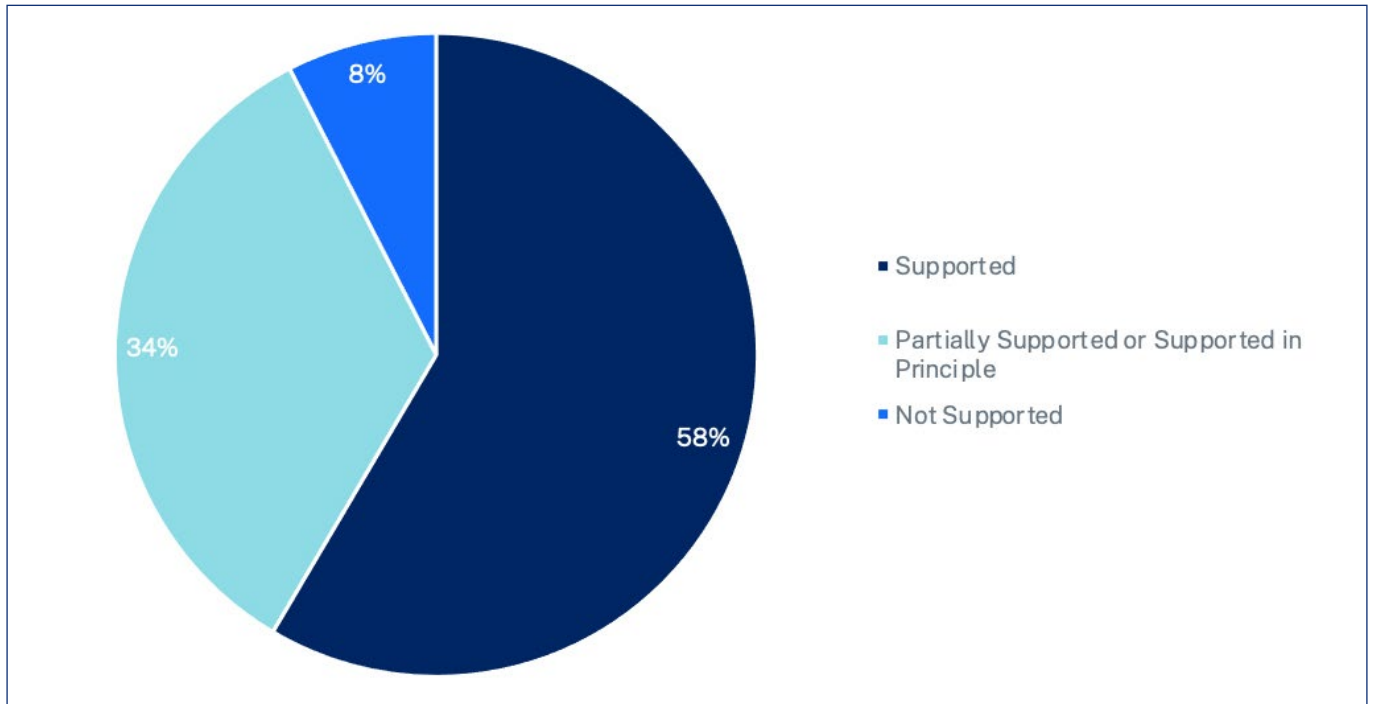
CSNSW responses to recommendations made in 2023–24



JH&FMHN responses to recommendations made in 2023–24



YJNSW responses to recommendations made in 2023–24



1.6.3 Responses to ICS recommendations made between 2013 and 2024

Regular reporting on the progress of recommendations encourages their timely implementation which can help achieve system improvements.

During 2016–17, the ICS implemented a monitoring and reporting framework to monitor the progress made by each agency in relation to recommendations which are supported to partially supported. Recommendation progress is verified through data requests, desktop monitoring and onsite visits.

Between 2013 and 2024, ICS made 1,219 recommendations. Of these, 86% were either supported or partially supported by relevant agencies. A breakdown of responses to recommendations made between 2013 and 2024 are as follows:

Agency responses to ICS recommendations made from 2013 to 2024

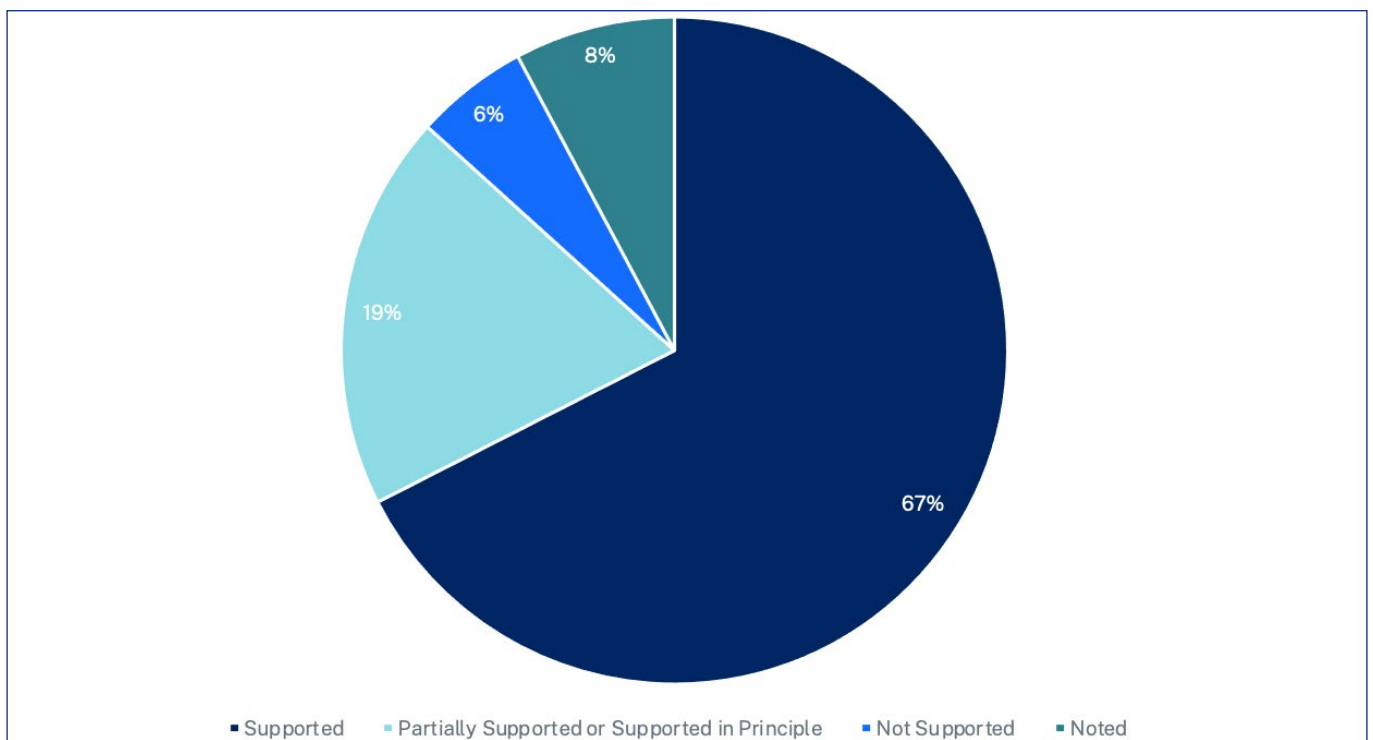


Table 9: Responses to recommendations by report and agency 2013 – 2024⁵

Report	Agency	Supported	Partially supported	Not supported	Noted	Total
Full House: The growth in the inmate population	CSNSW	23	13	1	8	45
	JH&FMHN	8	1	0	0	9
Old and Inside: Managing aged offenders in custody	CSNSW	10	6	0	1	17
	JH&FMHN	7	0	0	0	7
Making Connections: Providing family & community support to young people in custody	YJNSW	15	0	2	0	17
Lifers: Classification and regression	CSNSW	3	0	0	1	4
Prison Greens: The clothing and bedding of inmates in NSW	CSNSW	15	5	0	1	21
The management of radicalised inmates in NSW	CSNSW	48	1	0	0	49
	JH&FMHN	1	0	0	0	1
	YJNSW	1	0	0	0	1
Inspection of 24-Hour Court Cells in NSW	CSNSW	16	16	2	0	34
	JH&FMHN	7	0	0	0	7
Use of Force, Separation, Segregation and Confinement in NSW Juvenile Justice Centres	YJNSW	53	2	2	0	57
	JH&FMHN	3	0	0	0	3
Women on Remand	CSNSW	24	4	1	7	36
	JH&FMHN	3	2	0	0	5
Programs, Employment and Education	CSNSW	19	3	2	2	26
Inspection of Five Minimum Security Correctional Centres in Non-Metropolitan NSW	CSNSW	21	0	2	3	26
	JH&FMHN	1	0	0	0	1
Inspection of the Residential Facilities and the Compulsory Drug Treatment Correctional Centre	CSNSW	36	7	3	1	47
	JH&FMHN	0	0	0	1	1

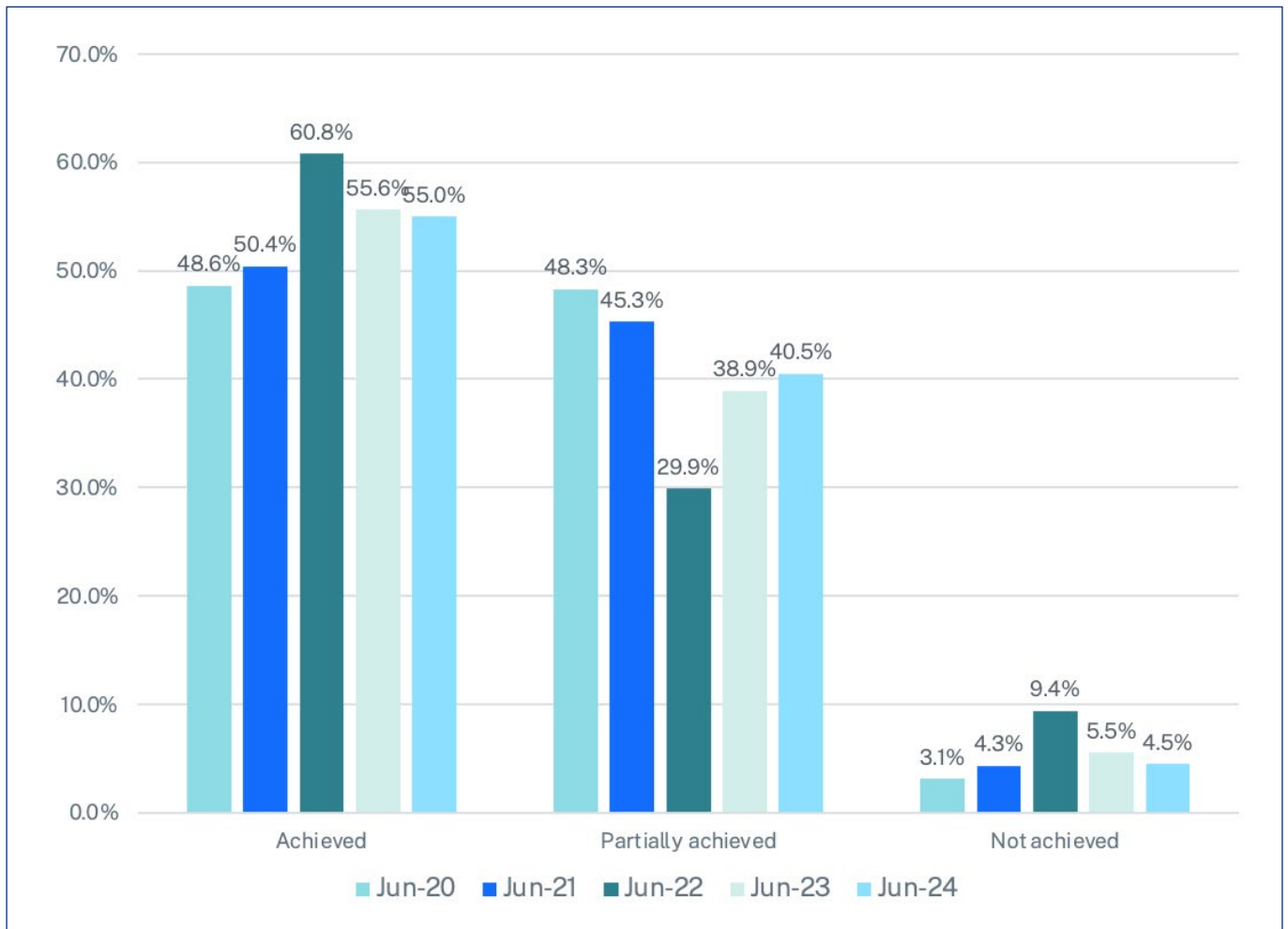
⁵ Some of the recommendations are directed to multiple agencies. These figures do not include the report *The Invisibility of Correctional Officer Work*, where one recommendation was made to Parliament of NSW.

Report	Agency	Supported	Partially supported	Not supported	Noted	Total
Inspection of Mary Wade Correctional Centre	CSNSW	11	5	0	3	19
	JH&FMHN	1	0	1	0	2
Inspection of Cooma Correctional Centre	CSNSW	14	4	2	1	21
	JH&FMHN	0	0	1	0	1
Inspection of Oberon Correctional Centre	CSNSW	9	3	1	0	13
	JH&FMHN	1	0	0	0	1
Inspection of Macquarie Correctional Centre and Hunter Correctional Centre	CSNSW	16	7	8	1	32
	JH&FMHN	0	0	3	0	3
Kariong and Kirkconnell Correctional Centres and the Integration Support Centre	CSNSW	7	0	0	7	14
	JH&FMHN	0	1	0	0	1
Inspection of Six Youth Justice Centres in NSW	YJNSW	28	22	0	0	50
	JH&FMHN	1	1	1	0	3
Health Services in NSW correctional facilities	CSNSW	15	8	3	13	39
	JH&FMHN	31	19	0	0	50
	GEO Group Pty Ltd	24	0	0	0	24
Inspection of Lithgow Correctional Centre	CSNSW	14	1	1	1	17
	JH&FMHN	0	1	0	0	1
Inspection of Emu Plains Correctional Centre	CSNSW	18	0	0	0	18
	JH&FMHN	0	0	0	0	0
Inspection of Inmate Transport in NSW	CSNSW	10	1	3	0	14
	JH&FMHN	0	0	0	0	0
Inspection of Goulburn Correctional Centre and the High Risk Management Correctional Centre	CSNSW	23	1	3	6	33
	JH&FMHN	2	2	0	0	4
Inspection of Parklea Correctional Centre	CSNSW	28	6	2	0	36
	JH&FMHN	3	0	2	0	5
	MTC-Australia	35	0	1	2	38
Inspection of St Heliers Correctional Centre	CSNSW	11	10	1	1	23
	JH&FMHN	1	0	0	0	1

Report	Agency	Supported	Partially supported	Not supported	Noted	Total
Inspection of 24-Hr Court Cell Complexes, Amber Laurel Correctional Centre and Kariong Intake and Transit Centre	CSNSW	7	3	1	3	14
	JH&FMHN	1	0	0	0	1
Inspection of Silverwater Women's and Dillwynia Correctional Centres	CSNSW	20	4	1	8	33
	JH&FMHN	3	2	0	0	5
Review of Response to COVID-19 in NSW custody	CSNSW	10	0	2	6	18
	JH&FMHN	0	1	1	0	2
	YNSW	4	1	0	0	5
Inspection of Metropolitan Remand and Reception Centre	CSNSW	8	3	1	1	13
	JH&FMHN	3	0	0	1	4
Inspection of Mannus and Glen Innes Correctional Centres	CSNSW	20	4	0	1	25
	JH&FMHN	2	2	0	0	4
Inspection of John Morony Correctional Centre	CSNSW	11	11	2	2	26
	JH&FMHN	8	2	1	0	11
Inspection of Wellington Correctional Centre	CSNSW	24	8	0	2	34
	JH&FMHN	1	1	0	0	2
Inspection of Six Youth Justice Centres in NSW (2022)	YJNSW	27	17	4	0	48
	JH&FMHN	2	1	0	0	3
Inspection of Shortland and Cessnock Correctional Centres	CSNSW	44	17	6	12	79
	JH&FMHN	10	5	0	0	15
Total		822	234	67	96	1219⁶

6 The total number of recommendations in this table will be greater than the total of recommendations in the progress section as recommendations marked as not supported are not monitored for implementation, and progress is not reported until 6 months after tabling.

CSNSW recommendation achievement progress (%)

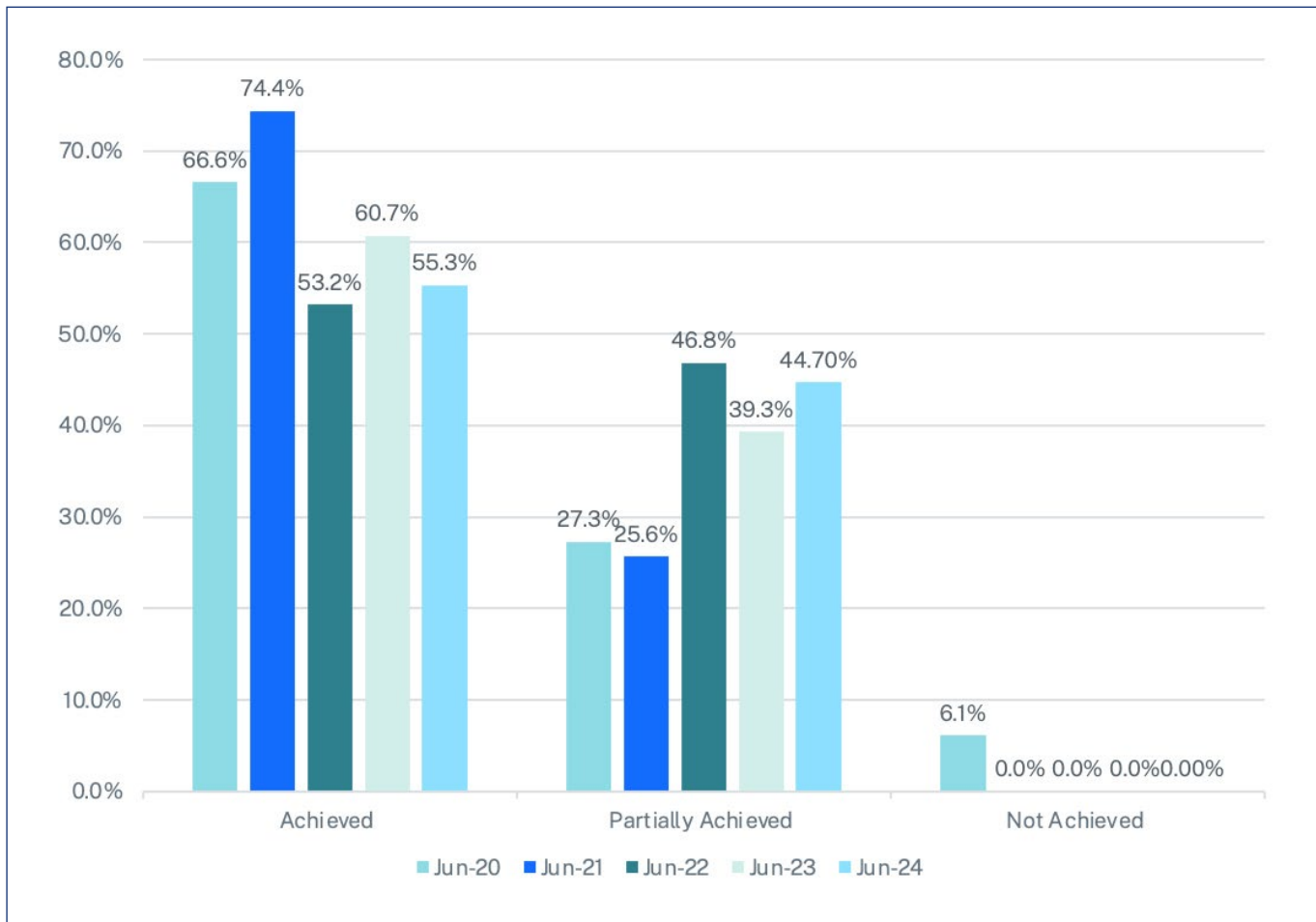


CSNSW progress update at 30 June 2024

Achieved	Partially achieved	Not achieved	Total ⁷
345	254	28	627
55.0%	40.5%	4.5%	100.0%

⁷ Does not include recommendations marked as not supported or noted with no progress update or made within 6 months of the last reporting period.

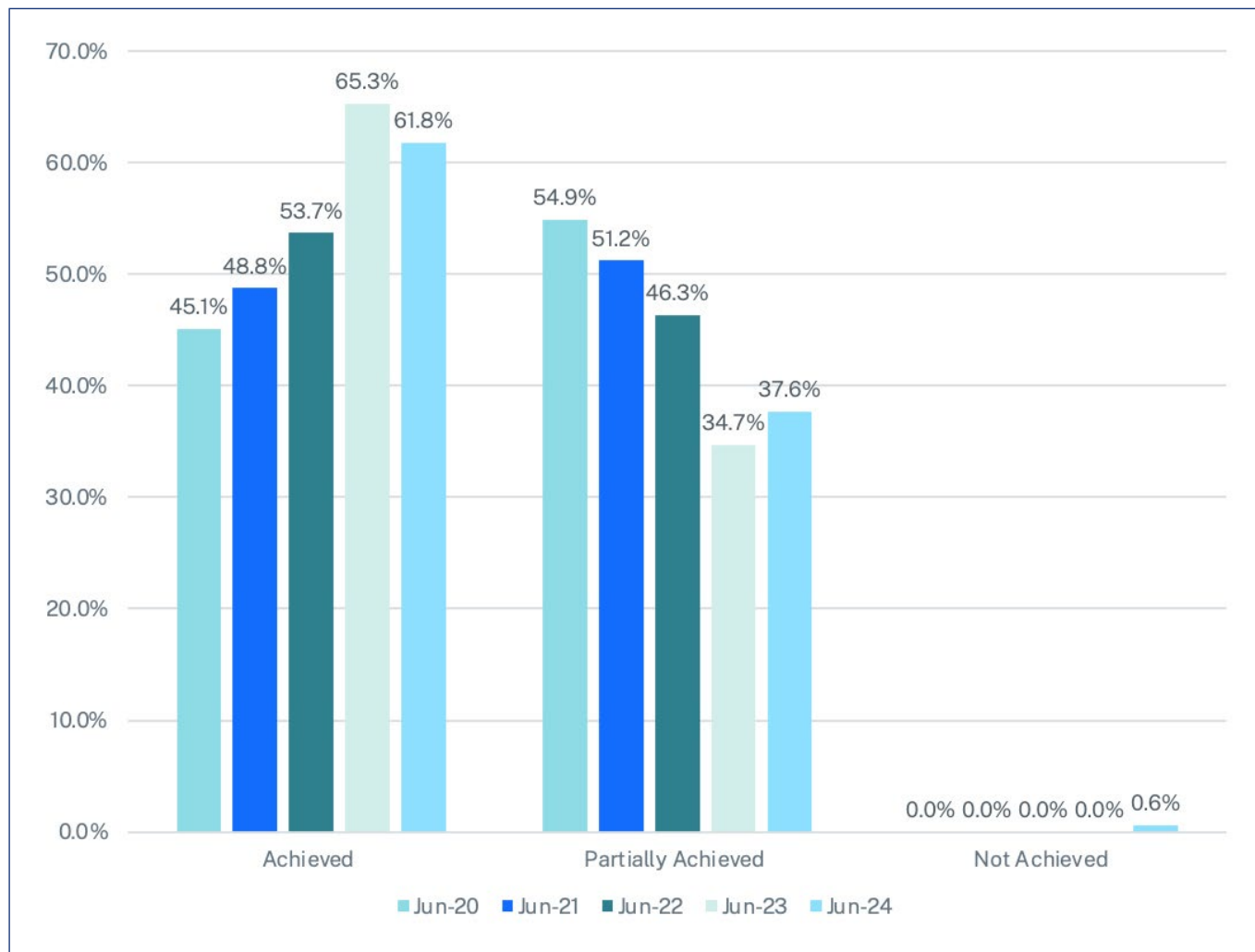
JH&FMHN recommendation achievement progress (%)



JH&FMHN progress update at 30 June 2024			
Achieved	Partially achieved	Not achieved	Total ⁸
73	59	0	132
55.3%	44.7%	0.0%	100.0%

8 Does not include recommendations marked as not supported or noted with no progress update or made within 6 months of the last reporting period.

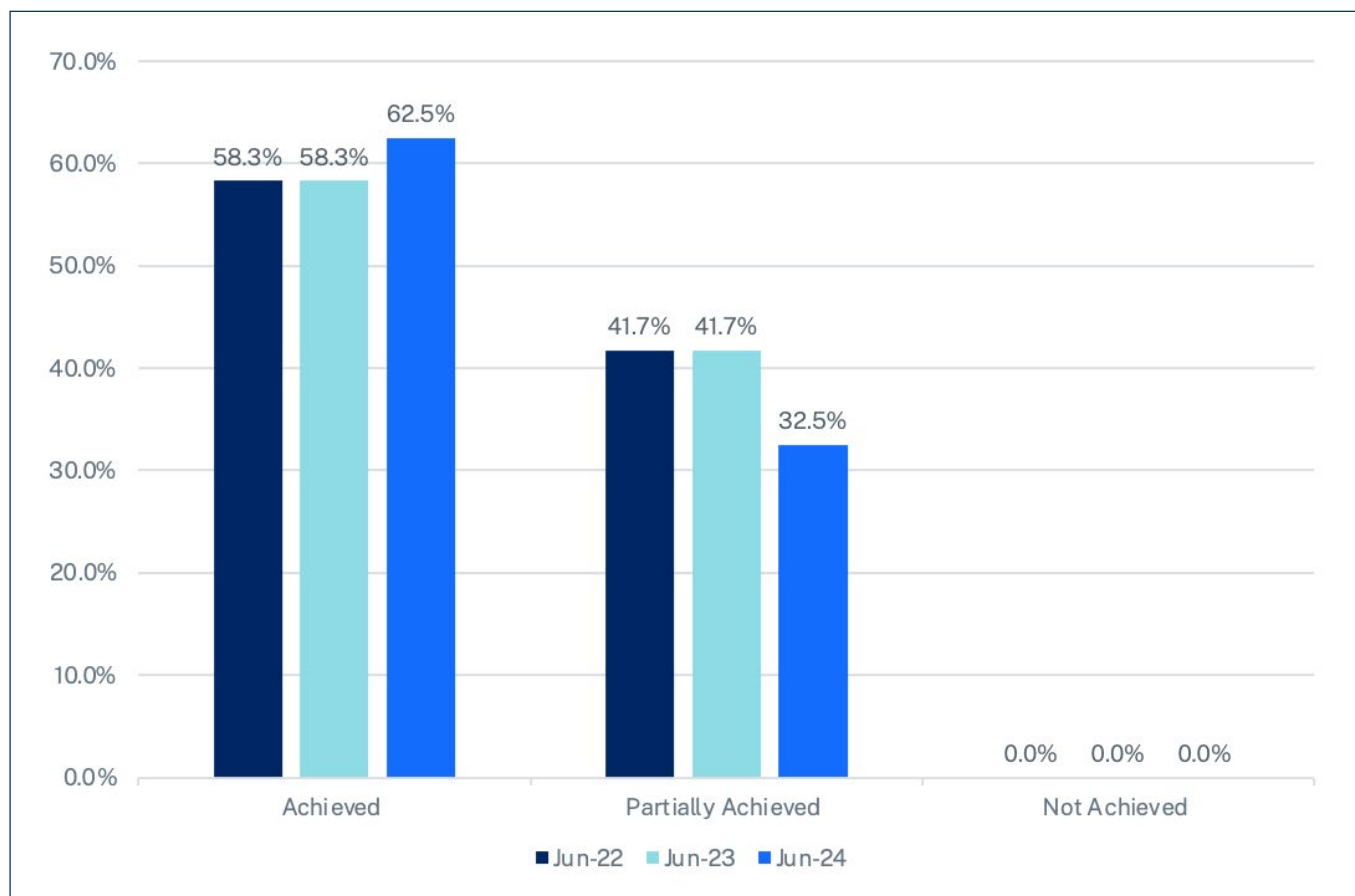
YJNSW recommendation achievement process (%)



YJNSW progress update at 30 June 2024			
Achieved	Partially achieved	Not achieved	Total ⁹
105	64	1	170
61.8%	37.6%	0.6%	100.0%

9 Does not include recommendations marked as not supported or noted with no progress update or made within 6 months of the last reporting period.

GEO Group recommendation achievement progress (%)

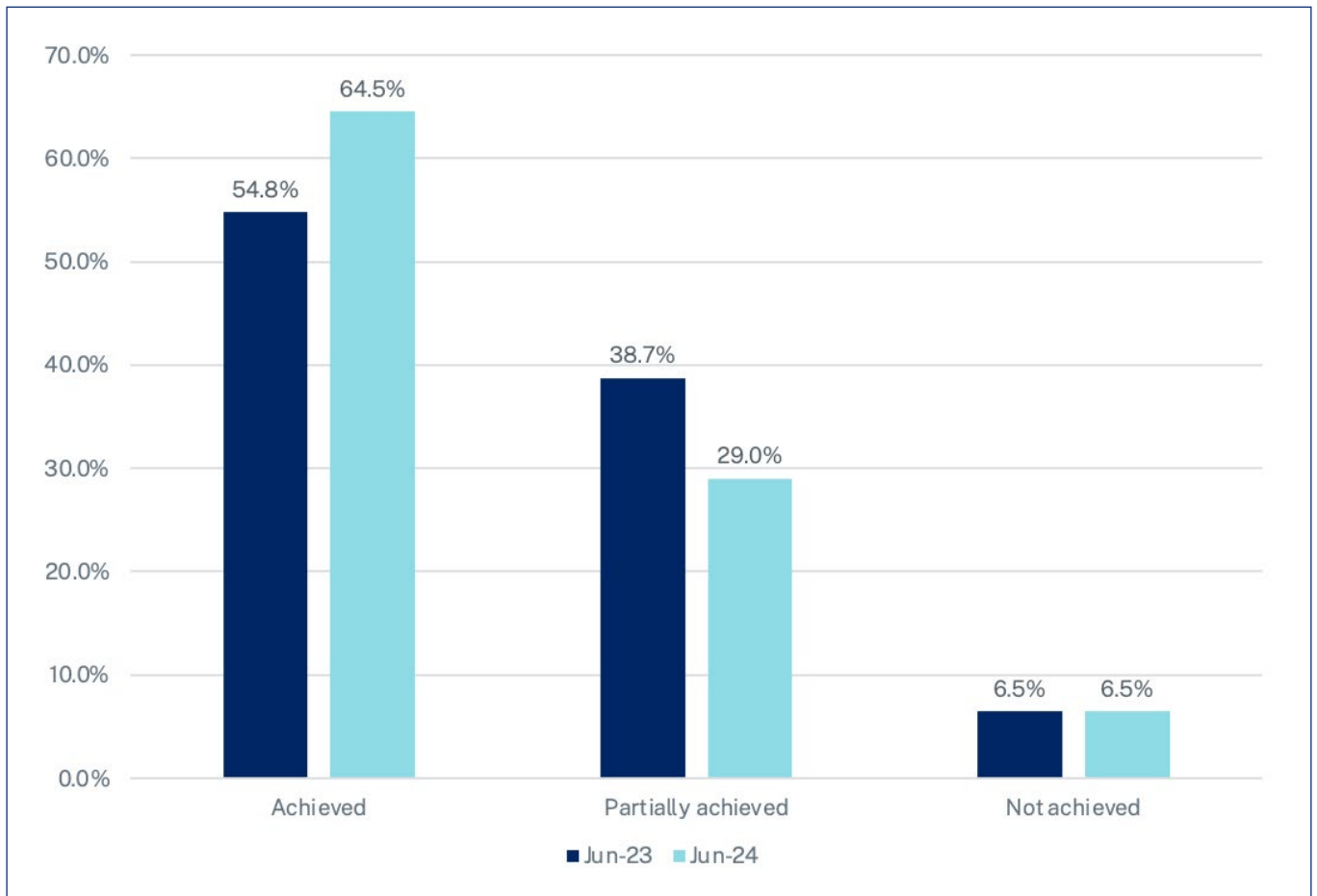


GEO Group progress update at 30 June 2024

Achieved	Partially achieved	Not achieved	Total ¹⁰
15	9	0	24
62.5%	32.5%	0.0%	100.0%

¹⁰ Does not include recommendations marked as not supported or noted with no progress update or made within 6 months of the last reporting period.

MTC-Australia recommendation achievement progress (%)



MTC-Australia progress update at 30 June 2024

Achieved	Partially achieved	Not achieved	Total ¹¹
20	9	2	31
64.5%	29.0%	6.5%	100.0%

¹¹ Does not include recommendations marked as not supported or noted with no progress update or made within 6 months of the last reporting period.

1.7 Key observations from this period

In the 12 months to 30 June 2024, the ICS undertook six announced inspections, involving 15 custodial centres across both metropolitan and regional NSW. We conducted 19 separate onsite inspections, necessitating a significant amount of travel for ICS staff. The inspection of the Long Bay Correctional Complex occurred in multiple phases between August 2023 and May 2024 and was the first time the ICS was able to focus on each of the multiple custodial centres comprising the facility in one period. The ICS also completed 119 liaison and monitoring visits, a three-fold increase on the number of visits completed in the 2022–23 period, ensuring a presence in correctional and youth justice centres across NSW.

The ICS also tabled eight reports in NSW Parliament related to the inspection of 15 custodial centres. The *Inspection of Six Youth Justice Centres (2022)* report, tabled in NSW Parliament and published in March 2024, completed the third round of three-year inspections of NSW youth justice centres. The tabling of the *Inspection of Silverwater Women’s and Dillwynia Correctional Centres 2022* report also represented the first stand-alone, rather than thematic, report for the two principal women’s correctional centres in NSW. We continued our examination of the overall approach to and planning for the accommodation of women in custody in NSW, as well as conditions and access to services.

Our inspection and monitoring work could not have been possible without cooperation from CSNSW, YJNSW and JH&FMHN. The office was also supported by consultants and health experts during these inspections, including consultants with expertise in security and investigations, aged care, and prisoners with disabilities.

This reporting period was the first in recent years that COVID-19 restrictions had a less direct impact on arrangements for inspections and visits. The last ICS COVID-19 monitoring visit concluded in June 2023. Instead, our inspection and monitoring work shifted to consider how custodial centres have navigated the transition to ‘post-COVID settings’. The pandemic caused enormous upheaval across most, if not all, areas of the NSW correctional and youth justice systems. I tabled a report reviewing the response to the COVID-19 pandemic in November 2023. The report acknowledges the achievements of CSNSW, YJNSW and JH&FMHN in implementing policies that minimised loss of life and serious illness among staff and inmates. The ICS report also presents an opportunity to reflect on lessons learned to inform planning for future pandemics as well as for business as usual operations.

In the 2023–24 reporting period, the ICS also responded to the changing landscape of the custodial estate, including the CSNSW announcement on 10 January 2024 that it would temporarily close a number of correctional centre areas under inspection. In November 2023, the NSW Government also announced that Junee Correctional Centre would be operated by CSNSW from April 2025. This was relevant to the preparation of our report of the inspection of Junee Correctional Centre, that occurred in August 2023.

On 28 July 2023, the NSW Government announced an inquiry into the circumstances surrounding offences committed by a corrective services officer. On 17 November 2023, I appeared before the Special Commission of Inquiry into Offending by Former Corrections Officer Wayne Astill at Dillwynia Correctional Centre (the Special Commission), led by the Hon. Justice Peter McClellan AM KC. Significant effort was made by the ICS to ensure a thorough and timely response to the summons to produce documents. I appreciated the opportunity to provide evidence on the numerous and critical matters considered throughout the Special Commission.

The Final Report of the Special Commission was publicly released on 6 March 2024 and made 31 recommendations. It referred to the role of Official Visitors as well as safe, secure and confidential inmate complaint and request procedures. The Final Report incorporated ICS recommendations and views provided in evidence and affirmed several recommendations previously made in ICS reports.

Finally, it was pleasing to be able to host the Official Visitor Conference in Sydney in April 2024, the first able to be held in person in recent years. A large number of newly appointed Official Visitors, including Aboriginal Official Visitors, attended. Official Visitors are appointed by the Minister for Corrections or Minister for Youth Justice and I would like to thank the Minister for Corrections, the Honourable Anoulack Chanthivong for his attendance at the conference. I would also like to acknowledge the time and participation of the Official Visitors, many who travelled long distances, to participate in training to ensure their ongoing ability to exercise their functions.

Looking forward

During 2024–25, the ICS will complete a number of inspections, including Clarence Correctional Centre, the largest NSW correctional centre, Hunter and Macquarie Correctional Centres, Cooma Correctional Centre, Mary Wade Correctional Centre and the six youth justice centres. A review into the use of segregation in adult custodial facilities, a review into classification and placement, and a review of custodial training will also continue.

The Optional Protocol to the Convention Against Torture was ratified by the Commonwealth Government in late 2017 and the ICS continues to prepare for its implementation. Maintaining regular visitation and monitoring is an important function of the ICS. It is also consistent with the requirements of OPCAT.

1.8 Resources and statutory obligations

An independent and appropriately resourced inspectorate plays a critical role in providing oversight and accountability in the adult correctional and youth justice systems. During 2023–24, a number of temporary positions were converted to permanent positions and additional temporary positions were created.

1.9 Government Information (Public Access) Act 2009

The *Government Information (Public Access) Act 2009* (GIPA Act) came into force on 1 July 2010 and replaced the *Freedom of Information Act 1989*.

Section 20 of the GIPA Act requires all agencies to produce an agency information guide, outlining the structure and function of the agency, along with the kinds of information it holds and the manner in which the public may access it.

The ICS publishes all reports on its website. Inspection standards are also publicly available online.

Section 125 of the GIPA Act requires agencies to report on their obligations under the GIPA Act on an annual basis. As required by this section, the ICS advises that there were no applications made for access to information under the GIPA Act during the 2023–24 reporting period.

1.10 Reporting

A range of key performance indicators have been established to assess the work of the ICS. The results of key performance indicators for the 2023–24 financial year as well as the previous reporting period are set out below:

Key performance indicator	2022–23	2023-24
Number of liaison visits conducted	41	119
Number of centre inspections	21	19
Number of reports tabled	2	8
% of recommendations accepted (adult)	86%	83%
% of recommendations accepted (youth)	96%	93%
Implementation progress of accepted report recommendations monitored and reported on through the ICS Annual Report	100%	100%
Inspect all centres in line with legislative requirements – all adult centres within 5 years, all youth justice centres within 3 years	100%	100%
Completion of Official Visitor appointments prior to expiration of term	99%	100%
Official Visitor reports provided to the Minister within two weeks of receipt	100%	0%

2 Appendix: Recommendation progress by report














Key¹²: ● Achieved ● Partially Achieved ● Not Achieved ● Not Supported¹³












Full House: the Growth of the Inmate Population in NSW	CSNSW	JH&FMHN	YNSW
1. The Inspector recommends that CSNSW conducts a review of its classification system to reduce its complexity.	●		
2. The Inspector recommends that the risk-avoidance practice of placing most remand inmates into maximum-security centres be reviewed. A risk-management approach that would assess individual risk levels of remand inmates in determining placement should be implemented.	●		
3. The Inspector recommends that future estate planning should include consideration of increased numbers of smaller, self-contained accommodation wings within centres, each with its own facilities.	●		
4. The Inspector recommends that CSNSW minimises the practice of holding inmates with different separation requirements at a centre.	●		
5. The Inspector recommends that CSNSW staffing is adequate to ensure the intelligence function is not compromised.	●		
6. The Inspector recommends that CSNSW narrows Interview for Placement (IFP) criteria to reduce the use of these alerts.	●		
7. The Inspector recommends that CSNSW conducts a review on the use of Risk Intervention Team (RIT) alerts across the correctional system.	●		
8. The Inspector recommends that CSNSW ensures inmate induction is structured and meaningful and is made available to every inmate upon reception into Darcy Unit at the Metropolitan Remand and Reception Centre.	●		
9. The Inspector recommends that CSNSW increases the hours out-of-cell to match the national averages defined in the Productivity Commission Report on Government Services 2015.	●		
10. The Inspector recommends that JH&FMHN prioritise staffing all positions in their approved establishment.		●	










¹² Differences in reported progress between agencies in relation to the same recommendation may be a result of individual agency progress in relation to that recommendation.

¹³ Recommendations marked as not supported include recommendations that were marked as noted by the agencies.









11. The Inspector recommends that JH&FMHN ensure a standardised ratio of clinic staff to inmates across all like centres.		●	
12. The Inspector recommends that GEO and JH&FMHN ensure that the satellite clinics at Parklea CC are utilised to their full potential.	●	●	
13. The Inspector recommends that CSNSW relocates the mental health step-down functions currently undertaken at the MRRC to elsewhere in the estate to give primacy to the remand function.	●		
14. The Inspector recommends that CSNSW and JH&FMHN work together to implement processes which allow for the distribution of 'over the counter' medications by nurses when it is required.	●	●	
15. The Inspector recommends that CSNSW and JH&FMHN ensure that when an inmate is too sick to work, they are issued with a medical certificate as a matter of priority so their wages are not affected.	●	●	
16. The Inspector recommends that JH&FMHN and CSNSW work together to allow the clinics to continue to operate during lunchtime lockdowns in order to maximise the number of inmates who can be treated.	●	●	
17. The Inspector recommends that GEO work with JH&FMHN to ensure that inmates are returned to their cell within 60 minutes of arriving back at Parklea CC from court.	●	●	
18. The Inspector recommends that CSNSW reduce the number and extent of lockdowns due to staff shortages.	●		
19. The Inspector recommends that CSNSW and JH&FMHN work together to develop policies and procedures that improve inmates' access to health services when there are staff shortages and lockdowns.	●	●	
20. The Inspector recommends that CSNSW and JH&FMHN work together to develop strategies to reduce the number of medical escorts.	●	●	
21. The Inspector recommends that, during periods out-of-cell, CSNSW and GEO ensure simultaneous access to cells and yards to enable some periods of privacy in-cell.	●		
22. The Inspector recommends that CSNSW includes in their Facility Standards the provision of a standard ratio of one handset to 20 inmates in all accommodation areas.	●		
23. The Inspector recommends CSNSW ensures compliance with this Standard as a matter of priority. Where additional phones will be installed in yards, care needs to be taken to ensure the location of these do not compromise the privacy of users.	●		


24. The Inspector recommends CSNSW ensures that every yard has some shade, and seating is sufficient to provide for 50 percent of the inmate population.			
25. The Inspector recommends that CSNSW and GEO ensure consistent access to ovals for all inmates. If maintenance of ovals is scheduled to occur for protracted periods, compensatory measures should be in place to facilitate exercise for inmates.			
26. The Inspector recommends where CSNSW and GEO have installed exercise aids and equipment, these should be maintained in good working order or replaced.			
27. The Inspector recommends that CSNSW ensures that centre libraries operate according to standard library practice and the Australian Library and Information Association's Australian Prison Libraries: Minimum Standard Guidelines, 1990.			
28. The Inspector recommends that GEO provides alternative space for legal visits outside the secure perimeter at Parklea CC.			
29. The Inspector recommends that CSNSW reviews and fully implements the family video conferencing policy. As part of this review process, CSNSW should explore how family video conferencing can be made readily available from visitors' private computers.			
30. The Inspector recommends that the CSNSW long-term assets-management plan should ensure that the location of future correctional centres matches inmates' home regions.			
31. The Inspector recommends that CSNSW improves program accessibility to reduce the number of inmates exceeding their Earliest Possible Release Date (EPRD) due to lack of access to programs.			
32. The Inspector recommends that CSNSW investigates rates of attrition in the aggression and violence programs offered across the estate.			
33. The Inspector recommends that CSNSW develops short-term drop-in and drop-out programs for remandees.			
34. The Inspector recommends that the EQUIPS program model makes adequate program provision for inmates with short sentences.			
35. The Inspector recommends that CSNSW ensures that contact hours of OS&P in custodial settings are not compromised by accessibility of OS&P staff or operational routine.			
36. The Inspector recommends that CSNSW increases program participation of inmates in drug and alcohol, aggression and violence programs to address the unmet need.			

37. The Inspector recommends that CSNSW prioritises custodial staffing for OS&P areas to ensure that OS&P staff can consult with inmates in their area rather than in the accommodation units.			
38. The Inspector recommends that CSNSW implements a receipt procedure for inmate requests and referrals.			
39. The Inspector recommends that CSNSW measures the unmet demand for education and puts in place strategies to increase education participation rates of eligible inmates.			
40. The Inspector recommends that CSNSW places a high priority on facilitating continued access of inmates to apprenticeships and traineeships.			
41. The Inspector recommends that CSNSW ensures the cells in all new facilities are constructed with conduits for in-cell technology.			
42. The Inspector recommends that Corrective Services Industries increases work opportunities to recover those lost over the past three years.			
43. The Inspector recommends that CSNSW simplifies the custodial officer staff structure to promote clarity of roles, responsibilities and accountabilities.			
44. The Inspector recommends that CSNSW sets a maintenance budget of 2.5 percent of building asset replacement cost.			
45. The Inspector recommends that CSNSW updates evacuation plans for centres where the inmate population exceeds design capacity of that centre.			
46. The Inspector recommends that CSNSW introduces a measure to define a decent accommodation capacity limit.			
47. In the interim, the Inspector recommends that when the number of inmates exceeds 95 percent of the current operating capacity, this should be reported to NSW Parliament.			

Making Connections: Providing family and community support to young people in custody	CSNSW	JH&FMHN	YJNSW ¹⁴
1. The Inspector recommends JJNSW reviews the phone contact policy to ensure that contact with family is not apportioned according to behaviour. This should not result in a reduction in the current available number of calls for young people.			
2. The Inspector recommends that JJNSW regularly reviews the maintenance of phone headsets and the quality of calls.			
3. The Inspector recommends that JJNSW install phone booths or phone bubbles for acoustic protection and to promote detainee privacy.			
4. The Inspector recommends that Reiby and Juniperina trial an additional visits day on Sunday and that this initiative is made widely known to visitors and detainees.			
5. The Inspector recommends that JJNSW ensure that the physical environment of visits should promote family interaction, including: improved use of colour and decoration, access to outdoor areas, a variety of age-appropriate toys for visiting children, baby change facilities, games for young people to play with their family and consistent access to refreshments and snacks across centres.			
6. The Inspector recommends that JJNSW actively monitor visits through CCTV allowing for a reduced staff presence in the family visit area.			
7. The Inspector recommends JJNSW replace the roof tiles at Reiby with a material that cannot be penetrated or used as a weapon. This would reduce the risks associated with roof ascents, which, in turn, would permit the removal of razor tape on building roofs.			
8. The Inspector recommends that JJNSW should immediately prioritise the facilitation of family visits through AVL suites located in all JJNSW offices. These suites could also be used to facilitate better contact between a young person in detention and their JJO.			
9. JJNSW should explore scheduling family visits through AVL suits at courts for those young people from regional areas who do not have access to a JJNSW office.			

14 Juvenile Justice New South Wales (JJNSW) is now known as Youth Justice New South Wales (YJNSW).


10. The Inspector recommends that JJNSW should not carry out strip-searching on a routine basis and should replace this practice with a rigorous risk-based assessment process to target the trafficking of contraband.			
11. The Inspector recommends that JJNSW halt practice of using overalls for non-contact visits.			
12. The Inspector recommends that JJNSW should have the latent capacity to facilitate a secure environment for young mothers to maintain custody of their child in detention. This would enable best interest determination processes to include options for young mothers to be accompanied by their children in detention.			
13. The Inspector recommends that JJNSW develop temporary leave arrangements for young mothers who are separated from their children that promote the maintenance of mother-child relationships.			
14. The Inspector recommends JJNSW bring to the attention of the NSW DEC the adverse impact of the Smart & Skilled program on access to vocational training for young people. JJNSW should ensure continued equitable access for all young people to apprenticeships and traineeships.			
15. The Inspector recommends that JJNSW integrate community and NGO engagement within the framework of service delivery for young people. This would support each centre in developing a strategic approach to relationships with NGOs and communities.			
16. The Inspector recommends that JJNSW provide the same opportunities to engage with media and technology to girls as to boys.			
17. The Inspector recommends that JJNSW ensure that young women who are eligible and appropriately risk assessed are provided with an equal opportunity to access a transitional program such as that provided at Waratah Unit.			











Lifers: Classification and Regression	CSNSW	JH&FMHN	YJNSW
1. The Inspector recommends that CSNSW classification system review does not compromise the objectivity and integrity of the classification system.			
















2. The Inspector recommends that CSNSW should, in regressing inmates managed by the Serious Offenders Review Council, act in accordance with the Crimes (Administration of Sentences) Regulation 2014.	●		
3. The Inspector recommends that CSNSW should review the regression of the 12 inmates who are the subject of this report to ensure compliance with the Crimes (Administration of Sentences) Regulation 2014.	●		
4. The Inspector recommends that CSNSW develop its communication strategies to enable an improved understanding of the correctional system for victims.	●		

Old and Inside: Managing Aged Offenders in Custody	CSNSW	JH&FMHN	YJNSW
1. The Inspector recommends that CSNSW installs protective rails and ladders on all bunk beds.	●		
2. The Inspector recommends that CSNSW ensures that mattresses are in good condition and clean, with a protective cover.	●		
3. The Inspector recommends that CSNSW ensures that the common areas where aged and frail inmates are housed be equipped with shelter and appropriate seating to provide for this cohort.	●		
4. The Inspector recommends that CSNSW makes it explicit in policy and practice that inmates with incontinence problems are to be issued with additional clothing and linen.	●		
5. The Inspector recommends that the reception assessment processes include a consideration of the aged-care needs of an inmate in determining placement.	●		
6. The Inspector recommends that raised garden beds be installed as an accessible, specialised activity for aged inmates.	●		
7. The Inspector recommends that CSNSW ensures staffing of activities officers be accorded a high priority and not be considered as an early target for post stripping. This should not adversely impact on lock-down hours and other health, education and programs to inmates.	●		
8. The Inspector recommends that JH&FMHN completes a baseline assessment for all inmates aged 55 and over, and 45 and over if they are of ATSI heritage. This assessment will enable baseline observations to be made for each inmate and should be reviewed on a regular basis.		●	
9. The Inspector recommends that JH&FMHN improves individual inmate understanding of medication management.		●	












10. The Inspector recommends that JH&FMHN ensures that waiting times for the optometrist and podiatrist in correctional centres are improved.		●	
11. The Inspector recommends that, at both KWU and ACRU, CSNSW ensures that existing seating in internal and external communal areas, fixtures and fittings are replaced with items suitable for aged and infirm inmates.	●		
12. The Inspector recommends that CSNSW reviews classification for aged inmates in light of their risk of absconding and capacity to do harm.	●		
13. The Inspector recommends that CSNSW, in collaboration with JH&FMHN, creates accommodation for aged and infirm inmates in the metropolitan area. This capability could be through a new CSNSW facility or the acquisition of an existing aged-care facility in the community.	●	●	
14. The Inspector recommends that CSNSW revisits previous internal proposals to ensure that the long-term estate plan meets the needs of an aging population.	●		
15. The Inspector recommends that CSNSW ensures that ACRU and KWU have a comprehensive and resourced program of activities for inmates, which is structured and varied to respond to the particular needs of aged inmates.	●		
16. The Inspector recommends that staff working in specialised aged-care centres undergo appropriate training for working with aged inmates.	●		
17. Inspector recommends that all sweepers working with aged inmates receive basic workplace health and safety training.	●		
18. The Inspector recommends that JH&FMHN introduces comprehensive continence assessments to determine individual needs.		●	
19. The Inspector recommends that JH&FMHN reviews the current levels of service provision against the projected demand for aged-care services.		●	
20. The Inspector recommends that CSNSW reviews the nutritional goals, menu planning and service delivery of all diets provided to inmates.	●		
21. The Inspector recommends that CSNSW works with JH&FMHN to adjust meal distribution times to meet community standards, ensuring food is available to manage medical requirements.	●	●	




22. The Inspector recommends that CSNSW reviews the Commissioner's Memorandum regulating residential restrictions on sex offenders to ensure its prescriptions are founded on evidence			
--	---	--	--

Inspection of Six Youth Justice Centres in NSW	CSNSW	JH&FMHN	YJNSW
1. YJNSW ensures all holding rooms are cleaned on a daily basis to ensure that hygiene requirements are met.			
2. YJNSW and JH&FMHN ensure that young people take part in an initial risk assessment within two hours of reception and full health assessment within 48 hours of reception.			
3. YJNSW ensures young women and girls remanded in custody in the Greater Sydney region are received at Reiby YJC			
4. YJNSW review the way in which young people, who are considered to be at risk of self-harm and suicide, are managed and review the number of camera rooms in each centre			
5. YJNSW introduce stock-management controls to maintain sufficient stock of clothing and bedding to meet entitlements of young people in custody.			
6. YJNSW staff are trained on the legislative provisions around partially clothed body searches and cease routine partially clothed body searches before and after visits			
7. YJNSW develops a contraband detection strategy using technological capabilities, such as body scanners.			
8. YJNSW reviews centre menus to ensure they meet dietary and nutritional standards for young people in custody.			
9. YJNSW custodial staff are provided with training on their legislative obligations in regards to complaints handling			
10. Secure letter boxes are placed in each accommodation unit in all YJCs so young people can make a confidential complaint to the centre manager, Official Visitor or NSW Ombudsman.			
11. YJNSW review the adequacy of Aboriginal legal services to Aboriginal young people in detention and levels of appropriate funding.			

12. The Bail Assessment Program at Orana YJC is replicated in all youth justice centres in NSW, with particular priority for children under 14 years of age, in order to address the issue around finding timely and suitable accommodation for young people.			
13. YJNSW provide all staff with additional training in relational security.			
14. YJNSW regularly audits at least one third of all video footage of incidents involving the use of force across all centres to ensure compliance with section 5 of the UOF, Protective Equipment and Instruments of restraint policy.			
15. YJNSW consider the introduction of body worn cameras for staff to record incidents including use of force			
16. YJNSW work with JH&FMHN to establish extended health centre hours to ensure all medication is distributed by nursing staff and when necessary YJNSW staff who are appropriately trained in the administering of prescribed medication.			
17. YJNSW ensures staff training and refresher training addresses self-harm behaviours of young people in custody.			
18. YJNSW create a programs and activities co-ordinator to ensure all centres implement a programs and activities plan			
19. YJNSW implements an Aboriginal Elder program to support and provide guidance to Aboriginal young people			
20. YJNSW provides ongoing support and training for caseworkers			
21. YJNSW coordinates access to the NDIS for eligible young people			
22. Cobham YJC undertakes regular cleaning of the Tandarra Unit			
23. Cobham YJC ceases the practice of placing young women and girls in the Tandarra unit which accommodates boys and young men			
24. YJNSW ensures the induction unit at Cobham YJC is a modern unit with communal eating and social spaces			
25. YJNSW conduct a review of the visits area at Cobham YJC to enable more contact visits to take place with young people and their families			

26. YJNSW ensures young people in the HRU at Cobham are seen by a nurse and have access to a centre-based psychologist seven days a week			●
27. Cobham YJC ensures interview rooms or other appropriate space that ensures confidentiality are used to facilitate psychological assessment and intervention			●
28. YJNSW provides training in Islam and associated cultural practices			●
29. YJNSW identify and repair structural and design weaknesses within Orana YJC and its buildings			●
30. Orana YJC utilises both the indoor and outdoor visits area			●
31. YJNSW ensures young people at Orana YJC have access to psychology services			●
32. Reiby YJC ensures the segregation unit is regularly cleaned and maintained			●
33. YJNSW ensures that CCTV footage of use of force incidents are retained as per NSW Government record keeping procedures			●
34. Reiby YJC identify adequate counselling space for psychology services			●
35. YJNSW makes necessary structural and security changes to the Waratah unit to separately accommodate young woman			●
36. YJNSW regularly audits Acmena YJC to ensure all holding rooms, including toilet and shower facilities, are cleaned daily and comply with applicable regulations and cleaning standards.			●
37. Acmena YJC install privacy screens so as to afford appropriate privacy to young people in the admissions area			●
38. YJNSW consider constructing yards adjoining the Jacaranda and Clarence accommodation units, to enable young people to participate in outdoor activities in a safe and secure location.			●
39. Acmena YJC install additional telephone for use by young people			●
40. The centre manager at Acmena YJC, in compliance with legislation, maintains a complaints management system and ensures that both young people and staff are aware of, and understand, the process.			●















41. Acmena YJC and Aboriginal Legal Services establish a schedule of regular visits to the centre.			
42. Acmena YJC reviews the Client Assessment Meeting process to ensure young people are treated fairly			
43. Acmena YJC ensures young people spend ten hours out of their room each day and young people not attending school are provided with meaningful time out of their room.			
44. Acmena YJC ensures that caseworkers have regular meetings with young people and for there to be a defined, private meeting space for them to meet with young people			
45. Frank Baxter YJC ensures regular and meaningful detainee representative committee meetings occur.			
46. Frank Baxter YJC reviews the misbehaviour process to ensure young people receive procedural fairness			
47. JH&FMHN prioritise the recruitment of health staff at the centre.			
48. YJNSW ensures young people in the HRU and ESU and Frank Baxter are placed on DRMPs that provide for a minimum number of hours out of their room and access to a nurse and psychologist seven days a week			
49. YJNSW installs additional telephones for young people at Riverina YJC			
50. Riverina YJC implements monthly detainee representation committee meetings			
51. Riverina YJC staff undertake further training relating to when and how to use force			















Prison Greens: the Clothing and Bedding of Inmates in NSW	CSNSW	JH&FMHN	YJNSW
1. The Inspector recommends that all inmates across the state are issued with the reception clothing entitlements stipulated in the CSNSW Operations Procedures Manual.			
2. The Inspector recommends that CSNSW reviews and updates section 10 of the Operations Procedures Manual.			
3. The Inspector recommends that CSI provides an extra-small size for women in the unisex clothing range.			

4. The Inspector recommends that the new range of clothes for women is rolled out across all women's prisons.	●		
5. The Inspector recommends that CSNSW issues all inmates in NSW with a jacket in winter as part of the inmate clothing entitlements.	●		
6. The Inspector recommends that CSNSW makes thermal underwear available for purchase by inmates in the colder months at all correctional centres.	●		
7. The Inspector recommends that CSNSW allows inmates to wear approved prison clothing to visits in minimum-security centres.	●		
8. The Inspector recommends that inmates should not be released from custody in prison greens.	●		
9. The Inspector recommends that CSNSW monitors the quality of prison-issued footwear and replaces prison-issued shoes if they are no longer in suitable condition.	●		
10. The Inspector recommends that Oberon Correctional Centre procures a more robust and durable footwear as the standard prison issue.	●		
11. The Inspector recommends that a secondary pair of footwear, such as thongs, be made available to all inmates.	●		
12. The Inspector recommends that CSI conducts an audit of CSI business units and service industry roles to identify work-wear requirements and provide the necessary items to inmates employed by CSI.	●		
13. The Inspector recommends that all CSI industries requiring inmates to perform duties in work boots provide adequate quantities and sizes for inmates.	●		
14. The Inspector recommends that inmates undertaking Gurnang Life Challenge should be provided with hiking boots in adequate quantities and sizes.	●		
15. The Inspector recommends that adequate warm bedding is provided on reception at Oberon Correctional Centre and other centres where it is currently available for purchase due to climatic conditions.	●		
16. The Inspector recommends that there is sufficient bedding at court cells produced in an alternate colour to enable court stock to be easily identified for return and to prevent stock loss.	●		

17. The Inspector recommends that Surry Hills Court Cells is regularly inspected to maintain appropriate standards.	●		
18. The Inspector recommends that CSNSW conducts regular audits of mattresses to identify and replace those that are in poor condition.	●		
19. The Inspector recommends that CSNSW centres and court cells introduce stock-management controls to maintain sufficient stock to meet inmate entitlements.	●		
20. The Inspector recommends that CSNSW centres and court cells implement a quality-control process to assess the condition of clothing and bedding items before they are returned to the stockholding to be reissued.	●		
21. The Inspector recommends that adequate laundry services are available to all inmates throughout the state.	●		

Inspection of 24-hour Court Cells in NSW	CSNSW	JH&FMHN	YJNSW
1. The Inspector recommends that CSNSW develops a monitoring system to ensure that inmates are not detained in 24-hour court cells longer than seven days.	●		
2. The Inspector recommends that inmates who have been identified as being at risk of self-harm are prioritised for movement to a correctional centre.	●	●	
3. The Inspector recommends that CSNSW and JHFMHN continue to work together to monitor patient flow and inmate bed availability to enable the transfer of at risk inmates and inmates with immediate health needs to correctional centres.	●	●	
4. The Inspector recommends that all court cell staff are trained in CSNSW policy and practices in relation to the management of inmates who are at risk of self-harm.	●	●	
5. The Inspector recommends that, upon admission, CSNSW facilitate inmates making urgent welfare related telephone calls to family or significant others in accordance with the CSNSW Operations Procedures Manual.	●		
6. The Inspector recommends that inmates at all 24-hour court cells are provided with adequate clothing and bedding, as per the CSNSW Operations Procedures Manual.	●		
7. The Inspector recommends that the standard of food for inmates detained at 24-hour court cells should be in accordance with CSNSW policy.	●		













8. The Inspector recommends that 24-hour court cells are cleaned daily by professional cleaners.			
9. The Inspector recommends that skylights at all 24-hour court cells are cleaned on a regular basis.			
10. The Inspector recommends that television sets in 24-hour court cells that are not in working order are repaired.			
11. The Inspector recommends that cell lights should be dimmed at night time at all 24-hour court cell locations to a level that does not compromise security.			
12. The Inspector recommends that badly scratched observation windows be replaced, so officers have a clear view of inmates during welfare and security checks.			
13. The Inspector recommends that, where appropriate, toilets and showers are provided with privacy screens to provide inmates with privacy while using these amenities.			
14. The Inspector recommends that JHFMHN and CSNSW conduct a review of how Schedule 4D and 8 prescribed medications are administered and issued to inmates to ensure that their respective policies on the handling of Schedule 4D and 8 drugs are consistent and comply with legislative provisions.			
15. The Inspector recommends that JHFMHN consider increasing services at Surry Hills CCC and Amber Laurel CC.			
16. The Inspector recommends that JHFMHN and CSNSW jointly monitor inmate reception numbers and patient flows to ensure adequate health coverage of 24-hour court cells with locations and times to be negotiated between CSNSW and JHFMHN, depending on the distinct needs of each location.			
17. The Inspector recommends that inmates at all 24-hour court cells should be permitted to contact their legal representative. Infrastructure and maintenance			
18. The Inspector recommends that CSNSW enters into a Memorandum of Understanding with the NSW Police Force which clarifies the roles and responsibilities of each agency, particularly in relation to the maintenance, repairs and cleaning of 24-hour court cells.			
19. The Inspector recommends that 24-hour court cells with air-conditioning are monitored on a regular basis to ensure the temperature is an acceptable level for staff and inmates.			












20. The Inspector recommends CSNSW risk assess and remove any potential hanging and ligature points from court cell complexes.			
21. The Inspector recommends that CSNSW incorporates specific 24-hour court cell procedures within the Custodial Operations Policy and Procedures.			
22. The Inspector recommends that all correctional officers at 24-hour court cells are current in first-aid competency.			
23. The Inspector recommends that all correctional officers who are required to carry a firearm should complete the CSNSW annual firearms refresher training course.			
24. The Inspector recommends that CSNSW ensures an appropriate number of female officers are rostered in 24-hour court cells locations to undertake searches of female inmates.			
25. The Inspector recommends that the doors for the male showers at Surry Hills Court Cell Complex are repaired and replaced, so inmates are provided with privacy when showering.			
26. The Inspector recommends that the nurse's station at Surry Hills Court Cell Complex is refurbished to create a separate office for the Nurse Unit Manager from the consultation room, provide an additional consultation room and replace the existing flooring.			
27. The Inspector recommends that consideration be given to installing a television system at Dubbo Court Cell Complex, like that at Moree Court Cell Complex.			
28. The Inspector recommends that the position of the Aboriginal Community Liaison Officer at Dubbo Court Cell Complex is funded as a full-time permanent position.			
29. The Inspector recommends that CSNSW conducts a review of staff facilities at Dubbo Court Cell Complex.			
30. The Inspector recommends that CSNSW considers creating an Aboriginal Community Liaison Officer position at 24-hour court cell locations, such as Wagga Wagga, Albury and Moree.			
31. The Inspector recommends a security review of Albury Court Cell Complex.			
32. The Inspector recommends CSNSW considers alternatives for inmates to gain access to and from the top bunk beds at Newcastle Court Cell Complex.			
33. The Inspector recommends that benches are installed at Batemans Bay Court Cell Complex for inmates to sit and sleep on.			













34. The Inspector recommends that Wollongong Court Cell Complex is repainted to cover graffiti.	●		
35. The Inspector recommends that inmates should not stay longer than seven days if CSNSW operates Amber Laurel Correctional Centre as a 24-hour court cell complex.	●		
36. The Inspector recommends that Parramatta Court Cell Complex is no longer used by CSNSW.	●		











Use of force, separation, segregation and confinement in NSW Juvenile Justice Centres	CSNSW	JH&FMHN	YJNSW¹⁵
1. The Inspector recommends Juvenile Justice consider whether to retain the separate categories of pre-planned, situational or immediate use of force, or whether to use only two categories.			●
2. The Inspector recommends that Juvenile Justice reduces the use of force to move young people.			●
3. The Inspector recommends that forcible searching of young people should only be conducted on the basis of reasonable suspicion.			●
4. The Inspector recommends that Juvenile Justice finalise the draft memorandum of understanding with the NSW Police Force.			●
5. The Inspector recommends Juvenile Justice review the detainee incentive scheme and consults with young people to improve consistency across centres.			●
6. The Inspector recommends Juvenile Justice have regard to the lessons learned from the Chisholm Behaviour Program in developing future programs and policies.			●
7. The Inspector recommends consideration is given to amending the Children (Detention Centres) Regulation 2015 to reflect the Objective Classification System.			●
8. The Inspector recommends that Juvenile Justice conduct a review to ensure consistent safeguards are in place in relation to separation, segregation and confinement.			●
9. The Inspector recommends Juvenile Justice regularly reviews delegations to ensure they reflect existing legislative and governance arrangements and level of seniority of youth officers authorised to make particular delegations.			●
10. The Inspector recommends Juvenile Justice provides copies of records about segregation over 24 hours to the Executive Director of Juvenile Justice.			●






15 Juvenile Justice New South Wales (JJNSW) is now known as Youth Justice New South Wales (YJNSW).








11. The Inspector recommends Juvenile Justice ensures young people placed in separation, segregation and confinement are not routinely handcuffed to, from or during visits or exercise; or required to have non-contact visits; and that decisions to impose such restrictions are based on an individual risk assessment.			
12. The Inspector recommends Juvenile Justice ensures DRMPs include a requirement for six hours out of room each day; and that young people on separation, segregation or subject to a DRMP spend at least six hours out of their room each day, including access to an outdoor area and physical activity for at least one hour each day, and that decisions to limit time out of room are based on an individual risk assessment.			
13. The Inspector recommends that Juvenile Justice review the policy and procedure in relation to the use of force, protective equipment, and instruments of restraint and the policy and procedure in relation to DRMPs to ensure consistency with legislation.			
14. The Inspector recommends Juvenile Justice should not carry out strip searching on a routine basis and should replace this practice with a rigorous risk-based assessment process to target the trafficking of contraband.			
15. The Inspector recommends Juvenile Justice develops an organisational framework which is evidence based, trauma informed, and consistent with being a child-safe and culturally competent organisation.			
16. The Inspector recommends Juvenile Justice and JH&FMHN conduct a review of the management of young people who are in engaging in or threatening self-harm with input from an expert in forensic mental health.			
17. The Inspector recommends that young people are not confined for using bad language that is not abusive or threatening.			
18. The Inspector recommends that Juvenile Justice reduces the use of confinement as punishment.			
19. The Inspector recommends Juvenile Justice ensures young people are confined or segregated in their room whenever possible, subject to an individual risk assessment; to avoid having to wake young people at night to return them to their room.			
20. The Inspector recommends Juvenile Justice ensure that wherever possible, subject to an individual risk assessment, young people on separation or segregation are permitted to eat outside of their room.			
21. The Inspector recommends Juvenile Justice regularly reviews the meals available for at risk young people to ensure they meet nutritional standards; and investigate the provision of cutlery that is not able to be used for self-harm.			

22. The Inspector recommends Juvenile Justice review the amount and range of items and activities, including watching television that are provided to young people placed in separation, segregation and confinement, in consultation with young people.			
23. The Inspector recommends Juvenile Justice works with the Department of Education to ensure that young people in separation, segregation and confinement are provided with educational lessons or materials; and any decisions to exclude young people from school are reviewed regularly.			
24. The Inspector recommends Juvenile Justice provides programs and activities as part of the implementation of a structured day, particularly in school holidays.			
25. The Inspector recommends Juvenile Justice considers whether and how young people in separation, segregation, and confinement may be provided with programs in a modified format, or with program material.			
26. The Inspector recommends Juvenile Justice reviews decisions to exclude young people from programs regularly.			
27. The Inspector recommends Juvenile Justice reviews centre routines with a view to reducing routine lockdown periods, and increasing the hours that young people spend out of their room each day.			
28. The Inspector recommends Juvenile Justice decommissions or refurbishes the Uralba, Taralga, and Tandarra units which were used for the Chisholm Behaviour Program.			
29. The Inspector recommends Juvenile Justice outlines and monitors the type and frequency of training permanent and casual staff are expected to complete, as well as the requisite skills and qualifications of trainers.			
30. The Inspector recommends Juvenile Justice should record the training undertaken by youth officers and ensure refresher training is undertaken as required.			
31. The Inspector recommends Juvenile Justice reviews its training in protective tactics to provide guidance about the circumstances when force or restraints may be used and best practice in using force and restraint on young people, including when young people are located in elevated positions, non-compliant, or when moving a young person who is non-compliant.			
32. The Inspector recommends Juvenile Justice considers whether additional measures need to be put in place to mitigate the risk of injuries to staff occurring when force is used.			
















33. The Inspector recommends that Juvenile Justice provides training to youth officers about the circumstances in which a young person's room should be entered for the safety of staff and young people.			
34. The Inspector recommends Juvenile Justice provides training to youth officers about the use of handheld video camera.			
35. The Inspector recommends Juvenile Justice develops guidelines in relation to how to use footage for training purposes.			
36. The Inspector recommends Juvenile Justice reviews the use and practice of debriefs for staff and young people.			
37. The Inspector recommends Juvenile Justice ensure all youth officers receive comprehensive and ongoing training about trauma informed practice; managing challenging behaviours; effective communication and negotiation; effective conflict management; including de-escalation techniques; and incident management, including non-violent crisis intervention.			
38. The Inspector recommends Juvenile Justice reviews the role descriptions and recruitment processes for youth officers to attract suitably qualified and skilled youth officers to work with young people.			
39. The Inspector recommends Juvenile Justice provides training in report writing to ensure all relevant information is accurate and documented and training to reviewing officers to ensure reports are accurate, and how to identify breaches of legislation and policy; and identify areas of good practice and areas of concern.			
40. The Inspector recommends Juvenile Justice provides training to staff in relation to the circumstances in which young people may be criminally charged.			
41. The Inspector recommends Juvenile Justice provides training on the difference between separation, segregation and confinement and the circumstances in which a young person should be segregated on the basis of an individual risk assessment.			
42. The Inspector recommends Juvenile Justice provides training to youth officers about the importance of making decisions in accordance with their delegated authority.			
43. The Inspector recommends Juvenile Justice provides training to staff about when, why and how to conduct reviews of confinement.			
44. The Inspector recommends Juvenile Justice provides training to staff on the impact of separation, segregation and confinement on Aboriginal young people.			















45. The Inspector recommends Juvenile Justice provide training to officers about the circumstances in which a young person should be placed in a dignity gown to prevent self-harm; and allowing a young person to place the dignity gown on themselves, wherever practicable.			
46. The Inspector recommends Juvenile Justice provides training about the circumstances in which a search involving the removal of clothing may occur and best practice processes for conducting these searches.			
47. The Inspector recommends that Juvenile Justice review the type, number and content of reports to be completed following use of force; who is authorised to review and approve incident and use of force reports; and the role of different approving officers.			
48. The Inspector recommends that Juvenile Justice records, monitors, and analyses data about use of force to identify anomalies, gaps and trends, and establishes a system for auditing incidents where force is used to ensure that concerns about practice, reporting and reviews are identified.			
49. The Inspector recommends Juvenile Justice implement a system to record the use of restraints and analyse when, how and why individual young people are restrained, and the length of time restraints are applied.			
50. The Inspector recommends that Juvenile Justice records, monitors, and analyses the hours that young people spend in separation, segregation, or confinement or a combination of orders to identify anomalies, gaps and trends; and establishes a system for auditing the use of separation, segregation, or confinement to ensure that concerns about practice, reporting and reviews are identified.			
51. The Inspector recommends that Juvenile Justice notifies JH&FMHN of every young person who is subject to a pre-planned, situational or immediate use of force.			
52. The Inspector recommends JH&FMHN assess every young person who is subject to a pre-planned, situational or immediate use of force as soon as practicable and record whether the young person has sustained injuries or not; and take photographs of any injuries with a young person's consent.			
53. The Inspector recommends JH&FMHN consider extending the hours that nurses are onsite at Juvenile Justice centres.			
54. The Inspector recommends that Juvenile Justice notifies a parent, carer, or other appropriate adult following a use of force against a young person if the young person is injured or there is a related investigation.			

55. The Inspector recommends Juvenile Justice ensures that during investigations child complainants and witnesses are interviewed and provided with an appropriate support person; and advised of the outcome.			
56. The Inspector recommends Juvenile Justice provides information to staff about the role of the Ethics & Professional Standards Unit; the circumstances in which investigations will be conducted; the process that will be followed during an investigation; and support staff will receive during an investigation.			
57. The Inspector recommends Juvenile Justice work with the Department of Justice, Professional Conduct Committee to review its terms of reference to include identification of practice issues or systemic issues.			
58. The Inspector recommends Juvenile Justice notifies the NSW Ombudsman if a young person is placed in separation, segregation, or confinement or a combination of orders that results in a young person being removed from the centre routine or alone in a room for over 24 hours.			
59. The Inspector recommends Juvenile Justice works with the NSW Ombudsman to develop a system of notification of pre-planned use of force of young people and strip searching of young people.			















The Management of Radicalised Inmates in NSW	CSNSW	JH&FMHN	YJNSW
1. The Inspector recommends that CSNSW considers the use of intake screening tools to identify extremist risks and vulnerabilities.			
2. The Inspector recommends that CSNSW records an inmate's defence force service in the Offender Integrated Management System (OIMS).			
3. The Inspector recommends that CSNSW collects information on an inmate's religious denomination on admission.			
4. The Inspector recommends that CSNSW develops the capacity of all staff that have contact with inmates to identify extremist risks.			
5. The Inspector recommends that Radicalisation Extremism Awareness Program (REAP) training is adapted to provide greater focus on the correctional context.			
6. The Inspector recommends Justice Health & Forensic Mental Health Network develops the capacity of their staff to identify extremist risks.			
7. The Inspector recommends that CSNSW provides staff training on understanding Islam and associated cultural practices.			














8. The Inspector recommends that CSNSW increases the diversity of its staffing profile.	●		
9. The Inspector recommends that CSNSW provides training and guidelines to staff on documenting and reporting on extremist threats.	●		
10. The Inspector recommends that CSNSW and Juvenile Justice NSW review the 2006 Memorandum of Understanding to include information-sharing protocols.	●		●
11. The Inspector recommends that CSNSW becomes a member of the Joint Counter Terrorism Team.	●		
12. The Inspector recommends that CSNSW undertakes a review of the intelligence needs across the system with a view to enhancing the capacity and capability of intelligence resources throughout the system.	●		
13. The Inspector recommends that CSNSW ensures that the team within Corrections Intelligence Group, dedicated to countering violent extremism, includes culturally and linguistically diverse expertise, community knowledge and experience relevant to the extremism threat.	●		
14. The Inspector recommends that CSNSW provides specialist intelligence training to all intelligence officers.	●		
15. The Inspector recommends that CSNSW develops protocols for timely intelligence sharing on extremist threats between Corrections Intelligence Group and relevant centre management to ensure staff and inmate safety.	●		
16. The Inspector recommends that CSNSW develops a structured risk assessment tool for assessing extremist risks.	●		
17. The Inspector recommends that CSNSW undertakes on admission a comprehensive risk assessment for each inmate on national security charges, which is then used to develop individual placement and case plans.	●		
18. The Inspector recommends that the AA classification and EHRR and NSI designation should be applied according to an individual risk assessment.	●		
19. The Inspector recommends that CSNSW considers developing its capacity to monitor and interpret languages other than English.	●		
20. The Inspector recommends that CSNSW considers applying security controls relating to visits, English-language restrictions, and financial restrictions on the basis of an individual risk assessment.	●		
21. The Inspector recommends that CSNSW streamlines legal visit approvals for AA, EHRR and NSI inmates to provide timely access for legal representatives.	●		


22. The Inspector recommends an increase in the number of AVL suites at HRMCC to facilitate communication with legal representatives.			
23. The Inspector recommends that CSNSW does not listen to or read confidential legal communications between inmates and their legal representatives.			
24. The Inspector recommends that inmates on remand for national security offences have access to secure laptops and other legal resources necessary to prepare for trial.			
25. The Inspector recommends that CSNSW considers removing the restriction on AA, EHRR and NSI inmates speaking with Official Visitors.			
26. The Inspector recommends that CSNSW ensures that case plans include progression pathways and rehabilitation needs for national security inmates.			
27. The Inspector recommends that CSNSW reviews the Extreme Threat Inmate framework.			
28. The Inspector recommends that CSNSW develops individual management plans for Extreme Threat Inmates.			
29. The Inspector recommends that CSNSW develops a number of placement options for violent extremists and inmates charged with or convicted of national security offences.			
30. The Inspector recommends CSNSW undertakes a review of the Goulburn Correctional Centre yard placement system.			
31. The Inspector recommends that CSNSW develops a strategic approach to placement to support risk management of violent extremism threats and vulnerabilities.			
32. The Inspector recommends that cell placement is informed by a risk assessment.			
33. The Inspector recommends that inmates charged with or convicted of national security offences are placed according to individual risks and needs.			
34. The Inspector recommends that CSNSW develops placement options and progression pathways to support the disengagement and rehabilitation of violent extremists and national security inmates.			
35. The Inspector recommends that inmates on remand for national security offences are accommodated in a facility, proximate to the courts and to their legal representatives, with regimes and conditions that allow preparation for trial.			
36. The Inspector recommends that CSNSW includes radicalisation risk factors in determining associations and non-associations within the HRMCC.			












37. The Inspector recommends that CSNSW conducts a review of the Behaviour Management framework to ensure the system has sufficient oversight.			
38. The Inspector recommends that CSNSW should only use a Behaviour Management framework for those inmates assessed as institutionally violent.			
39. The Inspector recommends that CSNSW provides education and activities for inmates within the HRMCC, including approved reading materials.			
40. The Inspector recommends that CSNSW establishes a unit to lead and advise on managing and countering violent extremism in NSW prisons.			
41. The Inspector recommends that CSNSW develops and delivers specialised training for staff managing violent extremists and inmates charged with or convicted of national security offences.			
42. The Inspector recommends that CSNSW reviews its strategy for managing extremism in NSW prisons to focus on security, rehabilitation and prevention.			
43. The Inspector recommends that CSNSW collaborates with other correctional systems and research institutions, both in Australia and internationally, to foster an evidence base to guide strategies for managing the radicalisation threat.			
44. The Inspector recommends that CSNSW clarifies the objectives of the Proactive Integrated Support Model program.			
45. The Inspector recommends an independent evaluation of the Proactive Integrated Support Model program.			
46. The Inspector recommends that CSNSW develops and resources a disengagement and rehabilitation strategy for inmates identified as violent extremists.			
47. The Inspector recommends that CSNSW considers expanding Muslim chaplaincy services across NSW prisons.			
48. The Inspector recommends that CSNSW standardises its policy on communal prayer, including Friday prayer.			
49. The Inspector recommends that CSNSW, in collaboration with community experts, develops a policy on the procurement and approval of religious texts for prison libraries and individual inmate property.			
50. The Inspector recommends that CSNSW establishes a policy for cultural and religious events, including the provision of food and the role of external service providers, in consultation with religious and cultural experts.			














Women on Remand	CSNSW	JH&FMHN	YJNSW
1. The Inspector recommends that CSNSW implements its Women's Strategy.	●		
2. The Inspector recommends that CSNSW create a Women's Command led by a dedicated Senior Officer to oversee the implementation of the Women's Strategy at all women's correctional centres and women's units attached to male correctional centres in NSW.	●		
3. The Inspector recommends that CSNSW review the need for all women remanded in custody to be received at Silverwater for classification and placement.	●		
4. The Inspector recommends that CSNSW accommodate women on remand close to court, their legal representatives and their families wherever possible.	●		
5. The Inspector recommends that CSNSW create additional accommodation for women on remand in metropolitan Sydney to allow women on remand to be accommodated close to their families.	●		
6. The Inspector recommends that CSNSW undertake a review of the policy and procedure concerning classification and placement to clarify how the Women's Remand Bed Program operates that is consistent with the criteria for classification and placement outlined in the Regulation.	●		
7. The Inspector recommends that CSNSW accommodate remand and sentenced women separately, where practicable.	●		
8. The Inspector recommends that CSNSW consider reviewing women's classification every six months, for women serving three years or less.	●		
9. The Inspector recommends CSNSW review the use of routine strip searches on female inmates and consider a risk-based approach to strip searching utilising technology.	●		
10. The Inspector recommends that CSNSW consider the closure of the Induction Unit at Silverwater and creation of a new induction unit at Silverwater.	●		
11. The Inspector recommends that CSNSW ensure timely access to phone calls and other welfare requirements upon entry to custody to enable women to make arrangements relating to their children and accommodation.	●		
12. The Inspector recommends that CSNSW ensure there is an induction process for new inmates and a centre handbook is provided at all centres.	●		
13. The Inspector recommends that CSNSW ensure female inmates are provided with clothing and bedding as required under Departmental procedure and sanitary and hygiene items.	●		




14. The Inspector recommends that CSNSW ensure interpreter and translation services are available for women who do not speak English.			
15. The Inspector recommends that CSNSW ensure that Inmate Development Committees are run regularly, and that Inmate Development Committee delegates are representative of the inmate profile at each centre, including ethnicity, and proportion of sentenced and remand inmates.			
16. The Inspector recommends that CSNSW do not accommodate women in a men's unit at Grafton Intake and Transient Centre.			
17. The Inspector recommends that CSNSW staff working with women complete training in working with female inmates, Trauma Informed Care and Practice and working with inmates with mental health issues.			
18. The Inspector recommends that CSNSW delivers the Remand Addictions Program to women on remand at all centres.			
19. The Inspector recommends that CSNSW increase employment, activities, programs, and access to education and library services in women's correctional centres and units.			
20. The Inspector recommends that CSNSW increase cultural support for Aboriginal inmates.			
21. The Inspector recommends that CSNSW develop partnerships with community organisations to increase access to services for women.			
22. The Inspector recommends CSNSW and JH&FMHN ensure health centres are appropriately resourced to deal with remand inmates who are detoxing from drugs, experiencing acute mental health issues, and other factors relevant to the remand health profile.			
23. The Inspector recommends that CSNSW and JH&FMHN consider increasing the number of step down beds at the Mental Health Screening Unit at Silverwater to assist with patient flow between the Mental Health Screening Unit at Silverwater and the Mental Health Unit at Long Bay Hospital.			
24. The Inspector recommends that JH&FMHN consider increasing the number of beds available for women requiring mental health treatment at the Mental Health Unit at Long Bay Hospital.			
25. The Inspector recommends that CSNSW ensure counselling and psychological services are available for female inmates at all centres accommodating women.			












26. The Inspector recommends that JH&FMHN review the waiting lists for health services at women's centres and ensure access to general practitioners, mental health services, drug and alcohol services, and women's health practitioners at all centres with female inmates.			
27. The Inspector recommends that CSNSW consider establishing an Additional Support Unit for women with severe cognitive impairment or disability.			
28. The Inspector recommends that JH&FMHN and CSNSW should work together to ensure clinic services are operating efficiently with the aim of reducing patient waitlists.			
29. The Inspector recommends that CSNSW develop a comprehensive and integrated drug strategy to prevent and detect the supply of illicit drugs; reduce the demand for illicit drugs; and minimise the harm arising from drugs through programs, education and treatment.			
30. The Inspector recommends that CSNSW increase the number of telephones and AVL suites at centres with remand inmates to facilitate timely access to legal representatives to minimise transports and movements of women.			
31. The Inspector recommends that CSNSW ensure all libraries are regularly updated with legal resources and library computers provide access to the legal portal.			
32. The Inspector recommends that DCJ conduct research into why women are granted bail after spending short periods in custody, and CSNSW develop a consistent policy in relation to assisting inmates with sending and receiving paperwork for appeals and bail applications.			
33. The Inspector recommends that CSNSW consider the creation of a bail and resettlement coordinator position at Women's remand centres to assist women to apply for bail, meet their bail requirements and arrange post-release accommodation and support services.			
34. The Inspector recommends that CSNSW ensure there are sufficient telephones in women's accommodation units to facilitate contact with family and children.			
35. The Inspector recommends that CSNSW increase the use of AVL for family visits to maintain family support for women.			
36. The Inspector recommends that CSNSW identify the issues for women on remand in relation to the care of their children and review the eligibility criteria for the Mothers and Children program and consider expanding the program.			
37. The Inspector recommends that CSNSW ensure family visiting days are held during the week to facilitate contact between women and their pre-school aged children.			
















38. The Inspector recommends that a review of visits areas occur to ensure all women's centres have appropriate play equipment for children's visits.			
---	---	--	--

Inspection of Five Minimum Security Correctional Centres in Non-Metropolitan NSW	CSNSW	JH&FMHN	YJNSW
1. Corrective Services NSW ensure prison industry employment at minimum security correctional centres prioritises skill development and work readiness for inmates.			
2. The Mobile Outreach Program at St Heliers Correctional Centre should continue to be supported, as should other forms of community work at all regional centres where minimum security inmates are accommodated.			
3. Corrective Services NSW review policy and practice around the use of non-worker yards, segregation or punishment cells to accommodate non-workers during working hours.			
4. Corrective Services NSW ensure that adult education is available to inmates in every facility, including regional facilities, as an essential component in the rehabilitation of inmates.			
5. Corrective Services NSW closely monitor education service delivery at all inspected centres.			
6. Corrective Services NSW monitor and increase the number of traineeships and part qualification skill sets at minimum security correctional centres.			
7. Corrective Services NSW regularly audit functionality of education computers in inspected centres.			
8. Corrective Services NSW work to increase the number of inmates undertaking distance education at minimum security centres.			
9. Corrective Services NSW improve record keeping in relation to the time taken to process C3 applications.			
10. Corrective Services NSW request Justice Infrastructure to review adequacy and efficiency of insulation, ventilation, heating and cooling of inmate accommodation at St Heliers Correctional Centre, Mannus Correctional Centre and Glen Innes Correctional Centre, and ensure regular maintenance is undertaken.			
11. Corrective Services NSW and local facility managers must ensure that adequate supplies of clothing appropriate to the climate and work requirements are maintained, replaced when damaged and issued to all inmates on arrival in accordance with Custodial Operations Policy and Procedures.			














12. Corrective Services NSW review the standard for mattresses and pillows, to ensure they are fit for purpose and compliant with health and safety standards.			
13. Corrective Services NSW and local facility managers must ensure adequate stock of mattresses and pillows that are compliant with the quality standard for mattresses and pillows is maintained, issued to all inmates on arrival, and replaced when damaged.			
14. Corrective Services NSW and local facility managers must ensure adequate stock of warm bedding is available by winter each year at inspected facilities, and issued to all inmates as appropriate for the climatic conditions.			
15. Corrective Services NSW work to increase awareness of digital communication policies among staff and inmates of inspected centres, and increase use of the existing audio-visual links to facilitate long distance, interstate and international family visits.			
16. Justice Health and Forensic Mental Health Network ensure GP leave is covered and that GP and specialist services are provided on a regular and consistent basis at the inspected centres.			
17. Corrective Services NSW ensure that Inmate Delegate Committees are run regularly at each inspected centre, and minutes recorded, as required by Custodial Operations Policy and Procedures. Centre-specific recommendations St Heliers Correctional Centre			
18. Corrective Services NSW should support and augment the successful work release program at St Heliers Correctional Centre.			
19. Corrective Services NSW request Justice Infrastructure to conduct an audit of maintenance in inmate accommodation areas to ensure compliance with health and safety requirements.			
20. Corrective Services NSW refurbish holding and segregation cells to appropriate standards and remove any hanging points.			
21. Corrective Services NSW support Yetta Dhinnakkal Centre to provide a renewed focus on cultural activities and programs for Aboriginal inmates.			
22. Corrective Services NSW ensure cultural training is delivered to all staff.			
23. Corrective Services NSW identify additional educational, cultural and skilled employment opportunities to be targeted for inmates at Ivanhoe Correctional Centre.			
24. Corrective Services NSW increase availability of in-person SAPO services at Ivanhoe Correctional Centre, ensuring staff are appropriately supported.			
















25. Corrective Services NSW review reception and orientation processes to ensure that the needs of non-English speaking inmates are not disadvantaged, and interpreter services are utilised for confidential communications. Glen Innes Correctional Centre			
26. The viability of the mill at Glen Innes Correctional Centre as a productive enterprise, and as the main source of inmate employment at Glen Innes Correctional Centre should be independently reviewed.			
27. Corrective Services NSW broaden the range of basic education, certified vocational training and further education at Glen Innes Correctional Centre.			







Programs, Employment and Education	CSNSW	JH&FMHN	YJNSW
1. Corrective Services NSW investigate innovative recruitment initiatives for vacant psychology staff positions.			
2. The Intensive Drug and Alcohol Treatment Program (IDATP), the Violent Offender Therapeutic Program (VOTP) and Sex Offender Programs are sufficiently resourced to meet demand and are delivered to eligible and suitable inmates before they reach their earliest possible release date.			
3. All correctional officers who may be posted in an intensive program area should be required to undertake relevant training.			
4. Corrective Services NSW should review the accommodation and placement of intensive programs.			
5. Corrective Services NSW should clarify the eligibility criteria for the EQUIPS Domestic Abuse program.			
6. Corrective Services NSW consider identifying particular correctional centres for the delivery of EQUIPS programs and prioritise the placement of eligible inmates to these correctional centres.			
7. Corrective Services NSW prioritise beds in High Intensity Program Unit locations for inmates who meet the High Intensity Program Unit eligibility criteria.			
8. Corrective Services NSW should review the CSI Policy Manual to clarify the purpose of Corrective Services Industries in reducing recidivism.			
9. Corrective Services NSW should review the procedure for the approval of section 6 orders with a view to making this process more efficient.			
10. Corrective Services NSW should increase work release opportunities across the NSW correctional system.			
11. Corrective Services NSW should provide an allowance to all inmates to cover the cost of basic hygiene items and phone calls.			







12. Corrective Services NSW should review the CSI Policy Manual: 8.2 Inmate Wages System to ensure decision making relating to dismissal is consistent and fair.			
13. Corrective Services NSW investigate the time taken to complete the security clearance process for new employees with a view to streamlining this process.			
14. Corrective Services NSW evaluate the implementation of the education and training reforms with a view to identifying areas for improvement.			
15. Corrective Services NSW evaluate the effectiveness of the approval process for vocational training.			
16. Corrective Services NSW should ensure that eligible inmates are enrolled in the Intensive Learning Centres to increase the number of Intensive Learning Centre graduates.			
17. Corrective Services NSW monitor and increase the number of part qualifications and traineeships.			
18. Corrective Services NSW continue to work with the NSW Department of Industry to provide no-cost traineeships for inmates, consistent with traineeships offered in the community.			
19. Corrective Services NSW work to increase the number of inmates undertaking distance education.			
20. Corrective Services NSW ensure that correctional centre libraries operate according to standard library practice and the Australian Library and Information Association Minimum Standard Guidelines for Library Services to Prisoners, 2015.			
21. The creation and maintenance of purpose-built program and education spaces should form part of current and future estate planning.			
22. Corrective Services NSW monitor the impact of lock-downs and staffing on program schedules.			
23. Corrective Services NSW should be resourced to deliver programs to sentenced and remand inmates and develop program delivery targets for correctional centres with remand inmates.			
24. Corrective Services NSW should increase work opportunities for remand inmates.			
25. Corrective Services NSW ensure that mainstream programs, employment and education delivered in NSW correctional centres are culturally competent.			
26. Corrective Services NSW ensure all offenders eligible for Work and Development Orders are registered.			

Inspection of Residential Facilities and the Compulsory Drug Treatment Correctional Centre	CSNSW	JH&FMHN	YNSW
1. The Inspector recommends that CSNSW review the delegations, policies and procedures at the inspected facilities to ensure they are relevant and consistent with current legislation.	●		
2. The Inspector recommends that CSNSW and JH&FMHN review the terms of the service agreement to clarify and ensure the provision of health services to residents at Bolwara Transitional Centre and Parramatta Transitional Centre.	●	●	
3. The Inspector recommends that CSNSW periodically review the purpose and effectiveness of the residential facilities.	●		
4. The Inspector recommends that CSNSW develop measures of success for each transitional centre and residential facility that is consistent with its specific purpose.	●		
5. The Inspector recommends that CSNSW analyse the training needs of staff in transitional centres and residential facilities, and provide training accordingly.	●		
6. The Inspector recommends that CSNSW ensure the current case management of offenders across these facilities is individualised.	●		
7. The Inspector recommends that CSNSW identify, maintain and expand linkages with community based partners in reintegrative support.	●		
8. The Inspector recommends that CSNSW maximise employment pathways at the transitional centres.	●		
9. The Inspector recommends that regular maintenance is undertaken at the residential facilities and transitional centres.	●		
10. The Inspector recommends that CSNSW increase the capacity utilisation of the inspected facilities by informing stakeholders of their purpose and operation.	●		
11. The Inspector recommends that CSNSW review the eligibility requirements for entry to BTC and the administration of the women's classification system to ensure that Aboriginal women can readily access the program.	●		
12. The Inspector recommends that CSNSW review the costs to offenders across the facilities.	●		
13. The Inspector recommends that CSNSW expedite eligibility and suitability assessments at the CDTCC.	●		


14. The Inspector recommends that CSNSW facilitate purposeful activities during waiting periods for the commencement of RUSH in Stage 1 at the CDTCC.			
15. The Inspector recommends that CSNSW increase the availability of educational and training offerings at the CDTCC and maximise the use of existing resources to support the therapeutic objectives of the Compulsory Drug Treatment Program.			
16. The Inspector recommends that CSNSW provide work-readiness activities at the CDTCC and refer participants to the work release program early where they have identified employment as a priority.			
17. The Inspector recommends that CSNSW consider implementing a community projects team at the CDTCC to provide a work program for those participants not employed externally.			
18. The Inspector recommends that CSNSW review the CDTCC's case management and support framework to strengthen the therapeutic community environment in Stage 2.			
19. The Inspector recommends that CSNSW review the practice of placing participants who have been regressed for breaches of the rules in the same area as newly arrived Stage 1 participants and consider alternative placement options.			
20. The Inspector recommends that CSNSW consider constructing a camera cell/s at the CDTCC for the temporary observation of participants.			
21. The Inspector recommends that CSNSW amend the CDTCC's Standard Operating Procedure – Searching Participants to ensure that strip searching practice is governed in accordance with statutory and state-wide policy provisions.			
22. The Inspector recommends that CSNSW review the induction process at BTC to ensure it is culturally appropriate and accessible to residents.			
23. The Inspector recommends that CSNSW increase access to community-based and onsite activities, programs and services for residents at BTC.			
24. The Inspector recommends that CSNSW provide working, internet-enabled computers at BTC for use by residents.			
25. The Inspector recommends that CSNSW consider establishing a funded visiting Elder position or positions at BTC.			
26. The Inspector recommends that CSNSW prioritise the recruitment and retention of Aboriginal staff members and consider establishing identified positions at BTC.			

27. The Inspector recommends that CSNSW conduct a Work Health and Safety audit of the PTC premises.			
28. The Inspector recommends that CSNSW is allocated sufficient budget for minor capital works at PTC to account for the additional costs of repairs and upgrades associated with the heritage site.			
29. The Inspector recommends that CSNSW provide working internet-enabled computers at PTC for use by residents.			
30. The Inspector recommends that CSNSW consider expanding the capacity of the Miruma program to address demand.			
31. The Inspector recommends that CSNSW coordinate year-round access to programs and activities for residents at Miruma.			
32. The Inspector recommends that CSNSW facilitate access at Miruma to a community-based AOD clinician.			
33. The Inspector recommends that CSNSW maximise the use of existing infrastructure and outdoor spaces on the Miruma site to better serve the function of the program.			
34. The Inspector recommends that CSNSW coordinate year-round access to programs, education (including distance education) and activities for residents at Balund-a.			
35. The Inspector recommends that CSNSW support and strengthen the continued involvement of Elders at Balund-a.			
36. The Inspector recommends that CSNSW support residents at Balund-a to attend funerals in the community.			
37. The Inspector recommends that CSNSW explore alternative shopping options for Balund-a residents that offer lower costs for residents.			
38. The Inspector recommends that CSNSW provide working internet-enabled computers at Balund-a for use by residents.			
39. The Inspector recommends that CSNSW maximise the use of the Balund-a site and its farm as a source of education, training and activities for residents, and expand opportunities to involve residents in site improvement projects.			
40. The Inspector recommends that CSNSW provide information at induction to Balund-a residents about their progression through the program, drug testing procedures and the supporting case management framework.			
41. The Inspector recommends that CSNSW consider establishing an identified AOD counsellor position at Balund-a.			
















42. The Inspector recommends that CSNSW review the practice of placing residents who have been regressed for breaches of the rules in the same area as newly arrived residents and consider alternative placement options.			
43. The Inspector recommends that CSNSW use the existing audio-visual link (AVL) suite to facilitate family visits for residents at Balund-a.			
44. The Inspector recommends that CSNSW review the application of sanctions at Nunyara to ensure they are proportionate.			
45. The Inspector recommends that CSNSW identify and secure, through partnerships with government and non-government organisations, suitable accommodation for aged and infirm offenders subject to community supervision.			
46. The Inspector recommends that CSNSW allocate the whole of the originally occupied site to Nunyara to increase its capacity and provide greater opportunities for onsite activities.			
47. The Inspector recommends that CSNSW develop and implement a prescribed training program for staff at Nunyara to manage the increasingly complex and diverse needs of its residents, including aged care considerations.			








Inspection of Mary Wade Correctional Centre	CSNSW	JH&FMHN	YJNSW
1. Corrective Services NSW establish a structured induction process at Mary Wade Correctional Centre and publish the Mary Wade Correctional Centre Local Handbook in languages relevant to the women in custody at Mary Wade Correctional Centre.			
2. Corrective Services NSW use interpreters at Mary Wade Correctional Centre in accordance with the requirements of the CSNSW Custodial Operations Policy and Procedures - 11.1 Language Services.			
3. Corrective Services NSW review service plans generated for people remanded in custody in NSW at least every six months and each time they are transferred to a new correctional centre.*			
4. Corrective Services NSW ensure there are adequate bathroom facilities accessible to women throughout the day at Mary Wade Correctional Centre.			
5. Corrective Services NSW deliver training to Mary Wade Correctional Centre staff on conducting strip searches on women and cease the practice of routine strip searching women in custody in NSW after non-contact visits.			
6. Corrective Services NSW articulate and monitor acceptable standards of professional language at Mary Wade Correctional Centre.			







7. Justice Health & Forensic Mental Health Network provide a 24-hour onsite health care service at Mary Wade Correctional Centre and increase the range and availability of mental health services for women at Mary Wade Correctional Centre.		●	
8. Justice Health & Forensic Mental Health Network introduce long acting OST injections at Mary Wade Correctional Centre and other women's centres.		●	
9. Corrective Services NSW ensure a psychologist is available to provide psychology services at Mary Wade Correctional Centre five days per week.*	●		
10. Corrective Services NSW remunerate Aboriginal Elders and community mentors to attend Mary Wade Correctional Centre.*	●		
11. Corrective Services NSW display visitor information at the Mary Wade Correctional Centre reception in a range of languages.*	●		
12. Corrective Services NSW ensure a visit session is available at Mary Wade Correctional Centre between Monday and Friday for children in out of home care.	●		
13. Corrective Services NSW ensure that current information about family video visits is included in local correctional centre handbooks, and is accessible to people from non-English speaking backgrounds.	●		
14. Corrective Services NSW install another phone in the Acacia unit at Mary Wade Correctional Centre.	●		
15. Corrective Services NSW identify alternatives to disciplinary sanctions that restrict family contact to address correctional centre offences by women in custody.	●		
16. Corrective Services NSW consider providing English language education at Mary Wade Correctional Centre.	●		
17. Corrective Services NSW review the format for delivery of programs at Mary Wade Correctional Centre to ensure that the opportunity for completion of programs is maximised.*	●		
18. Corrective Services NSW upgrade security measures in the accommodation unit yards at Mary Wade Correctional Centre to create additional employment.	●		
19. Corrective Services NSW provide work instruction and health and safety documentation in languages other than English to women employed at Mary Wade Correctional Centre who require interpreters.	●		
20. Corrective Services NSW ensure Acacia unit is provided with the same level of access to legal resources as the other accommodation units at Mary Wade Correctional Centre.	●		









21. Corrective Services NSW develop a Local Operating Procedure at Mary Wade Correctional Centre to address release planning activities and responsibilities.			
---	---	--	--






*Not applicable to the centre due to population change, hence not achieved.

















Inspection of Cooma Correctional Centre	CSNSW	JH&FMHN	YJNSW
1. Corrective Services NSW review emergency management plans at Cooma Correctional Centre and develop a bushfire management plan.			
2. Corrective Services NSW ensure inmates assessed as being at risk of self-harm are safely accommodated with suitably covered mattresses.			
3. Corrective Services NSW monitor separation orders at Cooma Correctional Centre and ensure timely transfer of those inmates from Cooma Correctional Centre.			
4. Corrective Services NSW review the reception and induction process at Cooma Correctional Centre.			
5. Corrective Services NSW ensures Cooma Correctional Centre is maintaining stock management and quality controls to ensure they meet inmate demand for clothing and bedding.			
6. Corrective Services NSW reviews the adequacy of training of all Classification and Placement staff.			
7. Corrective Services NSW constructs a secure vehicle entry at Cooma Correctional Centre.			
8. Corrective Services NSW review inmate movements at Cooma Correctional Centre and explore timely and efficient transfer of inmates to their goal of classification.			
9. Corrective Services NSW reduces the number of inmates who are accommodated in cells built in the 1870s.			
10. Corrective Services NSW ensures regular maintenance audits are undertaken, at Cooma Correctional Centre.			
11. Corrective Services NSW and JH&FMHN explore the establishment of a satellite health clinic in Area 2.			
12. Corrective Services NSW review the adequacy of facilities for psychology services at Cooma Correctional Centre.			
13. Corrective Services NSW increases the average time out of cells in Area 1.			
14. Corrective Services NSW explore a weekend library or out of hours lending service for inmates in Area 1.			















15. Corrective Services NSW establishes a visiting Elder program to Cooma Correctional Centre.			
16. Corrective Services NSW installs a sound barrier/ privacy screen to inmate phones in Area 2.			
17. Corrective Services NSW continues the use of tablets at Cooma Correctional Centre to facilitate family contact.			
18. Corrective Services NSW increase purposeful day activities at Cooma Correctional Centre for inmates who are no longer eligible for custody-based criminogenic programs.			
19. Corrective Services NSW review the operation of the High Intensity Programs Unit at Cooma Correctional Centre.			
20. Corrective Services NSW ceases the practice of placing inmates in the non-worker holding cell at Cooma Correctional Centre.			
21. Corrective Services NSW increase education and training opportunities for inmates and increase completions in vocational training courses and qualification skill sets.			

Inspection of Oberon Correctional Centre	CSNSW	JH&FMHN	YJNSW
1. Corrective Services NSW ensure staff meet their ongoing training requirements by delivering face to face training at remote centres either in person or through the use of technology.			
2. Corrective Services NSW review reception procedures at Oberon CC to ensure inmate privacy and confidentiality of information.			
3. Corrective Services NSW ensure centres are maintaining stock management and quality controls to ensure they can provide inmate clothing and bedding entitlements.			
4. Corrective Services NSW conduct: a) a maintenance audit of inmate accommodation and facilities at Oberon CC to ensure compliance with health and safety requirements; b) regular maintenance at Oberon CC of segregation cells and the provision of adequate bedding; and c) an audit of essential ground maintenance and farming equipment at Oberon CC.			
5. Justice Health & Forensic Mental Health Network continue to monitor the standard of health services delivered to inmates at Oberon CC.			
6. Corrective Services NSW ensure regular psychology services are accessible to inmates at Oberon CC.			


























7. Corrective Services NSW ensure adequate cooking appliances are available in accommodation units at Oberon CC to cater for religious and cooking needs.			
8. Corrective Services NSW ensure library services at Oberon CC are adequately maintained and readily accessible to inmates.			
9. Corrective Services NSW increase the number of Aboriginal young people participating in the Young Adult Offender Program and reinstate the visiting Elder program at Oberon CC.			
10. Corrective Services NSW explore the continued use of tablets at Oberon CC to facilitate family contact and support.			
11. Corrective Services NSW review the Young Adult Offender Program and establish an Oberon CC based coordinator role for the Young Adult Offender Program.			
12. Corrective Services NSW consider the provision of programs for adult inmates at Oberon CC.			
13. Corrective Services NSW review the adequacy of training of all classification and placement staff and senior officers at Oberon CC.			
14. Corrective Services NSW maintain work release opportunities and consider the creation of community projects at Oberon CC.			





























Inspection of Macquarie Correctional Centre and Hunter Correctional Centre	CSNSW	JH&FMHN	YJNSW
1. Future estate planning should focus on the provision of single-cell and double-cell accommodation.			
2. The installation of IPTV kiosks or similar to enable inmates to check their accounts, visits and other matters should be explored across the NSW correctional system.			
3. All correctional centres should provide a ratio of at least one telephone per 20 inmates and ensure inmates have telephone access at times suitable for regular contact with children.			
4. Shade cloths should be installed in the oval and activities areas of Macquarie Correctional Centre and Hunter Correctional Centre. Adequate seating should be available in these areas.			
5. Macquarie Correctional Centre and Hunter Correctional Centre are equipped with library facilities that comply with the Australian Library and Information Association's Minimum Standard Guidelines for Library Services to Prisoners and Corrective Services NSW policy.			


























6. Corrective Services NSW increase time out of cells and introduce a longer structured day across the NSW correctional system.			
7. The current staffing profiles of Macquarie Correctional Centre and Hunter Correctional Centre should be maintained.			
8. The implementation of 12-hour shifts is considered for other correctional centres.			
9. Progression pathways to minimum security are developed for Macquarie Correctional Centre inmates that provide corresponding opportunities for rehabilitation and reintegration.			
10. Inmates placed at Macquarie Correctional Centre should be carefully selected.			
11. Corrective Services NSW review the process for classifying and placing inmates at Macquarie Correctional Centre to ensure the identification of all suitable inmates.			
12. Macquarie Correctional Centre should ensure that strip searching practices comply with Corrective Services NSW policy and introduce body scanners.			
13. Macquarie Correctional Centre staff require additional training on the differences between segregation, separation and confinement to a cell for committing a correctional centre offence.			
14. Macquarie Correctional Centre provide additional training to staff focused on inmate mental health and trauma-informed practice.			
15. Brush Farm Corrective Services Academy deliver staff training in remote or regional locations where required.			
16. The availability of dental services at Macquarie Correctional Centre should be increased.			
17. The recruitment and retention of psychology staff at Macquarie Correctional Centre should be prioritised.			
18. Corrective Services NSW should review the use of Hunter Correctional Centre as a location for aged and frail inmates.			
19. Corrective Services NSW needs to clarify the purpose of Hunter Correctional Centre. The classification and placement of inmates to Hunter Correctional Centre should align with this purpose.			
20. Progression pathways to minimum security are developed for Hunter Correctional Centre inmates that provide corresponding opportunities for rehabilitation and reintegration in an environment suitable for inmates who have placement and association restrictions.			

21. Inmates placed at Hunter Correctional Centre should be carefully selected.			
22. Hunter Correctional Centre should take the nature of an inmate's offending into account in decisions about dormitory placement to avoid bullying and harassment between inmates.			
23. Hunter Correctional Centre should ensure that strip searching practices comply with Corrective Services NSW policy and introduce body scanners.			
24. Hunter Correctional Centre staff require additional training on the differences between segregation, separation and confinement to a cell for committing a correctional centre offence.			
25. Corrective Services NSW should develop a policy regarding the use of Multipurpose Units in NSW correctional centres.			
26. Hunter Correctional Centre requires stability of personnel occupying senior management positions.			
27. Custodial staff at Hunter Correctional Centre require further training including on deescalation, managing vulnerable inmates and respectful interactions with inmates.			
28. Hunter Correctional Centre's health centre should be resourced to meet the health needs of its old and frail inmate population.			
29. The availability of psychiatric and mental health nurse services at Hunter Correctional Centre should be increased.			
30. Resourcing for the completion of sex offender risk assessments needs to be increased and prioritised at locations holding inmates with current sex offence convictions.			
31. A play area and toys for children should be provided in the indoor part of Hunter Correctional Centre's visits area. Visitors with children should be consistently seated outdoors where possible.			
32. Corrective Services NSW should review the aged and frail inmate policy to provide clarity in relation to the requirement for aged and frail inmates to work.			
33. Corrective Services NSW should review the program, education and employment offerings at Hunter Correctional Centre to ensure they reflect its inmate population and overarching goals.			














Inspection of Kariong and Kirkconnell Correctional Centres and the Integration Support Centre	CSNSW	JH&FMHN	YJNSW
1. The Inspector recommends that CSNSW develop policies and procedures in relation to fitting electronic monitoring equipment in correctional centres to ensure inmate safety.	●		
2. The Inspector recommends that CSNSW provide staff with training to ensure that professional language is used that reflects contemporary correctional practice.	●		
3. The Inspector recommends that CSNSW ensure furniture in inmate accommodation areas is fit for purpose	●		
4. The Inspector recommends that JH&FMHN ensure the GP service is provided on a regular basis at Kirkconnell CC.		●	
5. The Inspector recommends that CSNSW ensure that Risk Intervention Team Management Plans are reviewed in accordance with the identified review timeframes.	●		
6. The Inspector recommends that CSNSW review the adequacy of reception facilities and removes hanging points at Kariong Correctional Centre.	●		
7. The Inspector recommends that CSNSW undertake a review of court transport routes.	●		
8. The Inspector recommends that CSNSW removes and prevents mould in inmate accommodation.	●		
9. The Inspector recommends that CSNSW review CCTV coverage at Kirkconnell Correctional Centre.	●		
10. The Inspector recommends that personal information relating to inmates should be confidential and not accessible by inmate reception clerks.	●		
11. The Inspector recommends that CSNSW ensure that the 6.2 permit application process is consistent with legislation and policy	●		
12. The Inspector recommends inmates attending court via AVL at Bathurst Correctional Centre return to Kirkconnell Correctional Centre the same day, until a suitable AVL option is installed at Kirkconnell Correctional Centre.	●		
13. The Inspector recommends that CSNSW provide specialist programs to address offending behaviour.	●		
14. The Inspector recommends that CSNSW collect data and statistical information about the Integration Support Centre and its operations.	●		
15. The Inspector recommends that CSNSW analyse staff training needs, provide training, and ensure that staff are provided with necessary personal protective equipment.	●		

Health Services in NSW Correctional Facilities	CSNSW	JH&FMHN	GEO Group
1. A review of the custodial health delivery model occurs to ensure health care provided to inmates is comparable to that available in the community			
2. JH&FMHN ensure the shared model of care is supported by ongoing adequate training, supervision and credentialing for all primary care nurses, with avenues for identifying and addressing skill gaps.			
3. CSNSW and JH&FMHN regularly review the Risk Intervention Team model including the staffing makeup of the Risk Intervention Team, therapeutic interventions, and review procedures in all correctional centres including privately operated facilities			
4. JH&FMHN record and monitor waitlists for the Mental Health Screening Unit to accurately assess demand for services			
5. CSNSW and JH&FMHN develop a shared strategy for mental health given the size of demand and the resource implications for both agencies			
6. CSNSW increase the number of acute, sub-acute, step-down and mental health screening beds available in the system and collaborate with JH&FMHN and other stakeholders around appropriate models for operation			
7. CSNSW consider locating sub-acute mental health beds for sentenced inmates at a correctional centre housing sentenced inmates and step-down mental health beds for remand inmates at a remand centre			
8. Standardise targets for vaccinations and BBV/STI screening and treatment targets across public and private health providers			
9. CSNSW and JH&FMHN through the Harm Reduction Reference Group (HRRG) continue to consider the research and benefits of current and alternate harm minimisation approaches			
10. Health service providers ensure health promotion activities for a range of literacy levels and cultural backgrounds take place at all correctional centres			
11. CSNSW and JH&FMHN prioritise the full implementation of long-acting/injectable OST			
12. A range of medical and non-medical drug and alcohol interventions should be available to all inmates regardless of sentencing status			
13. Accredited Aboriginal-specific drug and alcohol programs are made available in all correctional centres, with special attention to course content, facilitator, delivery setting, and retention strategies			
14. CSNSW review the delivery of Remand Addictions and ensure delivery targets are met at correctional centres			

15. All health service providers bring their level of service in relation to culturally safe comprehensive primary health care for Aboriginal inmates in line with JH&FMHN policies and practices and equivalent community standards			
16. JH&FMHN and private health providers staff all correctional centres with Aboriginal and Torres Strait Islander Health Workers/ Practitioners, and identified Aboriginal health staff and collaborate with relevant peak bodies regarding clinical and cultural support			
17. JH&FMHN and private health providers continue to explore partnerships with Aboriginal Medical Services and funding models to support provision of culturally safe primary health care			
18. Advocating for a trial for access to Medicare for Aboriginal inmates and/or MBS items for Aboriginal and Torres Strait Islanders where the current services are unable to meet comparable community service models for Aboriginal and Torres Strait Islander people in the community			
19. All custodial and health service providers increase the cultural competency and cultural safety of their workforce, and support this with ongoing training, supervision and leadership			
20. CSNSW and JH&FMHN, and the private custodial and health providers, develop an Aboriginal social and emotional wellbeing plan to support connection to culture and social and emotional wellbeing for Aboriginal inmates			
21. JH&FMHN continue to explore options for saving time on dispensing medication to allow nursing staff to focus on health assessments and primary health clinics.			
22. JH&FMHN is funded commensurate to the demand for pharmaceutical expenses			
23. Allow Junee CC and other private health providers to access the JH&FMHN dental waitlist			
24. CSNSW provide necessary hygiene items to all inmates			
25. CSNSW implement an appropriately planned and resourced Medical Escorts Unit to service key regional and metropolitan hubs			
26. JH&FMHN, private health providers, and CSNSW work together to ensure information sharing occurs in accordance with policy			
27. JH&FMHN and private health providers delivering reception assessments provide education and training programs and ensure staff are trained to conduct Reception Screening Assessments, initial competency is confirmed, ongoing competency maintained, and ensure staff are afforded opportunities to address knowledge gaps			




28. JH&FMHN and private health providers ensure the health screening process for interfacility transfers is optimised by a thorough health assessment			
29. CSNSW and health providers work together to allow inmates to access the clinic to make requests in person to supplement the paper-based request system; explore mechanisms for improving access to the clinic for lower literacy and lower mobility inmates; and implement auditable systems that record requests for health services			
30. CSNSW and private providers ensure paper-based self-referral forms and locked boxes are freely available to inmates in a number of settings including accommodation, library and employment areas to allow unfettered and confidential access			
31. CSNSW and other private operators develop a system for recording, monitoring, and auditing after-hours intercom use			
32. JH&FMHN and private health providers further develop advanced nursing practice and Nurse Practitioners to increase the access to timely primary care			
33. JH&FMHN and private health providers continue to explore innovations in managing waitlists, and consider appropriate targets for waiting times for each health service and mitigation action if these are not met			
34. JH&FMHN, private health providers and CSNSW develop an action plan for each correctional centre to increase patient access to the health centre for treatment from 0800hr –1130hr and 1230hr to 1430hr and provide sufficient escort and supervision to allow all clinic rooms to be utilised for maximum efficiency			
35. JH&FMHN and private health providers should continue to examine clinic level data for GPs and develop solutions to improve performance where required			
36. (36)CSNSW ensure that all future capital works for health centres are: a. designed with the collaboration of JH&FMHN or the relevant private health provider from the outset b. commensurate to the size of the inmate population c. designed with privacy and flow in mind, for example, sufficient holding rooms, waiting areas, screening of medication dispensing areas from correctional centre traffic, and large windows for supervision and line of sight without audibility			
37. CSNSW or private operator staff assisting with health centre escorts and supervision ensure that inmate privacy and confidentiality is maintained			

38. JH&FMHN and CSNSW jointly review Management Service Agreements to improve patient access and flow, including during lockdowns if it is safe to do so, and develop an escalation policy to trigger joint teamwork and intervention where issues emerge			
39. JH&FMHN and private health providers monitor workforce trends, develop a workforce management strategy, and continue to develop innovative solutions to address service delivery gaps			
40. JH&FMHN and private health providers expand and maximise telehealth to fill service delivery gaps and increase patient access to care			
41. CSNSW support JH&FMHN use of AVL suites and digital cameras for telehealth			
42. CSNSW with JH&FMHN create sufficient aged care beds in the Sydney metropolitan area with regard to an appropriate physical environment for ease of basic living such as ambulating and showering, and adequate levels of access to health services			
43. CSNSW ensure eligible inmates who are terminally ill are aware of the ability to apply for parole			
44. JH&FMHN include GEO and other private health providers within the implementation of Titanium, PACS/RIS, JHeHS functionality upgrades and any future electronic information system upgrades			
45. JH&FMHN should develop procedures in relation to use and review of the My Health record			
46. JH&FMHN and NSW Health support the plan to migrate to a single integrated e-health record, including electronic medication management and prescribing, in line with current scheduled timeframes			
47. JH&FMHN and the private health providers support discharge planning for selected Aboriginal and complex primary care level patients			
48. Consideration should be given to ongoing advocacy to allow inmate access to Medicare, particularly in the area of Aboriginal health services and complex primary care level patients			
49. JH&FMHN and CSNSW consider consistent KPIs for health service delivery across public and private health service providers			
50. JH&FMHN are resourced commensurate to size of the prison population, with regard to wage price index and health price index			










Inspection of Lithgow Correctional Centre	CSNSW	JH&FMHN	YJNSW
1. Corrective Services NSW install modern surveillance technology to replace obsolete watch towers at Lithgow CC.			
2. Corrective Services NSW increase Aboriginal staff numbers at Lithgow Correctional Centre and provide cultural safety training for staff.			
3. Corrective Services NSW identify training needs of staff at Lithgow CC and deliver the associated training to ensure best practice standards are met by correctional staff.			
4. Corrective Services NSW increase random urinalysis testing at Lithgow.			
5. Corrective Services NSW review the Special Management Unit and ensure custodial staff are trained on the differences between segregation, protective custody, and separation.			
6. Corrective Services NSW ensure that reception procedures state-wide maintain the privacy, confidentiality and security of inmate information and property.			
7. Corrective Services NSW conduct regular audits of clothing and bedding at Lithgow Correctional Centre to ensure compliance with legislative requirements and departmental procedures.			
8. Corrective Services NSW review inmate property recording and storage procedures at Lithgow Correctional Centre.			
9. Corrective Services NSW increase time out of cell and activity for inmates in the SMU and develop reintegration pathways for inmates on long term protective custody placement at Lithgow Correctional Centre.			
10. Justice Health & Forensic Mental Health Network increase access to mental health services at Lithgow Correctional Centre.			
11. Corrective Services NSW increase the average time out of cell at Lithgow Correctional Centre.			
12. Corrective Services NSW ensures activities and televisions are accessible to all inmates at Lithgow Correctional Centre.			
13. Corrective Services NSW ensure library services at Lithgow Correctional Centre are adequately managed and available to inmates.			








14. Corrective Services NSW address the cultural needs of Aboriginal inmates through programs and services and establishing a visiting Elder program to Lithgow Correctional Centre.	●		
15. Corrective Services NSW ensures classification and placement staff at Lithgow Correctional Centre are aware of and apply the differences in classification procedures for SORC and non-SORC inmates	●		
16. Corrective Services NSW explore intervention pathways for long term inmates in the SMU at Lithgow Correctional Centre	●		
17. Corrective Services NSW establish industries that deliver meaningful work and vocational training opportunities for inmates.	●		
18. Corrective Services NSW review release planning and procedures at Lithgow Correctional Centre and ensure staff are adequately trained.	●		








Inspection of Emu Plains Correctional Centre	CSNSW	JH&FMHN	YNSW
1. Corrective Services NSW reviews the placement criteria for Emu Plains Correctional Centre to reduce barriers to placement for minimum security women.	●		
2. Corrective Services NSW ensures that women staff are available at Emu Plains Correctional Centre across a range of functions.	●		
3. Corrective Services NSW ensures staff at Emu Plains Correctional Centre receive specific training and development relevant to working with women and the identified purpose of the correctional centre.	●		
4. Corrective Services NSW ensures that custodial support is available to the Hub and the Mothers and Children's Program.	●		
5. Corrective Services NSW facilitates regular access for women at Emu Plains Correctional Centre to the Yarning Circle in the visits area	●		
6. Corrective Services NSW increases the self-catering options for women at Emu Plains Correctional Centre	●		
7. Corrective Services NSW ceases the routine strip searching of women and ensures searching protocols are applied consistently at Emu Plains Correctional Centre.	●		








8. Corrective Services NSW increases access to activities at Emu Plains Correctional Centre that are relevant to the needs of minimum security women.			
9. Corrective Services NSW provides access for women to contact their family after they are locked into their accommodation, and implements virtual visits at Emu Plains Correctional Centre that support family contact needs.			
10. Corrective Services NSW prioritises the consistent and accessible delivery of release planning and transitional support to women at Emu Plains Correctional Centre.			
11. Corrective Services NSW ensures information about how Emu Plains Correctional Centre operates is accurate and accessible to women, including those from non-English speaking backgrounds.			
12. Corrective Services NSW completes a food safety audit at Emu Plains Correctional Centre.			
13. Corrective Services NSW delivers work safety inductions and ongoing work instruction at Emu Plains Correctional Centre that are accessible for women from non-English speaking backgrounds.			
14. Corrective Services NSW aligns employment offerings at Emu Plains Correctional Centre with post-release employment outcomes			
15. Corrective Services NSW commits to providing a placement option for mothers and children in a secure setting that is accessible to women on remand and sentenced women.			
16. Corrective Services NSW offers criminogenic programs at Emu Plains Correctional Centre to reduce barriers for entry to the Hub and the Mothers and Children's Program.			
17. Corrective Services NSW provides consistent information about the Mothers and Children's Program to women in custody and provides written updates, including advice about appeal rights, to women who are being considered for entry to the program.			
18. Corrective Services NSW facilitates greater access at Jacaranda Cottages for women and their children to participate in activities to support children's physical, emotional and social development.			









Inspection of Goulburn Correctional Centre and the High Risk Management Correctional Centre	CSNSW	JH&FMHN	YJNSW
1. Corrective Services NSW develop a plan for the closure of Goulburn Correctional Centre's maximum security accommodation units and yards.	●		
2. Corrective Services NSW make cells in Goulburn Correctional Centre single occupancy. Inmates should only share a cell under special circumstances, as assessed on a case-by-case basis.	●		
3. Corrective Services NSW refurbish the minimum security area of Goulburn Correctional Centre.	●		
4. Goulburn Correctional Centre review cell placements and ensure these comply with Custodial Operations Policy and Procedures –5.2 Inmate Accommodation and the Cell Placement Decision Guide.	●		
5. Corrective Services NSW cease placing aged and frail inmates or inmates with physical mobility concerns in Goulburn Correctional Centre.	●		
6. Goulburn Correctional Centre increase the number of correctional officers in maximum security equipped with body cameras.	●		
7. Goulburn Correctional Centre increase supervision of inmates in the maximum security yards.	●		
8. Goulburn Correctional Centre review let-go and lock-in procedures for maximum security inmates to increase time out of cells.	●		
9. Corrective Services NSW prioritise the timely investigation and resolution of complaints made by staff alleging misconduct by other staff.	●		
10. Corrective Services NSW prioritise secondment opportunities for Goulburn Correctional Complex custodial staff.	●		
11. The Justice Health and Forensic Mental Health Network provide for an Aboriginal health worker position at Goulburn Correctional Complex or ensure there is a process by which Aboriginal patients can access an Aboriginal health worker when needed.		●	
12. The Justice Health and Forensic Mental Health Network prioritise the recruitment of mental health nurses for the Goulburn Correctional Complex.		●	
13. Goulburn Correctional Complex custodial staff and Justice Health and Forensic Mental Health Network staff work to improve the level of access Justice Health and Forensic Mental Health Network staff have to patients	●	●	






















14. Goulburn Correctional Centre custodial staff and Justice Health and Forensic Mental Health Network staff develop a process for the efficient distribution of medications that ensures patient privacy and confidentiality			
15. Goulburn Correctional Centre ensures all current and newly arriving inmates have the full allocation of clothing and linen provided by the Custodial Operations Policy and Procedures.			
16. Goulburn Correctional Complex issue winter jackets and doonas to all inmates as part of their standard clothing and bedding entitlements.			
17. Corrective Services NSW review the location and suitability of Goulburn Correctional Centre's AVL suites.			
18. Goulburn Correctional Complex increase the use of body scanners to search inmates.			
19. Goulburn Correctional Complex implement a quality assurance process for photocopied inmate mail.			
20. Corrective Services NSW install inmate telephones in inmate work areas at Goulburn Correction Centre.			
21. Goulburn Correctional Centre ensures that meetings of the maximum security inmate development committees occur in an appropriate location.			
22. Goulburn Correctional Centre improve transparency regarding the resolution of items raised by its inmate development committees.			
23. Goulburn Correctional Complex require all staff to complete Aboriginal Cultural Awareness training.			
24. Goulburn Correctional Centre improve inmate access to the staff and services located in G Block.			
25. Goulburn Correctional Centre establish a yard or yards grouping inmates who are or who want to be employed.			
26. Goulburn Correctional Centre increase access to education for inmates, particularly those held in maximum security.			
27. Corrective Services NSW cease using the High Risk Management Correctional Centre to hold inmates from Goulburn Correctional Centre and other correctional centres subject to segregation and separation orders.			
28. Goulburn Correctional Complex review physical and procedural security to improve efficiency and consistency and improve dynamic security practices.			
29. The High Risk Management Correctional Centre resume using the day rooms.			
















30. Corrective Services NSW's Use of Force Committee review all uses of force in the High Risk Management Correctional Centre.			
31. Corrective Services NSW monitor staff adherence to the daily routine and provide sufficient staff to prevent lockdowns caused by staff absences.			
32. Corrective Services NSW cease the practice of strip searching inmates before and after a non-contact visit, amending relevant policy where necessary.			
33. The High Risk Management Correctional Centre increase inmate phone access to legal representatives and the Ombudsman.			
34. Corrective Services NSW review current chaplaincy resources for Muslim inmates in the High Risk Management Correctional Centre to ensure these are adequate to meet demand			
35. The High Risk Management Correctional Centre review its exercise and association policy to ensure equitable access to exercise and associations.			
36. Corrective Services NSW ensure that inmates in the High Risk Management Correctional Centre Area 1 have access to activities and services such as education and a library.			










Inspection of Inmate Transport in NSW	CSNSW	JH&FMHN	YJNSW
1. Corrective Services NSW only undertake essential transport.			
2. Corrective Services NSW continue to encourage the use of technology to minimise transports.			
3. Corrective Services NSW review the Remand Bed Placement practice and minimise the movement of remand prisoners throughout NSW			
4. Corrective Services NSW establish a Transit Centre in metropolitan Sydney to remove the need for inmates to transfer through the Metropolitan Remand and Reception Centre and Parklea Correctional Centre.			
5. Corrective Services NSW undertakes a review of transport routes			
6. Corrective Services NSW ensure that inmate transport vehicles are replaced, maintained and serviced as required by Corrective Services NSW policy.			
7. Corrective Services NSW ensure that pre-vehicle inspection checks are undertaken and accurately recorded			







8. Corrective Services NSW undertake a review of the use of firearms used during inmate escorts and provide correctional officers with mandatory refresher training in the use of firearms.			
9. Corrective Services NSW undertakes a review of inmate transport vehicles to ensure that appropriately sized vehicles are attached to locations.			
10. Corrective Services NSW ensures inmate transport vehicles are cleaned thoroughly between use.			
11. Corrective Services NSW conducts regular audits of CCTV footage in vehicles to ensure cameras in the rear of the vehicle are not covered and correctional staff have taken appropriate action to ensure inmate safety.			
12. Corrective Services NSW provide a way in which officers can safely and securely store firearms when performing escort functions, where firearms cannot be stored in a secure location.			
13. Corrective Services NSW securely and privately load inmates into inmate transport vehicles at all correctional centres.			
14. Corrective Services NSW ensure regular comfort stops are taken on long haul journeys, and that inmates are provided with sufficient food and water for the journey			

















Inspection of Parklea Correctional Centre	CSNSW	JH&FMHN	MTC
1. The effectiveness (including cost effectiveness) of the new contracts to operate Parklea, Junee and Clarence Correctional Centres be independently assessed.			
2. Corrective Services NSW, and the Department of Communities and Justice, increase and improve public reporting of individual prison performance (public and private) under the new performance framework, whether in the Annual Reports or otherwise.			
3. Corrective Services NSW, together with the Justice Health and Forensic Mental Health Network, triage new inmate receptions through 24-hour court cells and into metropolitan remand centres.			
4. MTC-Broadspectrum expand the structured induction for new inmates			
5. MTC-Broadspectrum and other Corrective Services NSW staff operating at Parklea Correctional Centre improve inmate privacy in reception processes.			
6. MTC-Broadspectrum continue to use Area 6 as the first placement for new receptions arriving at Parklea Correctional Centre			



7. Parklea Correctional Centre focus its long-term vision for maximum security on the provision of services to remand inmates.			
8. Corrective Services NSW and MTC-Broadspectrum improve sound proofing for audio-visual link suites in Area 5 and consider increasing the number of suites.			
9. Corrective Services NSW and MTC-Broadspectrum improve inmate access to legal resources and computers to view and prepare legal documentation			
10. Corrective Services NSW and MTC-Broadspectrum jointly develop a strategy for the removal of hanging points at Parklea Correctional Centre			
11. MTC-Broadspectrum make in-cell fans available to all inmates at Parklea Correctional Centre maximum security complex.			
12. MTC-Broadspectrum introduce a morning briefing for staff in each area of the prison.			
13. MTC-Broadspectrum ensure that staff rostering always takes into account staffing with requisite skills			
14. Corrective Services NSW ensure onsite monitors are regularly reviewing the operation of segregation and related governance processes.			
15. Corrective Services NSW and MTC-Broadspectrum review the protection non-association regime at Parklea Correctional Centre.			
16. MTC-Broadspectrum and St Vincent's Correctional Health review the reception health screening process and use of clinic observation beds to ensure it is resourced to meet demand			
17. St Vincent's Correctional Health ensure regular clinical review and education regarding Priority 1 and 2 assessment.			
18. The Justice Health and Forensic Mental Health Network review the appropriateness of triage categorisation in their monitoring role for all private providers.			
19. St Vincent's Correctional Health develop capacity within Parklea Correctional Centre health services model to manage non-urgent and chronic care conditions.			
20. St Vincent's Correctional Health further develop advanced nursing practice and nurse practitioners to increase the access to timely primary care.			










21. St Vincent's Correctional Health and MTC-Broadspectrum hold a Close the Gap day or event at Parklea Correctional Centre to boost opportunities for screening Aboriginal people for prevalent chronic conditions.			
22. St Vincent's Correctional Health engage Aboriginal Health Practitioners to increase access to primary health care services including mental health and wellbeing assessments, care and supports.			
23. MTC-Broadspectrum and St Vincent's Correctional Health ensure consistent access to (non-emergency) dental services at Parklea Correctional Centre.			
24. The Justice Health and Forensic Mental Health Network facilitate access to their dental database system, and St Vincent's Correctional Health manage dental waiting lists through this system.			
25. St Vincent's Correctional Health ensure ongoing adequate training, supervision and credentialing for all primary care nurses, with avenues for identifying and addressing skill gaps.			
26. Corrective Services NSW and MTC-Broadspectrum increase mental health resources at Parklea Correctional Centre.			
27. Corrective Services NSW, the Justice Health and Forensic Mental Health Network, MTCBroadspectrum and St Vincent's Correctional Health collaborate to ensure acutely unwell persons in need of specialised mental health facilities are triaged to the Metropolitan Remand and Reception Centre.			
28. MTC-Broadspectrum increase resources directed to psychology services at Parklea Correctional Centre.			
29. MTC-Broadspectrum and St Vincent's Correctional Health collaborate to improve the timeliness of drug and alcohol assessments and ensure inmate access for those assessments.			
30. MTC-Broadspectrum and St Vincent's Correctional Health work to improve patient flow and access to available health services.			
31. MTC-Broadspectrum and St Vincent's Correctional Health ensure that the new health centre is utilised to its full potential and dedicate necessary custodial and health resources.			
32. Justice Health and Forensic Mental Health Network consult St Vincent's Correctional Health and other private providers within the implementation of Titanium, pathology and other JHeHS clinical system functionality upgrades and any future electronic system upgrades.			







33. MTC-Broadspectrum and St Vincent's Correctional Health implement auditable systems that record requests for health services.			
34. MTC-Broadspectrum reduce delays in verifying and establishing inmate phone contacts.			
35. MTC-Broadspectrum ensure an auditable system to record internal requests and complaints			
36. MTC-Broadspectrum establish a local Elders Visiting Program to provide cultural support, guidance and advice for younger Aboriginal men, with appropriate resourcing.			
37. MTC-Broadspectrum provide Aboriginal cultural knowledge and connection activities (art, stories, music etc) delivered and evaluated by Aboriginal people.			
38. MTC-Broadspectrum ensure valuable property is stored appropriately, and inmate property descriptions are recorded with sufficient detail on the Offender Integrated Management System (OIMS).			
39. Corrective Services NSW and MTC-Broadspectrum align case planning assessment tools and review the role and resourcing of case planners at Parklea CC, to ensure they can meet the needs of the inmate population.			
40. MTC-Broadspectrum improve pre-release planning for its sentenced population.			






Inspection of St Heliers Correctional Centre	CSNSW	JH&FMHN	YJNSW
1. Corrective Services NSW prioritises identifying and resolving immediate and ongoing maintenance issues at St Heliers Correctional Centre, including ensuring that the segregation cells are fit for purpose.			
2. Corrective Services NSW increases the number of Aboriginal men placed at St Heliers Correctional Centre.			
3. Corrective Services NSW installs two-way intercom systems in the accommodation units at St Heliers Correctional Centre			
4. St Heliers Correctional Centre staff complete relevant training like Aboriginal cultural awareness and cultural safety training.			
5. Justice Health and Forensic Mental Health Network should provide for an Aboriginal health worker position at St Heliers Correctional Centre or ensure there is a process by which Aboriginal men can access an Aboriginal health worker when needed.			
6. St Heliers Correctional Centre should receive regular virtual and in-person psychology services.			













7. Corrective Services NSW finds an alternative and more suitable solution for onsite COVID-19 isolation and quarantine at St Heliers Correctional Centre			
8. St Heliers Correctional Centre regularly reviews its induction material, including the local inmate handbook, to ensure information provided is accessible, current and correct.			
9. St Heliers Correctional Centre ensures that all current and newly arriving inmates have the full allocation of clothing and linen provided by the Custodial Operations Policy and Procedures.			
10. St Heliers Correctional Centre introduces at least partial self-catering into the Compound.			
11. Corrective Services NSW ensures that the AVL suites at St Heliers Correctional Centre are sound proofed.			
12. Corrective Services NSW focuses on rolling out tablets or increases inmate phones and access to the TV rental scheme at St Heliers Correctional Centre.			
13. Corrective Services NSW prioritises the completion of the planned cultural centre in the Compound.			
14. Corrective Services NSW develops and supports the Gundi Program and clarifies and communicates the purpose and function of the program			
15. Corrective Services NSW ensures that Aboriginal programs are delivered in a culturally safe way			
16. Corrective Services NSW engages with Aboriginal Elders and organisations to provide mentoring and cultural support for Aboriginal men.			
17. Corrective Services NSW re-establishes an art program for Aboriginal men at St Heliers Correctional Centre			
18. St Heliers Correctional Centre should ensure that eligible people have an active case plan.			
19. Corrective Services NSW continues to support the Red Cross program and considers implementing the program at other minimum security centres.			
20. Corrective Services NSW measures education completion rates in addition to participation rates.			
21. Corrective Services NSW allows inmates to pursue distance education at St Heliers Correctional Centre.			
22. Corrective Services NSW and St Heliers Correctional Centre conduct a workplace health and safety audit of employment areas.			












23. Corrective Services NSW continues to support the Mobile Outreach Program and considers implementing the program at other minimum security centres.			
24. Corrective Services NSW supports the work release program at St Heliers Correctional Centre locally and works towards increasing work release opportunities.			










Inspection of 24-Hour Court Cell Complexes, Amber Laurel Correctional Centre, and Kariong Intake and Transit Centre	CSNSW	JH&FMHN	YJNSW
1. Corrective Services NSW reviews local procedures in relation to prioritising the transfer of inmates from the 24-hour court cells and implements a system for escalating bed space issues to senior officers for intervention if the number of beds is limited in custodial centres.			
2. Corrective Services NSW conducts regular audits of mattresses and pillows; and torn or unhygienic mattresses are replaced.			
3. Corrective Services NSW removes graffiti from court cells that poses a security or wellbeing risk to people in custody or staff			
4. Corrective Services NSW ensures that all CSI frozen meals include expiry dates; and safe drinking water is provided at all locations			
5. Corrective Services NSW provides a selection of non-prison issued clothing for people to wear on their release from a CCC, rather than being released in prison issued clothing			
6. Corrective Services NSW staff cease the practice of leaving the hatches in cell doors open as this practice creates a ligature point			
7. Corrective Services NSW do not authorise the use of the Emergency Restraint Chair in the 24-hour court cell complexes (and Amber Laurel CC and Kariong ITC). If authorised for use by the Commissioner there must be strict policy and procedural guidelines for its use to ensure the safety and wellbeing of people restrained; and every use of the Emergency Restraint Chair should be treated as a Tier 1 use of force with automatic referral to the use of force committee			
8. Justice Health & Forensic Mental Health Network provide onsite or virtual health services to all 24-hour court cell locations.			
9. Corrective Services NSW ensures COVID-19 RAT testing occurs on admission of inmates to custody in each 24-hour court cell location.			
















10. Corrective Services NSW officers at 24-hour court cell locations are current in first aid training, and those officers who are required to carry a firearm complete a Corrective Services NSW refresher firearms course and are tested annually			
11. Corrective Services NSW staff at all court cell locations follow all COVID-19 Commissioner's Instructions that are in place			
12. Corrective Services NSW staff in 24-hour court cell locations wear identification badges			
13. Corrective Services NSW replace the doors for the male and female showers at the Surry Hills CCC to provide men and women in custody with privacy when showering			
14. Corrective Services NSW conducts a risk assessment and removes any potential hanging and ligature points from Kariong ITC, Amber Laurel CC and other 24-hour court cell			
15. Corrective Services NSW conduct a deep clean of Dubbo CCC and ensure regular thorough cleaning occurs of the cells and the officer's stations.			











Inspection of Silverwater Women's and Dillwynia Correctional Centres	CSNSW	JH&FMHN	YJNSW
1. Corrective Services NSW record strip searches undertaken of women in custody and the reason why body scanners have not been used and cease unnecessary strip searching.			
2. Corrective Services NSW reduce lockdowns and increase time out of cell at Silverwater Women's and Dillwynia Correctional Centres.			
3. The Justice Health and Forensic Mental Health Network ensures that access to the pharmacy rooms at Silverwater Women's and Dillwynia Correctional Centres are managed in accordance with the Poisons and Therapeutic Goods Regulation 2008 and consider installing a secure and auditable automated system to secure the pharmacy room doors.			
4. The Justice Health and Forensic Mental Health Network monitor the implementation of the changes to the risk assessment and management process by nursing staff to ensure it enables effective assessment of suicide and self-harm risk and conduct a review of the new process after 18 months.			
5. The Justice Health and Forensic Mental Health Network remind all health staff at Silverwater Women's and Dillwynia Correctional Centres of the requirement to refer to patients in the correct manner			

6. Corrective Services NSW provide a coordinated range of cultural services and support to Aboriginal women at Silverwater Women's and Dillwynia Correctional Centres, incorporating paid Aboriginal Elders and community mentors.			
7. Corrective Services NSW provide sanitary items and deodorant to women on their arrival at any correctional centre to ensure they are immediately available.			
8. Corrective Services NSW ensures all property is registered on an inmate's property card and reissued to the inmate as required by the 'Inmate Property' section of the Custodial Operations Policy and Procedures.			
9. Corrective Services NSW reviews its Menu Control Plan to ensure that pregnant women in custody have access to meals that are consistent with the NSW Food Authority's 'Food Safety During Pregnancy' guidelines.			
10. Corrective Services NSW introduce more than one day each week for in-person visits at Silverwater and Dillwynia Correctional Centres, streamlines the visitor screening process and ensures advice to visitors about expected timeframes is accurate.			
11. Corrective Services NSW obtain legal advice in relation to the lawfulness of Commissioner's Instruction 2020/86 and relevant parts of the Custodial Operations Policy and Procedures and cease the destruction of original mail.			
12. Corrective Services NSW updates the Custodial Operations Policy and Procedures to specify that civilian clothing may be worn for certain court appearances via audio visual link.			
13. Corrective Services NSW ensures that women held in a restrictive placement or separated from other women are subject to an appropriate legal order that authorises their separation from other women and includes reviews and checks around their isolation.			
14. Corrective Services NSW and the Justice Health and Forensic Mental Health Network commit to allocating staff members to the risk intervention team framework who have sufficient competence and knowledge in managing women at risk.			
15. Corrective Services NSW cease the practice of transferring women on remand who reside in the Greater Sydney area to regional centres in NSW simply because of bed availability in regional centres			
16. Corrective Services NSW includes case plan implementation and achievement as measurable indicators of case management success.			



17. Corrective Services ensures there is a custodial placement option for women on protection to participate in criminogenic programs.			
18. Corrective Services NSW review staffing arrangements for intake screening at Silverwater Women's Correctional Centre, including the availability of female staff, and improve privacy in intake screening procedures.			
19. Corrective Services NSW improve oversight and management of isolation and any other special regimes and conditions in Area 2 of Silverwater Women's Correctional Centre and clean and refurbish the cells to a decent standard.			
20. Corrective Services NSW establish a regular cleaning schedule for the satellite clinic in Area 2 of Silverwater Women's Correctional Centre			
21. Corrective Services NSW establish fit for purpose units at Silverwater Women's Correctional Centre to accommodate new reception inmates, and other inmates subject to segregation or disciplinary orders, and close the current induction unit.			
22. Corrective Services NSW ensures all kitchen workers receive training and that regular food safety audits are conducted at Silverwater Women's Correctional Centre.			
23. Corrective Services NSW take steps to address burnout and absenteeism among staff at Silverwater Women's Correctional Centre and consider a review of the staffing profile and rosters.			
24. Corrective Services NSW and the Justice Health and Forensic Mental Health Network review the process at Silverwater Women's Correctional Centre for provision of discharge medication to patients and make improvements to ensure all applicable patients are provided with discharge medication.			
25. Corrective Services NSW take steps to maximise the therapeutic potential of the Mum Shirl Unit, including consideration of custodial staffing resources and training, as well as increased out of cell hours.			
26. Corrective Services NSW provide training to staff at Silverwater Women's Correctional Centre on the correct application of section 5.4 of the Custodial Operations Policy and Procedures and cease incorrect use.			
27. Corrective Services NSW ensure classification and case management reviews at Silverwater Women's Correctional Centre include the inmate's presence absent exceptional circumstances and refresh staff training and knowledge around classification.			












28. Corrective Services NSW facilitates increased access to women in Area 1 of Dillwynia Correctional Centre to the services and amenities outside accommodation units.			
29. Corrective Services NSW reviews the inmate request form process in Area 1 of Dillwynia Correctional Centre to ensure forms can be submitted securely and confidentially			
30. Corrective Services NSW replenishes clothing and underwear stocks to ensure the full range of sizes are consistently available for women on their arrival to Dillwynia Correctional Centre.			
31. Corrective Services NSW discontinues the requirement that women wear overalls to visits at Dillwynia Correctional Centre.			
32. Corrective Services NSW identifies women on remand at Dillwynia Correctional Centre and ensures they have access to legal resources and services within the centre's daily routine.			
33. Corrective Services NSW provide training and development to enhance the capacity of custodial officers to support the services and programs delivered at Dillwynia Correctional Centre, in particular drug and alcohol interventions, domestic and family violence interventions and health services.			
34. Corrective Services NSW facilitate access to diabetic patients in Dillwynia Correctional Centre Area 1 to receive their insulin before breakfast.			
35. Corrective Services NSW review the operation of security protocols at Dillwynia Correctional Centre to ensure they are conducted consistently, and that staff are clear on their responsibilities.			
36. Corrective Services NSW should ensure that women's placement in Area 1 or 2 at Dillwynia Correctional Centre does not necessarily limit their opportunity to participate in programs offered outside of their accommodation area.			

Review of the response to COVID-19 in NSW custody	CSNSW	JH&FMHN	YJNSW
1. Justice Health and Forensic Mental Health Network, Youth Justice NSW, Corrective Services NSW and private operators undertake an internal review of the management of COVID-19 in custodial centres to inform future pandemic planning. This review should include input from people in custody and staff.			
2. Corrective Services NSW and Youth Justice NSW ensure they have lawful authority to restrict in person social visits to custodial centres for health reasons			
3. Corrective Services NSW ensures that in-person and virtual visits comply with the requirements of the Crimes (Administration of Sentences) Act 1999 and Crimes (Administration of Sentences) Regulation 2014 across all locations.			
4. Corrective Services NSW prioritises returning in-person social visits to pre-pandemic conditions and ensures consistency across similar NSW correctional centres.			
5. Corrective Services NSW and private operators review the accommodation used for new reception inmates and aim to place inmates in the safest locations available.			
6. Corrective Services NSW and private operators monitor the efficiency of COVID-19 screening processes for visitors.			
7. Corrective Services NSW ensures that inmates with COVID-19 being transported for three hours or more have access to toilet breaks			
8. Corrective Services NSW and private operators review the accommodation allocated by each correctional centre for the in-situ management of inmates with COVID-19 and ensure it is adequate for this purpose.			
9. Corrective Services NSW and private operators ensure that inmates in isolation are provided with clean clothing and linen, hygiene items, and access to a television and telephone calls.			
10. Corrective Services NSW and private operators ensure that inmates with COVID-19 have time out-of-cell and can mix with other inmates with COVID-19, subject to an assessment of their risk to and from other inmates.			
11. Youth Justice NSW ensures young people in custody with COVID-19 have time out-of-room and can mix with other young people with COVID-19, subject to an assessment of their risk to and from other young people			
12. Corrective Services NSW ensures that formal separation processes are followed when people in custody are separated from others due to illness or to prevent the spread of disease.			




13. Corrective Services NSW develops state-wide and local documented protocols for facilitating communication between people in isolation and their legal representatives.			
14. Corrective Services NSW ensures people in isolation can access fit-for-purpose AVL facilities or alternative means of technology for legal communication.			
15. Youth Justice NSW develops state-wide and local documented protocols for facilitating communication between young people in isolation and their legal representatives.			
16. Youth Justice NSW ensures young people in isolation can access fit-for-purpose AVL facilities or alternative means of technology for legal communication.			
17. Corrective Services NSW ensures that COVID-19 protocols include provisions for people held on remand to regularly access legal resources and materials.			
18. Justice Health and Forensic Mental Health Network undertakes a review with Corrective Services NSW and private operators, and Youth Justice NSW of the impact of COVID-19 on the provision of health care in adult and youth custodial centres.			
19. Corrective Services NSW immediately ceases the destruction of original mail to inmates.			
20. Corrective Services NSW obtains legal advice regarding the lawfulness of Commissioner's Instruction 2020/86 and relevant parts of the Custodial Operations Policy and Procedures regarding the destruction of original mail to inmates.			
21. Corrective Services NSW develops a prioritisation and monitoring strategy for inmates waiting for placements in intensive programs.			











Inspection of the Metropolitan Remand and Reception Centre	CSNSW	JH&FMHN	YJNSW
1. Corrective Services NSW extend the reception cut off time at the Metropolitan Remand and Reception Centre to 7.00pm.	●		
2. Corrective Services NSW provide staff at the Metropolitan Remand and Reception Centre with training in the management of LGBTIQ+ people.	●		
3. Corrective Services NSW ensure that body scanners are used to search inmates at the Metropolitan Remand and Reception Centre, and that MRRC has sufficient trained staff on duty to utilise this equipment. Where inmates are strip searched, the search and the reason for the search are recorded.	●		
4. Corrective Services NSW discontinue using Darcy Pod 1 as first night accommodation and remove ligature points.	●		
5. Corrective Services NSW ensure that inmates can speak with their legal representatives confidentially, in-person or via AVL or telephone.	●		
6. Corrective Services NSW ensure that inmates who are to be interviewed by police or other law enforcement officers, are offered the opportunity to speak with a legal representative before the interview.	●		
7. Corrective Services NSW expand the use of body worn cameras in the Metropolitan Remand and Reception Centre.	●		
8. Corrective Services NSW and Justice Health and Forensic Mental Health Network allocate adequate resources to ensure inmates in assessment cells under the management of the Risk Intervention Team are reviewed every 24 hours.	●	●	
9. Corrective Services NSW and Justice Health & Forensic Mental Health Network maximise the use of the new satellite health centre by allocating necessary custodial and health resources.	●	●	
10. Justice Health & Forensic Mental Health Network install telehealth equipment in the Hamden satellite health centre.		●	
11. Corrective Services NSW and Justice Health and Forensic Mental Health Network review the demand for camera cells within the high needs area of the Mental Health Screening Unit, consider ways to increase capacity, and refurbish the existing assessment cells within this area.	●	●	
12. Corrective Services NSW provide Aboriginal inmates with opportunities for cultural knowledge and connection activities (art, stories, music etc) that are delivered and evaluated by Aboriginal people.	●		

13. Corrective Services NSW ensure the use of the library and related services by inmates at the Metropolitan Remand and Reception Centre			
14. Corrective Services NSW ensure inmates have access to exercise facilities at the Metropolitan Remand and Reception Centre.			












Inspection of Mannus Correctional Centre and Glen Innes Correctional Centre	CSNSW	JH&FMHN	YJNSW
1. Corrective Services NSW ensure Mannus Correctional Centre and Glen Innes Correctional Centre staff undertake training in dynamic security.			
2. Corrective Services NSW review the spend limit of the buy up			
3. Corrective Services NSW revert the length of visits back to pre-COVID-19 arrangements as soon as possible at Mannus Correctional Centre and Glen Innes Correctional Centre.			
4. Corrective Services NSW consider placing eligible Aboriginal men at Mannus Correctional Centre and Glen Innes Correctional Centre who have family in the area and a connection to Country.			
5. Corrective Services NSW increase engagement with the Aboriginal community and establish a local Elders Visiting Program to provide cultural support, guidance, and advice for Aboriginal men at Mannus Correctional centre and Glen Innes Correctional Centre.			
6. Corrective Services NSW ensure that inmates who do not speak English are provided with CSI induction in their language and assisted by interpreter services where necessary.			
7. Corrective Services NSW review programs available at Mannus Correctional Centre and Glen Innes Correctional Centre.			
8. Corrective Services NSW cease group punishment, especially punishments that remove access to purposeful activity, for example, restricted access to the gym at Mannus Correctional Centre.			
9. Corrective Services NSW review CCTV security at Mannus Correctional Centre.			
10. Corrective Services NSW remove hanging points in the holding and segregation cells at Mannus Correctional Centre.			
11. Justice Health & Forensic Mental Health Network provide an optometry service to Mannus Correctional Centre inmates.			




12. Justice Health & Forensic Mental Health Network improve the privacy and confidentiality of the health centre at Mannus Correctional Centre.		●	
13. Corrective Services New South Wales ensure inmates commencing work receive new proper fitting work boots.	●		
14. Corrective Services NSW consider supplying additional cooking appliances for each accommodation unit at Mannus Correctional Centre.	●		
15. Corrective Services NSW ensure that the Inmate Development Committee at Mannus Correctional Centre is run regularly, and minutes recorded, as required by Custodial Operations Policy and Procedures.	●		
16. Corrective Services NSW ensure gym and sporting equipment at Mannus Correctional Centre is maintained or replaced as necessary.	●		
17. Corrective Services NSW improve and maintain the Aboriginal cultural spaces at Mannus Correctional Centre in consultation with relevant Aboriginal groups and Aboriginal people in custody.	●		
18. Corrective Services NSW ensure the role of the Case Management Unit is clearly communicated to the staff and inmates at Mannus Correctional Centre.	●		
19. Corrective Services NSW review the core skills assessment key performance indicator for Mannus Correctional Centre.	●		
20. Corrective Services NSW increase the library opening hours at Mannus Correctional Centre.	●		
21. Corrective Services NSW install two-way intercoms in all accommodation units at Glen Innes Correctional Centre.	●		
22. Corrective Services NSW ensure all Glen Innes Correctional Centre staff undertake the CSNSW Aboriginal Cultural Awareness training.	●		
23. Justice Health & Forensic Mental Health Network increase the use of virtual care at Glen Innes Correctional Centre to support access to required health services that are not available on-site.		●	
24. Justice Health & Forensic Mental Health Network employ Aboriginal health staff at Glen Innes Correctional Centre or ensure there is a process for Aboriginal patients to access Aboriginal health staff and services when needed.		●	
25. Corrective Services NSW conduct refresher food safety training at Glen Innes Correctional Centre.	●		
26. Corrective Services NSW should ensure that the Glen Innes Inmate Development Committee is representative of the inmate population and accommodation areas.	●		











27. Corrective Services NSW broaden the range of basic education, and certified vocational training at Glen Innes Correctional Centre.			
28. Corrective Services NSW increase the number of inmates undertaking distance education at Glen Innes Correctional Centre.			
29. Corrective Services NSW provide staffing resources so that community projects can be reintroduced, and a Work Release Program supported at Glen Innes Correctional Centre.			

Inspection of John Morony Correctional Centre	CSNSW	JH&FMHN	YJNSW
1. Corrective Services NSW ensures that key performance indicators for John Morony Correctional Centre include specific indicators relevant to remand inmates such as access to lawyers and library legal materials.			
2. Corrective Services NSW replaces the black plastic shower and window curtains in cells with an alternative that is properly secured to reduce hanging risks.			
3. Corrective Services NSW develops a clear mission and vision statement which reflects John Morony Correctional Centre's primary role and focus as a remand centre with input from Justice Health and Forensic Mental Health Network.			
4. Corrective Services NSW must reinforce that inmates being taken off contact visits and telephone calls is the option of last resort arising from disciplinary hearings and must not be regarded as a routine or normal penalty.			
5. Corrective Services NSW provide additional staffing for the professional visits and courts audio-visual link function and ensure that staff are fully trained in the processes and technology.			
6. Corrective Services NSW provide additional staffing for the John Morony Correctional Centre intelligence team.			
7. Corrective Services NSW arrange for psychologists to be able to send messages to inmate tablets and receive messages from inmates on their tablets.			
8. Corrective Services NSW provide meeting rooms for psychologists that do not allow sessions with inmates to be seen or heard by staff or inmates.			
9. Corrective Services NSW to review the management of inmate workers in the reception area to ensure that they do not have access to private information about other inmates.			
10. Corrective Services NSW to ensure that reception interviews of inmates are conducted out of hearing of other inmates.			













11. Corrective Services NSW review the practice of strip-searching inmates arriving at John Morony Correctional Centre from other Corrective Services NSW secure correctional facilities, and record if a strip search occurs, and the reason why a strip search is occurring.	●		
12. Corrective Services NSW ensure that inmates arriving at John Morony Correctional Centre are issued with their full clothing entitlement.	●		
13. Corrective Services NSW cease the practice of issuing inmates with used underwear and socks.	●		
14. Corrective Services NSW provide John Morony Correctional Centre inmates with a cold evening snack, such as sandwiches and fruit, in addition to their hot dinner meal so that inmates can eat in their cells at a time of their choosing.	●		
15. Corrective Services NSW put in place a wages system which ensures that inmates are not financially disadvantaged by price increases in buy-up goods.	●		
16. Corrective Services NSW must ensure that remand inmates at John Morony Correctional Centre are being offered two visit sessions per week in accordance with Corrective Services NSW policy.	●		
17. Corrective Services NSW advise John Morony Correctional Centre inmates and their social visitors to allow an hour to be processed at the visits entry if all visitors are required to be body scanned.	●		
18. Corrective Services NSW explore whether there are 'Third party' call management services that can provide the security needed to prevent call redirections.	●		
19. Corrective Services NSW provide additional audio-visual link resources at John Morony Correctional Centre for professional visits, including in the Ebenezer (E) Unit by way of more audio-visual link suites or tablet linkups.	●		
20. Corrective Services NSW increase Aboriginal inmates' access to the yarning circle.	●		
21. Corrective Services NSW provide more identified Aboriginal staff positions at John Morony Correctional Centre with a focus on welfare, liaison support and cultural programs/services for Aboriginal inmates.	●		
22. Corrective Services NSW to provide options for inmate workers at John Morony Correctional Centre to have flexible working hours.	●		
23. Corrective Services NSW ensure that inmates who are to be interviewed by police or other law enforcement officers, are offered the opportunity to speak with a legal representative before the interview.	●		


24. Justice Health and Forensic Mental Health Network undertake a review to determine why the service provision and reporting requirement for key performance indicator 16a regarding immunisation provision differs at John Morony Correctional Centre compared to the key performance indicator definition.			
25. Corrective Services NSW and Justice Health and Forensic Mental Health Network consider including oral health, mental health care plans and notification of results to patients as key performance indicators for John Morony Correctional Centre.			
26. Justice Health and Forensic Mental Health Network monitor the arrival time of the transfer patients to John Morony Correctional Centre, to ascertain if there is a requirement to modify the commencement time of the Transfer Assessment Nurse position.			
27. Corrective Services NSW roster regular custodial staff to the John Morony Correctional Centre health centre to assist in improving the efficiency and smooth operation of the health service delivery.			
28. Justice Health and Forensic Mental Health Network source locks for the 'tool boxes' to transport medication to the accommodation units and Industries during medication administration.			
29. Justice Health and Forensic Mental Health Network provide podiatry services at John Morony Correctional Centre.			
30. Justice Health and Forensic Mental Health Network continues to expand the provision of eligible specialist outpatient services using telehealth (Virtualcare).			
31. Justice Health and Forensic Mental Health Network expand the use of dose administration aids, so it becomes the primary method of providing medications to patients at John Morony Correctional Centre.			
32. Justice Health and Forensic Mental Health Network remind nursing staff of the requirement to refer to patients in the correct manner.			
33. Justice Health & Forensic Mental Health Network advise John Morony Correctional Centre nursing staff of their legal responsibilities in regard to the storage of pharmaceuticals under the NSW Poisons and Therapeutic Goods Regulation 2008.			













34. Justice Health and Forensic Mental Health Network remind nursing staff of the requirement for patients to have their identification cards with them when they are being administered medications and if they do not, nursing staff are not to administer them their medication until the card is provided by the patient.			
35. Justice Health and Forensic Mental Health Network and Corrective Services NSW develop an agreed procedure for the administration of medication to patients at John Morony Correctional Centre when they are working in industries.			















Inspection of Wellington Correctional Centre	CSNSW	JH&FMHN	YJNSW
1. Corrective Services NSW undertake an operational review of Wellington Correctional Centre to ensure its staffing profile is aligned with its operating capacity and consider the implementation of a 12-hour shift model.			
2. Corrective Services NSW undertake a review of recruitment strategies and staff training in regional and remote areas and address any barriers that exist.			
3. Corrective Services NSW undertake a Work Health and Safety review of Wellington Correctional Centre firing range and related facilities.			
4. Corrective Services NSW improve the wellbeing of Aboriginal people in custody at Wellington Correctional Centre, through regular visits from Aboriginal Elders, employing Aboriginal community mentors, and the creation of appropriate and accessible cultural spaces.			
5. Corrective Services NSW frequently deliver refresher courses in de-escalation and use of force to correctional officers across NSW, including to those at Wellington Correctional Centre.			
6. Corrective Services NSW conduct an annual CCTV review at Wellington Correctional Centre to identify any areas that require CCTV to enhance security.			
7. Corrective Services NSW review education offered at Wellington Correctional Centre and increase access to education for all inmates.			
8. Corrective Services NSW review the suitability of key performance indicators for education and ensure they measure education outcomes as well as outputs.			
9. Corrective Services NSW introduce case management key performance indicators that measure outcomes, such as completion of case plan interventions.			
10. Corrective Services NSW review the scheduling of in-person visits at Wellington Correctional Centre and provide transport between Wellington town and the correctional centre for social visitors.			















11. Corrective Services NSW review the visits schedule and allocation of tablets for virtual visits at Wellington Correctional Centre, based on population size and demand.	●		
12. Corrective Services NSW implement a TV rental scheme and resolve connectivity issues at Wellington Correctional Centre. Where connectivity issues have inhibited the use of inmate tablets, reimbursement should be provided.	●		
13. Corrective Services NSW review the induction process at Wellington Correctional Centre to ensure it complies with legislative and policy requirements.	●		
14. Corrective Services NSW ensure sufficient staff at Wellington Correctional Centre are trained to use the body scanners and provide refresher training to increase staff confidence in their use.	●		
15. Corrective Services NSW ensure Wellington Correctional Centre staff cease routine strip searching of inmates, record the reason for each strip search, and ensure the local operating procedures comply with the Custodial Operations Policy and Procedures.	●		
16. Corrective Services NSW ensure Wellington Correctional Centre provide inmates with clothing and bedding as outlined in the Custodial Operations Policy and Procedures, and ensure this supply is maintained throughout an inmate's time in custody at this centre.	●		
17. Corrective Services NSW install a bed in the dry cell at Wellington Correctional Centre.	●		
18. Corrective Services NSW ensure non-custodial staff at Wellington Correctional Centre can access safe and private rooms to interview inmates.	●		
19. Corrective Services NSW ensure Wellington Correctional Centre remove or cover the murals in the multipurpose unit (G pod) and allow other inmates held in this area to engage in therapeutic artwork.	●		
20. Corrective Services NSW ensure Wellington Correctional Centre improve access to the dedicated education and programs space (J block).	●		
21. Corrective Services NSW ensure Wellington Correctional Centre deliver programs for remand and SMAP inmates in the maximum security area (Sector 1).	●		
22. Corrective Services NSW increase participation and access to the Intensive Learning Centre of Wellington Correctional Centre, paying particular attention to its accessibility to Aboriginal inmates.	●		
23. Corrective Services NSW ensure the library in the maximum security area of Wellington Correctional Centre is operational and accessible.	●		

24. Corrective Services NSW ensure Wellington Correctional Centre improve access to the oval in the maximum security area and upgrade the equipment in the outdoor gym.			
25. Corrective Services NSW ensure women who come into custody from the Wellington catchment area are not designated as Women's Remand Bed Placement, and that any change of placement involves a review that considers their Aboriginality, connection to Country, and ability to maintain contact with their children and family.			
26. Corrective Services NSW appoint a female functional manager to the women's area (Sector 2) of Wellington Correctional Centre and ensure custodial staff assigned to the women's area reflect the demography of this sector.			
27. Corrective Services NSW ensure all staff at Wellington Correctional Centre complete the Aboriginal cultural awareness and safety training.			
28. Corrective Services NSW ensure the Gundanha program at Wellington Correctional Centre is operating in accordance with the Commonwealth grant provisions.			
29. Corrective Services NSW ensure the High Intensity Programs Unit at the women's area of Wellington Correctional Centre is utilised to its full potential and deliver a range of programs for remand and sentenced women. This includes programs provided by external service providers.			
30. Corrective Services NSW ensure Wellington Correctional Centre provide appropriate opportunities for women in custody to access programs, education, cultural activities, and work.			
31. Corrective Services NSW ensure inmates in the men's 'honour house' have access to self-catering and can enhance their independent living skills.			
32. Corrective Services NSW identify and establish work release opportunities at Wellington Correctional Centre and re-introduce community projects.			
33. Justice Health and Forensic Mental Health Network investigate ways to support the effective and efficient utilisation of satellite clinics in Wellington Correctional Centre.			
34. Justice Health and Forensic Mental Health Network ensure regular access to a women's health practitioner and Aboriginal health workers.			
35. Corrective Services NSW establish a senior psychologist role that is only focused on Wellington Correctional Centre and is on site. Corrective Services NSW should explore ways to recruit for vacant psychologist positions as a matter of priority.			

36. Corrective Services NSW ensure inmates held in the multipurpose unit (G block) of Wellington Correctional Centre are able to access a private space to speak to the psychologist.			
---	---	--	--

Inspection of Six Youth Justice Centres in NSW (2022)	CSNSW	JH&FMHN	YJNSW
1. Youth Justice NSW review the training and resource needs of regional centres to help them manage young people who demonstrate challenging behaviour.			
2. Youth Justice NSW extend the hours of operation of the Bail and Accommodation Support Service.			
3. Youth Justice NSW review centre routines to ensure young people have a minimum 10 hours time out of room per day.			
4. Youth Justice NSW establish the roles of Aboriginal practice officer and Aboriginal mentor for all youth justice centres.			
5. Youth Justice NSW centralise oversight of recreational programs and activities in all youth justice centres to their agency.			
6. Youth Justice NSW cease the practice of providing young people on confinement or a detainee risk management plan with a different meal to that served to all young people in the centre, unless risk assessed otherwise.			
7. Youth Justice NSW continue to take action to address racism, bullying and harassment in youth justice centres.			
8. Youth Justice NSW use body scanners to search young people after visits and cease the use of visit overalls.			
9. Youth Justice NSW regularly examine misbehaviour and punishment practices across youth justice centres and provide training to all youth officers in NSW on misbehaviours and punishment practices as prescribed by legislation.			
10. Justice Health & Forensic Mental Health Network review the level of mental health nursing hours at each centre to ensure there are sufficient hours funded to meet the needs of the population.			
11. Youth Justice NSW develop a state-wide policy position on the use of sensory tools in youth justice centres which enables the use of these tools in the circumstances where they are required.			
12. Youth Justice NSW provide occupational therapy and speech pathology services to all youth justice centres in NSW.			


13. Youth Justice NSW consider endorsement of a modified dialectical behaviour therapy program for delivery in all youth justice centres.			
14. Youth Justice NSW ensure young people in all youth justice centres have access to culturally safe psychology services and continue efforts to recruit Aboriginal psychologists in centres.			
15. Youth Justice NSW review the detainee representative committee and develop a format that is child centred, gives a voice to young people and helps them to develop communication, negotiation and resolution skills.			
16. Youth Justice NSW implement the encouraging positive improvement and change model in all youth justice centres and provide lead in and post implementation support to staff.			
17. Youth Justice NSW review the client services meeting and develop guidelines, manuals and training for implementation in all youth justice centres.			
18. Youth Justice NSW explore ways of enabling enhanced support unit services to be available to as many young people as possible, including girls.			
19. Youth Justice NSW centralise the process of identifying suitable placements for the Waratah prerelease program with their agency.			
20. Youth Justice NSW retire the Tandarra and Taralga units at Cobham Youth Justice Centre.			
21. Youth Justice NSW ensure young people at Cobham Youth Justice Centre are provided with warm bedding (doonas) and new underwear.			
22. Youth Justice NSW ensure all detainee risk management plans at Cobham Youth Justice Centre include a minimum daily six hours' time out of room for young people.			
23. Youth Justice NSW endorse the Men's Group and Pasifika programs as state-wide intervention programs and explore program adaptations for young people of differing cultures.			
24. Youth Justice NSW cease using the holding rooms in the old infrastructure of Cobham Youth Justice Centre.			
25. Youth Justice NSW ensures psychologists have access to interview rooms or other confidential spaces to facilitate psychological assessments and interventions with young people.			
26. Cobham Youth Justice Centre refrain from locking young people in their rooms while client assessment meetings are being conducted.			

27. Youth Justice NSW ensure custodial training schedules in regional centres address managing problem behaviours in young people.			
28. Youth Justice NSW develop a system of regular checks and compliance recording sheets for the cleaning and maintenance of reception holding rooms at Frank Baxter Youth Justice Centre.			
29. Youth Justice NSW review induction processes at Frank Baxter Youth Justice Centre and ensure a timely transition to a mainstream unit.			
30. Youth Justice NSW ensure the young people at Frank Baxter Youth Justice Centre have access to necessary intervention programs and that caseworkers are trained and supported to deliver those programs.			
31. Youth Justice NSW appoint an identified position at Frank Baxter Youth Justice Centre to support the Aboriginal practice officer and promote a cultural agenda at the centre.			
32. Youth Justice NSW ensure young people are provided with new underwear and girls have access to sanitary items.			
33. Youth Justice NSW continue to reduce the use of restraints on young people in Reiby Youth Justice Centre.			
34. Youth Justice NSW provide access to a body scanning machine for visits.			
35. Youth Justice NSW remodel the reception and admissions area of Acmena Youth Justice Centre.			
36. Youth Justice NSW reduce high levels of use of force and restraints in Acmena Youth Justice Centre.			
37. Youth Justice NSW provide more training to staff at Acmena Youth Justice Centre in professional conduct and the duty of officers and staff to report misconduct.			
38. Justice Health & Forensic Mental Health Network review health service space at Acmena Youth Justice Centre, the number of treatment rooms and the feasibility of including a dental suite.			
39. Youth Justice NSW create an identified Aboriginal caseworker position at Acmena Youth Justice Centre.			
40. Youth Justice NSW provide training and support to staff at Acmena Youth Justice Centre in the encouraging positive improvement and change model.			

41. Youth Justice NSW replace scratched windows at Orana Youth Justice Centre and ensure unobstructed vision is maintained.			●
42. Youth Justice NSW ensure young people are provided with new underwear.			●
43. Youth Justice NSW support Orana Youth Justice Centre to develop cultural connections with Elders and the local Aboriginal community and enable meaningful connections with Aboriginal young people in the centre.			●
44. Youth Justice NSW prioritise the delivery of recreational programs and activities at Orana Youth Justice Centre and ensure young people have access to the gymnasium.			●
45. Youth Justice NSW address staff culture at Orana Youth Justice Centre and provide support to the centre to effect necessary change.			●
46. Youth Justice NSW and Justice Health & Forensic Mental Health Network ensure appropriate signage is installed in Orana Youth Justice Centre to identify the location of the health centre to young people.	●		●
47. Youth Justice NSW ensure that psychologists have access to a confidential space to facilitate consultations with young people.			●
48. Youth Justice NSW remodel and refurbish the visits area at Orana Youth Justice Centre			●
49. Youth Justice NSW create a sensory space for young people at Riverina Youth Justice Centre.			●
50. Youth Justice NSW monitor the workload of caseworkers at Riverina Youth Justice Centre with consideration of any need to allocate an additional caseworker position to the centre.			●


Inspection of Shortland Correctional Centre and Cessnock Correctional Centre (2023)*	CSNSW	JH&FMHN	YJNSW
1. Corrective Services NSW installs privacy screens or curtains which do not create hanging points in shared cells.			
2. Corrective Services NSW develops a local target and strategy to increase the recruitment of Aboriginal and Torres Strait Islander staff at Shortland Correctional Centre.			
3. Corrective Services NSW ensures the Governor of Shortland Correctional Centre reviews communication and cooperation between staff groups and updates local strategies accordingly			
4. Corrective Services NSW ensures that lockdowns at Shortland CC are implemented equitably across the centre and that access to daily exercise is maintained for people held in I block.			

5. Corrective Services NSW implements standard 12 hour shifts for custodial staff and increases time out of cell for all inmates at Shortland CC.			
6. Corrective Services NSW ensures that Shortland Correctional Centre does not use H block as an overflow placement for people who should be placed in I block. If protective custody inmates cannot be accommodated in I block, they should be transferred to another correctional centre.			
7. Corrective Services NSW reviews the decision to remove the Protection Limited Association placement option.			
8. Corrective Services NSW creates additional dedicated intelligence positions at Shortland CC to manage tablet technology and associated intelligence gathering procedures.			
9. Corrective Services NSW ensures that inmates at Shortland Correctional Centre are issued the correct quantity of clothing and towels in good condition, in accordance with the COPP.			
10. Corrective Services NSW ensures that Shortland Correctional Centre ceases the routine practice of strip searching inmates following an x-ray body scan and requires that reasons for strip searches are recorded in OIMS.			
11. Corrective Services NSW ensures the screening of inmates received at Shortland CC is consistently completed by custodial staff on arrival and by SAPOs within 36 hours.			
12. Corrective Services NSW enhances its drug detection strategies by commencing targeted and random searches of staff to prevent the introduction of contraband to Shortland CC and all other correctional centres in NSW and by conducting regular, random urinalysis testing of people in custody.			
13. Corrective Services NSW arranges further mandatory training for custodial staff in negotiation, de-escalation and trauma-informed practice and reviews the effectiveness of directing compliant inmates to kneel during use of force procedures.			
14. Corrective Services NSW ensures Shortland Correctional Centre arranges for the protective custody cells in I block to be retrofitted with electrical access.			
15. Corrective Services NSW ensures Shortland Correctional Centre undertakes regular graffiti management and removes graffiti which poses a safety or security risk immediately.			

16. Corrective Services NSW ensures all officers with delegation to adjudicate inmate discipline matters receive training or refresher training and updates the COPP to require hearings to be conducted in a space which ensures discussions remain confidential from other inmates			
17. Corrective Services NSW ensures Shortland Correctional Centre staff use interpreting services in accordance with section 11.1 of the COPP.			
18. Corrective Services NSW provides induction booklets which have been translated into relevant languages.			
19. Corrective Services NSW ensures that Shortland CC provides each person in custody with access to basic amenities including a pillow, a toilet seat, a television, linen and towels of reasonable quality, haircuts, exercise and exercise equipment.			
20. Corrective Services NSW ensures that Shortland CC facilitates regular oval access for people in G and H blocks and considers developing a recreation program.			
21. Corrective Services NSW ensures CSI at Shortland CC reviews its procedures for providing a sufficient number of meals including appropriate “soft diet” meals.			
22. CSNSW and Justice Health NSW ensure Shortland Correctional Centre (CC) provides adequate resources and interventions to support people at risk of self-harm, suicide or mental health decline and ensure RIT reviews occur every 24 hours. If this requires budget enhancements, CSNSW and Justice Health NSW should support such.			
23. Corrective Services NSW ensures Shortland Correctional Centre fills custodial posts supervising the RIT observation cells to facilitate inmates’ daily access to exercise and sunlight.			
24. Corrective Services NSW ensures Shortland Correctional Centre reviews its visits schedule to ensure that sufficient time is allowed for all procedures on the day to be completed without affecting the duration of visits.			
25. Corrective Services NSW issues a consistent instruction to all correctional centres to allow the consumption of food and drinks during visits.			
26. Corrective Services NSW delivers further training for staff in the interpretation of x-ray images including how to differentiate between contraband and non-contraband items and reviews whether the COPP should be updated to include procedural guidance to staff when an x-ray image is inconclusive.			


27. Corrective Services NSW ensures Shortland Correctional Centre exercises discretion to offer non-contact visits to visitors when there is an unclear or unconfirmed suspicion that they have attempted to introduce contraband unless a clear reason exists not to do so.			
28. Corrective Services NSW ensures Shortland Correctional Centre management exercises discretion, in line with the COPP, in assessing the seriousness and frequency of antisocial or noncompliant behaviour by visitors before seeking orders for ongoing restrictions.			
29. Corrective Services NSW ensures Shortland Correctional Centre ceases the practice of referring to people in custody as “Inmate [surname]” and ensures that staff use the full name or an appropriate title followed by the surname, e.g. “Mr [surname]”.			
30. Corrective Services NSW ensures Shortland Correctional Centre immediately discontinues strip searching of inmates when an x-ray body scan has been, or can be, performed per Deputy Commissioner’s Memorandum No: 2022/05.			
31. Corrective Services NSW ensures Shortland Correctional Centre adjusts the AVL visit schedule to provide more equitable access across accommodation blocks. If this cannot be achieved, or demand cannot be met, then Shortland Correctional Centre should consider using tablets to facilitate video visits.			
32. Corrective Services NSW negotiates an updated OTS contract which provides affordable phone calls to long distance, mobile and international numbers and/or makes arrangements for a VOIP application to be installed on inmate tablets and, in the meantime, approves engine numbers which have been verified through proof of identity.			
33. Corrective Services NSW ensures Shortland Correctional Centre provides every person in custody with a tablet device by ensuring it provides a sufficient supply of devices, adequate Wi-Fi coverage, and a pair of earphones at no cost.			
34. Corrective Services NSW ensures Shortland Correctional Centre implements an accountability system for allocating tablets to inmates, for example, by recording tablet serial numbers on their OIMS profile.			
35. Corrective Services NSW prioritises the roll out of tablet chargers to people in custody, if in-cell charging is endorsed following the trial.			
36. Corrective Services NSW ensures all eligible inmates are supported to access to electoral roll enrolment and voting.			

37. Corrective Services NSW ensures Shortland Correctional Centre rosters regular custodial staff to the Area 3/4 and Area 5/6 health centres to assist in improving the efficiency and smooth operation of the health service delivery.			
38. CSNSW and Justice Health NSW review the Management Service Agreements at Shortland CC with a view to maximising patient access to health services and communicates relevant operational details to custodial staff.		●	
39. Justice Health NSW seeks funding to establish a podiatry service at correctional centres in NSW.		●	
40. Corrective Services ensures Shortland CC discontinues the practice of holding people with intellectual disabilities in observation cells and consults stakeholders including Statewide Disability Services and Justice Health & Forensic Mental Health Network about appropriate alternative placements.			
41. Corrective Services NSW ensures that Shortland Correctional Centre reminds custodial staff of the requirement to check the mouths of patients before and after receiving an OAT.			
42. Justice Health NSW reviews the procedures for administering supervised medications in Shortland CC Area 3/4 to try to improve the efficiency of patient attendance and to ensure patients' privacy.		●	
43. Justice Health NSW considers introducing delayed medication administration aids at Shortland CC.		●	
44. Justice Health NSW reminds nursing staff of their obligations to prepare and dispense medication in line with its medication guidelines (including to sign medication charts only after administering medication to a patient, to avoid directly touching medications, to use a tablet cutter when breaking tablets, to sight a patient's identification before administering medication, and to administer pro re nata medication which they have prepared themselves).		●	
45. Justice Health NSW sources alternative medication administration transport trolleys which have lockable compartments for use at Shortland CC.		●	
46. Justice Health NSW reminds the nursing unit managers and nursing staff at Shortland CC of their legal responsibilities with regard to the storage of pharmaceutical medications and reviews the ventilation in the Area 5/6 pharmacy room.		●	
47. CSNSW and Justice Health NSW ensure that cleaning is performed daily in the health centre and clinical observations cells at Shortland CC.		●	

48. Justice Health NSW reminds its staff at Shortland CC to refer to patients appropriately by using their full name or a title followed by their last name.			
49. Corrective Services NSW prioritises the resolution of staffing issues at Shortland CC to enable the delivery of the VOTP and ensures that inmates required to complete the VOTP are not sent to Shortland CC unless delivery of VOTP has resumed.			
50. Corrective Services NSW considers delivering sex offender programs at Shortland Correctional Centre.			
51. Corrective Services NSW ensures Shortland CC appoints Aboriginal inmate delegates			
52. Corrective Services NSW ensures Shortland CC appoints Aboriginal inmate delegates			
53. Corrective Services NSW ensures Shortland CC provides training in cultural awareness, competence and safety to correctional officers			
54. Corrective Services NSW ensures Shortland CC provides opportunities for inmates in Area 3/4 to be employed in an industry.			
55. Corrective Services NSW ceases the practice of holding inmates dismissed from work or refusing to work in exercise yards.			
56. Corrective Services NSW ensures Shortland CC reviews the Aboriginal cultural arts program with a view to maximising participation.			
57. Corrective Services NSW ensures Shortland CC arranges for the modification of privacy screens around shared toilets at exercise yards throughout the centre to ensure sufficient privacy and dignity of users. Corrective Services NSW reviews the provision of education services including resourcing and links to CSI.			
58. Corrective Services NSW develops and implements a plan for the closure of the original custodial infrastructure (Area 1) at Cessnock Correctional Centre and the amalgamation of the remainder of Cessnock Correctional Centre with Shortland Correctional Centre.			
59. Corrective Services NSW does not place inmates who have a disability or medical issue which limits their mobility at Cessnock Correctional Centre Area 1.			
60. Corrective Services NSW immediately decommissions the holding cells in the old reception area and takes steps to ensure that inmates are not held in these cells, for example, by removing the gates or locks.			
61. Corrective Services NSW ensures Cessnock Correctional Centre maximises the use of the Honour House.			

62. Corrective Services NSW supplies new, longer beds for the Honour House.			
63. Corrective Services NSW continues to provide Cessnock CC staff with regular opportunities to work at other correctional centres.			
64. Corrective Services NSW ensures Cessnock Correctional Centre develops a local target and strategy to increase the recruitment of Aboriginal and Torres Strait Islander staff.			
65. Corrective Services NSW ensures Cessnock Correctional Centre identifies a suitable, private location for screening of incoming inmates and retrains staff in how to perform the procedure.			
66. Corrective Services NSW ensures Cessnock Correctional Centre provides custodial staff with refresher training in de-escalation and the requirements of the COPP.			
67. Corrective Services NSW ensures Cessnock Correctional Centre only handcuffs inmates during internal movements if determined necessary following an individual risk assessment.			
68. Corrective Services NSW ensures that Cessnock Correctional Centre's use of segregation and separation orders is consistent with legislation and policy and does not circumvent safeguards and review mechanisms.			
69. Corrective Services NSW ensures Cessnock Correctional Centre displays contact information for the Corrective Services Support Line, NSW Ombudsman, Legal Aid Commission and Official Visitors on inmate tablet devices and on posters in all areas where separation, segregation and protective custody occur.			
70. Corrective Services NSW ensures Cessnock Correctional Centre ensures people on separation orders always receive access to a television and tablet device and receive the statutory daily minimum access to exercise.			
71. Corrective Services NSW ensures Cessnock Correctional Centre ceases to hold people in the confined area of the top landing of 4 wing under any circumstances.			
72. Corrective Services NSW ensures the Governor of Cessnock Correctional Centre arranges training for delegated officers to perform inmate discipline functions in line with statutory and policy requirements and ceases the use of group punishment to manage inmate discipline.			
73. Corrective Services NSW ensures Cessnock Correctional Centre provides all inmates with the minimum allocation of clothing prescribed by the COPP at reception and inmates are able to exchange articles of clothing which have become worn out.			

74. Corrective Services NSW ensures all correctional centres can provide correct clothing allocations and centralises the budget for inmate clothing.			
75. Corrective Services NSW ensures Cessnock Correctional Centre reviews food distribution procedures to ensure that meals are never left unattended.			
76. Corrective Services NSW ensures Cessnock Correctional Centre reviews the daily routine and restrictions in each wing in Area 1 to bring them into line with other minimum security settings.			
77. Corrective Services NSW ensures Cessnock Correctional Centre installs additional nonnetworked computers to ensure that all people in custody can access one for legal purposes when required.			
78. Cessnock Correctional Centre collaborates with Shine for Kids to offer a service to all families who visit people in custody.			
79. Corrective Services NSW installs an x-ray body scanner at Cessnock Correctional Centre to scan remand inmates attending visits and discontinues the practices of strip searches and overalls at visits.			
80. Corrective Services NSW ensures Cessnock Correctional Centre reinstates extended visits, in recognition of the distance that most families travel to attend visits and the minimum-security status of sentenced inmates.			
81. Corrective Services NSW decommissions the AVL suites and holding cell in the old reception building and Cessnock Correctional Centre uses the facilities in the new reception area for all inmates.			
82. Corrective Services NSW ensures Cessnock Correctional Centre has a sufficient number of tablets for every person in custody to receive one, and implements an accountability system for allocating tablets to inmates, for example, by recording tablet serial numbers on their OIMS profile			
83. Justice Health NSW and CSNSW commission the clinical observation beds and cells in the Cessnock CC health centre.		●	
84. Justice Health NSW ensures people with a confirmed or suspected intellectual disability are referred to Statewide Disability Services.		●	
85. Justice Health NSW considers introducing delayed medication administration aids at Cessnock CC.		●	
86. Justice Health NSW reminds nursing staff at Cessnock CC of the need to label delayed medication administration bags with patients' names and to sight a patient's identification card before administering medication.		●	

87. Justice Health NSW reminds health staff at Cessnock CC of their legal responsibilities with regard to the storage of pharmaceutical medications.			
88. Corrective Services NSW ensures Cessnock Correctional Centre utilises the Area 2 programs area by identifying programs which can be delivered and align with the needs of the Area 2 cohort.			
89. Corrective Services NSW ensures Cessnock Correctional Centre continues to expand the availability of programs and activities which promote the connection of Aboriginal people in custody to their culture including access to the Yarning Circles.			
90. Corrective Services NSW ensures there is an increase in education services being delivered at Cessnock Correctional Centre to meet the needs of the inmate population.			
91. Corrective Services NSW conducts a review of reintegration planning at Cessnock Correctional Centre.			

* Report was tabled in June 2024, CSNSW will report on progress of recommendations in the next reporting period.

Inspector of Custodial Services

PO Box R1769
Royal Exchange NSW 1225

Office hours:
Monday to Friday
9.00am to 5.00pm

M: 0427 739 287

E: custodialinspector@justice.nsw.gov.au

W: <https://www.inspectorcustodial.nsw.gov.au/>