



Inspector of
Custodial Services

Inspector of Custodial Services

Inspection of Inmate
Transport in NSW



Inspector of Custodial Services

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Inspector's overview

The Inspection of inmate transport in NSW was announced in October 2019 before the onset of the COVID-19 pandemic. At that time the inmate population in NSW was at an all-time high and there was a corresponding increase in the number of inmate movements and transfers.

Although a number of independent reviews have found the transportation of inmates in NSW is generally cost efficient¹, the cost associated with moving inmates is substantial.² There are also security and safety risks associated with transporting inmates. For this reason, minimising the amount of movement and associated transport should be a goal of CSNSW.

The COVID-19 pandemic has impacted the movement and transport of inmates in NSW. From very early on in the Pandemic there was clear public health advice that it was critical to reduce the movement of people to reduce the risk of the virus spreading. This applied equally to the custodial system and CSNSW immediately took steps to reduce the amount of movement and transport in the system so that only essential movement occurred. In 2020 there were approximately 43,000 fewer movements in the system.

Before 2020 court escorts and medical escorts made up approximately 60% of all movements in the custodial system. Although there has been significant investment in technology such as Audio Visual Links for court and telehealth over many years, culture and practice has not always seen the full benefits of technology realised. The Pandemic has changed the way we use and view technology. This has seen a decrease in the number of court and medical escorts.

The majority of movements in the system are now generated by CSNSW inter-centre transfers. With a significant investment in new custodial infrastructure, technology, and rehabilitation services over the past several years, it is timely to look at why inmates are being moved as well as how and where they are being moved. This presents CSNSW with an opportunity to minimise the number of inmate movements in the system and the associated transport and system costs and focus on making sure that the essential movements that must occur take place in a safe and secure manner as well as an effective and efficient manner.

Fiona Rafter
Inspector of Custodial Services
June 2022

1 Information provided by Corrective Services NSW, 22 May 2020.

2 Information provided by Corrective Services NSW, 21 September 2021.

Glossary of terms and acronyms

| Term | Description |
|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| AVL | Audio visual link |
| BOCSAR | Bureau of Crime Statistics and Research |
| CC | Correctional Centre |
| CCTV | Closed-circuit television |
| CESU | Court Escort Security Unit |
| COPP | Custodial operations policy and procedures |
| CoR | Chain of responsibility |
| COVID 19 | Coronavirus disease 2019 caused by SARS-CoV-2 virus |
| CRES | Corrections Research Evaluation and Statistics |
| CSNSW | Corrective Services NSW |
| DCJ | Department of Communities and Justice |
| EHSEU | Extreme High Security Escort Unit |
| EQUIPS | Explore, Question, Understand, Investigate, Practice, Succeed |
| GRN | Government Radio Network |
| HIPU | High Intensity Programs Unit |
| HVNL | Heavy Vehicle National Law |
| ICS | Inspector of Custodial Services |
| ITC | Intake and Transit Centre |
| JH&FMHN | Justice Health and Forensic Mental Health Network |
| LBCC | Long Bay Correctional Complex |
| LBH | Long Bay Hospital |
| MEU | Medical Escort Unit |
| Movement order | A movement order is an order made pursuant to the <i>Crimes (Administration of Sentences) Act 1999</i> or other relevant legislation authorising the movement of an inmate from one location to another. |
| MRRC | Metropolitan Remand and Reception Centre |
| MSPC | Metropolitan Special Programs Centre |
| NHVR | National Heavy Vehicle Regulator |
| SSIP | Short Sentence Intensive Program |
| Transfer | A transfer means the movement from one correctional centre or court cell complex to another correctional centre. |
| Transport | Transport means the movement of an inmate by vehicle. |

Executive summary

Inmate transportation

Transporting inmates requires the safe and secure movement of people between courts, hospitals and custodial facilities. It also requires those responsible for transporting inmates to ensure the welfare and dignity of inmates.

Inmate movement occurs every day throughout the correctional system. In 2019 there were 133,307 inmate movements. Of those 20,176 related to inmates being received into custody, 24,972 were for inmates to appear in person at court, and 21,904 related to inmates returning to a correctional centre after appearing in court. 15,070 movements were for a medical reason and 803 inmates were moved to attend an interview with police or other law enforcement agency. Of note 50,382 movements related to inter-centre transfers between custodial facilities.³ In 2020, 90,209 inmate movements took place, a decrease of 43,098 movements. This decrease in movements can be attributed to court and correctional centre responses to the COVID-19 pandemic.

The inmate population in NSW reached a high in February 2020 with 13,974 people in custody.⁴ More people in custody necessitates more inmate movement. One of the reasons for this is that CSNSW does not have control over the demand for transportation services between courts, hospitals, or other medical facilities. CSNSW must transport inmates when they are remanded in custody or sentenced to imprisonment and in accordance with court orders requiring an inmate to attend court in person. Similarly, if inmates require medical treatment in hospital CSNSW must arrange their transfer. Moreover, multiple movements are often required to convey an inmate for a court appearance or a hospital appointment.

CSNSW does however have control over the number of inter-centre transfers which occur. Inter-centre transfers occur for several reasons including making sure inmates can undertake appropriate rehabilitation services; allowing progression to a lower security environment; for inmate safety; and in response to poor behaviour. Inter-centre transfers also occur because although the majority of inmates in NSW are received into custody through a metropolitan Sydney correctional centre, the majority of prison beds in NSW are located in regional NSW. This means remand and sentenced inmates from metropolitan Sydney are often transferred to a correctional centre in regional NSW. CSNSW refers to the practice of transferring remand inmates to regional correctional centres as Remand Bed Placement or Womens Remand Bed Placement (RBP or WRBP). It is used to ensure bed availability in metropolitan Sydney for new receptions into custody. The RBP practice is costly in terms of transport related costs, and resource demands on the correctional system. Every time an inmate moves between a custodial facility they must be risk assessed by health and corrective services and assessed for services at each individual centre.⁵ Furthermore it is not uncommon for inmates to be moved multiple times between metropolitan Sydney and regional correctional centres to attend court. A review of the use of Remand Bed Placement is recommended.

Responsibility for transporting inmates

A dedicated unit, the Court Escort Security Unit (CESU) is primarily responsible for the transportation of inmates to and from court, between correctional centres, and to police/law enforcement interviews. Metropolitan CESU is located on the Silverwater Correctional Complex and escort inmates to and from courts and correctional centres throughout the metropolitan Sydney area. CSNSW utilise a hub and spoke

3 Information provided by Corrective Services NSW, 12 February 2021; Corrective Services NSW, *Custodial movements report 2019* (December 2019) 1; Corrective Services NSW, *Custodial movements report 2020* (December 2020) 1.

4 NSW Bureau of Crime Statistics and Research, *NSW Custody Statistics: NSW Prison Statistics*, (Webpage, accessed 3 February 2022).

5 Inspector of Custodial Services, *Health Services in NSW Correctional Facilities* (Report, March 2021) 16.

model to perform these escorts. Inmates are collected from metropolitan correctional centres each morning and transported to the Silverwater transport hub where they are transferred onto a different inmate transport vehicle that will take them to court. Metropolitan CESU also uses the hub and spoke model to transfer inmates between metropolitan correctional centres, South Coast CC, Kariang Intake and Transit Centre, Goulburn CC and Bathurst CC.

CESU also transports inmates throughout regional NSW, escorting inmates to and from court and between correctional facilities. Regional inmate transports performed by CESU are divided into six geographical areas which includes Far Northern Transport – Grafton, Northern Transport – Cessnock, Lismore Transport, Western Transport – Bathurst, Southern Transport – Batemans Bay, and South West Transport - Goulburn.

Individual correctional centres, and the Medical Escort Unit (MEU) also play a role in the transportation of inmates in NSW. Correctional centre staff may be required to escort inmates to and from local hospitals or to police/law enforcement interviews. Broken Hill and Tamworth Correctional Centres are in a unique position, as they perform inmate transport functions including court escorts and inter-centre transfers. The MEU conveys inmates in metropolitan Sydney to public hospitals, and designated mental health facilities for scheduled medical appointments.

Inmate transportation performed by the CESU in the 2020-2021 financial year cost over \$28 million with the average cost per movement being \$263.00.⁶ These costs only reflect those transports performed by the CESU and do not capture the cost of escorts performed by individual correctional centres or the MEU.⁷

The inspection found that having specialised units responsible for transporting inmates resulted in better compliance with CSNSW policies and better outcomes for inmates. CESU and MEU officers had a better understanding of CSNSW policies applicable to transporting inmates than correctional officers attached to correctional centres.

Safety and Security

Apart from the substantial cost, transporting inmates can pose a risk to security. Every time an inmate is removed from a secure facility there is a risk of escape that must be managed. Given the significant distances travelled in NSW there are also safety risks associated with mechanical or technical failures with inmate transport vehicles and equipment. It is therefore incumbent on CSNSW to minimise the number of inmate movements necessitating transport.

Significant work has been undertaken in recent years to implement technology solutions to reduce the need to transport inmates. The substantial investment in Audio Visual Links (AVL) between courts and custodial facilities in NSW is to be commended and has reduced the need to transport inmates to and from courts. The inspection found that orders for in-person court appearances decreased from 24,972 in 2019 to 8,946 in 2020 with a corresponding 20% increase in court appearances by AVL from correctional centres in 2020.⁸ The use of AVL reduces the need to transport inmates, reduces costs, increases security and is less disruptive for inmates.⁹ Changed policy settings due to the COVID-19 pandemic has increased the use of AVL facilities by courts and correctional facilities and CSNSW should continue to invest in AVL infrastructure to reduce the need for inmate transport.

6 Information provided by Corrective Services NSW, 21 September 2021.

7 Inspector of Custodial Services, *Health Services in NSW Correctional Facilities* (Report, March 2021) 103.

8 Information provided by Corrective Services NSW, 12 February 2021.

9 Local Court of New South Wales, *Annual Review 2019* (2020) 30.

Medical escorts are resource intensive, costly, and can pose a risk of escape.¹⁰ The COVID-19 pandemic resulted in a decrease in prisoners being transported for scheduled medical appointments and an increase in telehealth appointments. There was a reduction in medical escorts from a correctional centre in 2020, with 12,551 movement orders issued, compared to 15,070 in 2019.¹¹ It also prompted CSNSW to expand the role of the MEU to undertake all scheduled and unscheduled medical escorts, and hospital guard duty for all private and publicly operated correctional centres in the Sydney Metropolitan Region.¹²

The COVID-19 pandemic has also required Corrective Services NSW (CSNSW) to minimise inmate movement on public health grounds to prevent the virus spreading throughout the correctional system and reduce the risk of transmission to staff and inmates.¹³ This required CSNSW to identify which inmate movements were essential. Consequently, fewer inmates have been transported between correctional centres.¹⁴ It is recommended that CSNSW continue this practice and only transport inmates when it is essential.

CSNSW has invested in a range of vehicles and technology to enable persons in custody to be transported securely in fit for purpose vehicles that are safe and meet relevant standards and are subject to regular and routine safety checks.¹⁵ At the time of inspection CSNSW had a fleet of 150 inmate transport vehicles. 106 inmate transport vehicles were used by CESU and the remainder by correctional centres and other specialist units. The inmate transport vehicle fleet consists of a range of vehicles which include vehicles capable of conveying, 4, 8, 10, 14, and 16 inmates.¹⁶

Inmate transport vehicles in NSW are fitted with a range of security and safety features including internal and external CCTV monitoring, radio communications systems, duress buttons, observation and monitoring systems, cabin/cell intercom and air-conditioning. In addition, inmate transport vehicles are monitored from a centralised monitoring room allowing for the remote coordination of a response in the event of a critical incident. The central coordination unit is also responsible for vehicle cell allocation for court escorts to ensure inmates are separated appropriately during escort.

Vehicles used for inmate transport are primarily leased, and the cell compartments fitted to the vehicles are owned by CSNSW.¹⁷ A review of information relating to the CESU fleet identified that the majority of vehicles used by CESU were less than six years old, but a small number of vehicles in the fleet exceeded their five-year lease period.¹⁸ The oldest vehicle in the fleet is owned by CSNSW and is 11 years, 7 months old. It has only travelled 59,466 km, as it is a specialist vehicle fitted with bariatric seating and capacity to accommodate a wheelchair.¹⁹ Vehicles nearing the end of their lease, or with high kilometres are moved to Metropolitan CESU and are not used for long haul transport.²⁰

10 Inspector of Custodial Services, *Health Services in NSW Correctional Facilities* (Report, March 2021) 15.

11 Information provided by Corrective Services NSW, 12 February 2021.

12 Corrective Services NSW, *Commissioners Instruction 37/2021 Novel Coronavirus (COVID-19) Medical Escort Unit (MEU) Temporary Expansion - Operational Changes and Key Contacts* (August 2021).

13 Corrective Services NSW, *Commissioner's Instruction 42/2021 Novel Coronavirus (COVID-19) Interim Measure – Inmate Movements* (September 2021).

14 Information provided by Corrective Services NSW, 21 September 2021.

15 Information provided by Corrective Services NSW, 21 May 2020; Corrective Services Administrators' Council, *Guiding Principles for Corrections in Australia*, 2018, 16.

16 Information provided by Corrective Services NSW, 21 May 2020.

17 Corrective Services NSW, *Court & Transport Operations Strategic Plan, 2020 – 2021*, 1.

18 Information provided by Corrective Services NSW, 21 May 2021 and 30 April 2021.

19 Information provided by Corrective Services NSW, 21 May 2021.

20 Information provided by Corrective Services NSW, 21 May 2021 and 30 April 2021.

The larger prisoner transport vehicles used by CSNSW are governed by the Heavy Vehicle National Law. The Heavy Vehicle National Law aligns with work health and safety legislation and requires CSNSW to manage mass and dimension limits, driver fatigue, speed, load restraint, vehicle standards and maintenance.²¹ It is essential that CSNSW ensure inmate transport vehicles are maintained and serviced at regular intervals, are fit for purpose, and meet roadworthiness standards. A review of service records found that routine servicing and maintenance was being undertaken including the replacement of tyres, the servicing of air conditioning systems and other general repairs.²² However, some vehicles were serviced outside the recommended distance service interval. CSNSW need to ensure that all inmate transport vehicles are replaced, maintained, and serviced as required by CSNSW policy.

Correctional officers are required to undertake a pre-escort vehicle inspection prior to commencing escort duties. We observed a pre-escort vehicle inspection that was not documented correctly. It is important that these checks are undertaken and recorded properly.

In response to the risks associated with the transmission of COVID-19, at the time of inspection vehicles at Metropolitan CESU were being cleaned by forensic cleaners each night. Additionally, a safe operating procedure was implemented for disinfecting escort vehicles in all locations.²³ The inspection found that vehicles were generally being disinfected and cleaned, however some vehicles had not been cleaned adequately or cleaned between use. CSNSW must ensure strict adherence to this policy.

During the inspection the importance of ensuring that appropriately sized inmate transport vehicles are attached to locations was also highlighted. Tamworth and Cooma CCs are over 100 years old and the infrastructure at these centres does not allow for modern inmate transport vehicles to drive into the gate house for inmates to embark or disembark in a secure environment.²⁴ Not only does this increase the risk of escape, but it also exposes inmates to public view. On 13 September 2019 an inmate escaped whilst being escorted outside the main gate of Tamworth CC to an inmate transport vehicle. The construction of a secure structure was being considered at the time of inspection and is supported.

Due to the risk of escape during transportation, correctional officers undertaking transport and escort functions are required to carry a weapon. The inspection found that officers do not need to undertake recertification training to carry a firearm when performing escort duties.²⁵ Given that discharging a firearm may have lethal outcomes regular retraining and recertification is recommended. The inspection also found that correctional officers performing escorts in remote regional areas did not always have access to a place to safely store their firearms.²⁶ The Moree CESU had installed a safe storage area/firearms safe in one of their vehicles and this may be an appropriate solution for other vehicles servicing remote regional areas.

The transportation of persons in custody also needs to be conducted in a safe and humane manner, taking into account the dignity of the person being transported.²⁷ This is particularly important during long haul transports and CSNSW has well established policies that provide for the welfare of inmates in regards to the provision of water, meals and comfort breaks.²⁸ It is also important that staff transporting inmates have adequate meal and rest breaks.

21 Corrective Services NSW, *Chain of Responsibility Policy Version 1.0* (February 2020) 3.

22 Information provided by Corrective Services NSW, 21 May 2021.

23 Corrective Services NSW, *Safe Operating Procedure 104 - Disinfecting Escort Vehicles and Court Cells* (May 2020) 1-3.

24 Inspector of Custodial Services, *Inspection of Cooma Correctional Centre* (Report, November 2020) 25-27.

25 Corrective Services NSW, *Custodial Operations Policy & Procedures: 16.6 Armoury and armed posts* (February 2020) 15.

26 Corrective Services NSW, *Local Operation Procedure 2018/038 Weapons/Ammunition* (June 2018) 2.

27 Corrective Services Administrators' Council, *Guiding Principles for Corrections in Australia*, 2018, 16.

28 Corrective Services NSW, *Custodial Operations Policy & Procedures: 19.1 General escort procedures* (November 2020) 20.

Regional inmate transport in NSW can involve traversing significant distances. The inter-centre transfer between Broken Hill CC and Wellington CC is the longest continuous escort performed by CSNSW stretching over 807km and taking approximately 8 hours and 26 minutes. Inmate transport vehicles depart Broken Hill and Wellington CCs and meet at a police station before the vehicles return to their centre of origin. Due to the length of the journey, the inmate transport vehicle travelling from Broken Hill CC should also provide another comfort stop at a secure location. However, we found that did not always occur, which meant that inmates travelled well over three hours without a comfort stop. Moreover, the bathroom facilities accessible to inmates, were of an unacceptable standard. The inspection also found that regular audits of CCTV recordings would appear warranted to ensure that correctional officers are adequately observing and monitoring inmate welfare during escorts.

A review of all long-haul transport routes found that the majority provided for a comfort stop in accordance with the three hour time frame prescribed in CSNSW policy. A small number of transport routes to regional courthouses in remote areas of Western NSW exceeded the prescribed timeframe. This should be reviewed. However, of concern the new transport route between Kariong Intake and Transit Centre (ITC) to Mid North Coast CC exceeds the prescribed timeframe of three hours for a comfort break.²⁹ This route is also used to transport large numbers of inmates from metropolitan Sydney through to the new 1700 bed privately operated Clarence CC near Grafton. Inmates and staff alike raised the length of this journey with us and the need to provide adequate comfort breaks. CSNSW needs to identify an appropriate place for a break in this journey. The 24-hour court cell complex at Newcastle would provide the necessary security.

Transport routes

The need for an efficient custodial transport system in NSW, capable of moving inmates safely and securely cannot be overstated.³⁰ CSNSW has been involved in a significant infrastructure program aimed at providing modern, secure, and fit for purpose prison infrastructure. At the same time, a significant investment has been made in delivering offender rehabilitation programs to reduce reoffending. It is therefore critical that inmates are placed at the right facility at the right time to either complete their court matters if they are on remand or participate in rehabilitation opportunities if sentenced.

With a significant investment in custodial infrastructure and technology over the past several years, it is timely to look at why inmates are being moved as well as how they are being moved to identify what steps can be taken to reduce the amount and cost of movement in the system whilst ensuring that essential transport occurs in a safe and secure way.

The inspection found that inmate movement and associated transportation reflected existing transport routes rather than identified inmate pathways through the system. This often resulted in inmates being transferred between multiple correctional facilities to reach their intended destination. The need to transfer inmates between multiple facilities is not only resource intensive as inmates need to be risk assessed by custodial and health staff on admission to each correctional centre, it often results in significant delays in an inmate reaching their intended destination. It is not uncommon for an inmate to spend weeks at each correctional centre they transfer through. This impacts an inmate's ability to prepare for court proceedings if they are on remand, and impacts the ability of sentenced inmates to participate in rehabilitation activities. It is therefore timely to review the existing transport routes to ensure that transport routes correspond with the need and demand for movement whilst also providing appropriate places for staff and inmates to have a comfort stop during the journey.

29 Corrective Services NSW, *Custodial Operations Policy & Procedures: 19.1 General escort procedures* (November 2020) 20.

30 Inspector of Custodial Services, *Full House: Growth of the inmate population in NSW* (Report, April 2015) 21.

Kariong CC was repurposed as an Intake and Transit Centre (ITC) in June 2020 for inmates being transferred from or through metropolitan Sydney to the Mid-North Coast or Clarence CC. This allows inmates to stay overnight at Kariong ITC and recommence their journey the following day. Previously, inmates heading north were required to be transferred to Cessnock or Shortland CC for a period of time before being transferred to Mid North Coast CC and then to Grafton CC. A similar transit hub should be identified in metropolitan Sydney to service the Southern and Western transport corridors. This would stop the need for inmates to be transferred through multiple centres including the large and busy remand and reception centres in metropolitan Sydney on route to their intended destination.

Recommendations

The Inspector recommends

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.
15. The Inspector recommends that this report is made public immediately upon being tabled in NSW Parliament, in accordance with section 16(2) of the Inspector of Custodial Services Act 2012.

Chapter 1 Introduction

1.1 Background to the inspection

The principal functions of the Inspector of Custodial Services include the examination and review of any custodial service at any time. A custodial service includes the transport of persons in custody or otherwise detained to or from a custodial centre by or on behalf of Corrective Services NSW.

In the *Inspector of Custodial Services Annual Report 2017-18* we highlighted that due to rising inmate numbers in NSW there had been an increase in the number and frequency of inmate transfers and movements across the adult correctional system.³¹

NSW is a vast state, with a geographical area of 801,150 km².³² It has 39 correctional centres,³³ two transitional centres, eleven 24 hour court cell complexes and 38 court cell locations managed by CSNSW.³⁴ There are approximately 12,200 people in custody in NSW and every day inmates need to be transported to and from court, hospital, and between custodial facilities. In the 2019-2020 financial year there were 130,118 inmate movements performed by the Court Escort Security Unit (CESU). In 2020 - 2021 financial year the cost of transporting inmates by the CESU was over \$28 million, with an average cost of \$263.00 per movement.³⁵

The need for an efficient custodial transport system in NSW, capable of providing inmate transport services often over long distances, safely and securely between court cell complexes, courts and correctional centres is essential.³⁶ Moreover, the transportation of inmates comes with inherent risks that correctional administrators must manage. Every time an inmate is removed from a secure facility there is a risk of escape. There is also a risk that an inmate may experience a medical emergency whilst being transported. Given the significant distances travelled in NSW there are risks that inmate transport vehicles and equipment may suffer mechanical or technical failures.

The Guiding Principles for Corrections in Australia state that:

3.1.11 Persons in custody are transported using fit for purpose vehicles that are safe and meet relevant standards and are subject to regular and routine safety checks.

*3.1.12 Transport of persons in custody is conducted in a safe and humane manner, taking into account the dignity of the person being transported.*³⁷

The ICS Standards for adult custodial services in New South Wales are consistent with the Guiding Principles for Corrections in Australia.

61 The transportation of inmates must be carried out safely and humanely.

62 There must be adequate preparation for the safe and humane transport of inmates over long distances.

63 Minimum standards should be incorporated in vehicle design for all inmate transport vehicles.

31 Inspector of Custodial Services, *Annual Report 2017 – 2018* (Report, October 2018) 26.

32 Australian Government, Geoscience Australia, *Land areas of States and Territories*, Accessed 11 January 2021: <https://www.ga.gov.au/scientific-topics/national-location-information/dimensions/area-of-australia-states-and-territories>.

33 Including Brewarrina (Yetta Dhinnakka) Correctional Centre, Grafton Correctional Centre and Ivanhoe Correctional Centre which closed permanently during the 2020/21 period.

34 Inspector of Custodial Services, *Annual Report 2020 – 2021* (Report, October 2021) 5.

35 Information provided by Corrective Services NSW, 21 September 2021. It is important to note that this cost only reflects those transports performed by the CESU and does not reflect escorts performed by individual correctional centres or the Medical Escort Unit (MEU).

36 Inspector of Custodial Services, *Full House: Growth of the inmate population in NSW* (Report, April 2015) 21.

37 Corrective Services Administrators' Council, *Guiding Principles for Corrections in Australia*, 2018, 16.

64 *The transport of inmates over long distances must be undertaken in appropriate long-haul vehicles with increased levels of amenity.*³⁸

Although this is our first inspection of transport, several of our previous reports have highlighted the impact of movements and transfers on the custodial system. Despite the majority of CSNSW facilities being located in regional areas of NSW, the majority of inmates in NSW are received into custody through correctional centres in metropolitan Sydney.³⁹ The need to ensure that there are sufficient remand beds available in metropolitan Sydney, means that inmates remanded in custody are often transferred to regional correctional centres. In some circumstances inmates are moved multiple times between several centres before their court matters are finalised.⁴⁰ The impact of movements and transfers on the ability of the custodial system to function properly and achieve its purpose cannot be overstated. Moving inmates frequently is resource intensive for CSNSW and Justice Health and Forensic Mental Health (JH&FMHN). This is because every time an inmate is moved between facilities, they must be thoroughly risk assessed by custodial officers and health services. It can also be disruptive for remand inmates trying to prepare for court and sentenced inmates' participation in rehabilitation programs.

There are also inefficiencies caused by inmates transferring through one or more centres to reach their destination due to established transport routes and the frequency of transport runs.⁴¹ Inmates transferring between centres in the North, South and Western regions of NSW are required to transfer through the two large metropolitan Sydney remand and reception centres and inmates appearing before court in the Greater Sydney region are sometimes transferred to the Metropolitan Remand and Reception Centre (MRRC) or Parklea Correctional Centre to then be transferred to court. This can result in inmates spending several weeks in transit between correctional centres and between three days to two weeks in transit for court appearances. Although steps have been taken to address this issue in the Northern corridor of the state, inmates from regional centres in the west and south still need to transfer through the MRRC and Parklea CC.⁴²

Recent inspections have highlighted the benefits of increased utilisation of technology to minimise inmate movement especially where inmates are held in regional NSW. The use of Audio-Visual Link (AVL) technology to facilitate court appearances is cost effective, minimises the need to move an inmate to and from court, provides greater security, and is less disruptive to the inmate.⁴³

Similarly the introduction of tele-health services by JH&FMHN has increased access to health services and reduced transfers for medical reasons.⁴⁴ JH&FMHN have implemented a centralised GP and specialist telehealth service which has increased service delivery at correctional centres.

1.2 Inspection process

The office of the Inspector of Custodial Services (ICS) was established by the *Inspector of Custodial Services Act 2012* (the ICS Act) in October 2013. The mandate of the office is to provide independent

38 Inspector of Custodial Services (NSW), *Inspection Standards for Adult Custodial services in New South Wales, Australia*, May 2020.

39 Inspector of Custodial Services, *Full House: Growth of the inmate population in NSW* (Report, April 2015) 34; Inspector of Custodial Services, *Women on remand* (Report, February 2020) 11.

40 Inspector of Custodial Services, *Full House: Growth of the inmate population in NSW* (Report, April 2015) 21; Inspector of Custodial Services, *Women on remand* (Report, February 2020) 42 -45.

41 Inspector of Custodial Services, *Inspection of Cooma Correctional Centre* (Report, November 2020) 25-27.

42 Inspector of Custodial Services, *Kariong and Kirkconnell Correctional Centres and the Integration Support Centre* (Report, November 2020) 20; Inspector of Custodial Services, *Inspection of Cooma Correctional Centre* (Report, November 2020) 25-27.

43 Inspector of Custodial Services, *Kariong and Kirkconnell Correctional Centres and the Integration Support Centre* (Report, November 2020) 37; Inspector of Custodial Services, *Inspection of Oberon Correctional Centre* (Report, November 2020) 25.

44 Inspector of Custodial Services, *Health Services in NSW Correctional Facilities* (Report, March 2021) 16.

scrutiny of the conditions, treatment and outcomes for people in custody, and to promote excellence in staff professional practice. The Inspector may examine and review any custodial service at any time, and report on each such inspection to the NSW Parliament with relevant advice and recommendations (including advice or recommendations relating to the efficiency, economy and proper administration of custodial centres and custodial services).⁴⁵ Inspection provides independent information gathering and analysis concerning what is working well and which areas require improvement.

The inspection of Inmate transport in NSW was announced in October 2019.⁴⁶ This inspection examined how CSNSW ensures the humane, safe, and secure transport of inmates, the reasons for inmate movement, the types of vehicles used, the condition and maintenance of those vehicles, and the provision of appropriate levels of amenity during transport (i.e. access to food, water, comfort stops, and cleanliness). The ICS has had regard to the Guiding Principles for Corrections in Australia and the ICS Standards for adult custodial services in New South Wales in conjunction with relevant legislation, policies and procedures.

The inspection was led by a Principal Inspection and Research Officer who was accompanied by other ICS staff on site visits. The inspection consisted of visits to multiple Corrective Services NSW locations involved in the transportation of inmates. The locations visited included:

| CSNSW Location | Date visited |
|------------------------------------------------------|-------------------|
| Medical Escort Unit – Long Bay Correctional Complex | 13 November 2019 |
| Northern Transport - Cessnock | 24 January 2020 |
| Far Northern Transport - Grafton | 27 May 2020 |
| Metropolitan Transport - Silverwater | 10 June 2020 |
| Western Transport – Bathurst | 25 June 2020 |
| Southern Transport – Batemans Bay | 9 July 2020 |
| South West Transport - Goulburn | 11 August 2020 |
| Far Northern Transport – Port Macquarie | 25 August 2020 |
| Dubbo CESU | 7 September 2020 |
| Observation of long-haul transport Dubbo/Broken Hill | 8 September 2020 |
| Broken Hill Correctional Centre | 9 September 2020 |
| Kariong Intake and Transit Centre | 29 September 2020 |
| Lismore CESU | 8 October 2020 |
| Wagga Wagga CESU | 16 October 2020 |
| Moree CESU | 10 November 2020 |
| Tamworth Correctional Centre | 11 November 2020 |
| Wollongong Court Cell Complex | 3 February 2021 |
| Newcastle CESU | 10 February 2021 |
| Metropolitan Transport - Silverwater | 17 February 2021 |

The Inspection considered sensitive information and methodologies. In accordance with section 15 of the ICS Act, information that could prejudice the security, discipline or good order of any custodial centre, identify or allow the identification of a person who is or was detained in custody, or identify or allow the identification of a custodial centre staff member, has been removed in the public interest.

⁴⁵ *Inspector of Custodial Services Act 2012* s 6.

⁴⁶ Inspector of Custodial Services, *Inmate Transport in NSW* (Terms of reference, 14 October 2019).

A draft report or relevant parts thereof were provided to CSNSW in accordance with section 14(2) of the ICS Act. A submission was received from Corrective Service NSW. In accordance with section 14(1) of the ICS Act, the Inspector provided the Hon Dr Geoff Lee MP, Minister for Corrections, with the opportunity to make a submission in relation to the draft report. In accordance with section 14(3)(b) of the ICS Act, each submission and the Minister's response was considered before the finalisation of the report for tabling.

Chapter 2 Inmate Transport

There are several reasons why an inmate may need to be transported from one location to another. The primary circumstances in which an inmate will need to be transported include:

- court attendance in accordance with an order issued by a court⁴⁷
- to attend a hospital or other medical facility for medical treatment⁴⁸
- or transfer to another correctional centre.⁴⁹

In addition to the above reasons an inmate may be transported:

- to allow an inmate to be interviewed by police or other law enforcement officer, or to enable an inmate to assist in the administration of justice.⁵⁰
- for compassionate reasons such as:
 - attendance at a funeral or burial
 - attendance at a family event of significance
 - visitation of seriously ill or disabled family member⁵¹
- interstate with an interstate leave permit for medical treatment, or other compassionate reasons⁵²

2.1 Movement orders

Before an inmate is transported to or from a court, medical facility, police station or between custodial facilities a movement order must be made. All inmate movements across the State are determined by the Inmate Transfers Unit (ITU) based at Silverwater. The ITU sends the movement orders to CESU each day advising which inmates need to be transported the next day.

Each movement order requires the transportation of an inmate, however it is important to note that the number of times inmates are transported will exceed the number of movement orders made, as some movement orders require multiple transports for an inmate to reach their final destination.

Figure 1 provides a comparison of the reasons for transport during 2019 and 2020. In 2019, 20,176 inmates were received into custody, 24,972 section 77 orders were made for inmates to appear in person at court and 21,904 inmates were returned to a correctional centre from court. There were 15,070 section 24 orders for medical escorts and 803 section 25 orders were made for inmates to attend an interview with police or other law enforcement agency.⁵³ There were also 50,382 section 23 inter-centre transfer orders made by CSNSW in 2019.

47 *Crimes (Administration of Sentences) Act 1999, s 77.*

48 *Crimes (Administration of Sentences) Act 1999, s 24, & s 29*

49 *Crimes (Administration of Sentences) Act 1999, s 23.*

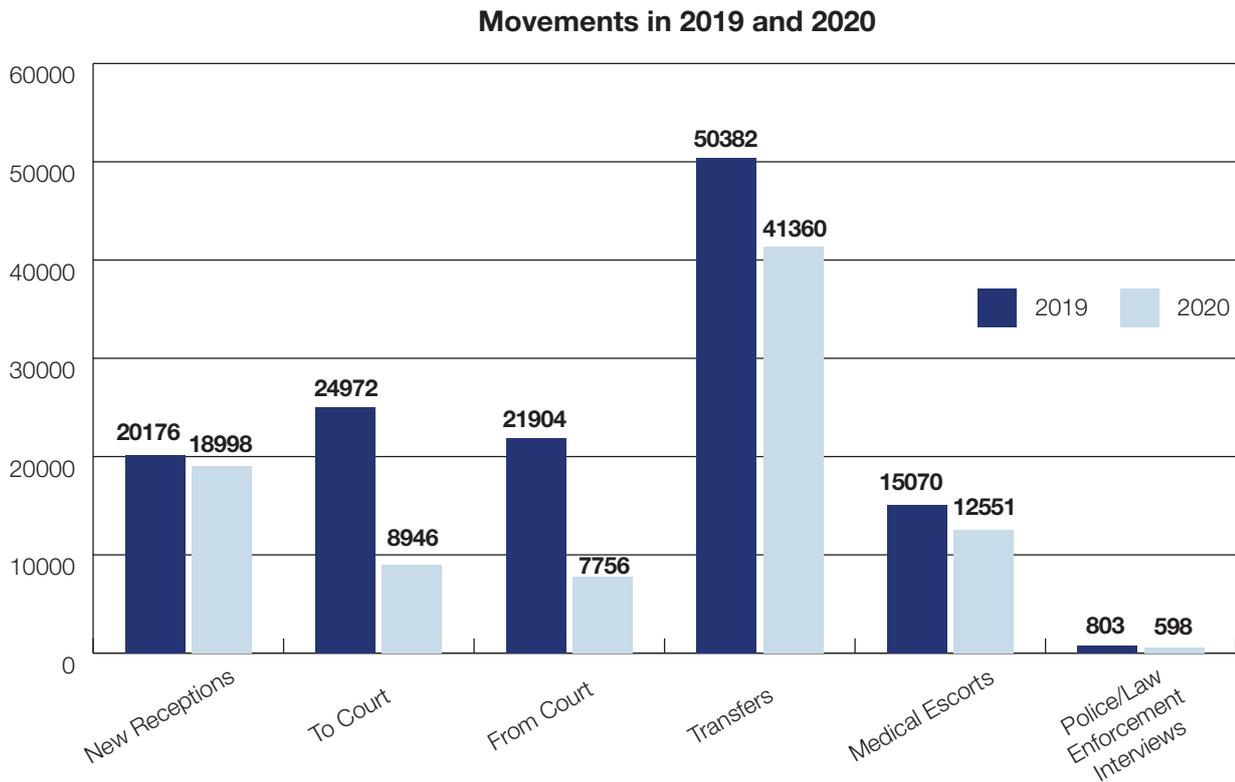
50 *Crimes (Administration of Sentences) Act 1999, s 25*

51 *Crimes (Administration of Sentences) Act 1999, s 26*

52 *Crimes (Administration of Sentences) Act 1999, s 29*

53 Information provided by Corrective Services NSW, 12 February 2021; Corrective Services NSW, *Custodial movements report 2019* (December 2019) 1; Corrective Services NSW, *Custodial movements report 2020*(December 2020) 1.

Figure 1: Custodial movements in 2019 and 2020⁵⁴



The number of movements that occur for new receptions, in person court appearances, medical escorts and law enforcement reasons are generally beyond the control of CSNSW. Inter-centre transfers occur because of decisions made by CSNSW.

As a result of the COVID-19 pandemic, fewer new receptions came into custody in 2020. There were also changes to court procedures and legislation which increased the use of AVL and reduced the number of court movements. Based on public health advice CSNSW also restricted other movements in the system, including inter-centre transfers, to essential movements. This was to minimise the risk of transmission of COVID-19 throughout the custodial system from transporting infected inmates.

The following movements were considered essential:

- Movements of COVID-19 positive inmates
- Movements from court cells to reception centres
- Movements from reception centres to gaols of classification to maintain bed capacity for new receptions and to meet quarantine and isolation requirements
- Urgent medical escorts
- Immigration detainee movements to facilitate release
- Movements to facilitate ‘in-person’ court appearances
- Movements necessary for maintaining the good order and security of a correctional centre.
- Prepositioning inmates for release (including Drug Court releases to drug rehabilitation⁵⁵)

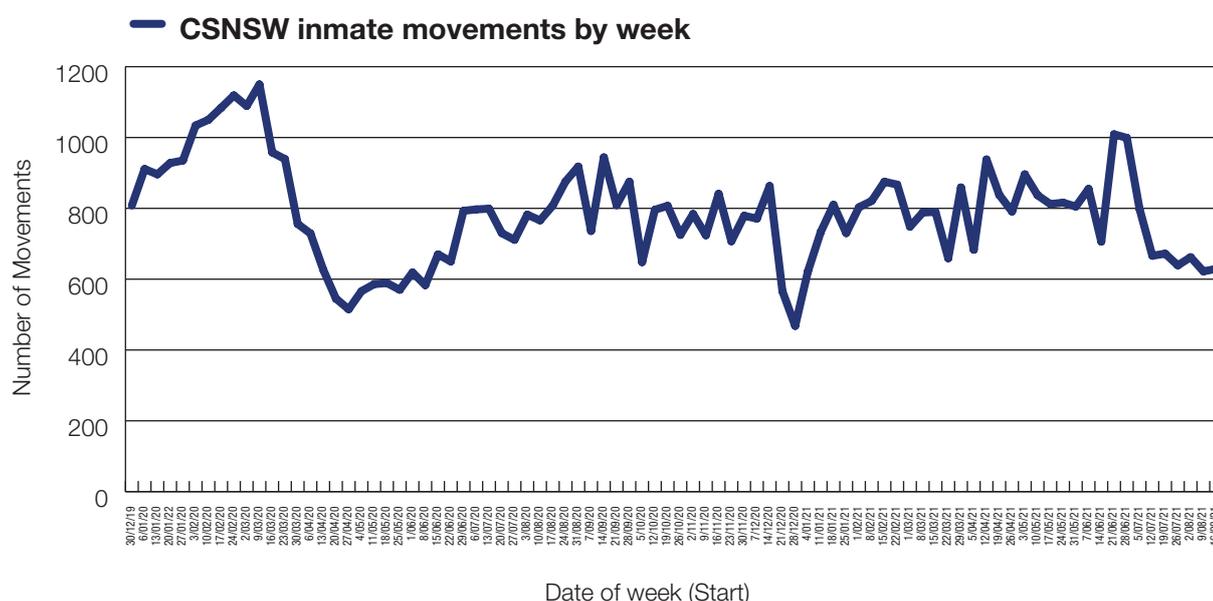
⁵⁴ Information provided by Corrective Services NSW, 12 February 2021.

⁵⁵ Corrective Services NSW, *Commissioner’s Instruction 42/2021 Novel Coronavirus (COVID-19) Interim Measure – Inmate Movements* (September 2021).

Any exceptional transfers, outside of the above required the approval of the Director, Classification and Placement. This resulted in a significant decrease in custodial movements in 2020.

Figure 2 shows inmate movements by week between December 2019 to August 2021. During the week 9 March 2020, CSNSW undertook 1,150 inmate movements, and by the week of 27 April 2020 inmate movements had decreased by more than half to 515 movements, a decrease of 635 inmate movements. Inmate movements also dropped considerably (400) in mid December 2020. In the week of 21 June 2021 there were 1,009 inmate movements. A Commissioners Instruction was issued on 9 July 2021 restricting movements to only those considered essential,⁵⁶ and in the week of 2 August 2021 there were 662 inmate movements. This reflects a decrease of a little over a third (347).

Figure 2: NSW Inmate movements by week⁵⁷



2.2 The impact of the inmate population on movements

The growth in the inmate population in NSW is well documented, and with increased numbers of people in custody the need to move inmates increases. The NSW Bureau of Crimes Statistics and Research (BOCSAR) identified that between June 2011 and September 2015 the number of people in custody in NSW rose by 18 percent from 10, 000 to 11, 801.⁵⁸ Between 2015 and 2019 the inmate population in NSW continued to grow. Quarterly custody data in Figure 3 shows this increase. In the first quarter of 2015, there were 11,472 inmates in custody. By the fourth quarter of 2019 there were 13,653 inmates in custody.⁵⁹

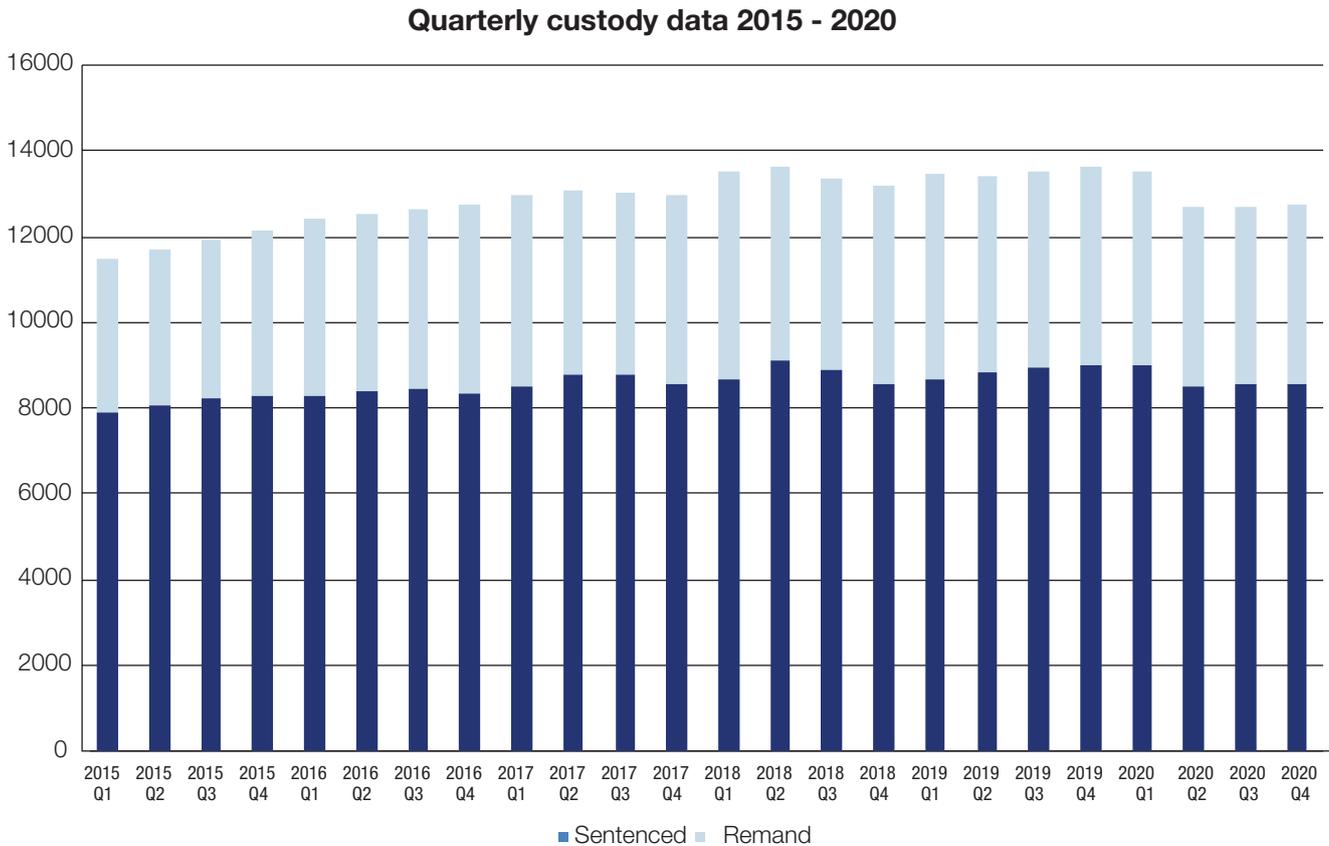
56 Corrective Services NSW, *Commissioners Instruction 20/2021 Novel Coronavirus (COVID-19) Interim Measure – amendments to Inmate Movements (July 2021) 1-2*.

57 Information provided by Corrective Services NSW, 9 August 2021.

58 Don Weatherburn, Simon Corben, Stephanie Ramsey & Jacqueline Fitzgerald, 'Why is the NSW prison population still growing? Another Look at prison trends between 2011 and 2015' (Bureau Brief no. 113, NSW Bureau of Crime Statistics and Research, January 2016) 1.

59 NSW Bureau of Crime Statistics and Research, *NSW Custody Statistics: NSW Prison Statistics*, (Webpage, accessed 27 September 2021) https://www.bocsar.nsw.gov.au/Pages/bocsar_custody_stats/bocsar_custody_stats.aspx.

Figure 3: Quarterly custody data 2015 - 2020⁶⁰



2.3 The impact of court escorts on transport

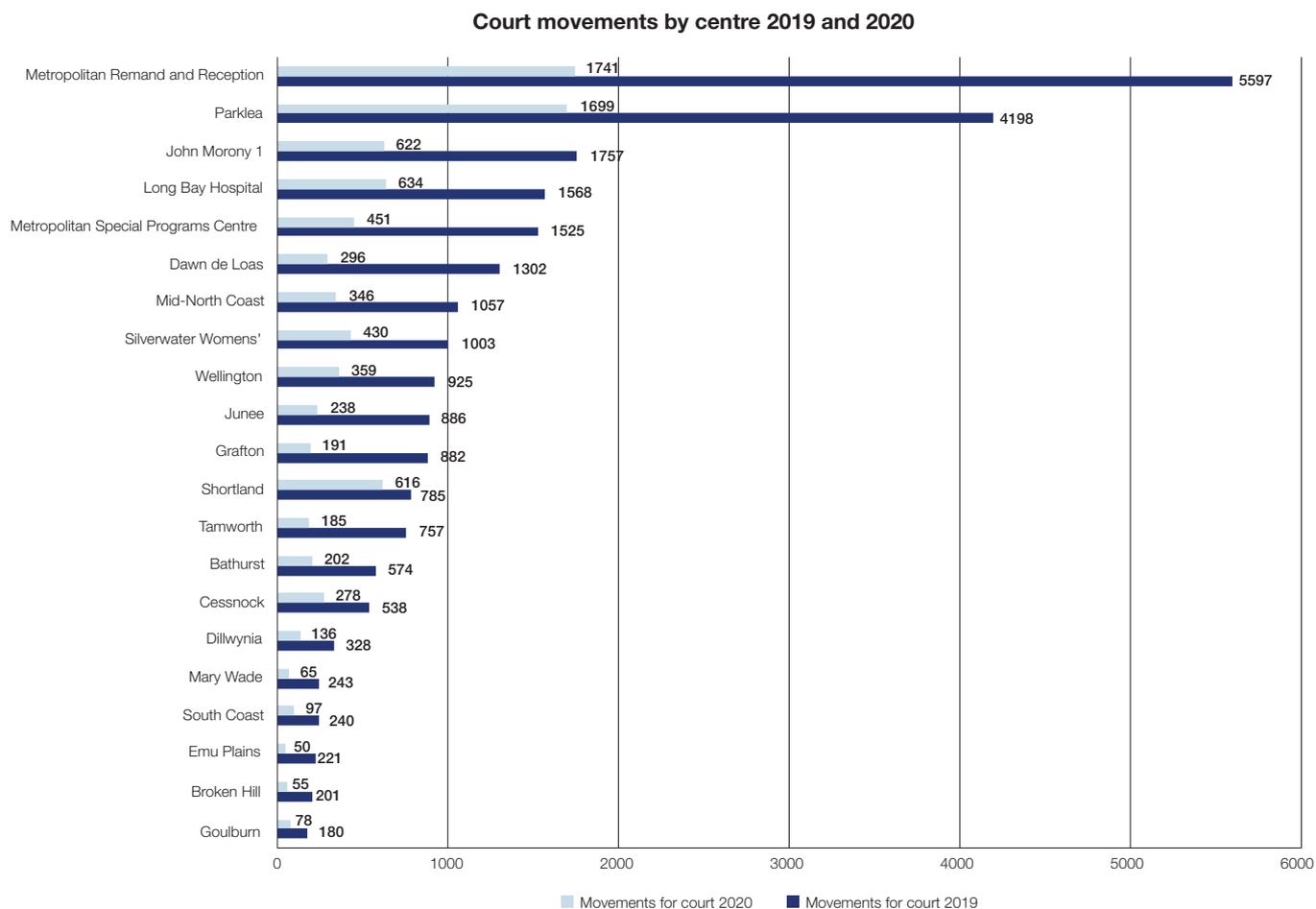
Historically, moving inmates to and from court in response to orders of the court was the primary function of the specialist transport unit in CSNSW. In 2019, 24,972 movement orders were made to facilitate an in-person court appearance.

A review of court movement orders in 2019 and 2020 shows most orders for inmates to appear in person at court were from a metropolitan Sydney correctional centre. In 2019 of the 24,972 orders, 17,811 (71%) were for inmates held in a metropolitan correctional centre. In 2020, 67% were for inmates held in a metropolitan correctional centre.⁶¹ Not surprisingly the MRRC and Parklea CC had the highest percentage of inmates required to be transported for in-person court appearances. See Figure 4 for details of court movements.

60 NSW Bureau of Crime Statistics and Research, NSW Custody Statistics: NSW Prison Statistics, (Webpage, accessed 27 September 2021) There was a decrease in the NSW Adult prison population between 15 March and 10 May 2020 of 10.7% or by 1,508 people. The decrease in the remand population was 1,049 people or 21.2%. A smaller decline in the sentenced custody population was observed from 22 March 2020, Nicholas Chan, *Crime and Justice Statistics: The impact of COVID-19 measures on the size of the NSW adult prison population* (Bureau Brief No 149, NSW Bureau of Crime Statistics and Research, July 2020) 1. <https://www.bocsar.nsw.gov.au/Pages/bocsar_custody_stats/bocsar_custody_stats.aspx>.

61 Information provided by Corrective Services NSW, 12 February 2021.

Figure 4: Court movements by centre 2019 and 2020⁶²



2.4 The impact of Audio Visual Links on transport to court

Like most jurisdictions throughout Australia, Audio Visual Links (AVL) have been increasingly used in NSW courts since their introduction in 1998.⁶³ The significant investment in AVL capacity in courts and custodial facilities has reduced the need to transport inmates to court. In 2018 BOCSAR undertook research which sought to measure the impact of upgraded AVL facilities in local courts on prison transport costs. The research found significant reductions with in person appearances and associated inmate transport costs for local courts where new AVL facilities were installed.⁶⁴

In response to the COVID-19 pandemic, court procedures and practice directions were implemented to further reduce in-person court appearances and increase the use of AVL.⁶⁵ The Local Court deals with the majority of criminal matters in NSW. If a person charged with an offence is refused bail by police, they must be brought before a court. A legislative amendment was made in 2020 in response to the COVID-19 pandemic to insert a presumption that an accused will appear via AVL for any bail proceedings, unless otherwise directed.⁶⁶

62 Information provided by Corrective Services NSW, 12 February 2021. Note only centres with more than 100 court movements in 2019 shown.

63 *The Evidence (Audio and Audio Visual Links) Act 1998* provides for the use AVL technology in NSW courts. The Act defines Audio Visual Links to mean facilities (including closed-circuit television) that enable audio and visual communication between persons at different places; Carolyn McKay, Video links from prison: Permeability and the carceral world, (2016) 5(1) *International Journal for Crime, Justice and Social Democracy*, 23.

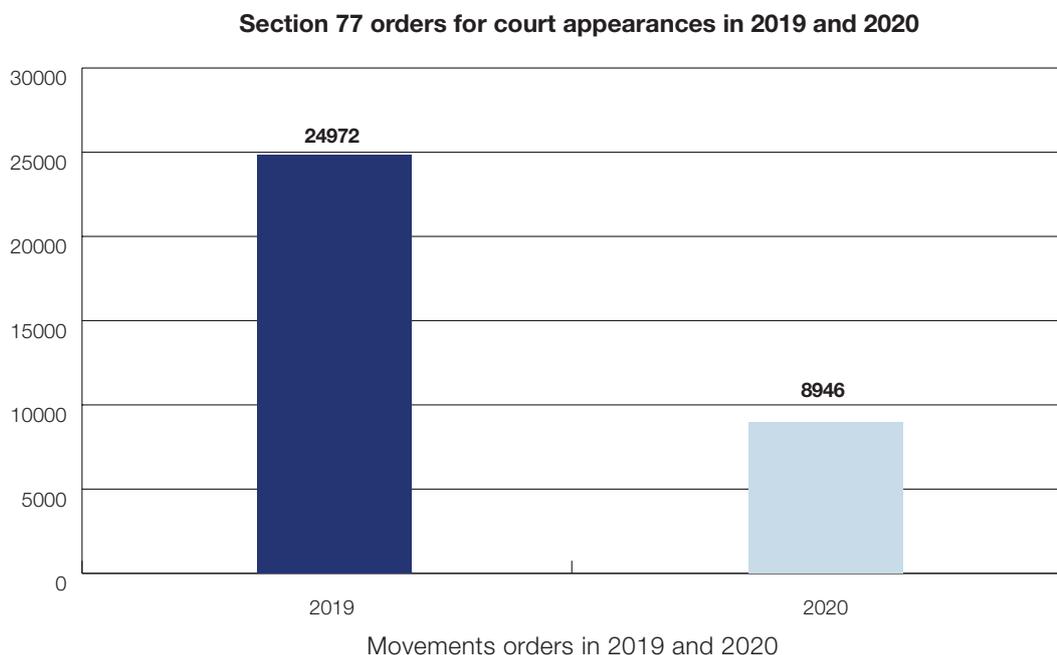
64 Neil Donnelly, 'The impact of audio visual links (AVL) in courtrooms on prison transport costs', (Crime and Justice Statistics Bureau Brief, Issue Paper 137, NSW Bureau of Crime Statistics and Research, September 2018) 1.

65 Local Court of New South Wales, *Annual Review 2020 (2021)* 3.

66 *Evidence (Audio and Audio Visual Links) Act 1998* s 22C(2).

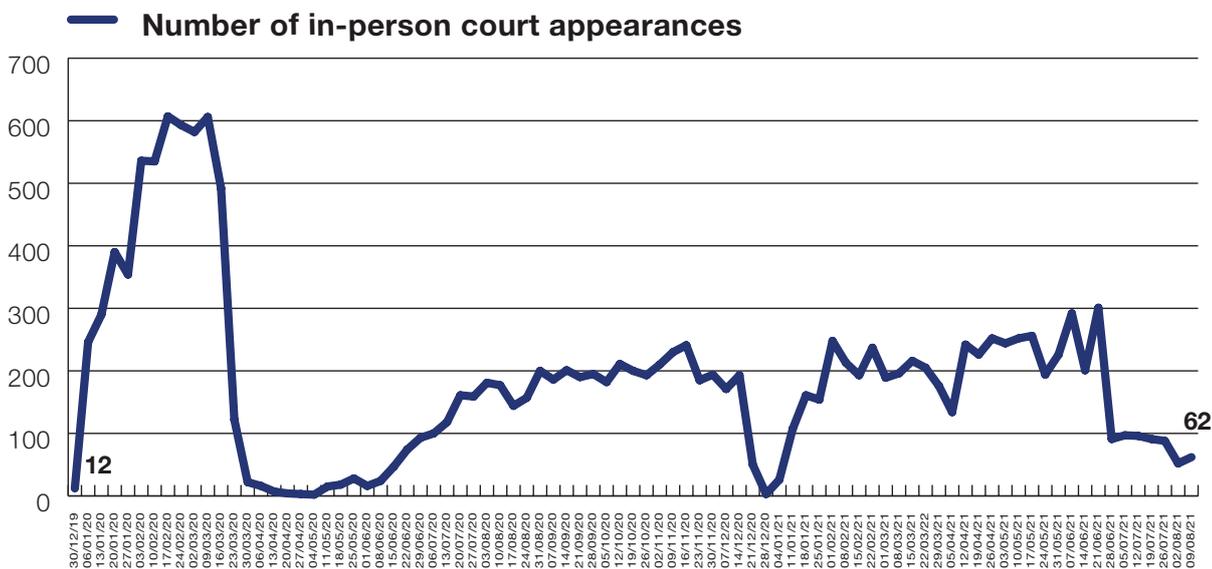
The impact on court appearances was significant with movement orders for in-person court appearances decreasing by 64% (16,026) between 2019 and 2020.

Figure 5: Section 77 orders for court appearances in 2019 and 2020⁶⁷



A corresponding decrease in inmate movements for in person court appearances is reflected in the figure below which shows the number of inmates conveyed to court each week between December 2019 and 9 August 2021.

Figure 6: Weekly in-person court appearances December 2019 – August 2021⁶⁸



A reduction of in person appearances led to an increase in AVL use.⁶⁹ In 2019, there were 68,444 AVL court appearances from a correctional centre, and 86,086 AVL court appearances from a correctional centre in 2020. This reflects an increase of 20% (17,642) in AVL court appearances.⁷⁰

67 Information provided by Corrective Services NSW, 12 February 2021.

68 Information provided by Corrective Services NSW, 9 August 2021.

69 Information provided by Corrective Services NSW, 18 February 2021.

70 Information provided by Corrective Services NSW, 12 February 2021

In 2020 AVL facilities were available at 76 court locations.⁷¹ Whilst AVL is widely used by the Local Court, approximately 50% of Local Court locations are not yet equipped with AVL facilities.⁷²

Despite some ongoing challenges with the use of AVL in custodial facilities, there are clear benefits associated with increasing the use of AVL for court appearances. These include significant reductions in transport costs, and increased security.⁷³ Minimising movements is also less disruptive for inmates.

McKay (2016) identifies that:

*“For prisoners, the major benefits of video links include avoiding lengthy and uncomfortable journeys on prison transport trucks and the associated degrading strip-searches, disruptions to prison life, and the loss of perceived ‘luxuries’, such as food and toiletries bought during weekly ‘buy-ups’”.*⁷⁴

Importantly, recent BOCSAR research found that overall, there was no evidence that appearing via AVL causes defendants to be less likely to be granted bail.⁷⁵

2.5 The impact of telehealth on transport

The need for an inmate to obtain medical assessment or treatment may occur on a scheduled or unscheduled basis. Unscheduled medical escorts may be required to convey an inmate to the nearest appropriate public hospital where JH&FMHN clinical staff advise that an inmate requires emergency assessment, medical, or surgical treatment.⁷⁶ For non-emergent assessment and treatment, medical appointments are performed on a scheduled basis.

In 2019 there were 15,070 medical escorts requiring transport from a correctional centre and in 2020 there were 12,551 from correctional centres. The following figure shows the distribution of medical escorts undertaken from correctional centres in 2019 and 2020.⁷⁷

71 Local Court of New South Wales *Annual Review 2020 (2021)* 31.

72 Local Court of New South Wales *Annual Review 2020 (2021)* 16.

73 Local Court of New South Wales, *Annual Review 2019 (2020)* 30.

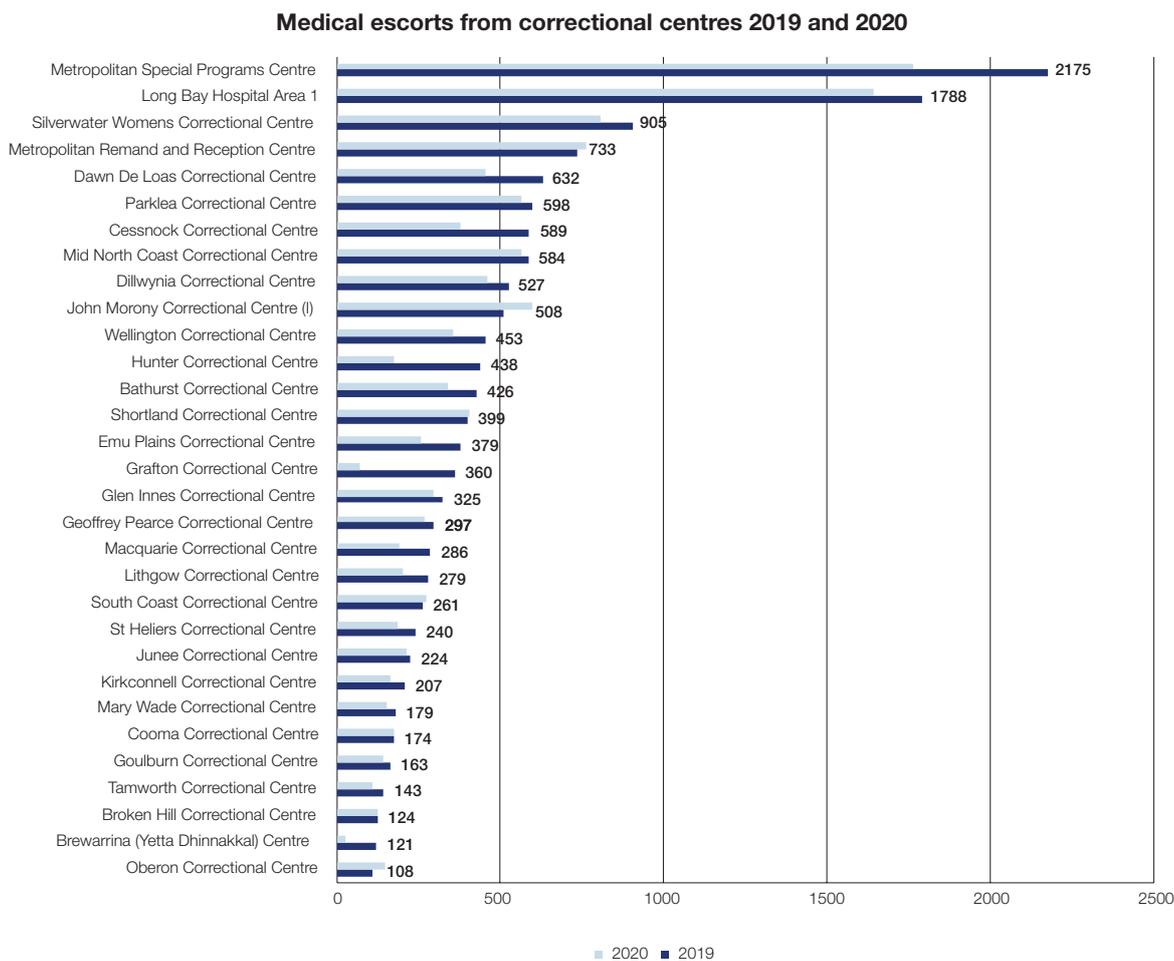
74 Carolyn McKay, Video links from prison: Permeability and the carceral world, (2016) 5(1) *International Journal for Crime, Justice and Social Democracy*, 23.

75 Min-Taec Kim, ‘*Estimating the impact of audio-visual link on being granted bail*’ (Crime and Justice Bulletin 235, NSW Bureau of Crime Statistics and Research, January 2021) 1. However, this study does not consider all relevant costs (the experience of the defendant, procedural justice, concerns about privacy) and benefits (reduction in costs for both the state and the defendant) associated with the use of AVL.

76 Corrective Services NSW, *Custodial Operations Policy & Procedures: 19.6 Medical escorts* (May 2021) 1.

77 Information provided by Corrective Services NSW, 12 February 2021.

Figure 7: Medical escorts from correctional centres 2019 and 2020⁷⁸



Not surprisingly the MSPC and Long Bay Hospital – Area 1 (LBH) located on the Long Bay Correctional Complex (LBCC) had the highest number of medical escorts in the state.⁷⁹ In 2019, 2,175, medical escorts were undertaken from the MSPC, and in 2020, 1,761 were undertaken. In 2019, 1,788 medical escorts were undertaken from LBH, and in 2020, 1,644 were undertaken.⁸⁰

Medical escorts are resource intensive, costly and come with a range of risks including the risk of escape.⁸¹ Although there is little that can be done to prevent the need for medical escorts in emergency situations, or for medical or surgical procedures, the advent of telehealth provides an opportunity to reduce the need for some medical escorts. Telehealth involves the use of video-link technology to access remote medical advice and specialist review. The importance of the use of telehealth as a means of reducing the number of scheduled medical escorts was highlighted in our report on health services in NSW correctional facilities.⁸²

78 Information provided Corrective Services NSW, 12 February 2021, Correctional Centres who undertook less than 100 medical escorts in a year have been excluded.

79 Information provided by Corrective Services NSW, 12 February 2021.

80 Information provided by Corrective Services NSW, 12 February 2021.

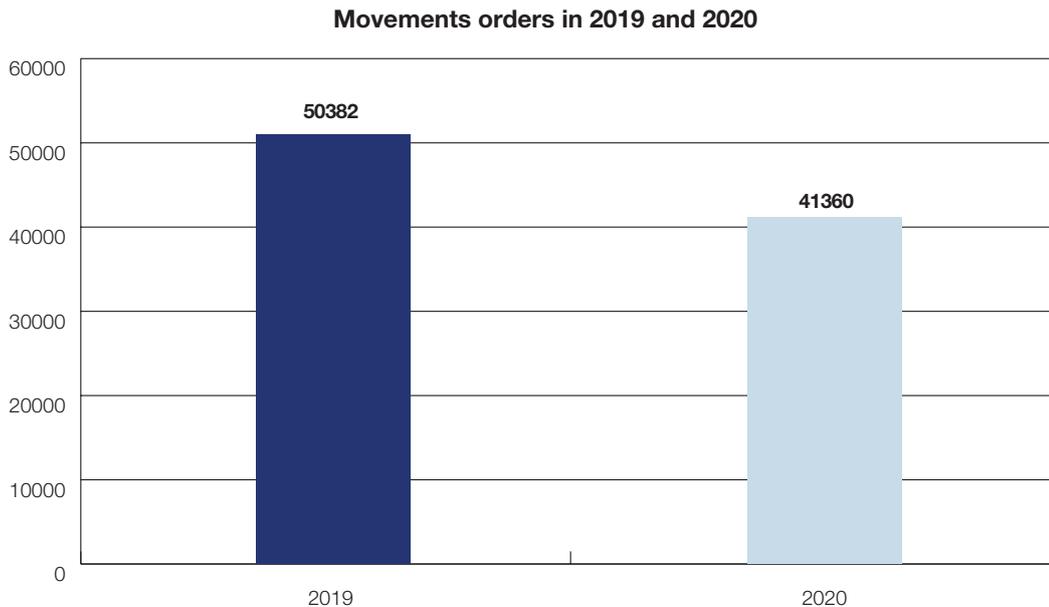
81 Inspector of Custodial Services, *Health Services in NSW Correctional Facilities* (Report, March 2021) 15.

82 Inspector of Custodial Services, *Health Services in NSW Correctional Facilities* (Report, March 2021) 133.

2.6 The impact of inter-centre transfers on transport

In 2019, the majority of inmate movements were for court or medical escorts (see Figure 1).⁸³ These were largely beyond the control of CSNSW. Due to the impacts of the Pandemic, and increased utilisation of technology, this has changed and now a significant proportion of movement orders are for inter-centre transfers determined by CSNSW. In 2019, 50,382 movement orders were issued to transfer inmates from one correctional centre to another. This decreased to 41,360 in 2020, a decrease of 9,022 (18%).⁸⁴

Figure 8: Inter-centre movement orders in 2019 and 2020⁸⁵



Inmates are transferred between centres for several reasons outlined in legislation. Unlike court escorts which are undertaken in response to court orders made pursuant to the *Crimes (Administration of Sentences) Act 1999*, CSNSW has greater control as to which inmates are moved between correctional centres. The overwhelming majority of inter-centre transfers were made because of a classification decision. When an inmate is received into custody they are classified and transferred to a correctional centre reflecting their security classification. A classification review must occur if an inmate is sentenced and thereafter on an annual basis. However, inmates may be reclassified at any time and transferred to another centre to engage in a program aimed at addressing their offending behaviour, to participate in work, or due to their behaviour in custody. Figure 9 provides further detail on the reasons for inter-centre transfers.

83 Information provided by Corrective Services NSW, 12 February 2021.

84 Information provided by Corrective Services NSW, 12 February 2021.

85 Information provided by Corrective Services NSW, 12 February 2021.

Figure 9: Inter-centre transfers by reason 2019 and 2020⁸⁶

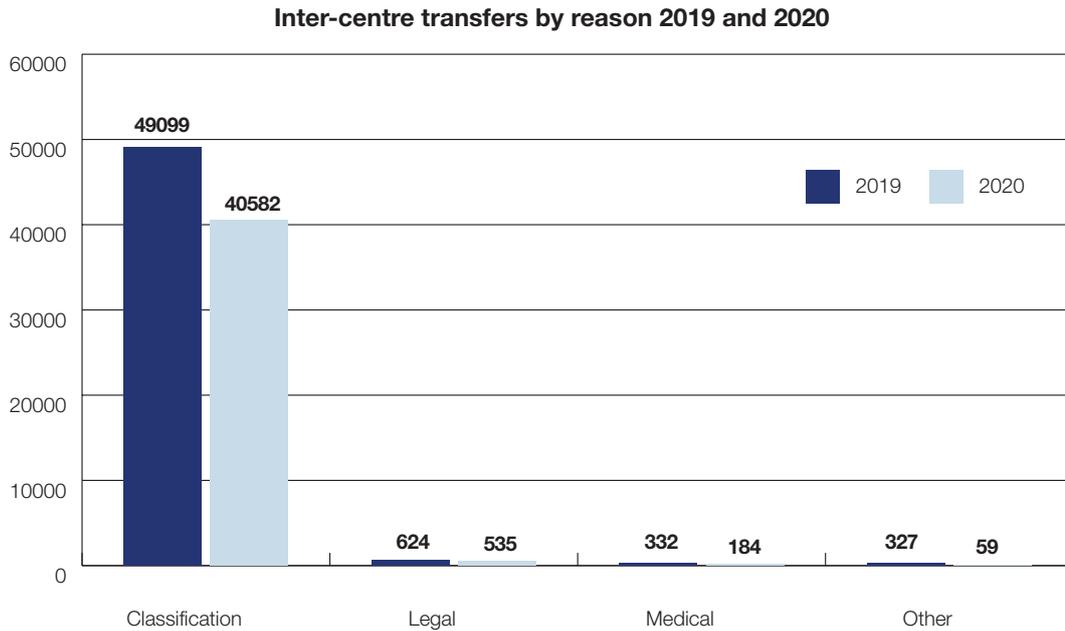


Table 1 details the number of inmate inter-centre transfers between centres in 2019 and 2020. The MRRC, Parklea CC, Dawn de Loas CC, Bathurst CC, Cessnock CC, Shortland CC, Metropolitan Special Programs Centre, John Morony CC1 and Long Bay Hospital received the most inter-centre transfers. A surge in the number of inmates transferred to Kariong ITC and Clarence CC in 2020, reflects the repurposing of Kariong ITC and the opening of Clarence CC in the second half of 2020.

Table 1: Inter-centre transfers to and from by centre 2019 and 2020⁸⁷

| Correctional Centre | 2019 | | 2020 | |
|--------------------------------------|------|------|------|------|
| | From | To | From | To |
| Metropolitan Remand and Reception | 9371 | 4664 | 6640 | 2925 |
| Parklea | 6110 | 4016 | 7074 | 3695 |
| Bathurst | 4016 | 4500 | 3035 | 3517 |
| Shortland | 3914 | 3127 | 2215 | 2366 |
| Cessnock | 3220 | 4145 | 1861 | 2885 |
| Dawn de Loas | 3048 | 4527 | 2251 | 3202 |
| Grafton | 1902 | 1420 | 889 | 409 |
| Long Bay Hospital | 1801 | 2013 | 1258 | 1627 |
| Silverwater Womens' | 1591 | 632 | 1203 | 384 |
| Wellington | 1513 | 1688 | 1240 | 1230 |
| Mid-North Coast | 1502 | 1768 | 1362 | 1801 |
| Metropolitan Special Programs Centre | 1386 | 2490 | 1090 | 1833 |
| Junee | 1345 | 1349 | 1189 | 1449 |
| South Coast | 1337 | 1767 | 942 | 1787 |
| John Morony 1 | 1180 | 2139 | 1118 | 2102 |

⁸⁶ Information provided by Corrective Services NSW, 16 September 2021.

⁸⁷ Information provided by Corrective Services NSW, 16 September 2021.

| | | | | |
|------------------------------------------------|--------------|--------------|--------------|--------------|
| Goulburn | 1133 | 1295 | 684 | 922 |
| Tamworth | 871 | 437 | 560 | 158 |
| Lithgow | 820 | 860 | 545 | 651 |
| Macquarie | 547 | 711 | 276 | 350 |
| Oberon | 381 | 450 | 174 | 249 |
| Hunter | 335 | 608 | 287 | 315 |
| Glen Innes | 318 | 522 | 115 | 241 |
| St Heliers | 296 | 591 | 192 | 448 |
| Kariong | 279 | 329 | 2937 | 1994 |
| Emu Plains | 268 | 632 | 225 | 450 |
| Mary Wade | 263 | 400 | 182 | 254 |
| Dillwynia | 259 | 702 | 242 | 777 |
| Cooma | 240 | 471 | 124 | 344 |
| Kirkconnell | 226 | 514 | 236 | 376 |
| Outer Metropolitan Multi-Purpose ⁸⁸ | 190 | 425 | 178 | 503 |
| Berrima | 176 | 298 | 57 | 27 |
| Broken Hill | 162 | 148 | 130 | 81 |
| Mannus | 120 | 247 | 253 | 359 |
| High Risk Management Unit | 89 | 121 | 123 | 155 |
| Illawarra Reintegration Centre | 83 | 182 | 39 | 16 |
| Brewarrina | 35 | 74 | 25 | 8 |
| Ivanhoe | 26 | 32 | 19 | 2 |
| Compulsory Drug Treatment Centre | 21 | 50 | 39 | 57 |
| Bolwara House Transitional Centre | 5 | 22 | 6 | 23 |
| Parramatta Transitional Centre | 3 | 16 | 1 | 19 |
| Clarence | 0 | 0 | 344 | 1369 |
| Special Purpose Centre | 0 | 0 | 0 | 0 |
| Total: | 50382 | 50382 | 41360 | 41360 |

2.7 The impact of Remand Bed Placement on transport

One of the reasons for high levels of inter-centre transfers is that the majority of people are received into custody in metropolitan Sydney correctional centres and are then transferred to other correctional centres in metropolitan or regional NSW. In 2019, 20,716 inmates were received into custody, and of those 63% (n=12,724) were received into custody at a metropolitan Sydney correctional centre. The MRRC (6240), Parklea CC (4269) and Silverwater Women's CC (2112) received most of these new receptions in metropolitan Sydney.⁸⁹ Similarly, in 2020, 18,998 inmates were received into custody. Of those 67% (n=12,761) were received into custody at a metropolitan Sydney correctional centre. Parklea CC (6199), the MRRC (4853) and Silverwater Women's CC (1685), received the majority of these receptions in metropolitan Sydney.⁹⁰

88 Now known as Geoffrey Pearce Correctional Centre.

89 Corrective Services NSW, *Custodial movements report 2019* (December 2019) 2.

90 Corrective Services NSW, *Custodial movements report 2020* (December 2020) 2.

New receptions into custody in metropolitan Sydney are generally unconvicted and unsentenced. Inmates remanded into custody with a future court date may be transferred from a metropolitan correctional centre to a regional correctional centre. This practice is referred to by CSNSW as Remand Bed Placement (RBP) or Women's Remand Bed Placement (WRBP). It enables CSNSW to manage bed availability in metropolitan Sydney for new receptions. This practice has been scrutinised previously during our inspections.⁹¹

Metropolitan correctional centres identify inmates for transfer and make a request to the Inmate Transfers Unit (ITU) for an inter-centre transfer movement order to be generated for the inmate to be transported to another facility. If the inmate is transferred to a regional facility, the inmate will be transferred back to a metropolitan correctional centre before their court appearance. The following example of a woman remanded in custody shows that some inmates can be moved multiple times throughout their remand period through both metropolitan and regional correctional centres.

In this case the inmate was transferred as follows:⁹²

- Received at Surry Hills Court Cells for three days.
- Transferred to Silverwater Women's CC for one week.
- Transferred to Emu Plains CC for nine weeks.
- Transferred to Silverwater Women's CC for two weeks.
- Transferred to Dillwynia CC for two months.
- Transferred to Wellington CC for two months.
- Transferred to Silverwater Women's CC for two weeks.
- Transferred through Silverwater Women's CC to Cessnock CC to Mid North Coast CC for three weeks.
- Transferred through Cessnock CC to Silverwater CC for five months.
- Transferred to Wellington CC.

Since the Women on Remand inspection, Dillwynia Correctional Centre has been expanded with an additional 248 new maximum and medium security beds. The purpose of this expansion was to provide additional remand accommodation for women in metropolitan Sydney.⁹³

The remand bed placement practice generates substantial transport related costs, and places resource demands on the correctional system. With each move inmates must be risk assessed by custodial and health services at their new centre.⁹⁴ It is also disruptive for inmates who must endure lengthy and uncomfortable journeys on prisoner transport vehicles, and a disruption to prison life. It also impacts the ability of inmates to communicate with their legal representatives and prepare for court. CSNSW was unable to provide information as to how many movements were made because of this practice.

91 Inspector of Custodial Services, *Full House: Growth of the inmate population in NSW* (Report, April 2015) 21; Inspector of Custodial Services, *Women on remand* (Report, February 2020) 42 -45.

92 Inspector of Custodial Services, *Women on remand* (Report, February 2020) 49.

93 Corrective Services NSW, *Dillwynia Correctional Centre upgrade*, (Webpage, accessed 1 October 2021) <https://correctiveservices.dcj.nsw.gov.au/csnsw-home/correctional-centres/new-prisons/projects-at-francis-greenway-correctional-complex/dillwynia-correctional-centre-upgrade.html>.

94 Inspector of Custodial Services, *Health Services in NSW Correctional Facilities* (Report, March 2021) 16.

2.8 Inmate movement by centre

In response to inmate growth, CSNSW has engaged in a significant infrastructure program. Several new prisons have been constructed and many others have been upgraded with additional bed capacity.⁹⁵ This has increased the remand bed capacity in metropolitan Sydney and created additional capacity in some regional centres. In conjunction with new infrastructure, CSNSW has invested in offender programs to address recidivism at key locations. As a consequence, inmates are moved to those centres to complete programs and transferred out of those centres after they have completed the program. This generates a high number of inter-centre transfers in and out of these centres.

Metropolitan hubs

Metropolitan Remand and Reception Centre (MRRC)

The MRRC is located on the Silverwater Correctional Complex. It is the primary remand and reception centre for men in Sydney. The MRRC has recently been expanded with an additional 440 beds. At maximum capacity the centre can accommodate 1539 inmates.⁹⁶

In addition to receiving new receptions into custody, the centre is a major transport hub for transport routes to the south, west and north of the State and accommodates inmates transiting through the centre to those locations. In 2020, the centre transferred out 6,640 inmates to other centres and received 2,925 inter-centre transfers.⁹⁷

The following table shows the movement of inmates being transferred to and from the MRRC.

Table 2: Inmate numbers transferred to and from the MRRC in 2020⁹⁸

| Correctional Centre | Transferred out to: | Transferred into MRRC |
|--------------------------------------|---------------------|-----------------------|
| Dawn de Loas | 926 | 174 |
| John Morony 1 | 925 | 124 |
| Parklea | 690 | 274 |
| South Coast | 573 | 243 |
| Long Bay Hospital | 535 | 147 |
| Bathurst | 531 | 306 |
| Shortland | 470 | 357 |
| Metropolitan Special Programs Centre | 460 | 76 |
| Cessnock | 221 | 135 |
| Goulburn | 221 | 139 |
| Lithgow | 213 | 131 |
| Wellington | 167 | 138 |
| Kariong | 162 | 485 |
| Junee | 103 | 3 |

95 Corrective Services NSW, *Better prisons*, (Webpage, accessed 1 October 2021) <https://correctiveservices.dcj.nsw.gov.au/csnsw-home/correctional-centres/better-prisons.html>.

96 Corrective Services NSW, *Silverwater Correctional Centre Complex upgrade*, (Webpage, accessed 1 October 2021) <https://correctiveservices.dcj.nsw.gov.au/csnsw-home/correctional-centres/new-prisons/silverwater-correctional-complex-upgrade.html>.

97 Information provided by Corrective Services NSW, 16 September 2021.

98 Inmate numbers over100. Information provided by Corrective Services NSW, 16 September 2021.

Parklea CC

Parklea CC is a privately operated correctional centre in North West Sydney. The centre accommodates remand and sentenced inmates.⁹⁹ Like MRRC, Parklea CC is a key metropolitan hub for CSNSW and accommodates inmates transiting through Sydney to other centres. Parklea CC has also been recently expanded with an additional 500 male maximum security beds and 150 bed male minimum security beds.¹⁰⁰At maximum capacity the centre can accommodate 1,350 inmates.¹⁰¹

In 2020, 7,074 inmates were transferred to other centres and 3,695 inter-centre transfers were received. The highest number of inter-centre transfers were received from MRRC and Bathurst CC.

The following table shows the movement of inmates being transferred to and from Parklea CC in 2020.

Table 3: Inmate numbers transferred to and from Parklea CC in 2020¹⁰²

| Correctional Centre | Transferred out to: | Transferred into Parklea |
|--------------------------------------|---------------------|--------------------------|
| John Morony 1 | 917 | 175 |
| Bathurst | 860 | 540 |
| Dawn de Loas | 830 | 121 |
| South Coast | 658 | 329 |
| Shortland | 529 | 343 |
| Metropolitan Special Programs Centre | 397 | 79 |
| Long Bay Hospital | 394 | 87 |
| Kariong | 345 | 333 |
| Goulburn | 305 | 213 |
| Metropolitan Remand and Reception | 274 | 690 |
| Cessnock | 242 | 103 |
| Lithgow | 237 | 132 |
| Wellington | 179 | 198 |
| Cooma | 166 | 0 |
| Junee | 164 | 2 |
| Parklea | 106 | 106 |
| Kirkconnell | 101 | 15 |

Silverwater Women's CC

Silverwater Women's CC is a maximum security centre for female inmates, located on the Silverwater Correctional Complex. It is the primary reception centre for women in NSW and accommodates remand and sentenced inmates. In 2020 the centre received 1,685 new reception inmates.¹⁰³In 2020, the centre transferred 1,203 inmates to other centres and received 384 inter-centre transfers.¹⁰⁴ The majority of women

99 Corrective Services NSW, *Inmate Placement Guide – Male* (Version 2.1).

100 Corrective Services NSW, *Parklea Correctional Centre upgrade*, (Webpage, accessed 1 October 2021) <https://correctiveservices.dcj.nsw.gov.au/csnsw-home/correctional-centres/new-prisons/completed-projects/parklea-correctional-centre-upgrade.html>.

101 Information provided by Corrective Services NSW, 4 February 2022.

102 Inmate numbers over 100. Information provided by Corrective Services NSW, 16 September 2021.

103 Corrective Services NSW, *Custodial movements report 2020* (December 2020) 1.

104 Information provided by Corrective Services NSW, 16 September 2021.

were transferred to other remand centres in Sydney. The following table shows the movement of inmates being transferred to and from Silverwater Women's CC in 2020.

Table 4: Inmate numbers transferred to and from Silverwater Women's CC in 2020¹⁰⁵

| Correctional Centre | Transferred out to: | Transferred into Silverwater Women's |
|------------------------|---------------------|--------------------------------------|
| Dillwynia | 484 | 49 |
| Emu Plains | 303 | 35 |
| Mary Wade | 144 | 42 |
| Kariong ¹⁰⁶ | 107 | 126 |
| Wellington | 78 | 26 |

Dillwynia CC

Dillwynia CC is a key metropolitan hub for the management of female inmates. Dillwynia CC has been expanded with an additional 248 maximum and medium-security beds.¹⁰⁷ The centre accommodates remand and sentenced women and delivers behaviour change programs in a High Intensity Program Unit.¹⁰⁸ The new infrastructure allows women to remain at the same facility for the entirety of their sentence, making it easier for inmates to maintain family and social connections and complete education and programs.¹⁰⁹ In 2020, 777 inmates were transferred to the centre and 242 were transferred out of the centre. The majority of women received in the centre (484) were received from Silverwater Women's CC.¹¹⁰

The following table shows the movement of inmates being transferred to and from Dillwynia CC in 2020.

Table 5: Inmate numbers transferred to and from Dillwynia CC in 2020¹¹¹

| Correctional Centre | Transferred out to: | Transferred into Dillwynia |
|---------------------|---------------------|----------------------------|
| Wellington | 52 | 41 |
| Silverwater Womens' | 49 | 484 |
| Kariong | 46 | 20 |
| Cessnock | 37 | 28 |
| Emu Plains | 24 | 73 |

¹⁰⁵ Inmate numbers over 50. Information provided by Corrective Services NSW, 16 September 2021.

¹⁰⁶ These inmates are likely to be on route to Mid North Coast CC or Clarence CC.

¹⁰⁷ Corrective Services NSW, *Dillwynia Correctional Centre upgrade*, (Webpage, accessed 1 October 2021) <https://correctiveservices.dcj.nsw.gov.au/csnsw-home/correctional-centres/new-prisons/projects-at-francis-greenway-correctional-complex/dillwynia-correctional-centre-upgrade.html>.

¹⁰⁸ Corrective Services NSW, *Inmate Placement Guide – Female* (Version 2.0).

¹⁰⁹ Corrective Services NSW, *Dillwynia Correctional Centre Complex upgrade*, (Webpage, accessed 1 October 2021) <https://correctiveservices.dcj.nsw.gov.au/csnsw-home/correctional-centres/new-prisons/projects-at-francis-greenway-correctional-complex/dillwynia-correctional-centre-upgrade.html>.

¹¹⁰ Information provided by Corrective Services NSW, 16 September 2021.

¹¹¹ Inmate numbers over 20. Information provided by Corrective Services NSW, 16 September 2021.

Western NSW

Bathurst CC

Bathurst CC is a key regional transport hub for CSNSW and accommodates remand and sentenced inmates. It has been expanded by 220 beds taking the maximum capacity of the centre to 880 beds.¹¹² The centre also provides a range of behaviour change programs for sentenced inmates including the High Intensity Programs Unit (HIPU), Short Sentence Intensive Programs (SSIP), and the Explore, Question, Understand, Investigate, Practice, Succeed (EQUIPS) suite of programs.¹¹³

In 2019, 475 new inmate receptions were received into Bathurst CC. This number decreased to 329 new inmate receptions in 2020. As a key regional transport hub, a significant number of inter-centre transfers flow through the centre. In 2020, 3,517 inter-centre transfers were received into the centre, and 3,035 inmates were transferred to another centre.¹¹⁴

The following table shows the movement of inmates being transferred to and from Bathurst CC in 2020.

Table 6: Inmate numbers transferred to and from Bathurst CC in 2020¹¹⁵

| Correctional Centre | Transferred out to: | Transferred into Bathurst: |
|--------------------------------------|---------------------|----------------------------|
| Junee | 862 | 894 |
| Parklea | 540 | 860 |
| Metropolitan Remand and Reception | 306 | 531 |
| Wellington | 263 | 352 |
| Dawn de Loas | 234 | 248 |
| Oberon | 155 | 147 |
| Kirkconnell | 144 | 122 |
| Metropolitan Special Programs Centre | 106 | 58 |

Junee CC

Junee CC is a privately operated correctional centre in the Riverina area accommodating remand and sentenced inmates. The centre has been expanded by 480 beds taking the maximum capacity of the centre to 1,270.¹¹⁶

In 2019, the centre received 1076 new reception inmates in custody, and 2020 saw a small decline to 954. The centre receives a significant number of inter-centre transfers. In 2020, 1,449 inmates were transferred to the centre and 1,189 inmates were transferred from the centre. Many inmates are transferred to and from Bathurst CC, and Mannus CC minimum security correctional centre.¹¹⁷

¹¹² Corrective Services NSW, *Bathurst Correctional Centre Complex upgrade*, (Webpage, accessed 1 October 2021) <https://correctiveservices.dcj.nsw.gov.au/csnsw-home/correctional-centres/new-prisons/completed-projects/bathurst-correctional-centre-upgrade.html>.

¹¹³ Corrective Services NSW, *Inmate Placement Guide – Male* (Version 2.1).

¹¹⁴ Information provided by Corrective Services NSW, 16 September 2021.

¹¹⁵ Inmate numbers over 100. Information provided by Corrective Services NSW, 16 September 2021.

¹¹⁶ Corrective Services NSW, *Junee Correctional Centre Complex upgrade*, (Webpage, accessed 1 October 2021) <https://correctiveservices.dcj.nsw.gov.au/csnsw-home/correctional-centres/new-prisons/completed-projects/junee-correctional-centre-upgrade.html>.

¹¹⁷ Corrective Services NSW, *Custodial movements report 2019* (December 2019) 1; Corrective Services NSW, *Custodial movements report 2020* (December 2020) 1.

The following table shows the movement of inmates being transferred to and from Junee CC in 2020.

Table 7: Inmate numbers transferred to and from Junee CC in 2020¹¹⁸

| Correctional Centre | Transferred out to: | Transferred into Junee |
|-----------------------------------|---------------------|------------------------|
| Bathurst | 894 | 862 |
| Mannus | 260 | 247 |
| Metropolitan Remand and Reception | 3 | 103 |
| Parklea | 2 | 164 |

Southern NSW

South Coast CC

South Coast CC is located in Nowra approximately two hours from Sydney. It accommodates remand and sentenced inmates and has a capacity of 928 inmates. The centre was recently expanded to include an additional 160 maximum security beds and a new 200 bed male minimum security section. The centre also provides a range of behaviour change programs including, HIPU, SSIP, EQUIPS, and Sex offender programs (SOP) and the Violent Offender Therapeutic Program (VOTP).¹¹⁹

The centre is a reception centre and in 2020 received 168 new reception inmates into custody.¹²⁰ A significant number of inmates transfer to and from the centre, with the majority of movements occurring with the Sydney metropolitan remand centres, Parklea CC and MRRC. In 2020 1,787 inmates were received at the centre and 942 were transferred from the centre.¹²¹

Table 8: Inmate numbers transferred to and from South Coast CC in 2020¹²²

| Correctional Centre | Transferred out to: | Transferred into South Coast |
|--------------------------------------|---------------------|------------------------------|
| Parklea | 329 | 658 |
| Metropolitan Remand and Reception | 243 | 573 |
| Metropolitan Special Programs Centre | 100 | 163 |
| Dawn de Loas | 96 | 211 |

Northern Region

Cessnock CC

Cessnock CC is located in the Hunter Valley approximately two hours from Sydney. The centre accommodates remand and sentenced inmates and was recently expanded to include an additional 240 minimum security beds.¹²³ A HIPU is located at the centre, providing behaviour change programs to eligible inmates.¹²⁴

118 Transfers over 100. Information provided by CSNSW, 16 September 2021.

119 Corrective Services NSW, *Inmate Placement Guide – Male* (Version 2.1).

120 Corrective Services NSW, *Custodial movements report 2020* (December 2020) 1.

121 Information provided by Corrective Services NSW, 16 September 2021.

122 Inmate numbers over 100. Information provided by Corrective Services NSW, 16 September 2021.

123 Corrective Services NSW, *South Coast Correctional Centre Complex upgrade*, (Webpage, accessed 1 October 2021) <https://correctiveservices.dci.nsw.gov.au/csnsw-home/correctional-centres/new-prisons/projects-at-cessnock-correctional-complex/cessnock-correctional-centre-upgrade.html>.

124 Corrective Services NSW, *Inmate Placement Guide – Male* (Version 2.1).

The centre does not receive new inmate receptions. In 2020, 2,885 inmates were transferred to the centre and 1,861 inmates were transferred to another centre.¹²⁵

Table 9: Inmate numbers transferred to and from Cessnock CC in 2020¹²⁶

| Correctional Centre | Transferred out to: | Transferred into Cessnock |
|-----------------------------------|---------------------|---------------------------|
| St Heliers | 390 | 155 |
| Dawn de Loas | 276 | 588 |
| Mid-North Coast | 216 | 216 |
| Grafton | 169 | 219 |
| Metropolitan Remand and Reception | 135 | 221 |
| Kariong | 108 | 111 |
| Parklea | 103 | 242 |
| Shortland | 89 | 348 |
| Clarence | 81 | 1 |
| Tamworth | 72 | 290 |
| John Morony 1 | 10 | 147 |

Shortland CC

Shortland CC is located on the Cessnock Correctional Complex and accommodates remand and sentenced inmates. The centre had a recent expansion of 330 beds and now has a capacity of 580.¹²⁷ A HIPU and HIPU VOTP is located at the centre, providing behaviour change programs to eligible inmates.

The centre is a reception centre and in 2020 received 406 new reception inmates into custody.¹²⁸ There were also 2,366 inmates transferred to the centre, and 2,215 transferred out of the centre in 2020. There was a reduction in inmates being transferred in and out of Shortland CC in 2020 with the repurposing of Kariong CC to an ITC.

Table 10: Inmates transferred to and from Shortland CC in 2019 and 2020¹²⁹

| Correctional Centre | 2019 | | 2020 | |
|-----------------------------------|---------------------|----------------------------|---------------------|----------------------------|
| | Transferred out to: | Transferred into Shortland | Transferred out to: | Transferred into Shortland |
| Mid-North Coast | 742 | 626 | 454 | 226 |
| Metropolitan Remand and Reception | 729 | 678 | 357 | 470 |
| Cessnock | 683 | 88 | 348 | 89 |
| Parklea | 671 | 485 | 343 | 529 |

¹²⁵ Information provided by Corrective Services NSW, 16 September 2021.

¹²⁶ Inmate numbers over 100. Information provided by Corrective Services NSW, 16 September 2021.

¹²⁷ Corrective Services NSW, *Shortland Correctional Centre Complex upgrade*, (Webpage, accessed 1 October 2021) <https://correctiveservices.dcj.nsw.gov.au/csnsw-home/correctional-centres/new-prisons/projects-at-cessnock-correctional-complex/shortland-correctional-centre-upgrade.html>.

¹²⁸ Corrective Services NSW, *Custodial movements report 2020* (December 2020) 1.

¹²⁹ Inmate numbers over 100. Corrective Services NSW, *Custodial movements report 2019* (December 2019) 1; Corrective Services NSW, *Custodial movements report 2020* (December 2020) 1.

| | | | | |
|--------------------------------------|-----|-----|-----|-----|
| Kariong | 15 | 17 | 180 | 301 |
| Metropolitan Special Programs Centre | 179 | 194 | 115 | 79 |
| Hunter | 193 | 9 | 69 | 12 |
| Tamworth | 212 | 400 | 64 | 242 |
| Grafton | 196 | 377 | 62 | 155 |
| Long Bay Hospital | 87 | 120 | 56 | 109 |

Mid North Coast

Mid North Coast CC is located at Aldavilla outside of Kempsey. The centre holds remand and sentenced male and female inmates. The centre has been expanded adding another 440 maximum security beds bringing the centre's capacity to 990 beds.¹³⁰

In 2020 the centre received 670 new inmate receptions.¹³¹ 1,801 inmates were transferred into the centre and 1362 inmates were transferred out of the centre in 2020. Many inmates transited through the centre to Clarence CC.

Table 11: Inmate numbers transferred to and from Mid North Coast CC in 2019 and 2020¹³²

| Correctional Centre | 2019 | | 2020 | |
|---------------------|--------------------|---------------------|--------------------|---------------------|
| | Transferred out to | Transferred in from | Transferred out to | Transferred in from |
| Clarence | | | 470 | 76 |
| Kariong | | | 262 | 739 |
| Shortland | 626 | 742 | 226 | 454 |
| Cessnock | 473 | 434 | 216 | 216 |
| Grafton | 335 | 546 | 82 | 221 |
| Glen Innes | 0 | 1 | 48 | 1 |

Clarence CC

Clarence CC is a newly constructed, privately operated correctional centre located 12km from Grafton which opened on 25 July 2020. The centre can accommodate 1700 inmates, with 1000 male maximum beds, 400 male minimum-security beds and 300 female beds.¹³³ The centre accommodates remand and sentenced male and female inmates and delivers a range of behaviour change programs.¹³⁴

130 Corrective Services NSW, *Mid North Coast Correctional Centre Complex upgrade*, (Webpage, accessed 1 October 2021) <https://correctiveservices.dcj.nsw.gov.au/csnsw-home/correctional-centres/new-prisons/completed-projects/mid-north-coast-correctional-centre-expansion.html>.

131 Corrective Services NSW, *Custodial movements report 2019* (December 2019) 1; Corrective Services NSW, *Custodial movements report 2020* (December 2020) 1.

132 Inmate numbers over 100. Information provided by Corrective Services NSW, 16 September 2021.

133 Corrective Services NSW, *Clarence Correctional Centre*, (Webpage, accessed 1 October 2021) <http://correctiveservices.dcj.nsw.gov.au/csnsw-home/correctional-centres/new-prisons/completed-projects/clarence-correctional-centre.html>.

134 Corrective Services NSW, *Inmate Placement Guide – Male* (Version 2.1).

The centre is a reception centre and during 2020, in its first six months of operation the centre received 593 inmates. Grafton CC received 521 new inmate receptions in the preceding six months.¹³⁵ In 2020, 1,369 inmates were transferred to the centre and 344 inmates were transferred to other centres.¹³⁶

Table 12: Inmate numbers transferred to and from Clarence in 2020¹³⁷

| Correctional Centre | Transferred out to | Transferred into Clarence CC |
|---------------------|--------------------|------------------------------|
| Kariong | 209 | 617 |
| Mid-North Coast | 76 | 470 |
| Grafton | 0 | 126 |

Kariong CC

Kariong CC was repurposed to an Intake and Transit Centre in June 2020. Kariong CC receives new inmate receptions, and in 2020 the centre received 960 inmates, which is the fourth highest number of new inmate receptions in the State.¹³⁸

Inmates also transit through the centre to reach another destination.¹³⁹ This allows inmates to stay overnight at Kariong CC and recommence their journey the following day. In 2020 1,994 inmates were transferred to the centre and 2,937 were transferred to another centre. The majority of these inmates were transiting through to Mid North Coast CC, Clarence CC, MRRC, Parklea CC, Shortland CC, Silverwater Women's CC and Cessnock CC.¹⁴⁰

Table 13: Inmate numbers transferred to and from Kariong CC in 2020¹⁴¹

| Correctional Centre | Transferred out to: | Transferred into Kariong |
|-----------------------------------|---------------------|--------------------------|
| Mid-North Coast | 739 | 262 |
| Clarence | 617 | 209 |
| Metropolitan Remand and Reception | 485 | 162 |
| Parklea | 333 | 345 |
| Shortland | 301 | 180 |
| Silverwater Womens' | 126 | 107 |
| Cessnock | 111 | 108 |

Prior to the repurposing of the centre inmates transferring between Metropolitan Sydney and Mid-North Coast would be transferred to the Cessnock Correctional Complex and then transferred to Mid-North Coast CC. In 2019, 678 inmates were transferred to Shortland CC from the MRRC and 742 inmates were transferred from Shortland CC to Mid North Coast CC. In 2019, 626 inmates were received at Shortland CC from Mid North Coast CC and 729 inmates were transferred from Shortland CC to the MRRC. In 2020, 454 inmates were transferred out of Shortland CC to Mid North Coast CC, and 226 inmates were received into Shortland CC. In 2020 only 470 inmates were received into Shortland CC from the MRRC, and 357 inmates

¹³⁵ Corrective Services NSW, *Custodial movements report 2020* (December 2020) 1.

¹³⁶ Information provided by Corrective Services NSW, 16 September 2021.

¹³⁷ Inmate numbers over 100. Information provided by Corrective Services NSW, 16 September 2021.

¹³⁸ Corrective Services NSW, *Custodial movements report 2020* (December 2020) 1.

¹³⁹ Corrective Services NSW, *Inmate Placement Guide – Male* (Version 2.1).

¹⁴⁰ Information provided by Corrective Services NSW, 16 September 2021.

¹⁴¹ Inmate numbers over 100. Information provided by Corrective Services NSW, 16 September 2021.

were transferred to the MRRC from Shortland CC. Data from Kariong ITC shows that in 2020, 739 inmates were transferred to Mid North Coast CC from Kariong ITC and 262 were received into Kariong ITC from Mid North Coast CC. Additionally 617 inmates were transferred to Clarence CC from Kariong ITC and 209 were transferred into Kariong ITC. The data indicates that Kariong ITC is playing a pivotal role in the movement of inmates between the Sydney metropolitan area and northern NSW and reducing inmates transferring through Shortland CC.

2.9 Transport routes

In a State as vast as NSW, an efficient custodial transport system that can convey inmates safely and securely between over 50 custodial facilities is essential. Moreover, it is vital that transport routes and services correspond to key locations throughout NSW where inmates can be accommodated in modern facilities and either prepare for court or participate in rehabilitation activities.¹⁴²

Kariong ITC now plays a key role in the movement of inmates north of Sydney. Inmates being transferred in or out of a metropolitan correctional centre to or from a correctional centre in northern NSW now transit through Kariong Intake and Transit Centre. The repurposing of Kariong CC has resulted in changes to transport routes and reduced the need for inmates to be transferred between multiple correctional centres on the way to their intended destination.

The need to transfer inmates between multiple centres is not only resource intensive as inmates need to be risk assessed by custodial and health staff on admission to each correctional centre, it often results in significant delays in an inmate reaching their intended destination. It is not uncommon for an inmate to spend weeks at each correctional centre they transit through. This impacts an inmate's ability to prepare for court proceedings if they are on remand. It also impacts the ability of sentenced inmates to participate in rehabilitation activities.

The transport routes used to convey inmates between correctional centres in the Southern, Western and Northern regions of NSW still require an inmate to transfer between multiple correctional centres and through metropolitan Sydney. Current transport routes also require inmates being transferred between Cooma CC or Goulburn CC and the South Coast CC to transfer through metropolitan Sydney correctional centres. Inmates being transferred from Cooma CC to South Coast Correctional Centre are:-

- Transferred from Cooma CC to Goulburn CC
- Transferred from Goulburn CC to the MRRC
- Transferred from the MRRC to South Coast CC

Inmates transferred in and out of Junee CC, Wellington CC and Oberon CC transfer in and out of Bathurst CC. Inmates transferring from centres in the West to correctional centres in the North or South must transit through Bathurst CC and a Metropolitan Sydney correctional centre.

Corrective Services NSW should consider establishing a transit centre similar to Kariong ITC that can service the south and west of the State. Ideally, the intake and transit centre would link with Kariong ITC to avoid the need for inmates to transfer in and out of the large and busy Metropolitan Remand and Reception Centre and Parklea CC. This would create additional and much needed remand accommodation in metropolitan Sydney. This would also provide an opportunity to review existing transport routes to ensure they remain efficient and fit for purpose.

¹⁴² Inspector of Custodial Services, *Full House: Growth of the inmate population in NSW* (Report, April 2015) 21.

Recommendations

- 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.**

Chapter 3 Safety and Security

Transporting inmates requires the movement of people securely and efficiently between courts, hospitals and custodial facilities to be balanced with safety regulations and standards designed to protect staff and inmates.

The transportation of inmates comes with inherent risks that correctional administrators must manage. Every time an inmate is removed from a secure facility there is a risk of escape. There is also a risk that an inmate may experience a medical emergency or injury whilst being transported. Given the significant distances travelled in NSW there are risks that inmate transport vehicles and equipment may suffer mechanical or technical failures.

The Guiding Principles for Corrections in Australia reflect the need to transport inmates safely whilst also ensuring the welfare and dignity of inmates:-

3.1.11 Persons in custody are transported using fit for purpose vehicles that are safe and meet relevant standards and are subject to regular and routine safety checks.

3.1.12 Transport of persons in custody is conducted in a safe and humane manner, taking into account the dignity of the person being transported.¹⁴³

3.1 Inmate transport vehicles

In May 2020 CSNSW had a fleet of 150 inmate transport vehicles. Of those 106 vehicles were used by the CESU¹⁴⁴, and the remaining vehicles were used by individual correctional centres and the MEU.¹⁴⁵ CSNSW use a variety of vehicles to transport inmates ranging from small vans to large trucks to transfer between one and 16 inmates. The type of vehicle used depends on the purpose of the transport and distance to be travelled. Light vehicles are generally used for short haul trips of two hours or less such as medical escorts or court appearances. Heavy vehicles are generally used for long haul trips, transfers between custodial facilities involving the transfer of property, and court escorts requiring more than eight prisoners to be transferred.

143 Corrective Services Administrators' Council. Guiding Principles for Corrections in Australia, 2018, 16.

144 Information provided by Corrective Services NSW, 21 May 2020.

145 Information provided by Corrective Services NSW, 30 April 2021 identifies that CSNSW has 161 vehicles with 108 vehicles used by CESU and 53 assigned to correctional centres. This does not include the number of vehicles utilised by correctional centres operated by private providers.

3.1.1 Light vehicle - 4 seats

CSNSW utilise Hyundai iLoad vans to transport inmates short distances. These vehicles can convey up to four inmates and correctional officers require a car licence to drive these vehicles.¹⁴⁶ The vehicles have two side cells and two rear cells and do not have a separate storage area for inmate property.

4 Seat Vehicle



3.1.2 Light vehicle - 8 seats

CSNSW utilise Mitsubishi Fuso Canter vans to transport inmates, which can convey up to eight inmates. Correctional officers require a car licence to drive these vehicles.¹⁴⁷ They have a central door at the rear with a row of four cells on each side and do not have a separate storage area for inmate property.

8 Seat Vehicle



146 Information provided by Corrective Services NSW, 21 May 2020.

147 Information provided by Corrective Services NSW, 21 May 2020.

3.1.3 Heavy vehicle - 7 seats + wheelchair or 10 seats

CSNSW utilise Mercedes Benz Sprinter vans to transport inmates. These vehicles can accommodate seven inmates, and a wheelchair. Correctional officers require a light rigid class licence to drive these vehicles.¹⁴⁸ There are five seats which can be accessed through the side door, and two seats which can be accessed from the rear of the vehicle. The vehicles do not have a separate storage area for inmate property. There is an alternate configuration of this vehicle which enables up to 10 inmates to be conveyed at a time.

7-10 Seat Vehicle



3.1.4 Heavy vehicle – 10 seats

CSNSW utilise vehicles that can escort up to ten inmates. The make of vehicle varies. Correctional officers require a medium rigid licence to drive these vehicles.¹⁴⁹ These vehicles have a central door at the rear with a row of five cells on each side. There is no separate storage area for inmate property.

10 Seat Vehicle



148 Information provided by Corrective Services NSW, 21 May 2020.

149 Information provided by Corrective Services NSW, 21 May 2020.

3.1.5 Heavy vehicle - 14 seats

CSNSW utilise vehicles that can escort 14 inmates. The make of vehicle used for this cell configuration varies. Correctional officers require a medium rigid licence to drive these vehicles.¹⁵⁰ These vehicles have a side cell which can accommodate two inmates, a centre cell which can accommodate eight inmates, and two rear cells which can accommodate two inmates in each cell. This vehicle also has a side property storage area.

14 Seat Vehicle



3.1.6 Heavy vehicle - 16 seats

CSNSW utilise vehicles that can escort 16 inmates. The make of vehicle used for this cell configuration varies. Correctional officers require a medium rigid licence to drive these vehicles.¹⁵¹ These vehicles have three cell compartments on each side. The first cell can accommodate two inmates, the second cell can accommodate four inmates, and the third cell, two inmates. The centre compartment has padded seating on one side. There is a large property storage area at the rear of these vehicles.

16 Seat Vehicle



¹⁵⁰ Information provided by Corrective Services NSW, 21 May 2020.

¹⁵¹ Information provided by Corrective Services NSW, 21 May 2020.

3.2 Lifecycle of inmate transport vehicles

CSNSW leases vehicles utilised to transport inmates except for four vehicles which are owned by CSNSW.¹⁵² Inmate transport vehicles are leased for a five year period.¹⁵³ A number of vehicles in the fleet exceeded the five-year lease period and leases had been extended. This was attributed to challenges securing funding to build and refurbish vehicles in the fleet.¹⁵⁴

The cell compartments of transport vehicles are owned by CSNSW and are fitted to the leased vehicle body of the larger inmate transport vehicles. The desired life cycle of cell compartments fitted to a vehicle body was reported to be 20 years with refurbishment as necessary during that time. CESU has a five-year build, refurbishment, and maintenance program for the CESU fleet.¹⁵⁵

A review of the age of vehicles operated by CESU identified the following:

Table 14: Age of vehicles¹⁵⁶

| Age of vehicles | Quantity |
|-----------------|------------|
| < 1 Years old | 23 |
| < 2 Years old | 11 |
| < 3 Years old | 17 |
| < 4 Years old | 18 |
| < 5 Years old | 17 |
| < 6 Years old | 10 |
| < 7 Years old | 5 |
| < 8 Years old | 2 |
| < 9 Years old | 2 |
| < 10 Years old | 0 |
| < 11 Years old | 0 |
| < 12 Years old | 1 |
| Total: | 106 |

The majority (96) of the vehicles used by CESU are less than six years old. Ten vehicles are greater than six years old. The oldest vehicle in the fleet is 11 years, 7 months old but has only travelled 59,466 km. Similarly, the third oldest vehicle in the fleet is eight years and three months old and has only travelled 27,134 km. Both these vehicles are specialist transport vehicles owned by CSNSW which have two bariatric seats and can accommodate a wheelchair.¹⁵⁷

3.2.1 Court and Transport Unit vehicles

The Court and Transport Unit of CESU has a fleet of 30 inmate transport vehicles which include:¹⁵⁸

¹⁵² Information provided by Corrective Services NSW, 30 April 2021.

¹⁵³ Information provided by Corrective Services NSW, 30 April 2021.

¹⁵⁴ Information provided by Corrective Services NSW, 21 May 2021 and 30 April 2021.

¹⁵⁵ Information provided by Corrective Services NSW, 30 April 2021; Corrective Services NSW, *Court & Transport Operations Strategic Plan, 2020 – 2021*, 1.

¹⁵⁶ Information provided by Corrective Services NSW, 21 May 2020.

¹⁵⁷ Information provided by Corrective Services NSW, 21 May 2020 and 30 April 2021.

¹⁵⁸ Information provided by Corrective Services NSW, 21 May 2020.

Table 15: CESU Court and Transport inmate transport vehicles¹⁵⁹

| Vehicle Seating Capacity | Age of vehicle | Odometer |
|-------------------------------------------|----------------|------------|
| 4 Seats x 3 | | |
| 4 Seats | 3 y 11 m | 31,713 km |
| 4 Seats | 1 y 0 m | 6,641 km |
| 4 Seats | 0 y 6 m | 4,125 km |
| 8 Seats x 1 | | |
| 8 Seats | 5 y 8 m | 128,007 km |
| 10 Seats x 1 | | |
| 10 Seats | 0 y 9 m | 26,456 km |
| 14 Seats x 9 | | |
| 14 Seats | 7 y 9 m | 375,010 km |
| 14 Seats | 7 y 8 m | 369,929 km |
| 14 Seats | 6 y 11 m | 313,202 km |
| 14 Seats | 6 y 10 m | 335,542 km |
| 14 Seats | 6 y 10 m | 296,671 km |
| 14 Seats | 5 y 7 m | 355,736 km |
| 14 Seats | 4 y 5 m | 182,427 km |
| 14 Seats | 3 y 11 m | 134,354 km |
| 14 Seats | 3 y 11 m | 178,852 km |
| 16 Seats x 12 | | |
| 16 Seats | 6 y 10 m | 434,001 km |
| 16 Seats | 6 y 10 m | 503,967 km |
| 16 Seats | 5 y 7 m | 466,150 km |
| 16 Seats | 5 y 2 m | 267,337 km |
| 16 Seats | 4 y 10 m | 322,197 km |
| 16 Seats | 4 y 10 m | 290,850 km |
| 16 Seats | 4 y 9 m | 274,462 km |
| 16 Seats | 4 y 2 m | 265,729 km |
| 16 Seats | 4 y 2 m | 392,557 km |
| 16 Seats | 4 y 2 m | 243,371 km |
| 16 Seats | 0 y 9 m | 22,328 km |
| 16 Seats | 0y 9 m | 50 km |
| 7 Seats + Wheelchair x 2 | | |
| 7 Seats + Wheelchair | 2 y 7 m | 9,554 km |
| 7 Seats + Wheelchair | 2 y 7 m | 2,547 km |
| 2 Bariatric Seats + Wheelchair x 2 | | |
| 2 Bariatric Seats + Wheelchair | 11 y 7 m | 59,466 km |
| 2 Bariatric Seats + Wheelchair | 8 y 3 m | 27,134 km |
| Total – 30 vehicles | | |

159 Information provided by Corrective Services NSW, 21 May 2020.

The vehicle with the highest mileage in the fleet at six years and ten months old has travelled 503,967km. The vehicle was attached to CESU Court and Transport located at Silverwater and has been decommissioned.¹⁶⁰ CESU Court and Transport had sixteen of the oldest vehicles in the fleet with the highest kilometres. This was identified as a strategy by CSNSW to ensure that regional locations receive new vehicles, and vehicles that have higher kilometres, or are nearing the end of their lease period are used by CESU Court and Transport.¹⁶¹

3.2.2 Regional operations

The following table identifies the vehicles used by each inmate transport unit located in regional NSW at the time of inspection.¹⁶²

Table 16: Regional inmate transport vehicles

| Vehicle Seating Capacity | Age of vehicle | Odometer |
|----------------------------------------------------------------------------|----------------|------------|
| Inmate transport vehicles used by Far Northern Transport - Grafton | | |
| 4 Seats | 4 y 9 m | 134,192 km |
| 7 Seats + Wheelchair | 2 y 9 m | 37,092 km |
| 8 Seats | 1 y 2 m | 24,376 km |
| 16 Seats | 2 y 2 m | 174,468 km |
| Inmate transport vehicles used by Port Macquarie CESU | | |
| 4 Seats | 1 y 0 m | 22,188 km |
| 14 Seats | 0 y 9 m | 4,920 km |
| Inmate transport vehicle used by Lismore CESU | | |
| 8 Seats | 5 y 8 m | 145,288 km |
| 4 Seats | 3 y 11 m | 119,629 km |
| 7 + Wheelchair | 2 y 9 m | 37,092 km |
| 10 Seats | 1 y 8 m | 62,372 km |
| Inmate transport vehicle used by Moree CESU | | |
| 4 Seats | 3 y 11 m | 90,036 km |
| 4 Seats | 1 y 0 m | 17,020 km |
| 14 Seats ¹⁶³ | 0 y 9 m | 13,253 km |
| 16 Seats | 3 y 11 m | 75,435 km |
| Inmate transport vehicle used by Tweed Heads CESU | | |
| 14 Seats ¹⁶⁴ | 0y 9m | 13,253 km |
| Inmate transport vehicle used by Northern Transport Unit - Cessnock | | |
| 4 Seats | 1 y 0 m | 9,515 km |
| 7 + Wheelchair | 2 y 7 m | 10,217 km |
| 14 Seats | 3 y 11 m | 203,084 km |

160 Information provided by Corrective Services NSW, 21 May 2021 and 30 April 2021.

161 Information provided by Corrective Services NSW, 21 May 2021 and 30 April 2021.

162 Not all of the CESU vehicles appear in the tables as a number of vehicles are moved, replaced or being serviced at any time.

163 CSNSW records show that this vehicle was previously attached to Tweed Heads.

164 Information provided by Corrective Services NSW, 21 May 2020, this vehicle has subsequently been relocated to Moree CESU and Tweed Heads CESU are using an alternate vehicle.

| | | |
|----------------------------------------------------------------------------|----------------------------------------|------------|
| 14 Seats | 3 y 11 m | 108,628 km |
| 16 Seats | 2 y 2m | 222,530 km |
| 16 Seats | 2 y 5 m | 229,479 km |
| Inmate transport vehicle used by Newcastle CESU | | |
| 4 Seats | 4 y 0 | 149,661 km |
| 8 Seats | 5 y 8 m | 156,696 km |
| 8 Seats | 1 y 1 m | 24,549 km |
| 10¹⁶⁵ Seats | 2 y 1 m | 123,422 km |
| Inmate transport vehicle used by Western Transport - Bathurst | | |
| 4 Seats | 3 y 10 m | 64,550 km |
| 7 + Wheelchair | 2 y 7 m | 8,072 km |
| 10 Seats | 1 y 9 m | 85,307 km |
| 14 Seats | 8 y 9 m | 183,130 km |
| 14 Seats | 2 y 6 m | 9,666 km |
| 16 Seats | 3 my 3 | 235,833 km |
| 16 Seats | 1 y 11 m | 201,850 km |
| Inmate transport vehicle used by Dubbo CESU | | |
| 4 Seats | 0 y 8 m | 11,379 km |
| 7 Seats + Wheelchair | 2 y 7 m | 16,818 km |
| 14 Seats | New vehicle – information not provided | |
| 14 Seats | New vehicle – information not provided | |
| 16 Seats | 2 y 2 m | 199,162 km |
| Inmate transport vehicles used by Southern Transport – Batemans Bay | | |
| 4 Seats | 4 y 0 m | 131,123 km |
| 8 Seats | 1 y 1 m | 24,549 km |
| 16 Seats | 4 y 6 m | 82,165 km |
| Inmate transport vehicles used by South West Transport - Goulburn | | |
| 4 Seats | 0 y 6 m | 4,125 km |
| 8 Seats | 0 y 10 m | 19,534 km |
| 14 Seats | 1 y 11 m | 84,762 km |
| 16 Seats | 2 y 0 m | 131 021 km |
| Inmate transport vehicles used by Queanbeyan CESU | | |
| 4 Seat | 0 y 8 m | 6,306 km |
| Inmate transport vehicles used by Wagga Wagga CESU | | |
| 4 Seats | 5 y 5 m | 170,504 km |
| 14 Seats | 0 y 6 m | 21,187 km |
| 14 Seats | 3 y 11 m | 159,525 km |
| 16 Seats | 1 y 11 m | 108,235 km |
| Inmate transport vehicles used by Albury CESU | | |

165 CESU have replaced the 10 seat vehicle with a 14 seat vehicle.

| | | |
|--------------------------------------------------------------------------|----------------------------------------|-----------|
| 4 Seats | New vehicle – information not provided | |
| 10 Seats | 2 y 9 m | 66,086 km |
| Inmate transport vehicles used by Broken Hill Correctional Centre | | |
| 4 Seats | 3 y 7 m | 13,522 km |
| 14 Seats | 3 y 8 m | 95,277 km |
| 16 Seats | 5 y 4 m | 82,819 km |
| Inmate transport vehicles used by Tamworth Correctional Centre | | |
| 4 Seats | 2 y 5 m | 23,241 km |
| 10 Seats | 4 y 6 m | 33,868 km |
| 14 Seats | 4 y 9 m | 95,258 km |
| Total - 57 vehicles | | |

3.2.3 Extreme High Security Escort Unit

The Extreme High Security Escort Unit (EHSEU) provides the highest level of security for transporting extreme high risk offenders.¹⁶⁶ To perform their functions the EHSEU utilise seven vehicles owned by CSNSW. When performing security escorts, the EHSEU must ensure security and safety and have regard to the welfare and dignity of inmates.¹⁶⁷ Seat belts were fitted for inmate use and the windows are tinted thereby minimising exposure of inmates to general public view.

3.2.4 Correctional centre vehicles

Correctional centres may also be required to transport inmates for several reasons including for medical treatment.¹⁶⁸ For non-urgent medical treatment the type of vehicle used by a correctional centre is determined by the security classification of the inmate. Correctional centres generally utilise Hyundai iLoad's which can convey up to four inmates. In addition, correctional centres may use a sedan to transport minimum security inmates. A small number of correctional centres transport inmates to court, and between correctional centres.¹⁶⁹ Larger inmate transport vehicles are used by these correctional centres which allow them to convey more inmates and undertake long haul transports.

¹⁶⁶ Information provided by Corrective Services NSW 21 May 2020.

¹⁶⁷ Inspector of Custodial Services (NSW), *Inspection Standards for Adult Custodial Services in New South Wales*, May 2020, Standard 66.

¹⁶⁸ *Crimes (Administration of Sentences) Act 1999*, s 24, s 26 and s 29.

¹⁶⁹ Tamworth Correctional Centre and Broken Hill Correctional Centre.

Correctional Centre - 4 Seat Vehicle



Correctional Centre – Inmate Transport Vehicles.



3.3 Heavy vehicle legislation

At the time of inspection 66 heavy vehicles were used by CSNSW to perform transport functions. These vehicles are governed by the Heavy Vehicle National Law (HVNL).¹⁷⁰ The National Heavy Vehicle Regulator (NHVR) administers one set of national laws for heavy vehicles over 4.5 tonnes gross vehicle mass.¹⁷¹ Changes to HVNL were introduced on 1 October 2018 to align provisions more closely with workplace health and safety laws. The law recognises that multiple parties may be responsible for offences committed by the drivers and operators of heavy vehicles and legal liability applies to all parties for their actions or inactions.¹⁷²

CSNSW has a policy which sets out the control mechanisms for eliminating or mitigating the hazards associated with heavy vehicle operation, and compliance with the HVNL. The policy outlines specific controls to demonstrate that all reasonable steps have been taken by CSNSW to comply with the HVNL including:¹⁷³

- **Mass and dimension limits:** CSNSW must ensure that any vehicle is loaded in line with the mass limits of that vehicle. General Mass Limits (GML) apply to all heavy vehicles. Vehicles must not exceed the GML unless under an accreditation or an exemption under the HVNL.¹⁷⁴
- **Driver fatigue:** CSNSW must ensure that drivers are well rested and are given adequate time to take their scheduled rest breaks, taking into consideration the number of hours worked. Provisions relating to fatigue management are contained within the *Heavy Vehicle (Fatigue Management) National Regulation (NSW) 2013*.¹⁷⁵

170 New South Wales, adopted the HVNL with the introduction of the *Heavy Vehicle (Adoption of National Law) Act 2013 (NSW)*.

171 Heavy Vehicle National Regulator, Heavy Vehicle National Law and Regulations, (Webpage, accessed 4 November 2021) <https://www.nhvr.gov.au/law-policies/heavy-vehicle-national-law-and-regulations>.

172 Heavy Vehicle National Regulator, About Chain of Responsibility, (Webpage, accessed 4 November 2021) <https://www.nhvr.gov.au/safety-accreditation-compliance/chain-of-responsibility/about>.

173 Corrective Services NSW, *Chain of Responsibility Policy* (February 2020) 7.

174 Corrective Services NSW, *Chain of Responsibility Policy* (February 2020) 1.

175 Corrective Services NSW, *Chain of Responsibility Policy* (February 2020) 8.

- **Speed:** CSNSW must ensure that escort routes are realistic and safe and do not put demands on a driver that place themselves or others at risk. Schedules must consider the distance that needs to be covered, traffic conditions and delays that may occur at destinations during the journey. CSNSW must not pressure, direct or encourage at any time any driver to speed for any reasons.¹⁷⁶ The HVNL vehicles with the exception of the Mercedes Sprinters are fitted with speed limiters.¹⁷⁷
- **Load restraint:** CSNSW must ensure that when trucks are loaded with inmate property the load is adequately secured to the vehicle so that they will not fall or be dislodged.¹⁷⁸
- **Vehicle standards and maintenance:**¹⁷⁹ CSNSW must ensure that inmate transport vehicles leased or purchased by CSNSW are fit for purpose and meet roadworthiness standards, ensuring all CSNSW vehicles are maintained and serviced at regular intervals.¹⁸⁰ A designated CSNSW staff member must undertake an inspection of heavy vehicles and compliance practices at least once a quarter.

CSNSW do not have a designated CSNSW staff member to inspect heavy vehicles operated by the CESU or Tamworth and Broken Hill Correctional centres, and report quarterly on compliance practices.

3.4 Inmate vehicle fleet maintenance and servicing

Inmate vehicle fleet maintenance records were provided by CSNSW for the period 1 July 2019 – 18 May 2020. These records were broken down into the following categories:

- Service
- Repairs and maintenance
- Accident
- Damages
- Modifications
- Other

A review of these records identified that during the period 78 vehicles were serviced. Some of these vehicles were serviced multiple times during the period. Of the 78 vehicles 31 were serviced prior to the defined distance service interval, and 47 were serviced outside of the defined distance service interval, but 15 of these vehicles had one or more services prior to the defined distance service interval. Some vehicles in the fleet were serviced based on time intervals as they had not met the defined distance service interval.¹⁸¹ Service records for a further seven vehicles identified that four of these vehicles were being serviced on time based intervals and three vehicles were being serviced, however some delays were identified.¹⁸² The remaining vehicles in the fleet were either new or not yet due for servicing.

176 Corrective Services NSW, *Chain of Responsibility Policy* (February 2020) 7.

177 Information provided by CSNSW 3 February 2022.

178 Corrective Services NSW, *Chain of Responsibility Policy* (February 2020) 9.

179 Corrective Services NSW, *Chain of Responsibility Policy* (February 2020) 3.

180 Corrective Services NSW, *Chain of Responsibility Policy* (February 2020) 9 -10.

181 Information provided by Corrective Services NSW, 21 May 2021.

182 Information provided by Corrective Services NSW, 3 March 2022.

Records show that CSNSW is having vehicles serviced and performing other routine maintenance, including the replacement of tyres, the servicing of air conditioning systems and other general repairs.¹⁸³ However the timeliness of some services could be improved.

Two vehicles had experienced a breakdown. One vehicle attached to Far Northern Transport – Grafton, experienced a mechanical or technical failure on 30 December 2019 and then again on 10 January 2020. The second vehicle was attached to Dubbo CESU and experienced a mechanical or technical failure on 9 September 2019 and again on 30 December 2019.¹⁸⁴

Nine vehicles had to be repaired because of damage from accidents. Repairs were also undertaken to resolve damage to cell cameras, seat belts, cells and other items that were either faulty or broken.¹⁸⁵

A review of the vehicles used by Broken Hill and Tamworth CCs showed that vehicles were being regularly serviced. Some were serviced on time based intervals as they had not reached the defined distance service interval. Distance service intervals were being performed, however at times the defined distance service interval was exceeded. In two cases the delay was significant.¹⁸⁶

3.5 Safety features in inmate transport vehicles

The *Standards for adult custodial services in New South Wales* identify minimum standards for inmate transport vehicle design.¹⁸⁷ The following vehicle design and safety features were observed in the various inmate transport vehicles used by CSNSW:

- Speed limiters
- Video monitor used by the co-driver/observing correctional officer
- Video monitor used by the driver
- Forward and rear facing external video cameras
- Government Radio Network (GRN) radio (includes duress feature)
- Vehicle duress button
- Touch screen terminal (which prompts for cell observation at 20 minute intervals)¹⁸⁸
- Cabin/Cell intercom toggle switches
- Air conditioning controls
- Digital Video Recorder (DVR)

183 Information provided by Corrective Services NSW, 21 May 2021.

184 Information provided by Corrective Services NSW, 21 May 2021.

185 Information provided by Corrective Services NSW, 21 May 2021.

186 Information provided by Corrective Services NSW, 7 March 2022.

187 Inspector of Custodial Services (NSW), *Inspection Standards for Adult Custodial Services in New South Wales*, May 2020.

188 Corrective Services NSW, *Custodial Operations Policy & Procedures: 19.1 General escort procedures* (November 2020) 9.

Within cell compartments the following safety features were observed:

- Encased anti-tamper seatbelts
- CCTV cameras for inmate observation
- Inmate intercom
- Monitor/screen (for viewing inmate induction video)
- Cell emergency exits (operated by correctional staff in the event of an accident).

Inmate transport vehicles used by CSNSW have either forward or rear facing seats, which are moulded. Some seats within inmate transport vehicles are cushioned. Cells are fitted with windows which afford natural light and external views, with privacy from outside. Inmate transport vehicles are air conditioned. Larger vehicles have an internal and external door. When vehicles are stopped with the engine turned off and the air conditioning is no longer operational the external doors are opened to allow for natural ventilation.

3.6 Monitoring transport vehicles

CESU Court and Transport manages a centralised monitoring room known as 1 Post. The primary function is to monitor the safety and security of staff and inmates during escort. Staff can monitor the location of transport vehicles and observe what is occurring both within the escort vehicle cell compartment and at the front and rear of the vehicle through a live video stream. Staff also communicate with escort vehicles using the Government Radio Network (GRN).

We observed a demonstration of the emergency systems. CCTV cameras within the escort vehicle allowed correctional staff to monitor and observe what was happening in the vehicle and communicate with the escort vehicle through the GRN.

3.7 Inmate safety and welfare

The CESU Court and Transport monitoring room operates 24 hours per day and the night shift staff coordinate transport schedules for the following day. The Offender Integrated Management System (OIMS) has an e-schedules function which suggests cell configurations according to the inmates who need to be transported to court. Officers can override the suggested configurations based on the resources available to them and operational demand. If an officer attempts to allocate an inmate who is not permitted to be in the same cell as another inmate, the e-schedules function will generate a pop-up alert in the system which will identify that the inmate cannot be placed in that cell and the reason. The e-schedules function does not generate a list of cell configurations for inmate inter-centre transfers and officers manually assign inmates to cells. An alert is generated if an officer assigns an inmate to a cell which is not permitted.

CSNSW has well developed policies outlining the requirements for inmates undertaking journeys of longer than two hours. The policy specifies the provision of food and water and comfort breaks in long haul journeys over three hours. The majority of court and hospital escorts are under two hours. The majority of long haul transports are inter-centre transfers between custodial facilities.

Table 17: Food, toilet and exercise requirements during escort¹⁸⁹

| Provision | Journey Length | Details |
|-----------------------------------------------------------------------------------------|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| 600ml bottle of water (provided by sending location) | Longer than 2 hours | Inmates can bring their own water for shorter trips |
| Food (purchased by the sending correctional centre from Corrective Services Industries) | Longer than 3 hours | This should be provided: at the start of each journey and at the beginning of each stage of the journey which is more than 3 hours duration |
| Toilet Break | Longer than 3 hours | |
| Exercise Breaks | Longer than 3 hours | At pre-arranged locations |

3.8 Inmate property

The loss of inmate property causes significant frustration amongst inmates. In the 2019/20 financial year Corrective Services Official Visitors received 477 enquiries and 509 complaints relating to inmate property.¹⁹⁰ In the 2020/2021 financial year Official Visitors received 302 enquiries and 361 complaints regarding property.¹⁹¹

Not all vehicles in the CSNSW have dedicated property storage areas. Larger vehicles used for inter-centre transfers have property storage areas. When an inmate is transferred to court for the day, they will not take property with them.¹⁹² However when inmates are being transferred between correctional centres or court cell complexes their personal property will travel with them to their intended destination.¹⁹³

Property transported during a transfer consists of:

- Valuables bag
- Canvas bag
- Carry on bag
- Inmate property tubs
- Legal storage tub

An inmate valuables bag and canvas bag contains items that the inmate cannot possess whilst in custody such as identification, bank cards, a mobile phone, and jewellery. Valuables bags are stored in a secure area within court cell complexes and correctional centres.¹⁹⁴ Inmates private clothing can be stored and transported in a canvas bag.¹⁹⁵

¹⁸⁹ Corrective Services NSW, *Custodial Operations Policy & Procedures: 19.1 General escort procedures* (November 2020) 20.

¹⁹⁰ Inspector of Custodial Services, *Annual Report 2019 – 2020* (Report, October 2020) 17.

¹⁹¹ Inspector of Custodial Services, *Annual Report 2020 – 2021* (Report, October 2021) 20-22.

¹⁹² Corrective Services NSW, *Custodial Operations Policy & Procedures: 4 Inmate Property – Under review* (October 2016) 35.

¹⁹³ Corrective Services NSW, *Custodial Operations Policy & Procedures: 4 Inmate Property – Under review* (October 2016) 16.

¹⁹⁴ Corrective Services NSW, *Custodial Operations Policy & Procedures: 4 Inmate Property – Under review* (October 2016) 10.

¹⁹⁵ Corrective Services NSW, *Custodial Operations Policy & Procedures: 4 Inmate Property – Under review* (October 2016) 39.

Inmate property is also stored and transferred in plastic storage tubs. Inmates are allowed two storage tubs of 15kgs each.¹⁹⁶ Storage tubs are sealed with auditable seals, and transport officers must verify that all seals are intact and the numbers recorded correspond with the inmate's property record.¹⁹⁷ Unsentenced inmates and appellants can also have one storage tub for current legal proceedings whilst in custody.¹⁹⁸

It is important that inmates are given adequate notice that they are being transferred out of a centre. This provides the inmate with the opportunity to pack their belongings prior to transfer. CSNSW policy identifies that this should occur at lock-in the night before the transfer. Similarly, the inmate property policy identifies that where possible an inmate's property should be prepared for transfer 24 hours prior to their expected departure.¹⁹⁹

Where inmates are not informed in advance of their impending transfer out of a centre it leaves the inmate with little time to pack their property and manage any excess property, which will be disposed of prior to their departure from the centre.²⁰⁰ Transport officers are authorised to decline property that exceeds the approved property entitlements.²⁰¹

Inmate property in reception room for transfer



A number of inter-centre transfers performed by CSNSW involve a connecting transfer. The property and seal numbers need to be checked by both the transferring and receiving officers and CSNSW should record these checks.²⁰²

In circumstances where an inmate is due to be transferred and their stored property cannot be located, the inmate must be informed as soon as possible. A local investigation will be undertaken by the officer in charge of the reception room to resolve these enquiries and a report to the Governor/General Manager will be provided. The Governor/General Manager may authorise for the replacement of the missing property. If the value of the property exceeds \$1000 it may be referred to the department's insurers. If the inmate does not want the property replaced the inmate must complete a disclaimer and this needs to be reflected in OIMS.²⁰³

196 Corrective Services NSW, *Custodial Operations Policy & Procedures: 4 Inmate Property – Under review* (October 2016) 32.

197 Corrective Services NSW, *Custodial Operations Policy & Procedures: 4 Inmate Property – Under review* (October 2016) 18.

198 Corrective Services NSW, *Custodial Operations Policy & Procedures: 4 Inmate Property – Under review* (October 2016) 25.

199 Corrective Services NSW, *Custodial Operations Policy & Procedures: 4 Inmate Property – Under review* (October 2016) 15.

200 Corrective Services NSW, *Custodial Operations Policy & Procedures: 4 Inmate Property – Under review* (October 2016) 15.

201 Corrective Services NSW, *Custodial Operations Policy & Procedures: 4 Inmate Property – Under review* (October 2016) 15-17.

202 Corrective Services NSW, *Custodial Operations Policy & Procedures: 4 Inmate Property – Under review* (October 2016) 16-17.

203 Corrective Services NSW, *Custodial Operations Policy & Procedures: 4 Inmate Property – Under review* (October 2016) 41.

Inmates may choose to write a letter of complaint in relation to missing or damaged property to the Commissioner, an Official Visitor or NSW Ombudsman. Complaints made to the Commissioner are referred to the Corrections Executive Services and Complaints Management (CESCM) who undertake an enquiry to locate the property or establish responsibility for the provision of compensation. CESCM will make enquires if necessary with both the sending and receiving centres to locate missing property.²⁰⁴ If property has been damaged or lost during transit CESCM will seek advice from the dispatching centre to confirm the item was not damaged prior to transport and if receipted as damaged at the receiving centre, the matter will be referred to CESU. Any compensation for lost or damaged property will be decided by the CESCM and the relevant Governor/General Manger.²⁰⁵

It is important that CSNSW have robust policies and systems in place to manage and track inmate property to avoid its loss. It is noted that the CSNSW inmate property policy is currently under review.

3.9 COVID-19

In response to COVID-19 inmate transport vehicles at CESU Court and Transport are cleaned by forensic cleaners nightly in preparation for use the following day.²⁰⁶ Inmates are also required to wear a surgical face mask during the escort/movement.

Inmates who have tested positive for COVID-19 are placed in clinical isolation and transferred to the dedicated COVID-19 positive location at the MRRC or Silverwater Women's CC for more intensive management. All escorts or movements of inmates in clinical isolation are coordinated through the CSNSW command post in consultation with relevant transport units. Inmates in clinical isolation may be transported in a single compartment within the same vehicle but cannot be escorted in the same vehicle as other inmates.²⁰⁷

To minimise the risk of transmission to staff escorting inmates who are or could be COVID-19 positive CESU staff perform these escorts in vehicles fitted with appropriate air filtration. Correctional staff must wear Personal Protective Equipment (PPE) including:

- gown
- face mask
- eye protection
- gloves²⁰⁸

All CESU officers escorting inmates from Sydney metropolitan centres are required to undergo rapid antigen testing every second working day.²⁰⁹

204 Corrective Services NSW, *Custodial Operations Policy & Procedures: 4 Inmate Property – Under review* (October 2016) 41- 42.

205 Corrective Services NSW, *Custodial Operations Policy & Procedures: 4 Inmate Property – Under review* (October 2016) 41- 42.

206 Information provided by Corrective Services NSW, 17 February 2021.

207 Corrective Services NSW, *Commissioners Instruction 34/2021 Novel Coronavirus (COVID-19) Interim Measure - Management of New Reception Inmates (August 2021)* 3-4.

208 Corrective Services NSW, *Commissioners Instruction 45/202 Novel Coronavirus (COVID-19) Interim Measure – amendments to Inmate Movements (September 2021)* 3.

209 Corrective Services NSW, *Commissioners Instruction 45/202 Novel Coronavirus (COVID-19) Interim Measure – amendments to Inmate Movements (September 2021)* 1-3.

3.10 Use of force

Upon employment correctional officers undertake a ten week, face to face primary training course to equip them with the skills and knowledge necessary to perform their role. This includes training related to escorting inmates, the use of force including firearms and other security equipment.²¹⁰

Correctional officers must use force as a last resort to control or restrain inmates. Any force used by a correctional officer must be reasonable and necessary in the circumstances and the infliction of injury on an inmate is to be avoided if possible.²¹¹ If an inmate is satisfactorily restrained, the only force that may be used against the inmate is the force that is necessary to maintain that restraint.²¹² A correctional officer may use force to prevent the escape of an inmate, this may include discharging a firearm.²¹³

Correctional officers attached to CESU are authorised to carry several security aids in the event that they are required to use force whilst transporting inmates.²¹⁴ These aids include a:

- Firearm (.40 calibre Glock self-loading pistol)
- Baton (Expandable)
- Handcuffs

Correctional officers employed in CESU must complete the Glock .40 calibre self-loading pistol transition course and expandable baton training before being issued with these security aids. CSNSW does not currently have a retraining or recertification requirement for firearms. Given the risks associated with using firearms, regular retraining and recertification would appear prudent for officers required to undertake transport duties. Correctional officers working within the EHSEU must undertake additional training which includes the Emergency Response Operators Course (EROOC), High Security Escort Course (HSEC), and Firearms (Long Arms) course. Correctional officers employed in the EHSEU were reported to participate in several training exercises throughout the year, including live fire exercises and frequent range shoots.

Correctional officers involved in the transportation of inmates who are attached to a correctional centre may also be authorised to carry a firearm. These officers will be equipped with a .38 calibre Smith and Wesson revolver, unless they have been trained in the use of the .40 calibre Glock.

Recommendations:

- 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.**

210 Corrective Services NSW, Brush Farm Corrective Services Academy, *Correctional Officer Training*, (Accessed 28/02/2022): https://www.bfcsa.nsw.gov.au/Pages/courses/career/certificate_iii_in_correctional_practice_custodial.aspx.

211 *Crimes (Administration of Sentences) Regulation 2014 c 131(1)*.

212 *Crimes (Administration of Sentences) Regulation 2014 c 131(3)*.

213 *Crimes (Administration of Sentences) Regulation 2014 c 131(4)b*; *Crimes (Administration of Sentences) Regulation 2014 c 303(1)b*.

214 Corrective Services NSW, *Custodial Operations Policy & Procedures: 16.6 Armoury and armed posts* (February 2020) 9 -15.

Chapter 4 Responsibility for Transport

The Court Escort Security Unit (CESU) is responsible for the majority of court and inter-centre transport in metropolitan Sydney and regional NSW. The EHESU is responsible for transferring high risk inmates between facilities, and to and from court and hospital. The Medical Escort Unit is responsible for medical transfers in Metropolitan Sydney and individual correctional centres are responsible for hospital escorts in the regions.

4.1 Court Escort Security Unit

The CESU is responsible for transporting inmates between correctional centres, 24 hour court cells, court houses, and other approved locations.²¹⁵ The CESU also perform local leave escorts, and medical escorts where inmates are held in court cell complexes.

CESU is based at the Silverwater Complex and is divided into two operational areas; the Court and Transport Unit; and the Custody and Regional Operations Unit. The Court and Transport Unit is responsible for the management of the Silverwater Transport Hub, the Extreme High Security Escort Unit (EHSEU), and Fleet Operations.²¹⁶ Custody and Regional Operations manage regional escorts and are divided into six geographical areas.²¹⁷

Metropolitan CESU vehicle fleet



4.2 Metropolitan Sydney court escorts and inter-centre transfers

The Court and Transport Unit has responsibility for transporting inmates to court appearances throughout metropolitan Sydney. It also has responsibility for transporting inmates (who are either on remand awaiting a court appearance or who have been sentenced) from the metropolitan remand and reception centres to other centres. 93 correctional officers are employed by the CESU to perform these functions.²¹⁸

215 Corrective Services NSW, *Security and Intelligence Units and Contacts Directory* (intranet, 26 April 2021).

216 Corrective Services NSW, *Court & Transport Operations, Court Escort Security Unit Strategic Plan 2020-2021*, 1.

217 Corrective Services NSW, *Custody & Regional Operations Court Escort Security Unit Strategic Plan 2020-2021*, 1.

218 Information provided by Corrective Services NSW, 21 May 2020.

A hub and spoke model is used in metropolitan Sydney to transfer inmates between correctional centres and to court via the Silverwater transport hub located within the Metropolitan Remand and Reception Centre (MRRC).

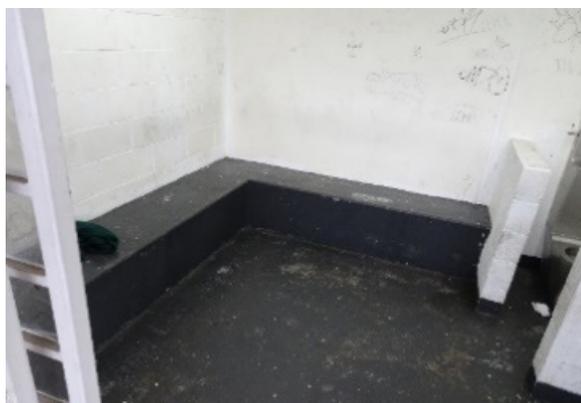
Inmate transport vehicles depart the Silverwater transport hub in the morning and attend other metropolitan correctional centres in the metropolitan Sydney region to pick up inmates who are appearing in court or who are being transferred to other correctional centres.²¹⁹ These vehicles return to Silverwater where a large vehicle dock enables multiple vehicles to park. This allows inmates to embark and disembark in a secure and private area.

CESU transport inmates to 22 locations throughout Greater Sydney for attendance at court using 14 routes. The routes used each day are determined the night before according to demand.

Silverwater Transport Hub



Holding Cell



If an inmate transport vehicle experiences delays returning to the Silverwater transport hub, it can impact on the ability of another transport vehicle to depart the hub and arrive at court on time. As inmate transport vehicles leaving the transport hub convey inmates to multiple court complexes, delays at one location may impact on the ability to arrive at all court locations prior to 9:30am. Upon completion of court in the afternoon inmates are returned to their correctional centre via the Silverwater transport hub. The hub and spoke model can result in long days for officers and inmates.

4.2.1 Metropolitan centre transfers

CESU Court & Transport also undertake inter-centre transfers from the Silverwater transport hub. Like inmates being escorted for court, inmates being transferred between centres are conveyed to the Silverwater transport hub before making their onward journey. Inmates are transported to either their intended destination or to another location, where they link with another inmate transport vehicle which will take the inmate to their intended destination.

Transport routes must take into account the distance and time between stops to manage both driver fatigue as required by regulation and inmate welfare. Long haul journeys are defined as being over three hours. CESU staff must travel out and back in the same day so CESU operates what is referred to as a “link service”. For example, CESU Court and Transport will travel from the Silverwater transport hub to Bathurst CC then return to the Silverwater transport hub. The Dubbo CESU Regional Operations will depart Wellington CC for Bathurst CC and collect inmates before returning to Wellington CC. This enables CESU officers to have a break at Bathurst CC and complete a return journey in approximately seven hours. It

²¹⁹ There are ten correctional centres in Metropolitan Sydney.

also allows an inmate to complete their journey from the Silverwater transport hub to Wellington CC in approximately six hours with a comfort stop at Bathurst CC.

4.3 Regional transport

Most correctional facilities in NSW are located in regional areas and CESU Custody and Regional Operations is responsible for transporting inmates between regional centres and to and from court. Sometimes this requires inmates to be transferred to another facility closer to the court. CSNSW refer to this as prepositioning the inmate. Other inter-centre transfers are at the discretion of CSNSW. These may occur to enable an inmate to progress to a minimum security centre or to move an inmate to a centre where they can undertake a specific program.

There are six regional transport units, Far Northern, Lismore, Northern, Western, Southern and South West that service the regional areas of NSW. The regional transport units perform a dual function. They are responsible for both transport and the operation of 24 hour court cell complexes in their respective regions. This report is focussed on the transport function.

Table 18: Regional Transport Units

| | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Far Northern Transport</p> <ul style="list-style-type: none"> • Far Northern Transport (Grafton) • Coffs Harbour CESU • Port Macquarie CESU | <p>Western Transport</p> <ul style="list-style-type: none"> • Western Transport (Bathurst) • Dubbo CESU |
| <p>Northern Transport</p> <ul style="list-style-type: none"> • Northern Transport (Cessnock) • Newcastle CESU | <p>Southern Transport</p> <ul style="list-style-type: none"> • Wollongong CCC • Batemans Bay CCC |
| <p>Lismore Transport</p> <ul style="list-style-type: none"> • Lismore CESU • Moree CESU • Tweed Heads CESU | <p>South West Transport</p> <ul style="list-style-type: none"> • South West Transport (Goulburn) • Queanbeyan CESU • Wagga Wagga CESU • Albury CESU |

4.3.1 Far Northern Transport

Far Northern Transport is located at Grafton on the North Coast of NSW and includes Port Macquarie CESU and Coffs Harbour CESU. Far Northern Transport perform both court escorts and inter-centre transfers. The unit located at Grafton has 15 staff, including an assistant superintendent, four senior correctional officers and 10 correctional officers.²²⁰ Port Macquarie Court Escort and Security Unit operate from the Port Macquarie Court Cell Complex which is located within Port Macquarie Police Station. Port Macquarie CESU escort inmates between Mid North Coast Correctional Centre and Port Macquarie CCC, and to various court locations. Port Macquarie CESU has seventeen staff which includes four senior correctional officers and thirteen correctional officers.²²¹

4.3.1.1 Court escorts

Far Northern Transport undertake the following court escorts:

Table 19: Court escorts performed by Far Northern Transport

| Court Escorts Grafton | Distance from Clarence CC | Approximate Travel Time |
|-----------------------------------------------|---------------------------------------------|--------------------------------|
| Grafton Court House | 23.5 km | 21 mins |
| Macleay Court House | 54.1 km | 35 mins |
| Coffs Harbour Court House | 78.2 km | 55 mins |
| Lismore CCC | 136 km | 1 hr 36 mins |
| Court Escorts Port Macquarie | Distance from Mid North Coast CC | Approximate Travel Time |
| Mid North Coast to Port Macquarie Court House | 66.8km | 56 mins |
| Taree Court House | 84.4 km | 1 h 0 mins |
| Kempsey Court House (via MNCCC) | 79.0 km | 1 h 9 mins |

4.3.1.2 Inter-centre transfers

Far Northern Transport also undertakes inter-centre transfers for inmates being transferred to Clarence CC, Glen Innes CC, and Mid North Coast CC.

²²⁰ Information provided by CSNSW on 21 May 2020 (the staffing establishment reported during inspection differed from the information provided by CSNSW).

²²¹ Information provided by Corrective Services NSW, 21 May 2020 (the staffing establishment reported during inspection differed from the information provided by CSNSW).

The following vehicles were observed during inspection:

4 Seat Vehicle



7 Seat + Wheelchair Vehicle



8 Seat Vehicle



16 Seat Vehicle



4.3.1.3 Observations

The Far Northern Transport office and vehicle storage area at Grafton is well suited for its purpose. The office location is discreet and is the only leased commercial premises used by CESU for transport functions. Vehicles were clean and stored in a large enclosed secure space.

The Far Northern vehicle fleet is rotated on a needs basis. Corrective Services NSW policy identifies that a CESU truck must not be used to transport inmates if it does not have fully operational air conditioning, Closed Circuit Television (CCTV) cameras and monitors and a Public Address (PA) / intercom system. Trucks without an operating PA or intercom may be used in limited circumstances in the Sydney metropolitan area.²²²At the time of inspection one inmate transport vehicle was out of service having its air conditioning system repaired. GRN radios had been recently installed into inmate transport vehicles, to replace the use of mobile phones as the primary means of communication.

²²² CSNSW, *Custodial Operations Policy & Procedures: 19.1 General escort procedures* (November 2020) 14.

At the time of inspection fewer court escorts were occurring because most court appearances were being facilitated from AVL facilities due to the COVID-19 pandemic. A review of AVL data shows an increase in AVL use at the courts serviced by Far Northern Transport from 60 AVL appearances to 102 in 2020.²²³

4.3.2 Lismore Court Escort Security Unit

Lismore Court Escort Security Court Unit operates from Lismore Court Cell Complex and only perform court and hospital escorts for inmates in their custody at the 24 hour court cell complex. Lismore CESU transport inmates between Lismore CCC, Tweed Heads Court Cells, Clarence CC and various court locations. Inmates at Clarence CC are prepositioned at Lismore CCC in advance of their court appearance and then conveyed to their respective court location. There are 21 staff which includes an assistant superintendent, three senior correctional officers and seventeen correctional officers. The assistant superintendent is also responsible for Tweed Heads, and Moree CESU.

Tweed Heads Court Escort and Security Unit operates from Tweed Heads Court Cells, five days per week. Tweed Heads CESU transport inmates to and from Tweed Heads court and to Clarence CC. Tweed Heads CESU does not undertake inter-centre transfers. Tweed Heads CESU has five staff which includes two senior correctional officers and three correctional officers.

Moree Court Escort Security Unit operates from Moree Court Cell Complex. Moree CESU escort inmates between Moree CCC and Tamworth CC and to various courts in the region. Moree CESU has 15 staff, three senior correctional officers and twelve correctional officers.²²⁴

To perform these functions, Lismore CCC uses four inmate transport vehicles, Tweed Heads has one vehicle and Moree utilises four inmate transport vehicles.

4.3.2.1 Court escorts

Lismore CESU undertakes court escort duties to the following court locations:

Table 20: Court escorts performed by Lismore CESU

| Lismore | Distance from Court Cell Complex | Approximate Travel Time |
|-------------------------|-----------------------------------------|--------------------------------|
| Ballina Court House | 33.4 km | 0 h 35 mins |
| Byron Bay Court House | 44.9 km | 0 h 45 mins |
| Lismore Court House | Not applicable | Not applicable |
| Tweed Heads | Distance from Court Cell Complex | Approximate Travel Time |
| Tweed Heads Court House | Not applicable | Not applicable |
| Moree | Distance from Court Cell Complex | Approximate Travel Time |
| Moree Court House | Not applicable | Not applicable |
| Mungindi Court House | 126.1 km | 1 hr 21 min |
| Boggabilla Court House | 116.4 km | 1 hr 15 min |
| Wee Waa Court House | 110.2 km | 1 hr 25 min |
| Narrabri Court House | 101.6 km | 1 hr 9 min |
| Inverell Court House | 141.4 km | 1 hr 42 min ²²⁵ |

223 Information provided by Corrective Services NSW, 18 February 2021.

224 Information provided by Corrective Services NSW, 21 May 2020.

225 Inmates appearing in Inverell Court House are conveyed to Inverell Police who manage them and convey them to court.

4.3.2.2 Observations

Inmates held at Tamworth CC are prepositioned at Moree CCC prior to being transported to their court appearance. Inmates are escorted between Moree CCC and Tamworth CC three times per week. It is a 250 km journey and takes two hour and fifty-minutes.

The inspection team observed the transfer of inmates between Moree CCC and Tamworth CC, travelling the route taken by the inmate transport vehicle to Tamworth CC. Preparation of the 16 seat inmate transport vehicle was observed prior to its departure. The vehicle was located within the secure dock with the cell doors open. Food and water for the journey was provided to each inmate.

In response to the COVID-19 pandemic CSNSW has implemented a safe operating procedure relating to the use of disinfectant in CESU transport vehicles. The aim of the procedure is to provide an increased level of hygiene and sanitation of hard surfaces within CESU transport vehicles. The procedure identifies that hard surfaces in vehicles should be sprayed with disinfectant.²²⁶ The cleanliness of inmate vehicles is important, even more so during a pandemic as it is an important infection control measure. The inmate transport vehicle we inspected was generally clean but had food on the seat despite having been cleaned and sprayed. This was addressed before any inmates were placed in the vehicle.

Moree CESU does not generally perform inter-centre transfers. However, as Tamworth CC does not accommodate female inmates, sometimes it is necessary to transfer female inmates to Wellington CC or Clarence CC.

The trip from Moree CCC to Wellington CC is a four hour and twenty-minute journey and the transport vehicle stops at a police station to allow inmates the opportunity to use toilet facilities, before proceeding on to Wellington CC. Alternatively, female inmates are taken to Clarence CC via Glen Innes CC. This journey is a four hour and twenty-minute journey and the inmate transport vehicle stops at Glen Innes CC two hours and fifty one minutes after departure, before proceeding to Clarence CC.

Moree CESU has two four seat inmate transport vehicles. One was fitted with four inmate cell compartments. The other vehicle had general comfort seating and was used to transport people with specific needs such as pregnant women. CSNSW policy allows for pregnant women up to 20 weeks gestation to be transported in forward-facing trucks with camera vision. After 20 weeks gestation an approved vehicle must be used to allow for better observation of the woman, and to facilitate more frequent stops.²²⁷

Inmate transport vehicles at Moree CESU were fitted with a firearm safe/safe storage area. This was a local initiative implemented due the remoteness of locations visited by staff from Moree CESU as a secure area to lodge firearms is not always available.

226 Corrective Services NSW, *Safe Operating Procedure 104 - Disinfecting Escort Vehicles and Court Cells* (May 2020) 1 - 3.

227 CSNSW, *Custodial Operations Policy & Procedures: 19.1 General escort procedures* (November 2020) 7 - 8.

4.3.3 Northern Transport

Northern Transport Unit (NTU) is located on the Cessnock Correctional Complex. The NTU undertakes court escorts and inter-centre transfers and has 16 staff consisting of two senior correctional officers and 14 correctional officers.²²⁸ Four officers from NTU are based at Kariong ITC and convey inmates being transferred to a correctional centre in northern NSW. To perform these functions the NTU utilises six inmate transport vehicles. Three inmate transport vehicles are attached to the Kariong ITC.

4.3.3.1 Court escorts

NTU transport inmates from the three correctional centres (Cessnock, Shortland and Hunter) on the Cessnock Correctional Complex to and from nearby courts. The NTU works in collaboration with Newcastle CESU to convey inmates between the Newcastle CCC and Newcastle Justice Precinct for court or to a nearby correctional centre.

Table 21: Court escorts performed by Northern Transport Unit & Newcastle CESU

| Court Escorts: NTU | Distance from Cessnock Correctional Complex | Approximate Travel Time |
|---------------------------------------------|----------------------------------------------------|--------------------------------|
| Newcastle Justice Precinct | 49.5 km | 0 h 57 min |
| Raymond Terrace Court House | 46.2 km | 0 h 47 min |
| Belmont Court House | 58.9 km | 1 h 0 min |
| Toronto Court House | 40.2 km | 0 h 42 min |
| Maitland Court House | 32 km | 0 h 31 min |
| Court Escorts: Newcastle CESU | Distance from Court Cell Complex | Approximate Travel Time |
| Newcastle CCC to Newcastle Justice Precinct | 1.3 km | 0 h 4 min |

4.3.3.2 Inter-centre transfers

NTU also undertake inter-centre transfers between Cessnock Correctional Complex and Kariong ITC and Kariong ITC and Mid North Coast CC.

The following vehicles were observed during inspection:

4 Seat Vehicle



8 Seat Vehicle



14 Seat Vehicle



228 Information provided by Corrective Services NSW, 21 May 2020.

4.3.3.3 Observations

At the time of inspection, NTU were transporting inmates from the Cessnock Correctional Complex to Mid North Coast CC and from the Cessnock CC to Sydney. The opening of Kariong ITC on 22 June 2020 has reduced these movements and the NTU now link with the Sydney metropolitan escort at Kariong CC.²²⁹ The centre accommodates inmates being transferred from correctional centres in Sydney to correctional centres on the north coast of NSW.²³⁰ The centre accommodates 56 inmates and has the capacity to hold 96 inmates if required.

The journey from MRRC to Clarence CC is a 597 km journey. It takes six hours and twelve minutes. Inmates being transferred to or from Mid North Coast CC or Clarence CC from the MRRC stay overnight at Kariong ITC before recommencing their journey the following day. The distance from Kariong ITC to Mid North Coast CC is nearly four hours and there is no designated comfort stop. Staff acknowledged that an inmates journey is long and uncomfortable, so they try to ensure that they allow inmates out of the transport vehicles and into their cells as soon as possible so that they can receive a meal and use the facilities in their cell. Inmate property is unloaded and checked in the reception area where it is stored according to the centre the inmate will be transferring to.

The Standards for adult custodial services in New South Wales identify that facilities that may be used for overnight stays for inmates on long journeys must provide an adequate level of accommodation and services. The accommodation at Kariong ITC consists of four units. All cells contain a bed, shower, toilet, and a television. At the time of the inspection the two upper levels were being used to accommodate inmates who were classified and who were being transferred to or from a correctional centre in northern NSW.

Women reside in a separate accommodation area to male inmates on the upper level of the accommodation building. Inmates transiting through the centre receive breakfast packs, sandwiches and fruit for lunch, and re-heated CSI meals for dinner. JH&FMHN provide limited health care services for inmates who stay at the centre. The health centre has two nursing shifts between 7:00am - 3:00pm and 12:00pm - 8:30pm with an administration area, pill dispensary and treatment room. Schedule medications are stored in a safe and inmates can access the opioid treatment program (OTP) if required whilst at the centre.

Two inmate transport vehicles were observed to arrive at the centre at the time of inspection. As inmates disembarked their temperatures were being taken by the nursing staff. An officer from the reception room was observed checking the inmates identity against the warrant file. Two female inmates were observed to disembark from one of the vehicles and were escorted to the accommodation area.

229 Information provided by Corrective Services NSW, 28 December 2020.

230 The centre also accommodates inmates who have been refused bail by the police, and who are yet to appear in court and have not yet been placed in a correctional centre.

Inmate Transport Vehicle



4.3.4 Western Transport

Western Transport operates from a property adjoining Bathurst Correctional Centre. Western Transport has 15 staff, including an assistant superintendent, two senior correctional officers and 12 correctional officers. Dubbo CESU operates from the Dubbo Court Cell Complex which is located within Dubbo police station. Dubbo CESU has 21 staff, which includes three senior correctional officers, and 18 correctional officers.²³¹ Both court escorts and inter-centre transfers are performed by Western Transport. To perform their inmate transport functions Western Transport - Bathurst utilise seven escort vehicles and Dubbo CESU use five vehicles.

4.3.4.1 Court escorts

Western Transport undertake court escorts to and from the following court locations and Bathurst CC.

Table 22: Court escorts performed by Western Transport

| Court Escorts Bathurst | Distance from Bathurst Correctional Centre | Approximate Travel Time |
|-------------------------------|---------------------------------------------------|--------------------------------|
| Bathurst Court House | 2.9 km | 0 h 6 min |
| Orange Court House | 53.1 km | 0 h 42 min |
| Lithgow Court House | 65 km | 0 h 53 min |
| Katoomba Court House | 101 km | 1 h 24 min |
| Court Escorts Dubbo | Distance from Court Cell Complex | Approximate Travel Time |
| Dubbo Court House | Connected to court | Not applicable |
| Bourke Court House | 369 km | 3 h 50 min |
| Walgett Court House | 276 km | 2 h 57 min |

²³¹ Information provided by Corrective Services NSW, 21 May 2020.

4.3.4.2 Inter-centre transfers

Western Transport is responsible for inter-centre transfers between Bathurst CC, Lithgow CC, Junee CC, Wellington CC, Macquarie CC and Broken Hill CC. The Central West Link between Wellington CC and Broken Hill CC is the longest continuous transport undertaken by CSNSW. The inspection team observed this transport being undertaken.

The following vehicles were observed during inspection:

4 Seat Vehicle



7 Seats + Wheelchair



14 & 16 Seat Vehicles



4.3.4.3 Observations

Dubbo CESU is responsible for undertaking several long haul transports. It was therefore pleasing to see they were in possession of two new long haul vehicles.

An inmate transport vehicle travels from Dubbo CCC to Bourke and Walgett Court House and inmates are transferred into police custody before the inmate transport vehicle returns to Dubbo CCC. If inmates are remanded in custody after their court appearance, Dubbo CESU will pick them up from police and convey them back to Dubbo CCC. The trips to Bourke and Walgett Court Houses are long trips. The trip to Walgett is marginally under three hours and the trip to Bourke is almost four hours. The Custodial Operations Policy & Procedures requires that inmates are provided with amenities during long haul transports. Inmates travelling to Bourke should be provided with a break to use the toilet and exercise.²³²

The Central West Link between Wellington CC and Broken Hill CC is the longest continuous inmate transport undertaken by CSNSW. The journey stretches 807 km and takes approximately 8 hours 26 minutes. Vehicles depart from Broken Hill CC and Dubbo CC and meet at a police station, and then return to their respective base. We observed the transport at a comfort stop. On the day in question there were inmates in the vehicle from Broken Hill CC heading to Wellington CC but no inmates travelling from Dubbo CCC or Wellington CC to Broken Hill CC. The inmate transport vehicle travelling from Dubbo CCC was delayed due a fault with one of the doors requiring the need to use an alternate vehicle. Inmate property, warrant files, case management files, and medical files were unloaded from the Broken Hill CC inmate transport and placed on the ground at the rear of the inmate transport vehicle for checking. Although it was positive to see the files being checked, there are risks with checking files in this manner as something could erroneously be left behind.

Inmates had been provided with water and a meal for the journey from Broken Hill CC. Although inmates were provided with a second bottle of water during the journey, they were not provided with any additional food.

²³² Corrective Services NSW, *Custodial Operations Policy & Procedures: 19.1 General escort procedures* (November 2020) 20.

4.3.5 Southern Transport

Southern Transport operates from the Batemans Bay Court Cell Complex. Southern Transport has 15 staff, which includes one assistant superintendent based at Wollongong Court Cell Complex, four senior correctional officers, and eleven correctional officers.²³³ Southern Transport undertake court escorts but do not undertake inter-centre transfers. To perform their inmate transport functions Southern Transport utilise three inmate transport vehicles.

4.3.5.1 Court escorts

Southern Transport undertake court escort duties to the following court locations.

Table 23: Court escorts performed by Southern Transport

| Court Escorts | Distance from South Coast Correctional Centre | Approximate Travel Time |
|--------------------------|-----------------------------------------------|-------------------------|
| Batemans Bay Court House | 115 km | 1 h 28 min |
| Nowra Court House | 5.9 km | 0 h 10 mins |
| Milton Court House | 55.7 km | 0 h 42 mins |
| Moruya Court House | 141km | 1 h 57 mins |
| Narooma Court House | 185 km | 2 h 32 mins |
| Bega Court House | 260 km | 3 h 27 mins |
| Eden Court House | 312 km | 4 h 8 mins |
| Bombala Court House | 372 km | 4 h 27 mins |

4.3.5.2 Observations

Inmates appearing in the above courts are held or prepositioned at South Coast CC at Nowra in advance of their court appearance. Correctional officers drive 115km or approximately one hour twenty-eight minutes to South Coast CC where they pick up inmates and convey them to court. Correctional staff identified that they cannot use larger inmate transport vehicles at Nowra Court House due to access issues with these vehicles.

Many of the courts serviced by Southern Transport are circuit courts and do not sit on a daily basis. However, some are a significant distance from South Coast CC, which makes for a long day for both the inmates who are going to court and correctional staff escorting inmates to and from court. Bombala Court House is a 4 hour 27 minute journey without a designated comfort break for staff or inmates. Staff reported that they can be on duty for between ten to fourteen hours of what is meant to be an eight-hour shift. It is also important to ensure a larger vehicle is used to undertake long haul journeys of over three hours.

4.3.6 South West Transport

South West Transport is based at Goulburn and primarily undertakes inter-centre transfers. The unit has 11 staff including an assistant superintendent, one senior correctional officer and nine correctional officers.²³⁴ Inmate transport vehicles are stored in a secure carpark outside the Goulburn Court Cell complex.

²³³ Information provided by Correctives NSW 21 May 2020 (reported establishment differs to the one provided on inspection).

²³⁴ Information provided by Corrective Services NSW, 21 May 2020 (reported establishment differs from that provided on inspection).

Queanbeyan CESU operate from the Queanbeyan Court Cell Complex. Queanbeyan CESU has 13 staff including three senior correctional officers and ten correctional officers. Wagga Wagga CESU operates from Wagga Wagga Court Cell Complex. Wagga Wagga CESU has nineteen staff including three senior correctional officers and sixteen correctional officers.²³⁵Wagga Wagga CESU undertake court escorts and inter-centre transfers. Albury CESU operate from the Albury Court Cell Complex. Albury CESU has thirteen staff which includes three senior correctional officers and 10 correctional officers. Albury CESU does not undertake court transport duties or scheduled inter-centre transfers.

To perform their inmate transport functions Southern Transport - Goulburn utilise four inmate transport vehicles. Wagga Wagga CESU utilise four vehicles and Queanbeyan have one vehicle. Albury CESU utilise a 4 seat vehicle to undertake medical escorts from Albury CCC as required. The ten seat vehicle is used to transfer inmates from Albury CCC to Junee CC on a needs basis.

4.3.6.1 Court escorts

South West Transport undertake court escort duties to one location. Inmates are conveyed between Goulburn CC and Goulburn Court House. South West Transport also transfer inmates from Goulburn CC to Queanbeyan Court Cell Complex and staff from Queanbeyan CESU escort inmates to Queanbeyan Court House from the Queanbeyan CCC. If inmates are held in a correctional centre and are required to appear in person at Cooma Court House they will be transferred from Goulburn CC to Queanbeyan CCC and Queanbeyan CCC will transfer the inmate to and from the Cooma Court House. Wagga Wagga CESU travel to Junee CC to collect inmates and convey them to court.

Table 24: Court escorts performed by South West Transport

| Court Escorts | Distance from Goulburn Correctional Centre | Approximate Travel Time |
|----------------------------------|-----------------------------------------------------------------------|--------------------------------|
| Goulburn Court House | 3 km | 6 minutes |
| Queanbeyan Court Escorts | Distance from Goulburn Correctional Centre | Approximate Travel Time |
| Queanbeyan Court House | Connected to court | |
| Cooma Court House | 107 km | 1 h 19 min |
| Wagga Wagga Court Escorts | Distance from Court Cell Complex via Junee Correctional Centre | Approximate Travel Time |
| Wagga Wagga Court House | 39.2 km | N/A |
| Narrandera Court House | 139 km | 1 h 41 mins |
| Leeton Court House | 128 km | 1 h 26 mins |
| Griffith Court House | 223km | 2 h 23 mins |

4.3.6.2 Inter-centre transfers

South West Transport undertake inter-centre transfers between Goulburn CC, Mannus CC, Junee CC and Cooma CC.

²³⁵ Information provided by Corrective Services NSW, 21 May 2020.

The following vehicles were observed during inspection:

4 Seat Vehicle



8 Seat Vehicle



14 Seat Vehicle



4.3.6.3 Observations

The late arrival of link trucks from the Sydney Metropolitan area was identified as a challenge faced by South West Transport. This results in delays conveying inmates to their next destination such as Cooma CC or Junee CC. This can result in a long day of travel for an inmate, who can be travelling from early in the morning to around 5:00pm in the evening.

CESU use a long haul vehicle to travel the 2 hour journey to Cooma CC from Goulburn CC to ensure the comfort of inmates. However, due to the size of the long haul vehicles, they are unable to fit through the gate house at Cooma CC. This means that inmates cannot embark or disembark the vehicle in a secure and private area. Inmates are escorted through the gate house under the supervision of an armed correctional officer. The inspection standards identify that inmates should not be subject to unnecessary exposure to public view.²³⁶

4.4 Individual correctional centres

It is important to acknowledge that individual correctional centres including those that are privately operated routinely escort inmates for several reasons. For example, most medical escorts in regional correctional centres are performed by correctional centre staff.²³⁷ A small number of correctional centres are also responsible for transferring inmates to and from court and Broken Hill CC is responsible for a long haul transfer.

4.4.1 Tamworth Correctional Centre

Tamworth CC perform court escorts and inter-centre transfers. A Court Escort Security Unit based in Tamworth was reported to have operated until 1995, at which time Tamworth CC assumed these functions.

²³⁶ Inspector of Custodial Services (NSW), *Inspection Standards for Adult Custodial Services in New South Wales*, May 2020, Standard 61.11.

²³⁷ Corrective Services NSW, *Custodial Operations Policy & Procedures: 19.6 Medical escorts* (May 2021) 5 and 13.

4.4.1.1 Court escorts

Tamworth CC undertakes court escort duties to the following court locations.

Table 25: Court escorts performed by Tamworth CC

| Court Escorts | Distance from Correctional Centre | Approximate Travel Time |
|----------------------|-----------------------------------|-------------------------|
| Tamworth Court House | 2.9 km | 0 h 6 min |
| Armidale Court House | 111 km | 1 h 25 mins |

4.4.1.2 Inter-centre transfers

Tamworth CC is responsible for transferring inmates to and from St Heliers CC. To perform their inmate transport functions Tamworth CC utilise three inmate transport vehicles. There is a four seat, ten seat and fourteen seat vehicle.

14 Seats



10 Seat Vehicle



4.4.1.3 Observations

Inmate transport vehicles should be cleaned between each use. We observed that the 14 seat inmate transport vehicle used by Tamworth CC contained rubbish from its last use and had not been cleaned.

None of the inmate transport vehicles used to convey inmates at Tamworth CC are able to fit inside the gate house at Tamworth CC. This means that inmates cannot embark or disembark the vehicle in a secure and private area. Inmates are escorted through the gate house under the supervision of an armed correctional officer. An inmate escaped lawful custody on 13 September 2019, whilst being escorted outside the front gate and onto an inmate transport vehicle. Consideration is being given to the construction of an external structure around the gate house that would enable inmates to be securely and privately placed into inmate transport vehicles. This is a similar issue faced by Cooma CC.²³⁸ The impact of heritage protections around these correctional centres constructed in the 1800s was being investigated.

²³⁸ Inspector of Custodial Services, Inspection of Cooma Correctional Centre (Report, November 2020), 25.

4.4.2 Broken Hill Correctional Centre

Broken Hill CC performs court escorts and inter-centre transfers. Staff from the centre are drawn on to undertake these escorts. The centre utilises three inmate transport vehicles to perform its transport functions; a four seat, fourteen seat, and sixteen seat vehicle.

4.4.2.1 Court escorts

Broken Hill CC undertake court escort duties to the following court locations

Table 26: Court escorts performed by Broken Hill CC

| Court Escorts | Distance from Correctional Centre | Approximate Travel Time |
|-----------------------|-----------------------------------|-------------------------|
| Wilcannia Court House | 198 km | 2 h 3 min |
| Wentworth Court House | 265 km | 2 h 36 min |

4 Seat Vehicle



Inmate Transport Vehicles



4.4.2.2 Observations

The Central West Link between Broken Hill CC and Wellington CC is the longest continuous inmate transport undertaken by CSNSW. The journey stretches 807 km and takes approximately 8 hours 26 minutes. Inmates are conveyed from Broken Hill CC to meet with the Dubbo CESU transport vehicle and the vehicles return to Wellington CC and Broken Hill CC.

We observed a comfort stop where inmates were conveyed one at a time to use a portable toilet at a police station. There is meant to be an additional comfort stop for inmates due to the length of the journey but this had not occurred.

Failure to stop and provide inmates with a toilet break earlier in this journey contravenes the CSNSW policy. Furthermore, the portable toilet had no water to enable inmates to flush the toilet or to use the sink. There was also no toilet paper, and no soap or hand sanitiser for inmates to wash their hands. This is a hygiene issue and particularly so during a pandemic.

Correctional officers escorting inmates are required to check on inmates and their welfare and record their observations at twenty-minute intervals throughout the journey. Where an inmate cannot be observed, officers should attempt to obtain a response through the intercom. Immediate assistance should be sought from an executive officer where an inmate cannot be roused or observed.²³⁹ An inmate had obscured the camera in their cell during the journey from Broken Hill CC and staff had failed to check or communicate with them. We confirmed that the correctional officers had tested the intercom before leaving the centre as part of their pre-transport inspection of the vehicle. We also tested the intercom and confirmed the intercom system was working and allowed for two-way communication between the inmate and officers.

These stops also pose a challenge for correctional officers to appropriately secure their firearms. A Local Operating Procedure identifies that 'under no circumstances is an armed officer to leave a firearm, or accompanying ammunition, unattended at any time, unless it is secured in a supervised locker/safe when attending a Correctional Centre.'²⁴⁰

Correctional officers undertake training in the use of the .38 calibre Smith and Wesson revolver in their initial training and officers attached to CESU must complete the Glock 40 Cal Self Loading Pistol Transition Course before carrying this firearm.²⁴¹ CSNSW does not currently have a retraining or recertification requirement for firearms. Given the risks associated with storing and using firearms regular retraining and recertification would appear prudent for officers required to undertake transport duties.

4.5 The Medical Escort Unit

The MEU manages the movement of inmates to and from public hospitals and designated mental health facilities. The MEU commenced as a pilot in 2018 with the following aims:²⁴²

- Eliminating or reducing the cost to correctional centres of medical escorts.
- Reducing the impacts on staff associated with staffing medical escorts within correctional centres.
- Reducing the need for overtime to facilitate medical escorts.
- Reducing the need for the variation of centre routines which results in reduced out of cell hours for inmates and impedes the delivery of programs, education, activities, and access to inmates to work in industries.
- Aiding correctional centres to meet their Key Performance Indicators.

The pilot consisted of nine teams of two staff based at Long Bay Correctional Complex, and nine teams of two based out of the Silverwater Correctional Complex, and an administrative clerk.²⁴³ From 11 June 2019 to 17 November 2019 the MEU facilitated over 2,700 medical escorts.

The role and function of the MEU has been previously considered by ICS.²⁴⁴ The Inspector found that the MEU had contributed to a reduction in the cancellation of scheduled medical appointments by CSNSW, and recommended that CSNSW implement an appropriately planned and resourced MEU to service key regional and metropolitan hubs, particularly given the large number of inmates held in regional correctional

239 Corrective Services NSW, *Custodial Operations Policy & Procedures: 19.1 General escort procedures* (November 2020) 19; Corrective Services NSW, *Local Operation Procedure 2018/029 Escort Vehicles Fitted with Audio Visual Aids* (June 2018) 2.

240 Corrective Services NSW, *Local Operation Procedure 2018/038 Weapons/Ammunition* (June 2018) 2.

241 Corrective Services NSW, *Security Operations Group – Training Course Catalogue* (November 2017) 14.

242 Corrective Services NSW, *CSNSW MEU Intranet Presentation* (intranet, accessed, 4 October 2021).

243 Inspector of Custodial Services, *Health Services in NSW Correctional Facilities* (Report, March 2021) 105.

244 Inspector of Custodial Services, *Health Services in NSW Correctional Facilities* (Report, March 2021) 105-106.

centres.²⁴⁵ It is anticipated that a hub and spoke model would have a range of benefits including reducing movements between regional correctional centres and Long Bay Correctional Complex.

The role of the MEU in the Sydney Metropolitan Region was expanded in response to the COVID-19 pandemic. CSNSW suspended the practice of correctional centre staff conducting medical escorts and expanded the role of the MEU to undertake all scheduled and unscheduled medical escorts for all private and publicly operated correctional centres in the Sydney Metropolitan Region.²⁴⁶ As of 25 October 2021 Parklea CC resumed carrying out its own medical escorts.²⁴⁷

Recommendations:

- 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 ensures regular comfort stops are taken on long haul journeys, and that inmates are provided with sufficient food and water for the journey.**

245 Inspector of Custodial Services, Health Services in NSW Correctional Facilities (Report, March 2021) 105-106.

246 Corrective Services NSW, *Commissioners Instruction 37/2021 Novel Coronavirus (COVID-19) Medical Escort Unit (MEU) Temporary Expansion - Operational Changes and Key Contacts* (August 2021).

247 Corrective Services NSW, *Commissioners Instruction 50/2021 Novel Coronavirus (COVID-19) Interim Measure – Medical Escort Unit (MEU) – Temporary Expansion – Update* (October 2021).



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