



Justice  
Inspector of  
Custodial Services

# Inspector of Custodial Services

Annual Report 2017-18

Produced by Inspector of Custodial Services

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# Contents

1 Overview .....	5
1.1 Administration.....	5
1.1.1 Premises .....	5
1.1.2 Staff.....	5
1.1.3 Budget.....	5
1.1.4 Additional resources.....	5
1.2 Functions and powers.....	6
1.2.1 Functions of the Inspector .....	6
1.2.2 Powers of the Inspector .....	7
1.3 Activities .....	7
1.3.1 Inspections .....	7
1.3.1.1 <i>Management of radicalised inmates in NSW correctional centres</i> .....	8
1.3.1.2 <i>24-hour court cells</i> .....	8
1.3.1.3 <i>Use of force, separation, segregation and confinement of detainees in NSW juvenile justice centres</i> .....	8
1.3.1.4 <i>Women on remand</i> .....	9
1.3.1.5 <i>Minimum security</i> .....	9
1.3.1.6 <i>Provision of health services</i> .....	9
1.3.1.7 <i>Programs, Employment and Education</i> .....	9
1.3.2 Liaison visits .....	10
1.4 Official Visitors .....	12
1.4.1 Overview .....	12
1.4.2 Appointments.....	12
1.4.3 Official Visitors appointments per centre .....	12
1.4.4 Complaints data.....	15
1.4.5 Program Improvements.....	18
1.4.6 Official Visitor Conference.....	18
1.5 Conferences and collaborations.....	19
1.6 Relationships with other agencies .....	19
1.6.1 Liaison and communication with primary stakeholders.....	19
1.6.2 Response to ICS recommendations made during 2017-18.....	20
1.6.3 Response to ICS recommendations made during 2013-18 .....	20
1.7 Key observations from this period .....	25
1.8 Resources and statutory obligations .....	27
1.9 Changes to legislation.....	27

2	Legislation and corporate governance.....	28
2.1	<i>Government Information (Public Access) Act 2009</i> .....	28
2.2	Reporting .....	28
3	Appendix: Recommendation progress by report.....	30

# 1 Overview

## 1.1 Administration

### 1.1.1 Premises

The office of the Inspector of Custodial Services (ICS) moved from Level 13, 10 Spring Street to Level 3, 50 Phillip Street, Sydney, in July 2017.

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### 1.1.2 Staff

The permanent staffing establishment of the office is the Inspector, three Senior Inspection/Research Officers, one Inspection/Research Officer, one Research Assistant, one Official Visitor Coordinator, and one Executive Assistant.

In addition to the permanent establishment, there is one temporary Senior Inspection/Research Officer, one temporary Inspection/Research Officer, two temporary Research Assistants and one temporary part-time Administration Assistant.

### 1.1.3 Budget

The ICS is an independent statutory office. The budget for the 2017-18 financial year was \$2.824 million, which included the baseline budget of \$2.123 million; and \$300,000 from 2016-17 unspent saving being carried over, and additional funding of \$401,035. The actual costs for the 2017-18 financial year were \$2.437 million.

### 1.1.4 Additional resources

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

The ICS has also sought to enhance its inspection planning by drawing on the knowledge and expertise of the Official Visitors in the inspection planning process.

Additionally, the office hosted three interns under a program offered through the University of NSW Faculty of Law and 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 Juvenile Justice NSW (JJNSW) and reports directly to NSW Parliament.

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

Included within the jurisdiction of the ICS are 40 correctional centres, six transitional centres and residential facilities, six juvenile justice centres, 12 24-hour court cell complexes, 64 court cell locations,<sup>1</sup> a fleet of 113 escort vehicles and a detainee transport fleet of 25 vehicles.

The Inspector does not respond to individual complaints, and where appropriate, may refer complaints received to relevant agencies and/or oversight bodies for resolution.

### 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 Principal functions of 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.

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<sup>1</sup> Including five and eight hour cell locations.

## 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 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
- 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 consideration 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 on 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 facilities and services. In addition to inspections, the Inspector also conducts liaison visits to centres to inform inspection work, monitor the implementation of recommendations, provide the opportunity for information sharing, 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 abreast of current and best practice in adult corrections and juvenile justice, identify key issues and concerns, and liaise with experts and other stakeholders.

### 1.3.1 Inspections

To respond to the legislative obligations using the resources available, a theme-based model of inspection has been developed which allows multiple centres to be included in a single theme-based inspection.

The office consults with relevant agencies and stakeholders when determining inspection themes and centres to be examined, so that priorities, risks and issues can be identified and canvassed.

Over the 2017-18 financial year, the ICS undertook the following inspections:

### **1.3.1.1 Management of radicalised inmates in NSW correctional centres**

Pursuant to a request by the Minister for Corrective Services and in accordance with section 6(1)(f) of the *Inspector of Custodial Services Act 2012*, a review of the management of radicalised inmates in NSW prisons was commenced on 22 April 2016.

Five maximum security centres were inspected: Metropolitan Remand and Reception Centre, Mid North Coast Correctional Centre, Goulburn Correctional Centre, High Risk Management Correctional Centre, and Lithgow Correctional Centre.

In particular, the inspection examined approaches and practices relating to the risk assessment, classification, designation, placement, and management of inmates, conditions within centres, and offender programs and services. Over 200 CSNSW staff were consulted.

The report *The management of radicalised inmates in NSW* was tabled in NSW Parliament on 6 June 2018 and included 51 recommendations.

### **1.3.1.2 24-hour court cells**

This inspection examined the 24-hour court cells operated by CSNSW, with particular reference to the admission and length of time spent in court cells; the conditions and treatment of inmates; the provision of and access to health services provided by Justice Health & Forensic Mental Health Network (JH&FMHN); access to legal representatives; infrastructure and staffing; and relevant standards, legislation, policies and procedures.

The 24-hour court cell complexes were inspected during May and June 2017 at the following locations: Albury, Batemans Bay, Dubbo, Lismore, Moree, Newcastle, Parramatta, Penrith, Port Macquarie, Queanbeyan, Surry Hills, Wagga Wagga, and Wollongong. Amber Laurel Correctional Centre was also inspected.

The report *Inspection of 24-hour court cells in NSW* was tabled in NSW Parliament on 6 June 2018 and included 37 recommendations.

### **1.3.1.3 Use of force, separation, segregation and confinement of detainees in NSW juvenile justice centres**

This inspection examined how use of force against detainees in juvenile justice centres in NSW is managed. In October 2016, the Minister for Corrections requested an expansion of the terms of reference of the inspection to include an examination of the use of separation, segregation and confinement in juvenile justice centres.

During this inspection, a range of material was reviewed including legislation, policy documents, training material, academic literature and reports by government bodies and non-government stakeholders. The six juvenile justice centres across NSW were inspected: Acmena, Cobham, Frank Baxter, Orana, Riverina, and Reiby juvenile justice centres. Wide consultation with internal and external stakeholders has occurred as part of this inspection, including centre staff, nurses, psychologists, school principals, Official Visitors and young people.

#### **1.3.1.4 Women on remand**

The 2015-16 Annual Report observed that the female remand population was the fastest growing part of the rising prison population in NSW. This inspection is examining the conditions, treatment and outcomes for women detained on remand in NSW correctional centres.

This inspection commenced in June 2017 at Grafton Correctional Centre. In the 2017-18 reporting period, the following centres were inspected: Wellington Correctional Centre, Silverwater Women's Correctional Centre, and Dillwynia Correctional Centre

#### **1.3.1.5 Minimum security**

This inspection examined minimum security centres with a focus on non-metropolitan centres, with particular reference to how prison services contribute to preparing inmates for release. This includes, for example, employment and training opportunities and pre-release programs and services. The inspection also focused on the general living conditions of inmates.

Centres were inspected from November 2017 to May 2018 and included St Heliers Correctional Centre, Mannus Correctional Centre, Brewarrina (Yetta Dhinnakkal) Centre, Ivanhoe (Warakirri) Centre, and Glen Innes Correctional Centre.

#### **1.3.1.6 Provision of health services**

The 2016-17 Annual Report observed that the highest number of complaints recorded by Official Visitors related to medical issues. This inspection is examining the provision of health services to inmates in NSW correctional facilities. The terms of reference for this report were published on 28 February 2018.

The following centres were inspected during March – June 2018: Cessnock Correctional Centre (now Cessnock and Shortland Correctional Centres), Junee Correctional Centre, Tamworth Correctional Centre, and the Prince of Wales Hospital, secure unit. At the end of this reporting period John Morony Correctional Centre had not yet been inspected; however, an inspection took place in July 2018.

#### **1.3.1.7 Programs, Employment and Education**

This inspection is examining the role of programs, employment and education in NSW correctional centres. The terms of reference were published in February 2018. This inspection has particular reference to the role of programs, employment and education in preparing inmates for release and reducing reoffending, and the accessibility and availability of programs, employment and education for inmates.

In the 2017-18 reporting period, the following centres were inspected: Outer Metropolitan Multi-Purpose Correctional Centre, South Coast Correctional Centre, and Bathurst Correctional Centre. Inspections of Mid North Coast Correctional Centre, Broken Hill Correctional Centre, Dawn de Loas Correctional Centre, and Long Bay Correctional Complex have taken place between July – September 2018.

A full list of inspections undertaken during 2017-18 is as follows:

Inspections 2017 18	
Centre	Date
Parramatta Court Cells	July 2017
Penrith Court Cells	July 2017
Wellington Correctional Centre	July 2017
Silverwater Correctional Centre	August 2017
Dillwynia Correctional Centre	September 2017
St Heliers Correctional Centre	November 2017
Mannus Correctional Centre	February 2018
Prince of Wales Hospital – Secure Unit	March 2018
Brewarrina Correctional Centre	March 2018
Tamworth Correctional Centre	March 2018
Outer Metropolitan Multi-Purpose Correctional Centre	April 2018
Ivanhoe Correctional Centre	April 2018
Cessnock Correctional Centre	May 2018
South Coast Correctional Centre	May 2018
Glen Innes Correctional Centre	May 2018
Junee Correctional Centre	June 2018
Bathurst Correctional Centre	June 2018

### 1.3.2 Liaison visits

Liaison visits inform inspection work, assist in monitoring the implementation of recommendations, and provide the opportunity for information sharing and to meet with Official Visitors. Liaison visits also support the induction and training of Official Visitors. The ICS has developed an annual plan of site visits and endeavours to inspect or visit each correctional centre once each year and each juvenile justice centre every six months.

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

A full list of liaison visits undertaken during 2017-18 is as follows:

Liaison visits 2017 18	
Centre	Date
St Heliers	July 2017
Berrima Correctional Centre	July 2017
Parklea Correctional Centre	August 2017
Metropolitan Remand Reception Centre – Silverwater	August 2017
Kirkconnell Correctional Centre	September 2017
Oberon Correctional Centre	September 2017
Bathurst Correctional Centre	September 2017, April 2018
Cooma Correctional Centre	September 2017
Metropolitan Special Programs Centre – Area 1	September 2017, February 2018
Metropolitan Special Programs Centre – Area 2	September 2017
Metropolitan Special Programs Centre – Area 3	September 2017
Long Bay Hospital – Area 1	September 2017, March 2018
Reiby Juvenile Justice Centre	November 2017
Moree Court Cells	November 2017
Acmena Juvenile Justice Centre	November 2017, May 2018
Macquarie Correctional Centre	December 2017
Kariong Correctional Centre	December 2017
Miruma Cottage Cessnock	January 2018
Hunter Correctional Centre	January 2018, May 2018
Frank Baxter Juvenile Justice Centre	February 2018
Cobham Juvenile Justice Centre	February 2018, June 2018
Silverwater Women's Correctional Centre	February 2018, May 2018
Riverina Juvenile Justice Centre	February 2018
Outer Metropolitan Multi-Purpose Correctional Centre	March 2018
Mary Wade Correctional Centre	March 2018
Dillwynia Correctional Centre	March 2018
Orana Juvenile Justice Centre	March 2018
Emu Plains Correctional Centre	March 2018
Bolwara Transitional Centre	March 2018
Parramatta Transitional Centre	March 2018
Nunyarra Community Offender Support Program Centre	March 2018
Long Bay Hospital – Area 2	March 2018
South Coast Correctional Centre	March 2018
Junee Correctional Centre	April 2018
Illawarra Reintegration Centre	May 2018
Grafton Correctional Centre	May 2018
Balund-a-Tabulam	May 2018

## 1.4 Official Visitors

### 1.4.1 Overview

Official Visitors are community representatives appointed by the Minister for Corrections to visit correctional centres and juvenile justice centres in NSW. The role of Official Visitors is to be independent observers of the custodial environment, to report on the conditions in custodial facilities and to receive and deal with complaints.

The appointment of Official Visitors is 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 juvenile justice system.

While at a given facility Official Visitors record enquiries and complaints, and try to resolve them at the local level by speaking to staff, inmates and detainees. At the conclusion of the reporting period, there were 92 Official Visitor appointments to adult correctional and juvenile justice facilities.

### 1.4.2 Appointments

In October 2017, because of the growth in inmate numbers, the Minister increased the number of Official Visitor appointments to correctional centres to 80. This included an additional seven Official Visitor appointments to 24 hour court cells in NSW to ensure all 24 hour court cells locations are visited on a regular basis.

On 30 September 2017 the majority of Official Visitor terms expired. Official Visitors were appointed to 80 Corrective Services (CS) and six Juvenile Justice (JJ) positions for the two-year period commencing 1 October 2017.<sup>2</sup> Forty-four Official Visitors were reappointed and 17 new Official Visitors (14 CS and 3 JJ) were appointed to cover the 86 positions.<sup>3</sup> Diversity in appointments was increased. Of the 17 new appointees, 12 were women, five Aboriginal, and three were from culturally diverse backgrounds. The gender distribution of Official Visitors at the end of the reporting period was 54 percent men and 46 percent women. There are currently 17 Aboriginal Official Visitor appointments.

### 1.4.3 Official Visitor appointments per centre

Official Visitors visit 52 custodial facilities (40 correctional centres, 11 court cells and one transitional centre) and six juvenile justice centres located throughout NSW. An Official Visitor for a correctional complex or correctional centre, unless prevented by illness or other sufficient cause, must visit the complex or centre at least once each month.<sup>4</sup> Many Official Visitors visit their allocated centre once a fortnight.

Across CSNSW and JJNSW facilities there are 92 Official Visitor positions (80 CS; 12 JJ). Some Official Visitors are appointed to multiple positions and thereby visit more than one facility. Some facilities have more than one visitor appointed.

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2 Five Juvenile Justice Official Visitor appointment terms end on 31 December 2019.

3 Some Official Visitors are appointed to more than one facility.

4 Section 228(5)(a), *Crimes (Administration of Sentences) Act 1999* (NSW).

The number of Official Visitor appointments for each centre is as follows:

<b>Official Visitor Centre Appointments</b>		
<b>Correctional Facility</b>	<b>Number of OV positions</b>	<b>Number of Aboriginal OV appointments</b>
Aboriginal State-wide – Northern Region	1	1
Aboriginal State-wide – Sydney Metropolitan Area	1	
Aboriginal State-wide – Southern Region	1	
<b>Correctional Centres</b>		
Amber Laurel Correctional Centre	1	
Bathurst Correctional Centre	2	
Berrima Correctional Centre	1	
Brewarrina (Yetta Dhinnakka) Centre	1	
Broken Hill Correctional Centre	1	1
Cessnock Correctional Centre	2	2
Compulsory Drug Treatment Correctional Centre	1	
Cooma Correctional Centre	1	
Dawn de Loas Correctional Centre	2	
Dillwynia Correctional Centre	1	
Emu Plains Correctional Centre	1	
Glen Innes Correctional Centre	1	
Goulburn Correctional Centre	3	
Grafton Correctional Centre	1	
High Risk Management Correctional Centre	1	
Hunter Correctional Centre	1	
Illawarra Reintegration Centre	1	
Ivanhoe (Warakirri) Centre	1	1
John Morony Correctional Centre	2	
Junee Correctional Centre	3	1
Kariong Correctional Centre	1	
Kirkconnell Correctional Centre	1	
Lithgow Correctional Centre	2	
Long Bay Hospital	2	

<b>Official Visitor Centre Appointments</b>		
<b>Correctional Facility</b>	<b>Number of OV appointments</b>	<b>Number of Aboriginal OV appointments</b>
Macquarie Correctional Centre	1	
Mannus Correctional Centre	1	1
Mary Wade Correctional Centre	1	
Metropolitan Remand and Reception Centre	4	
Metropolitan Special Programs Centre Area 1	2	
Metropolitan Special Programs Centre Area 2	1	
Metropolitan Special Programs Centre Area 3/4	1	
Mid North Coast Correctional Centre	2	
Oberon Correctional Centre	1	
Outer Metropolitan Multi-purpose Correctional Centre	1	
Parklea Correctional Centre	4	
Shortland Correctional Centre	1	
Silverwater Women's Correctional Centre	2	1
South Coast Correctional Centre	3	
Special Purpose Centre	1	
St Heliers Correctional Centre	1	
Tamworth Correctional Centre	1	
Wellington Correctional Centre	3	2
<b>Transitional Centres</b>		
Bolwara House Transitional Centre	1	
<b>24 Hour Police/Court Complexes</b>		
Albury Police/Court Cell Complex	1	
Batemans Bay Police/Court Cell Complex	1	
Dubbo Police/Court Cell Complex	1	1
Lismore Police/Court Cell Complex	1	
Moree Police/Court Cell Complex	1	
Newcastle Police/Court Cell Complex	1	
Port Macquarie Police/Court Cell Complex	1	
Queanbeyan Police/Court Cell Complex	1	
Surry Hills Police Cell Complex	1	
Wagga Wagga Police/Court Cell Complex	1	
Wollongong Police/Court Cell Complex	1	
<b>Total</b>	<b>80</b>	<b>11</b>

Official Visitor Centre Appointments		
Juvenile Justice Centres	Number of OV appointments	Number of Aboriginal OV appointments
Acmena	2	2
Frank Baxter	2	1
Cobham	2	1
Orana	2	1
Reiby	2	1
Riverina	2	1
<b>Total</b>	<b>12</b>	<b>7</b>

#### 1.4.4 Complaints data

##### Corrective Services

Official Visitors report to the Commissioner of Corrective Services NSW on a quarterly basis and to the Minister for Corrections and the Inspector on a six-monthly basis. Reports were provided to the Commissioner for the periods 1 July to 30 September 2017, 1 October to 31 December 2017, 1 January to 31 March 2018 and 1 April to 30 June 2018. The Minister and the Inspector received reports for the periods 1 July to 31 December 2017 and 1 January to 30 June 2018.

In the reporting period, 9,275 complaints were received by Official Visitors, an increase of 3.6 percent from the 8,952 complaints received in the 2016-17 financial year reporting period.<sup>5</sup> The vast majority of complaints raised with Official Visitors are resolved at the Centre level. Only a small number of matters are referred to the Commissioner for further attention. Official Visitors also examine the facilities and make a note of conditions which, where necessary, are communicated back to the ICS.

<sup>5</sup> As per records held for Corrective Services Executive Services and Complaint Management.

The complaints data of adult inmates collected by Official Visitors for the 2017–18 reporting period is as follows:

Corrective Services complaint numbers, 1 July 2017 30 June 2018						
Categories most commonly complained about	Q1	Q2	Q3	Q4	Total	% of total complaints for year
Medical	431	421	434	376	1,662	17.9%
Activities	98	121	118	117	454	4.9%
Property	169	163	159	144	635	6.8%
Buy ups	81	81	69	88	319	3.4%
Centre routine	68	107	114	90	379	4.1%
Programs & services	96	105	89	94	384	4.1%
Food	161	99	145	131	536	5.8%
Phone	152	222	207	183	764	8.2%
Employment	43	55	26	41	165	1.8%
Facilities	79	120	120	98	417	4.5%
Education	76	62	63	68	269	2.9%
Miscellaneous	748	895	795	853	3,291	35.5%
<b>Total complaints for the quarter</b>	<b>2,202</b>	<b>2,451</b>	<b>2,339</b>	<b>2,283</b>	<b>9,275</b>	

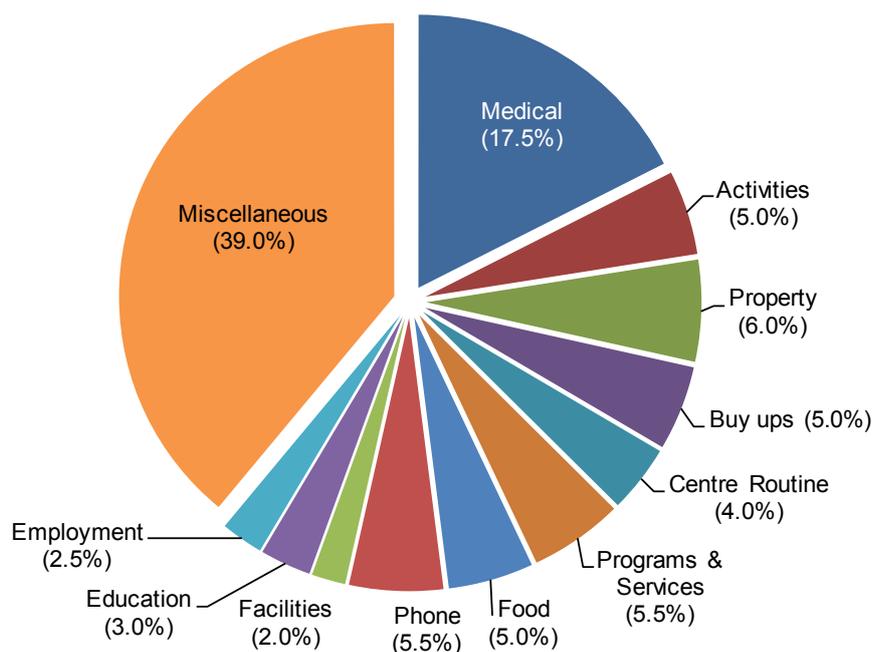
The greatest number of complaints were received in relation to medical treatment (18%). The next greatest number of complaints related to phones (8%), property (7%) and food (6%).

In the last 12 months there has been an increase in the number and percentage of complaints relating to phones, property and facilities. In the same period, complaints relating to programs & services, buy-ups and employment have decreased. Overall the number of complaints per inmate has decreased slightly in the last 12 months.

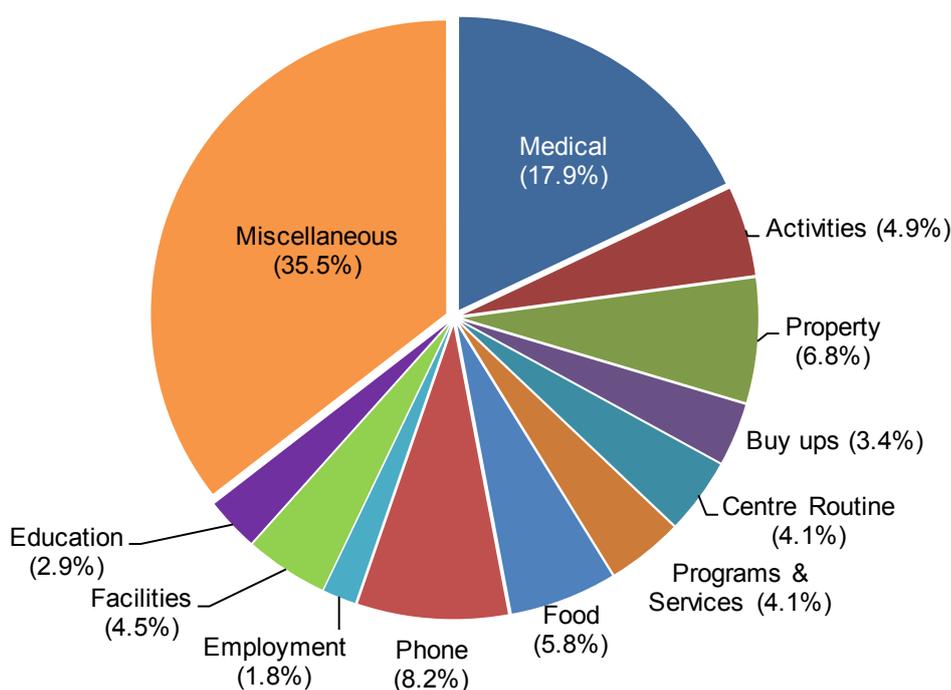
The CSNSW comparative complaints data for the 2016-17 and 2017-18 reporting periods is as follows:

Corrective Services complaint numbers per 100 inmates comparison of 2016 17 and 2017 18			
Financial year	Inmate population	Total complaints	Complaints per 100 inmates
2016-17	13,092	8,952	68.38
2017-18	13,630	9,275	68.05
Difference	538	323	-0.33

## Most common inmate complaint categories, 2016-17



## Most common inmate complaint categories, 2017-18



## Juvenile Justice

Juvenile Justice Official Visitors report on a six monthly basis. Reports were provided to the Minister for Corrections and the Inspector for the periods 1 July to 31 December 2017 and 1 January to 30 June 2018. At present, Juvenile Justice Official Visitors do not report numbers of complaints.

Work is currently underway with the Executive Director Juvenile Justice to establish a complaints recording system which will allow Official Visitors to record complaint/enquiry numbers and report quarterly to both ICS and the Executive Director Juvenile Justice.

CSNSW complaint numbers comparison of 2016 17 and 2017 18		
Categories most commonly complained about	Total complaints 2016 17	Total complaints 2017 18
Medical	1,568	1662
Activities	427	454
Property	556	635
Buy ups	446	319
Centre routine	388	379
Programs & services	503	384
Food	472	536
Phone	500	764
Employment	219	165
Facilities	211	417
Education	176	269
Miscellaneous	3,486	3,291
<b>Total complaints for the year</b>	<b>8,952</b>	<b>9,275</b>

## 1.4.5 Program Improvements

### Review of Official Visitor program

ICS commenced a review of the Official Visitor program in January 2017. The review is aimed at enhancing the program and ensuring the Official Visitor Program is delivering effective and efficient outcomes. The terms of reference for the review included:

- The recruitment process
- The necessity for special requirements, such as criminal record checks, fingerprinting and working with children checks on reappointment
- Increasing diversity in appointments
- Length of appointment term for Official Visitors
- Remuneration, travel allowance and expenses
- Role of Official Visitors
- Confidentiality and privacy in relation to communications with inmates and detainees
- Reporting requirements
- Official Visitor numbers to deal with increasing prison population
- Any legislative changes required
- Any other related matter

### 1.4.6 Official Visitor Conference

The Corrective Services and Juvenile Justice Official Visitors' Conference 2017 for Official Visitors was held in October 2017. Pursuant to section 6(1)(i) of the *Inspector of Custodial Services Act 2012*, the Inspector has the responsibility of providing training to Official Visitors. To this end, day one of the conference was induction training for new Official Visitors, with day two of the conference providing information from stakeholder agencies and a workshop delivered by the NSW Ombudsman on effective complaint handling.

## 1.5 Conferences and collaborations

In the interests of understanding best practice and key issues, ICS staff attended a number of conferences, workshops and visits to other jurisdictions in the 2017-18 financial year.

Conferences and workshops 2017 18	
Conference	Date
Advocate for Children and Young People – Conference	July 2017
International Corrections & Prisons Association ICPA Annual Conference	October 2017
JH&FMHN – Aboriginal Health Symposium	November 2017
The Law Society of NSW – Thought Leadership Panel 3	November 2017
30th Annual Australian and New Zealand Society of Criminology Conference	December 2017
Expert Symposium on the implementation of OPCAT	December 2017
Project Management Workshop	December 2017
Aboriginal Awareness Culture Training, NSW Ombudsman	May 2018
Custodial Health Conference – JH&FMHN	May – June 2018
Australian Childhood Foundation – Trauma informed care & identification on sexual abuse practice in youth justice context	June 2018

Other jurisdiction visits 2017 18	
Conference	Date
Meeting with Ministry of Justice – Female Offenders Strategy Lead, Offender Reform and Commissioning Group and Head of Women's Team at Her Majesty's Prison & Probation Service - London, UK	October 2017
Meeting with Her Majesty's Prison Chief Inspector of Prisons. London, UK	October 2017
Visit to Dame Phyllis Frost Centre, Victoria	December 2017
Meeting with Victorian Ombudsman Office, Victoria	December 2017

## 1.6 Relationships with other agencies

### 1.6.1 Liaison and communication with primary stakeholders

The ICS maintains communication and liaison with CSNSW and JJNSW, including regular meetings with the Commissioner of CSNSW, the Executive Director of JJNSW, and the Chief Executive of JH&FMHN. ICS staff also liaise closely with appropriate officers in CSNSW and JJNSW when planning and undertaking an inspection. Information sharing occurs between the ICS and stakeholder agencies to support the research and inspection activities of the office.

Under a Memorandum of Understanding signed in December 2014, the ICS has regular meetings and on-going communication and consultation with the NSW Ombudsman regarding complaint trends and areas of interest for inspection.

The ICS maintains a close relationship with similar inspection agencies in other jurisdictions. These include the Inspector of Custodial Services in Western Australia, the Office of the Guardian for Children and Young People South Australia, the Office of the Custodial Inspector Tasmania, the Office of Correctional

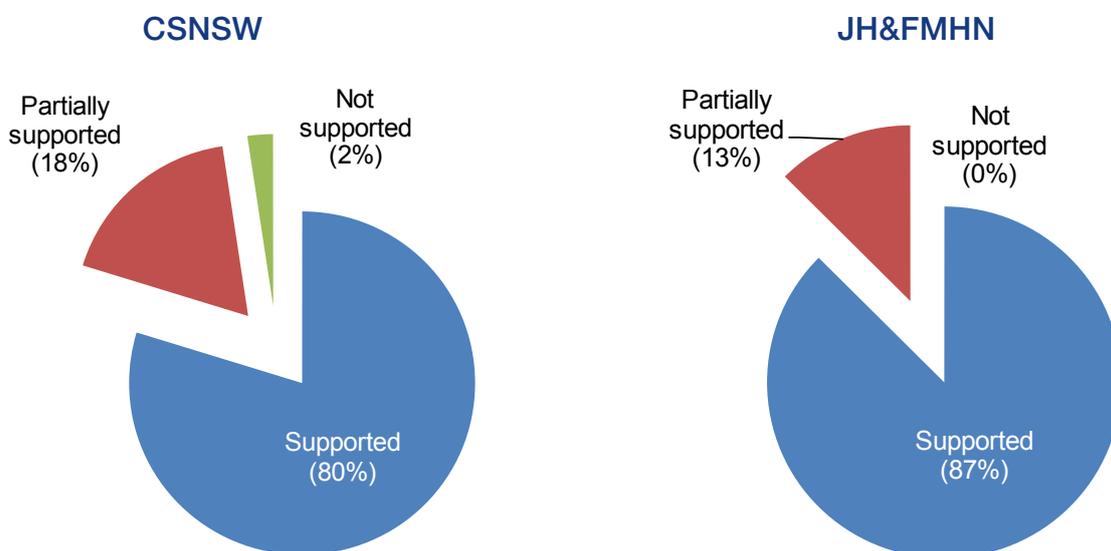
Service Review in Victoria, the Office of the Chief Inspector of Queensland Corrective Services, the Office of the Public Guardian in Queensland and the Office of the Ombudsman in New Zealand. These relationships foster the exchange of information, expertise and knowledge in relation to custodial services inspections.

### 1.6.2 Response to ICS recommendations made during 2017-18

Of the 37 recommendations made by the ICS in the report *Inspection of 24-hour court cells in NSW*, tabled in June 2018, CSNSW has supported 18 recommendations, partially supported 14, and not supported two. Of the 37 recommendations made by the ICS, seven were applicable to JH&FMHN, six were supported, and one was partially supported.

In the 2017-18 reporting period CSNSW advised that they supported 49 recommendations and partially supported one recommendation in the report *The management of radicalised inmates in NSW*. One recommendation from this report was applicable to JH&FMHN and was supported by the agency. One recommendation from this report was applicable to JJNSW and was supported by the agency.

#### Responses by CSNSW and JH&FMHN to ICS recommendations made by in 2017-18 (%)



### 1.6.3 Response to ICS recommendations made during 2013–18

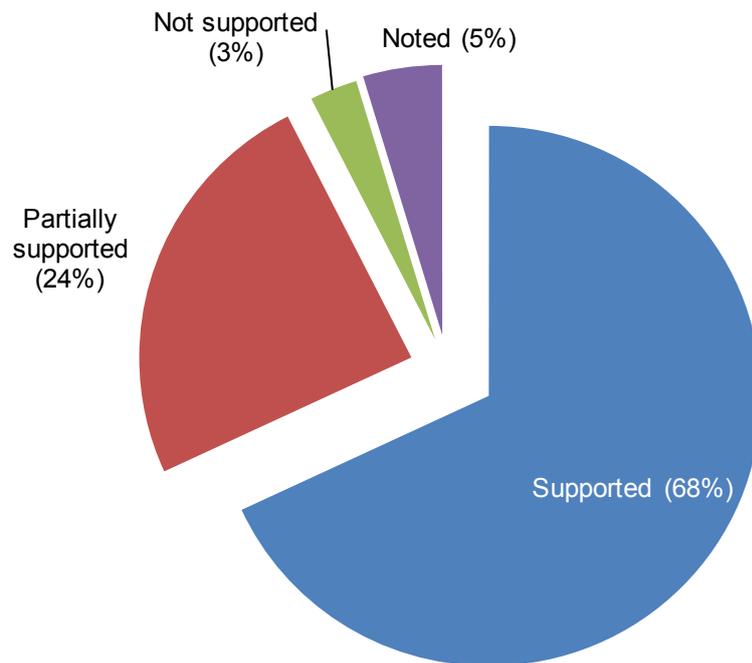
In the 2015-16 reporting period, it was clear that there was a need to establish a monitoring program to oversee the implementation of recommendations that result from inspections and reviews. Regular reporting on the implementation of recommendations encourages their timely implementation which can help to achieve system improvements.

During 2016-17, the ICS implemented a desktop monitoring and reporting framework to monitor the progress made by each agency in relation to recommendations which were supported or partially supported.

The reporting program is now supported by six-monthly desktop monitoring, with implementation data provided by CSNSW, JJNSW and JH&FMHN. This desktop monitoring data is verified through on-site visits.

Of the recommendations made by ICS between 2013-18 92% of recommendations were either supported or partially supported by relevant agencies. A breakdown of responses to recommendations made between 2013-18 is as follows:

## Responses by relevant agencies to ICS recommendations made in 2013-18 (%)\*



\* As advised by JH&FMH, JJNSW and CSNSW

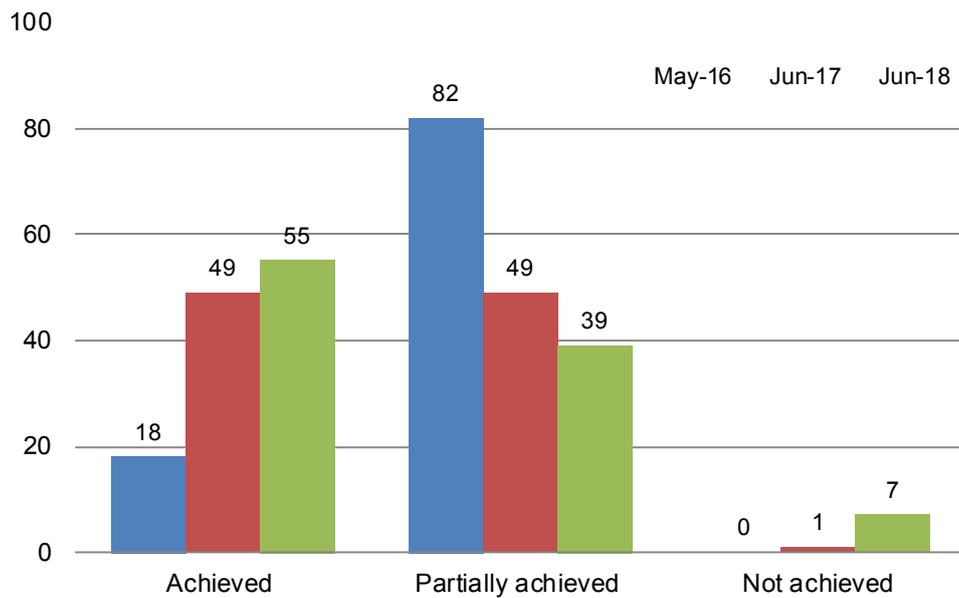
ICS Recommendations by Agency 2013 2018					
	Supported	Partially supported	Not supported	Noted	TOTAL
JF&FMHN	15	9	0	0	24
JJNSW	11	5	2	0	18
CSNSW	119	38	4	10	171
<b>TOTAL</b>	<b>145</b>	<b>52</b>	<b>6</b>	<b>10</b>	<b>213</b>

Response to recommendations by report and agency 2013 18<sup>6</sup>

	Agency	Supported	Partially supported	Not supported	Noted	Total
Full House: The growth in the inmate population	CSNSW	24	12	1	8	45
	JH&FMHN	9	1	0	0	10
Old and Inside: Managing aged offenders in custody	CSNSW	10	6	0	1	17
	JH&FMHN	0	7	0	0	7
Making Connections: Providing family & community support to young people in custody	JJNSW	10	5	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	1	0	21
The management of radicalised inmates in NSW	CSNSW	49	1	0	0	50
	JH&FMHN	1	0	0	0	1
	JJNSW	1	0	0	0	1
Inspection of 24 hour court cells in NSW	CSNSW	18	14	2	0	34
	JH&FMHN	6	1	0	0	7

6 The report *The Invisibility of Correctional Officer Work* is not included in this table. There is one recommendation from this report and it is directed to the NSW Parliament.

## CSNSW Recommendation achievement progress (%)\*



\* Percentage of supported or partially supported recommendations that have been achieved or partially achieved.

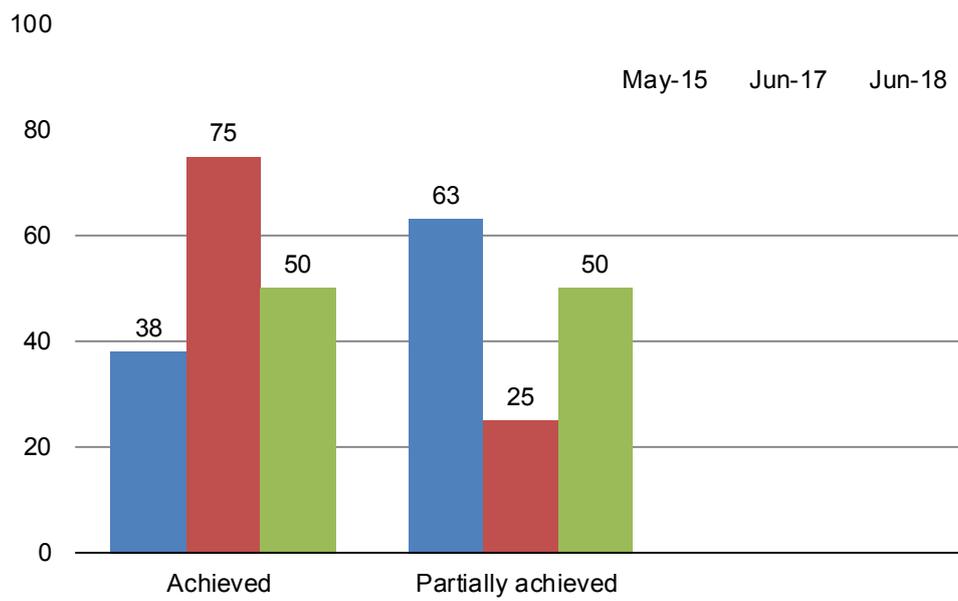
### Supported or partially supported recommendations that have been achieved or partially achieved as at 30 June 2018 by CSNSW<sup>7</sup>

Achieved	Partially achieved	Not achieved	Total
66	47	8	121
55%	39%	7%	101% <sup>8</sup>

<sup>7</sup> This excludes recommendations of the report *The management of radicalised inmates in NSW*.

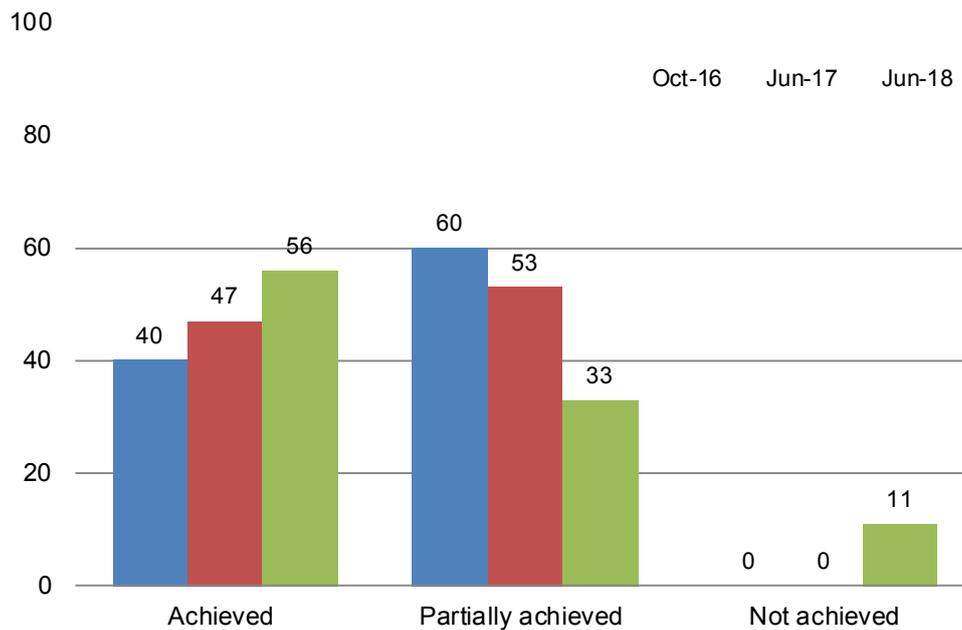
<sup>8</sup> These figures add to 101% due to percentage rounding.

## JH&FMHN Recommendation achievement progress (%)



Supported or partially supported recommendations that have been achieved or partially achieved as at 30 June 2018 by JH&FMHN		
Achieved	Partially achieved	Total
12	12	24
50%	50%	100%

## JJNSW Recommendation achievement progress (%)



### Supported or partially supported recommendations that have been achieved or partially achieved as at 30 June 2018 by JJNSW

Achieved	Partially Achieved	Not Achieved	Total
10	6	2	18
56%	33%	11%	100%

These graphs demonstrate that across all relevant agencies, the rate of achieved recommendations remains at 50% or higher. There was a noticeable increase in the number of partially achieved recommendations for JH&FMHN this reporting period. This increase correlates with recommendations made in reports that were tabled in June 2018. A full list of ICS recommendations and their status as advised by relevant agencies is contained in the Appendix.

## 1.7 Key observations from this period

October 2018 marks five years since the establishment of the ICS. In the first five years of this office, ICS will meet its legislative mandate to inspect each custodial centre every five years and juvenile justice centre every three years in New South Wales. In the first five years, eight reports, including six thematic inspection reports and two public interest reports have been tabled by the office relating to the inspection of 30 centres and resulting in 200 recommendations. A further five thematic inspections have commenced or are on-going during this period. In order to meet the legislative requirement it was necessary for increased resourcing. In the last two and a half years the office has grown from four to 12 staff in addition to the Inspector. The inspections could not have been completed without additional support provided by consultants with specialist expertise and the assistance of inspectorates from Western Australia and Queensland.

As reported last year, inmate numbers continue to rise and place pressure on the adult correctional system. Between July 2017 and June 2018 the NSW adult prison population grew by four percent, reaching a total adult inmate population of 13,630 as of June 2018.<sup>9</sup> To alleviate overcrowding, CSNSW has opened the new Rapid Build Prisons; Hunter Correctional Centre and Macquarie Correctional Centre. The transition of a juvenile justice centre to CSNSW was finalised with Mary Wade Correctional Centre opening in November 2017. These centres have been included in the ICS inspection plan for 2019. The re-inspection of Parklea and Metropolitan Special Programs Centre, as well as the inspection of centres reopened or transferred to CSNSW since 2015 including Kariong, Kirkconnell and Berrima will also occur in 2019.

The increase in inmate numbers has continued to impact delivery of services in correctional centres. The number of complaints about medical treatment remains high and complaints about phones and property have increased. Despite the development of a new procedure regarding clothing entitlements the provision of sufficient clothing remains an issue in some centres. The rising inmate numbers have also highlighted the number of inmate transfers and movements across the adult correctional system. A review of inmate transports will commence in 2019.

During the last 12 months there has been significant focus on JJNSW and the office has been working towards finalising the report into use of force and separation, segregation and confinement in JJNSW. While the number of inmates in correctional centres continues to rise, the number of young people in JJNSW has remained stable and there has been a small decrease in the percentage of Aboriginal young people in detention. Despite this, Aboriginal young people are still over-represented in JJNSW. ICS will have a continued presence in JJNSW with all juvenile justice centres due to be re-inspected by October 2019.

As the office moves into the next five years, our five year strategic plan must have regard to the challenges in meeting our legislative mandate, including the rising inmate population, increase in correctional centres and the implementation of Optional Protocol to the Convention Against Torture (OPCAT). In December 2017, Australia ratified OPCAT.

The monitoring and reporting framework was established to track the progress of the implementation of recommendations by CSNSW, JJNSW and JH&FMHN. Desktop monitoring has been complemented with liaison visits to monitor the implementation of recommendations. Regular visitation and monitoring is an important function of the ICS and is consistent with the requirements of OPCAT.

Official Visitors are appointed by the Minister for a period of up to two years. The current appointment period for the majority of Official Visitors began on 1 October 2017. Official Visitors play a crucial role not only in helping to resolve individual complaints in adult correctional centres and juvenile justice centres, but also in raising matters at a systemic level to inform inspections and thematic reviews. During the last financial year there was a concerted effort to appoint Aboriginal Official Visitors to custodial facilities. There are now 11 Aboriginal Official Visitors appointed to eight correctional facilities and one state-wide Aboriginal Official Visitor who visits other centres. There are seven Aboriginal Official Visitors appointed to six juvenile justice centres.

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<sup>9</sup> Bureau of Crime Statistics and Research, *NSW Custody Statistics: Quarterly Update June 2018*, July 2018.

## **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 juvenile justice systems. During the 2017-18 financial year the ICS created an additional Senior Inspection/Research Officer and Inspection/Research Officer position. These positions, as well as temporary positions including two Senior Inspection/Research Officers, several Research Assistants, and a part-time administration assistant, were appointed in this financial year assisting the office to meet its statutory obligation to inspect each juvenile justice centre every three years, and each adult centre every five years.

## **1.9 Changes to legislation**

The report *The management of radicalised inmates in NSW* included a recommendation that CSNSW considers removing the restriction on inmates classified or designated as AA, EHRR and NSI speaking with Official Visitors. In order to be implemented, this requires regulatory change.

## 2 Legislation and corporate governance

### 2.1 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 and responses to reports on its website. Inspection standards and manuals detailing the work of the office 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 current reporting period.

### 2.2 Reporting

In the 2016-17 financial year, a range of new key performance indicators were established to assess the work of the ICS, with measurement to commence in the new reporting period.

The new performance indicators have been extended to include: completing Official Visitor appointments prior to 1 October of the required year, Official Visitor reports being provided to the Minister within two weeks of receipt, Official Visitor visits of correctional facilities and centres being undertaken at least once per month as required per legislation (section 228(5)(a) *Crimes (Administration of Sentences) Act 1999* (NSW)), implementation progress of accepted report recommendations being monitored and reported on through the ICS annual report, and inspection of all centres in line with legislative requirements. This includes all adult centres within five years, all Juvenile Justice centres within three years.

The results of the key performance indicators are set out below:

Key performance indicator	2016 17	2017 18
Number of liaison visits conducted	50	45
Number of centre inspections	33	17
Number of reports tabled	1	2
% of recommendations accepted (adult)	71%	98%
% of recommendations accepted (juvenile)	N/A	100%

### 3 Appendix: recommendation progress by report

Key: ● Achieved  
● Partially Achieved  
● Not Achieved

Full House: The growth of the inmate population in NSW	CS NSW	JH& FMHN	JJ NSW
(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.		●	
(11) The Inspector recommends that JH&FMHN ensure a standardised ratio of health centre staff to inmates across all like centres.		●	
(12) The Inspector recommends 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 health centres 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 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 ensure 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 Parklea Correctional Centre provides alternative space for legal visits outside the secure perimeter.			
(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 CSNSW ensure that contact hours of OS&P in custodial settings are not compromised by accessibility of OS&P staff for operational routine.			
(36) The Inspector recommends that CSNSW increase 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 that 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	CS NSW	JH& FMHN	JJ NSW
(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.			
(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.			●
<b>Lifers: Classification and regression</b>	<b>CS NSW</b>	<b>JH&amp; FMHN</b>	<b>JJ NSW</b>
(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.	●		
<b>Old and Inside: Managing aged offenders in custody</b>	<b>CS NSW</b>	<b>JH&amp; FMHN</b>	<b>JJ NSW</b>
(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	●		

Prison Greens: The clothing and bedding of inmates in NSW	CS NSW	JH& FMHN	JJ NSW
(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.	●		
<b>24 hour court cells in NSW</b>	<b>CS NSW</b>	<b>JH&amp; FMHN</b>	<b>JJ NSW</b>
(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.	●		
(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 7 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.			
(37) The Inspector recommends the report is made public immediately.	<i>Not applicable</i>		

