



Inspector of
Custodial Services

Inspector of Custodial Services

Annual Report 2018-2019



Inspector of Custodial Services

Produced by Inspector of Custodial Services

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1 Overview

1.1 Administration

1.1.1 Premises

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

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1.1.2 Staff

The permanent staffing establishment of the office is four Senior Inspection/Research Officers, one Inspection/Research Officer, two Research Assistants, one Official Visitor Coordinator, and one Executive Support Officer.

In addition to the permanent establishment, there is one temporary Principal Inspection Officer, two temporary part-time Administration Assistants and one Aboriginal Cadet.

1.1.3 Budget

The ICS is an independent statutory office. The budget for the 2018-19 financial year was \$2.56 million. The actual costs for the 2018-19 financial year were \$2.508 million.

1.1.4 Additional resources

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

Inspection Officers from the Western Australia Office of the Inspector of Custodial Services and Queensland Chief Inspectors Office have also assisted this office.

The office hosted four interns under a program offered through the University of NSW Faculty Of Law and plans to continue to provide this opportunity to students in the next financial year. In the 2019-20 financial year, the ICS also plans to host interns under a program offered through the University of NSW Faculty of Arts and Social Sciences.

1.2 Functions and powers

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

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

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

Included within the jurisdiction of the ICS are 40 correctional centres, two transitional centres, three residential facilities and one community offender support program, 12 24 hour court cell complexes, 42 court cell locations that are managed by CSNSW,¹ 182 inmate transport vehicles,² 6 youth justice centres and 23 detainee transport vehicles.

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

1.2.1 Functions of the Inspector

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

6 Principal functions of the Inspector

- 1) The principal functions of the Inspector are as follows:
 - a) to inspect each custodial centre (other than juvenile justice centres and juvenile correctional centres) at least once every 5 years,
 - b) to inspect each juvenile justice centre and juvenile correctional centre at least once every 3 years,
 - c) to examine and review any custodial service at any time,
 - d) to report to Parliament on each such inspection, examination or review,
 - e) to report to Parliament on any particular issue or general matter relating to the functions of the Inspector if, in the Inspector's opinion, it is in the interest of any person or in the public interest to do so,
 - f) to report to Parliament on any particular issue or general matter relating to the functions of the Inspector if requested to do so by the Minister,
 - g) to include in any report such advice or recommendations as the Inspector thinks appropriate (including advice or recommendations relating to the efficiency, economy and proper administration of custodial centres and custodial services),
 - h) to oversee Official Visitor programs conducted under the *Crimes (Administration of Sentences) Act 1999* and the *Children (Detention Centres) Act 1987*,

1 There are twelve 24 hour court cell complexes (including Penrith Court Cell Complex which is currently used on a part-time basis, but not Amber Laurel Correctional Centre as it is currently gazetted as a Correctional Centre) as well as five and eight hour court cell locations.

2 These are used to transport persons in custody or otherwise detained to or from a custodial centre by or on behalf of Corrective Services NSW.

- i) to advise, train and assist Official Visitors in the exercise of the functions conferred or imposed on them under those Acts,
 - j) such other functions as may be conferred or imposed on the Inspector under this or any other Act.
- 2) The functions of the Inspector may be exercised on the Inspector's own initiative, at the request of the Minister or in response to a reference by the Joint Committee or any public authority or public official.

1.2.2 Powers of the Inspector

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

7 Powers of the Inspector

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

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

8 Incidental powers

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

1.3 Activities

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

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

1.3.1 Inspections

To respond to the legislative obligations using the resources available, a theme-based model of inspection has been utilised. This allows multiple custodial facilities to be included in a single theme-based inspection. In the 2018-19 financial year, the ICS reviewed this methodology and is commencing individual centre inspections, in addition to theme-based inspections.

Over the 2018–19 financial year, the ICS undertook the following inspections:

1.3.1.1 Use of force, separation, segregation and confinement in NSW juvenile justice centres

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

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

The report *Use of Force, Separation, Segregation and Confinement in NSW Juvenile Justice Centres* was tabled in NSW Parliament on 23 November 2018 and included 59 recommendations.

1.3.1.2 Women on remand

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

This inspection commenced in June 2017 at Grafton Correctional Centre. Dillwynia Correctional Centre, Silverwater Women's Correctional Centre and Wellington Correctional Centre have also been included in this inspection. During the 2018–19 reporting period, the following centres were attended for follow up visits: Dillwynia Correctional Centre, Silverwater Women's Correctional Centre and Wellington Correctional Centre. A follow up visit of Grafton Correctional Centre took place in August 2019. Wide consultation with internal and external stakeholders has occurred as part of this inspection.

1.3.1.3 Minimum Security

This inspection examined minimum security centres with a focus on non-metropolitan centres, with particular reference to how prison services contribute to preparing inmates for release. This includes, for example, employment and training opportunities and pre-release programs and services. The inspection also looked at the general living conditions of inmates. Centres were inspected between November 2017 and May 2018 and included St Heliers Correctional Centre, Mannus Correctional Centre, Brewarrina (Yetta Dhinnakka) Centre, Ivanhoe (Warakirri) Centre, and Glen Innes Correctional Centre. In 2018-2019 follow up liaison visits took place to Brewarrina, St Heliers and Glen Innes³.

1.3.1.4 Provision of health services

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

The inspection commenced in March 2018, and included Cessnock Correctional Centre (now Cessnock and Shortland Correctional Centres), Junee Correctional Centre, Tamworth Correctional Centre, the Secure Annexe Prince of Wales Hospital and John Morony Correctional Centre. Cessnock Correctional Centre and Tamworth Correctional Centre were also attended for follow up visits during 2019.

1.3.1.5 Programs, Employment and Education

This inspection examined the programs, employment and education offered in NSW correctional centres, with particular reference to accessibility and availability of programs, employment and education for inmates, and the role of programs, employment and education in helping prepare inmates for release and reduce reoffending. Inspections of Outer Metropolitan Multi-Purpose Correctional Centre, South Coast Correctional Centre, and Bathurst Correctional Complex were completed during the 2017-18 reporting period. In the 2018-19 reporting period, inspections of Mid North Coast Correctional Centre, Broken Hill Correctional Centre, Dawn de Loas Correctional Centre, and Long Bay Correctional Complex were also completed.

1.3.1.6 Residential Facilities and the Compulsory Drug Treatment Centre

This inspection examined the role of residential facilities and the Compulsory Drug Treatment Correctional Centre in aiding offender rehabilitation and community reintegration. The residential facilities inspected included Bolwara Transitional Centre, Parramatta Transitional Centre, Miruma Residential Diversionary Program, Balund-a Residential Diversionary Program and Nunyara Community Offender Support Program. The inspections of the residential facilities and the Compulsory Drug Treatment Correctional Centre were completed between September and October 2018.

1.3.1.7 Kariong and Kirkconnell Correctional Centres

This inspection examined both Kariong and Kirkconnell Correctional Centres. Kariong Correctional Centre is a medium security correctional centre which can accommodate up to 96 male remand inmates, who have placement and association restrictions. Kirkconnell Correctional Centre is a minimum security correctional centre which can accommodate 260 sentenced male minimum security inmates including those who have previously had placement and association restrictions. The terms of reference for this inspection were published in March 2019. The inspection of Kirkconnell Correctional Centre occurred in March 2019 and the inspection of Kariong Correctional Centre in April 2019.

³ Mannus Correctional Centre was visited in September 2019.

1.3.1.8 Youth Justice Centres in NSW

This inspection examined all six Youth Justice Centres in New South Wales: Acmena, Cobham, Frank Baxter, Orana, Riverina and Reiby. The primary focus of this inspection was the safety and wellbeing of children and young people in custody, and the security and management of each facility.

The inspections of Cobham, Orana and Reiby Youth Justice Centres were undertaken during the 2018-19 reporting period. Inspections of Frank Baxter, Acmena and Riverina Youth Justice Centres took place during July – September 2019.

A full list of inspections undertaken during 2018–19 is as follows:

Inspections 2018 - 2019	
Centre	Date
John Morony Correctional Centre	July 2018
Mid North Coast Correctional Centre	July 2018
Broken Hill Correctional Centre	August 2018
Dawn de Loas Correctional Centre	September 2018
Special Purpose Centre	September 2018
Metropolitan Special Programs Centre	September 2018
Nunyara Community Offender support Program Centre	September 2018
Miruma (Women) – Cottage Cessnock	October 2018
Bolwara Transitional Centre	October 2018
Parramatta Transitional Centre	October 2018
Compulsory Drug Treatment Correctional Centre	October 2018
Balund-a Tabulum	October 2018
Kirkconnell Correctional Centre	March 2019
Kariong Correctional Centre	April 2019
Cobham Youth Justice Centre	May 2019
Orana Youth Justice Centre	June 2019
Reiby Youth Justice Centre	June 2019

1.3.2 Liaison visits

Liaison visits inform inspection work and assist in monitoring the implementation of recommendations. They also provide the opportunity to meet with Official Visitors and support the induction and training of Official Visitors. The ICS endeavours to inspect or visit each correctional centre at least once each year and each youth justice centre every six months.

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

A full list of liaison visits undertaken during 2018–19 is as follows:

Liaison visits 2018 - 2019	
Centre	Date
Metropolitan Special Programs Centre	July 2018, March 2019
John Morony Correctional Centre	July 2018
Special Purpose Centre	July 2018
Cobham Youth Justice Centre	August 2018, May 2019
Frank Baxter Youth Justice Centre	August 2018, April 2019
Dillwynia Correctional Centre	August 2018, May 2019
Metropolitan Remand and Reception Centre	September 2018, April 2019
Berrima Correctional Centre	September 2018
Amber Laurel Correctional Centre	September 2018
Parklea Correctional Centre	September 2018, May 2019
Macquarie Correctional Centre	September 2018
Wellington Correctional Centre	September 2018, June 2019
Dubbo Court Cell Complex	September 2018, June 2019
Lithgow Correctional Centre	December 2018
Kirkconnell Correctional Centre	December 2018
Reiby Youth Justice Centre	December 2018
Goulburn Correctional Centre	January 2019, May 2019
High Risk Management Correctional Centre	January 2019, May 2019
Kariong Correctional Centre	February 2019
South Coast Correctional Centre	February 2019
Outer Metropolitan Correctional Centre	March 2019
Bathurst Correctional Centre	March 2019
Oberon Correctional Centre	March 2019
Penrith Court Cells Complex	March 2019
Newcastle Court Cells Complex	April 2019
Silverwater Women's Correctional Centre	May 2019
Brewarrina Yetta Dhinnakkal	June 2019
Moree Court Cell Complex	June 2019
Cessnock Correctional Centre	June 2019
Shortland Correctional Centre	June 2019
St Heliers Correctional Centre	June 2019
Tamworth Correctional Centre	June 2019
Glen Innes Correctional Centre	June 2019
Lismore Court Cells Complex	June 2019

1.4 Official Visitors

1.4.1 Overview

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

The appointment of Official Visitors is established in NSW legislation: the *Crimes (Administration of Sentences) Act 1999* for the adult correctional system and the *Children (Detention Centres) Act 1987* for the youth justice system.

While at a given facility Official Visitors record enquiries and complaints, and try to resolve them at the local level by speaking to staff, inmates and detainees.

1.4.2 Official Visitor appointments

Official Visitors visit 52 adult custodial facilities (40 correctional centres, 11 24-hour court cells and one transitional centre) and six youth justice centres located throughout NSW. An Official Visitor for a correctional complex or correctional centre, unless prevented by illness or other sufficient cause, must visit the complex or centre at least once each month.⁴ Many Official Visitors visit their allocated centre once a fortnight.

Across CSNSW and YJNSW facilities there are 92 Official Visitor positions (80 CS; 12 JJ). Some Official Visitors are appointed to visit more than one facility and some facilities have more than one Official Visitor appointed. During the reporting period, Aboriginal Official Visitor appointments increased to 16 in adult custodial facilities and 7 in juvenile justice facilities.

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

OFFICIAL VISITOR CENTRE APPOINTMENTS		
Correctional Facility	Number of OV Appointments	Number of Aboriginal OV Appointments
Aboriginal State-wide - Northern Region	1	1
Aboriginal State-wide - Sydney Metropolitan Area	1	1 ⁵
Aboriginal State-wide - Southern Region	1	1 ⁶
Correctional Centres		
Amber Laurel Correctional Centre	1	
Bathurst Correctional Centre	2	
Berrima Correctional Centre	1	
Brewarrina (Yetta Dhinnakkal) Centre	1	
Broken Hill Correctional Centre	1	1

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

⁵ The Aboriginal State-wide Northern Region Official Visitor is covering all centres where no Aboriginal Official Visitor is appointed.

⁶ The Aboriginal State-wide Northern Region Official Visitor is covering all centres where no Aboriginal Official Visitor is appointed.

OFFICIAL VISITOR CENTRE APPOINTMENTS

Correctional Facility	Number of OV Appointments	Number of Aboriginal OV Appointments
Cessnock Correctional Centre	2	2
Compulsory Drug Treatment Correctional Centre	1	
Cooma Correctional Centre	1	
Dawn de Loas Correctional Centre	2	
Dillwynia Correctional Centre	1	
Emu Plains Correctional Centre	1	
Glen Innes Correctional Centre	1	
Goulburn Correctional Centre	3	
Grafton Correctional Centre	1	
High Risk Management Correctional Centre	1	
Hunter Correctional Centre	1	
Illawarra Reintegration Centre	1	
Ivanhoe (Warakirri) Centre	1	1
John Morony Correctional Centre	2	1
Junee Correctional Centre	3	1
Kariong Correctional Centre	1	
Kirkconnell Correctional Centre	1	
Lithgow Correctional Centre	2	
Long Bay Hospital	2	
Macquarie Correctional Centre	1	
Mannus Correctional Centre	1	1
Mary Wade Correctional Centre	1	
Metropolitan Remand and Reception Centre	4	
Metropolitan Special Programs Centre Area 1	2	
Metropolitan Special Programs Centre Area 2	1	
Metropolitan Special Programs Centre Area 3 and 4	1	
Mid North Coast Correctional Centre	2	
Oberon Correctional Centre	1	
Outer Metropolitan Multi-purpose Correctional Centre	1	
Parklea Correctional Centre	4	1
Shortland Correctional Centre	1	

OFFICIAL VISITOR CENTRE APPOINTMENTS		
Correctional Facility	Number of OV Appointments	Number of Aboriginal OV Appointments
Silverwater Women's Correctional Centre	2	1
South Coast Correctional Centre	3	
Special Purpose Centre	1	
St Heliers Correctional Centre	1	
Tamworth Correctional Centre	1	
Wellington Correctional Centre	3	2
Transitional Centres		
Bolwara House Transitional Centre	1	
24 Hour Police/Court Complexes		
Albury Police/Court Cell Complex	1	
Batemans Bay Police/Court Cell Complex	1	
Dubbo Police/Court Cell Complex	1	1
Lismore Police/Court Cell Complex	1	1
Moree Police/Court Cell Complex	1	
Newcastle Police/Court Cell Complex	1	
Port Macquarie Police/Court Cell Complex	1	
Queanbeyan Police/Court Cell Complex	1	
Surry Hills Police Cell Complex	1	
Wagga Wagga Police/Court Cell Complex	1	
Wollongong Police/Court Cell Complex	1	
TOTAL	80	16⁷

Juvenile Justice Centre	No of OV Appointments	No of Aboriginal Appointments
Acmena	2	2
Frank Baxter	2	1
Cobham	2	1
Orana	2	1
Reiby	2	1
Riverina	2	1
TOTAL	12	7

⁷ Some Aboriginal Official Visitors are appointed to visit more than one centre.

1.4.3 Complaints data

Corrective Services

Official Visitors report to the Commissioner of Corrective Services NSW on a quarterly basis and to the Minister for Counter Terrorism and Corrections and the Inspector on a six-monthly basis. Reports were provided to the Commissioner for the periods 1 July to 30 September 2018, 1 October to 31 December 2018, 1 January to 31 March 2019 and 1 April to 30 June 2019. The Minister and the Inspector received reports for the periods 1 July to 31 December 2018 and 1 January to 30 June 2019.

In the reporting period, 8,405 complaints were received by Official Visitors, a decrease of 9.38% from the 9,275 complaints received in the 2017–18 financial year.⁸ The vast majority of complaints raised with Official Visitors were resolved at the centre level. Only a small number of matters were referred to the Commissioner for action.

The complaints data of adult inmates collected by Official Visitors for the 2018–19 reporting period is as follows:

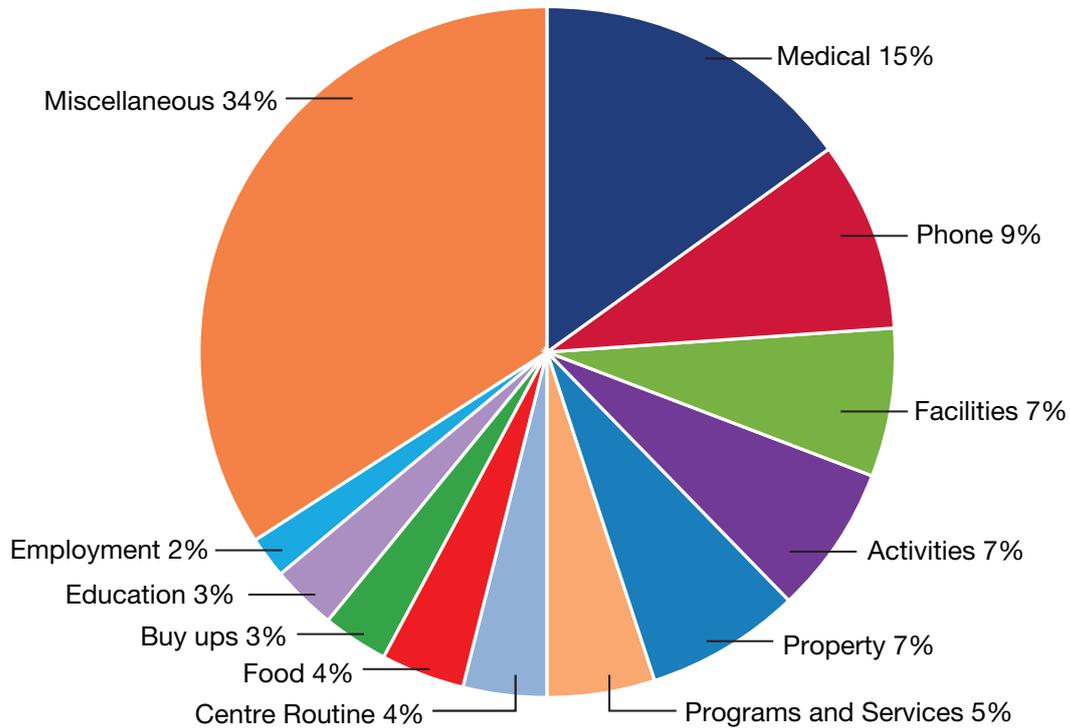
Corrective Services Complaint Numbers 1 July 2018-30 June 2019						
Categories most commonly complained about	Q1	Q2	Q3	Q4	Total	% of total complaints for year
Medical	310	342	315	336	1303	15.5%
Phone	139	314	151	128	732	8.7%
Facilities	176	189	133	133	631	7.5%
Activities	353	88	77	76	594	7.1%
Property	118	125	129	179	551	6.6%
Programs & Services	133	109	55	90	387	4.6%
Centre Routine	98	113	76	74	361	4.3%
Food	86	82	76	68	312	3.7%
Buy ups	53	85	63	89	290	3.5%
Education	60	46	38	64	208	2.5%
Employment	43	37	30	66	176	2.1%
Miscellaneous	699	711	714	736	2,860	34%
Total complaints for the quarter	2,268	2,241	1,857	2,039	8,405	100.1%⁹

The greatest number of complaints were received in relation to medical treatment (15.5%). The next greatest number of complaints related to phones (8.7%), facilities (7.5%), activities (7.1%), and property (6.6%).

⁸ As per records held for Corrective Services Executive Services and Complaint Management.

⁹ Percentage total equals 100.1% due to rounding

Most Common Inmate Complaints Categories 2018 -19



Categories most commonly complained about	% of Total Complaints for year 2018-19	% of Total Complaints for year 2017-18	
Medical	15.5%	17.9%	↓
Phone	8.7%	8.2%	↑
Facilities	7.5%	4.5%	↑
Activities	7.1%	4.9%	↑
Property	6.6%	6.8%	↓
Programs & Services	4.6%	4.1%	↑
Centre Routine	4.3%	4.1%	↑
Food	3.7%	5.8%	↓
Buy ups	3.5%	3.4%	↑
Education	2.5%	2.9%	↓
Employment	2.1%	1.8%	↑
Miscellaneous	34%	35.5%	↓

In the last 12 months, there has been an increase in the number and percentage of complaints relating to phone, facilities, activities, programs and services, centre routine, buy ups and employment. In the same period, complaints relating to medical, property, food and education has decreased. Overall, the number of complaints per inmate has decreased in the last 12 months. The CSNSW comparative complaints data for the 2018-19 and 2017–18 reporting periods is as follows:

Corrective Services complaint numbers per 100 inmates comparison of 2017-18¹⁰ and 2018-19¹¹			
Financial year	Inmate population¹²	Total complaints	Complaints per 100 inmates
2017-18	13630	9275	68.05
2018-19	13403	8405	62.71
Difference	227	870	5.34

Youth Justice

Youth Justice Official Visitors provide six monthly reports to the Minister for Families, Communities and Disability Services and the Inspector. Reports were provided for the periods 1 July to 31 December and 1 January to 30 June.

In December 2018 a complaints recording system commenced. It allows Official Visitors to record complaint numbers and report quarterly to both ICS and the Executive Director Youth Justice.

1.4.4 Program Improvements

Review of Official Visitor Program

ICS completed an administration review of the Official Visitor program during 2018-2019. The review, which was aimed at enhancing the program, examined the recruitment process, increasing diversity in appointments, length of the appointment term, remuneration, confidentiality and privacy in relation to communications with inmates and detainees, the role of Official Visitors, reporting requirements and recommendations for legislative change.

The Minister for Families, Communities and Disability Services, the Commissioner CSNSW and the Executive Director Youth Justice were consulted during the review. The ICS has implemented a number of administrative changes as a result of the review. Details of the recommendations for legislative change made by ICS are discussed at section 1.9 of this report.

1.4.5 Official Visitor Conference

Pursuant to section 6(1)(i) of the *Inspector of Custodial Services Act 2012*, the Inspector has the responsibility of providing training to Official Visitors. The Juvenile Justice Official Visitors' Conference was held in September 2018. The conference provided information from stakeholder agencies and training was delivered by the Australian Childhood Foundation on Trauma Informed Care and Identification of Child Sexual Abuse.

The Corrective Services Official Visitors' Conference took place in early October 2019. Official Visitors heard from stakeholder agencies, government and community agencies, and received training on Trauma Informed Practice.

10 NSW Bureau of Crime Statistics and Research, Custody Statistics Quarterly Update June 2018

11 NSW Bureau of Crime Statistics and Research, Custody Statistics Quarterly Update June 2019

12 The inmate population figure selected is based on the total number of inmates in custody as at 30 June of each year as reported in each of the following reports: NSW Bureau of Crime Statistics and Research, Custody Statistics Quarterly Update June 2018 and NSW Bureau of Crime Statistics and Research, Custody Statistics Quarterly Update June 2019

1.5 Conferences, collaborations and training

In the interests of understanding best practice and key issues, ICS staff attended training, conferences, workshops and visited other jurisdictions in the 2018-19 financial year.

Staff Training 2018–19	
	Date
UNSW - Meeting the needs and priorities of Aboriginal and Torres Strait Islander people in qualitative research	July 2018
Adobe Acrobat Essentials	July 2018
Report Writing	August 2018
Australian Childhood Foundation – Trauma Informed Care & Identification of Sexual Abuse	September 2018
University of Sydney Centre for Continuing Education, Effective Stakeholder Management	March 2019
Finance for Non Finance Professionals	March 2019
ICAC - Fact-finder: An introduction to conducting a fact finding investigation (for non-investigators)	March 2019
University of Sydney Centre for Continuing Education, Statistics for Non-statisticians	April 2019

Conferences and workshops 2018–19	
	Date
Health in Justice - Research presentations on Aboriginal Health Research Projects	September 2018
The Advocate for Children and Young People - Child rights and working with children	July 2018
UNSW Critical Criminology & Social Justice Conference	September 2018
JH&FMHN - Aboriginal Health forum - Returning Healthier Aboriginal Patients to their Communities	November 2018
NSW BOCSAR - Applied Research in Crime and Justice Conference	February 2019
Australian Youth Justice Conference 2019	April 2019
ARTD Strategic Planning Workshop	April 2019
Neil Morgan – Inspection Methodology Workshop	May 2019
UNSW Creating culturally grounded prevention programs with and for urban American Indian families Seminar	May 2019
Health Care in Secure Settings Conference	May 2019
Privacy and You Forum, Office of the General Counsel	May 2019

Other jurisdiction visits 2018–19

	Date
Youth Detention Oversight Workshop – Adelaide, SA Office of the Guardian for Children & Young People	November 2018
Meeting with Winnunga Nimmityjah CEO – Canberra, ACT	December 2018
Visit to Ravenhall Correctional Centre – Melbourne, Victoria	March 2019

1.6 Relationships with other agencies

1.6.1 Liaison and communication with stakeholders

The ICS maintains communication and liaison with CSNSW, YJNSW, and JH&FMHN, including regular meetings with the Commissioner of CSNSW, the Executive Director of YJNSW, and the Chief Executive of JH&FMHN. ICS staff also liaise closely with appropriate officers within CSNSW and YJNSW when planning and undertaking an inspection.

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

The ICS maintains a close relationship with inspection agencies in other jurisdictions. These include the Inspector of Custodial Services in Western Australia, the Office of the Guardian for Children and Young People South Australia, the Office of the Custodial Inspector Tasmania, the Office of the Chief Inspector of Queensland Corrective Services, the Inspector of Correctional Services ACT and the Office of the Ombudsman in New Zealand. These relationships foster the exchange of information, expertise and knowledge in relation to custodial services inspections.

1.6.2 Response to ICS recommendations made during 2018–19¹³

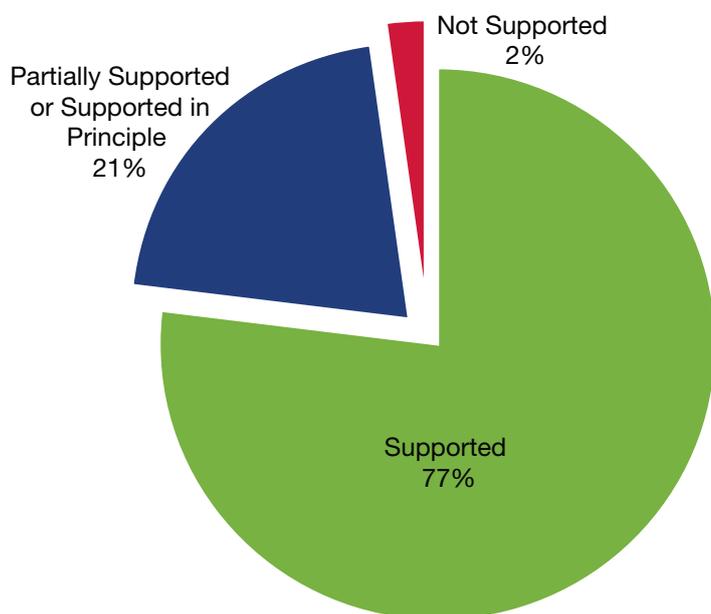
Of the 36 recommendations made by the ICS in the report *Inspection of 24-hour court cells in NSW*, tabled in June 2018, 34 were applicable to CSNSW. CSNSW supported 16 recommendations, partially supported 16, and did not support two. Of the 36 recommendations made by the ICS, seven were also applicable to JH&FMHN; six were supported, and one was partially supported.

In the 2018-19 reporting period CSNSW advised that they supported 48 recommendations and partially supported one recommendation in the report *The management of radicalised inmates in NSW*. One recommendation from this report was also applicable to JNSW and one recommendation was directed to JH&FMHN. Both recommendations were supported by the agencies.

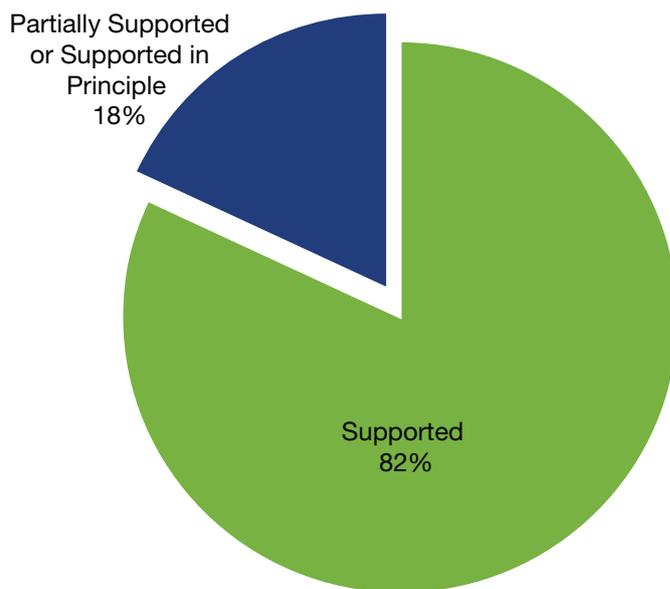
Of the 59 recommendations made by the ICS in the report *Use of force, separation, segregation and confinement in NSW juvenile justice centres*, tabled in November 2018, 50 recommendations were supported, 5 were partially supported, and two were noted. Of the three recommendations applicable to JH&FMHN, two were supported and one was supported in principle.

¹³ Recommendations were made for the reports *Inspection of 24-hour court cells in NSW* and *The management of radicalised inmates in NSW* in 2017-18 annual reporting year.

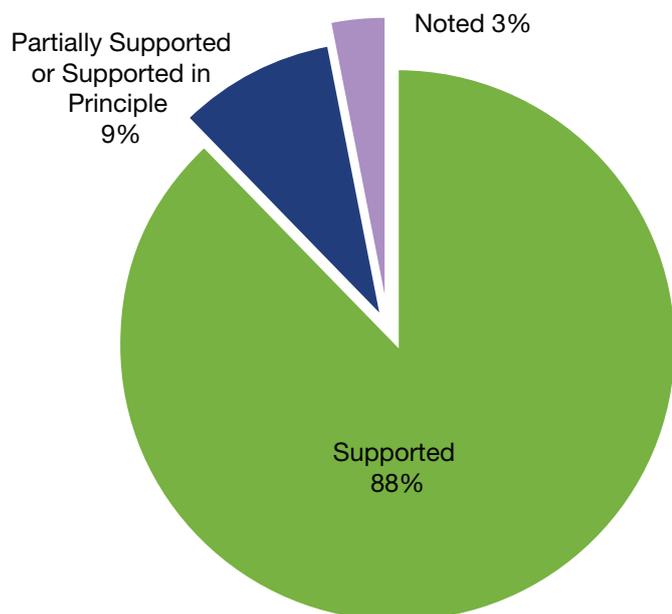
CSNSW Responses to Recommendations made 2018-19



JH&FMHN Responses to recommendations made 2018-19



JJNSW Responses to recommendations made 2018-19



1.6.3 Response to ICS recommendations made during 2013–19

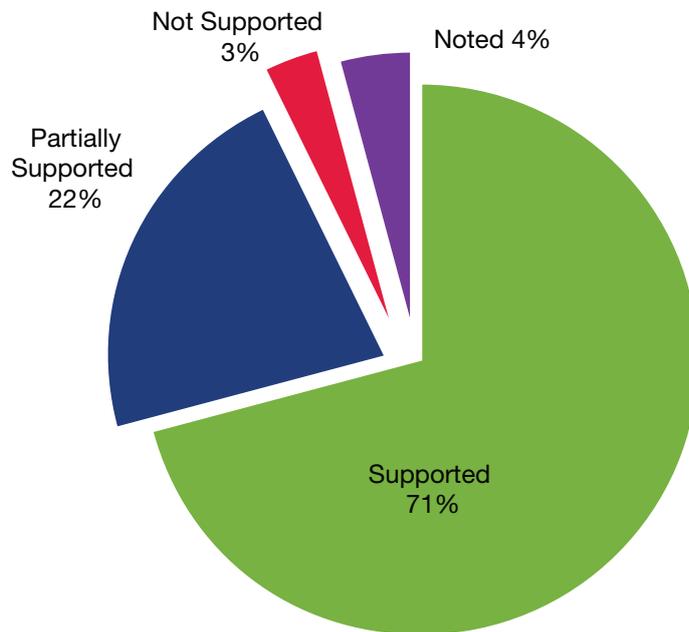
In the 2015–16 reporting period, it was clear that there was a need to establish a monitoring program to oversee the implementation of recommendations that result from inspections and reviews. Regular reporting on the implementation of recommendations encourages their timely implementation which can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

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

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

Of the recommendations made by ICS between 2013 and 2019 93% were either supported or partially supported by relevant agencies. A breakdown of responses to recommendations made between 2013 and 2019 is as follows:

Responses made to ICS recommendations made in 2013-2019*



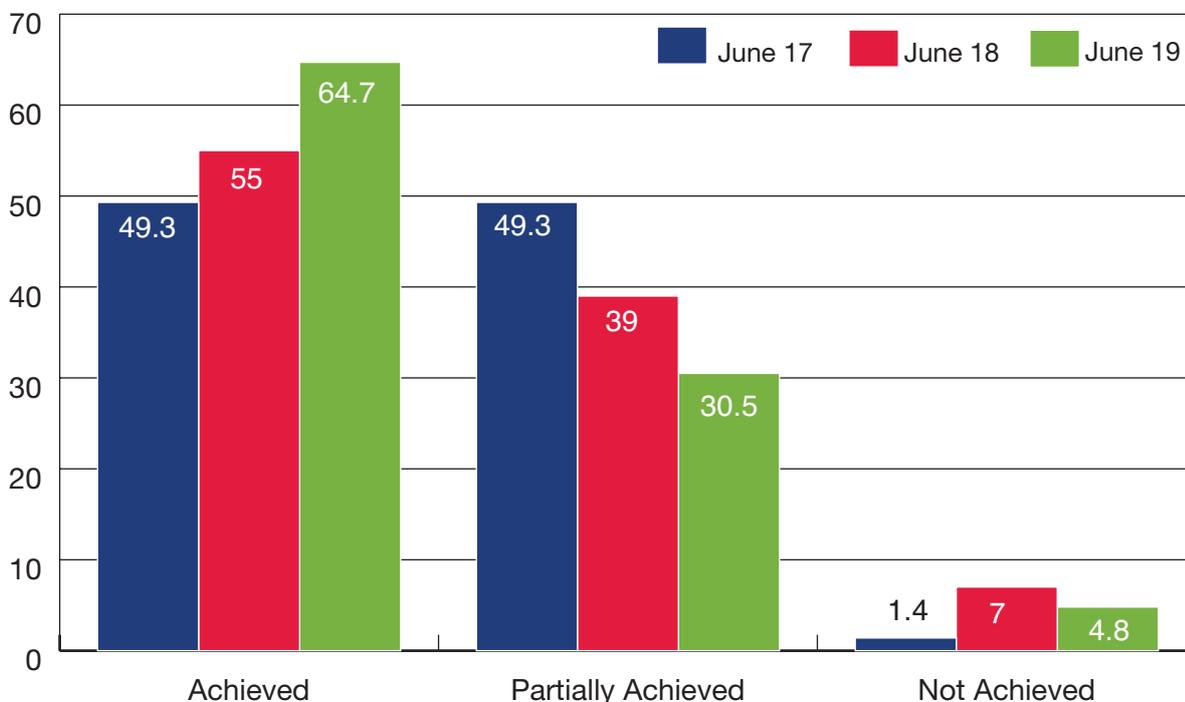
* As advised by the agencies

Response to recommendations by report and agency 2013-19¹⁴						
	Agency	Supported	Partially Supported	Not Supported	Noted	Total
Full House: The growth in the inmate population in NSW	CSNSW	24	12	1	8	45
	JH&FMHN	8	1	0	0	9
Old and Inside: Managing aged offenders in custody	CSNSW	9	6	1	1	17
	JH&FMHN	0	7	0	0	7
Making Connections: Providing Family & Community support to Young People in Custody	JJNSW	10	5	2	0	17
	CSNSW	3	0	0	1	4
Prison Greens: The clothing and bedding of inmates in NSW	CSNSW	15	5	1	0	21
	CSNSW	48	1	0	0	49
The management of radicalised inmates in NSW	JH&FMHN	1	0	0	0	1
	JJNSW	1	0	0	0	1
Inspection of 24-Hour court Cells in NSW	CSNSW	16	16	2	0	34
	JH&FMHN	6	1	0	0	7
Use of force, separation, segregation and confinement in NSW juvenile justice centres	JJNSW	50	5	0	2	57
	JH&FMHN	2	1	0	0	3
Total						272¹⁵

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

15 The total number of recommendations in this table will be greater than the total of recommendation in the progress section as recommendations not supported and not achieved have not been recorded.

CNSW Recommendations achievement progress (%)

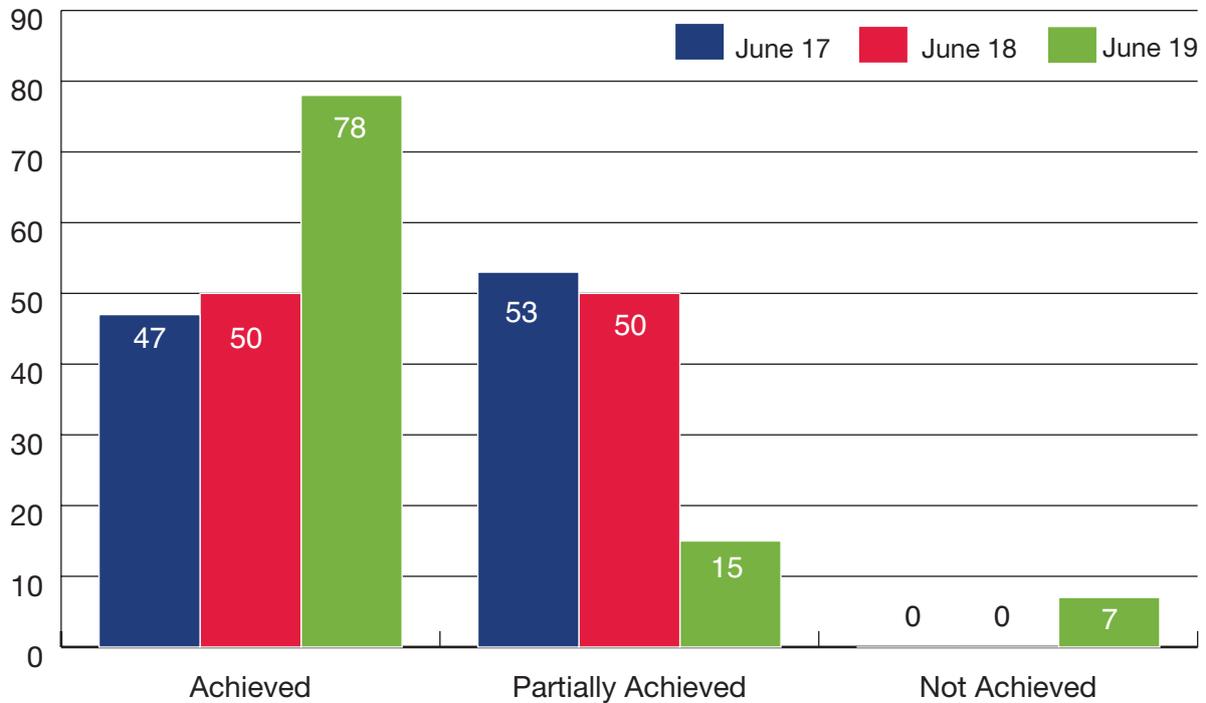


CNSW progress update as at June 30 2019 ¹⁶			
Achieved	Partially Achieved	Not Achieved ¹⁷	TOTAL
108	51	8	167
64.7%	30.5%	4.8%	100%

¹⁶ These figures also include recommendations that were either noted or not supported but have subsequently been achieved or partially achieved.

¹⁷ Not achieved recommendation figures do not include recommendations that were noted or not supported.

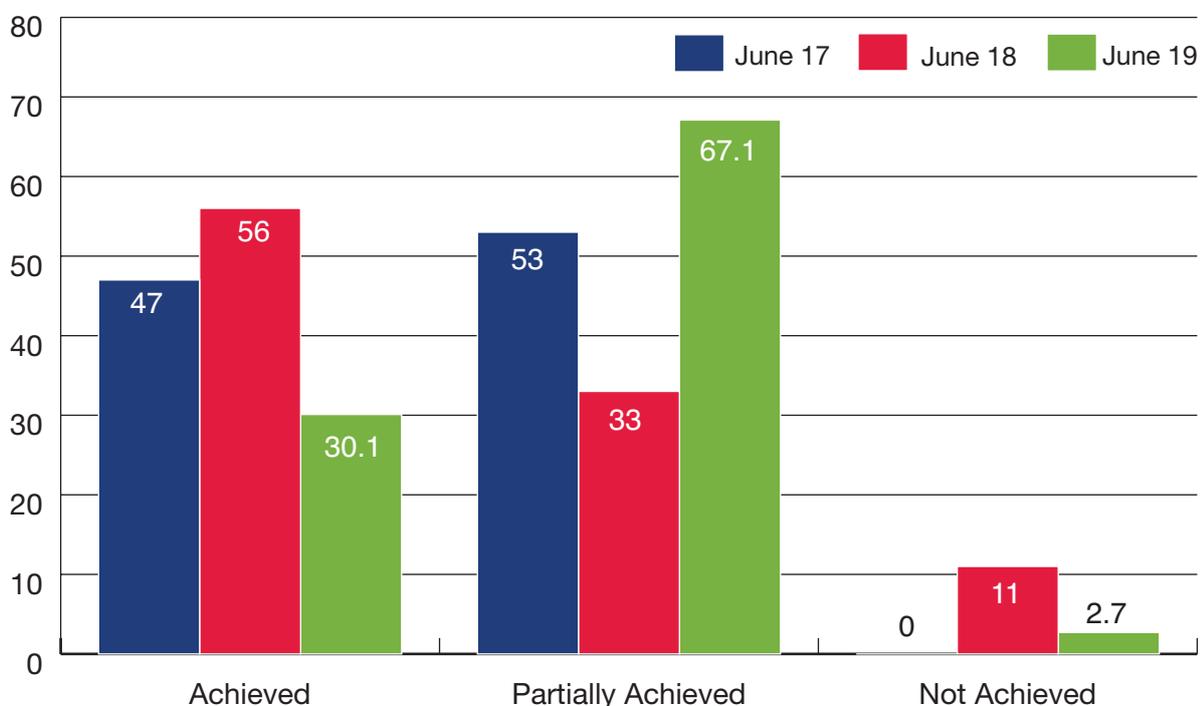
JH&FMHN Recommendations achievement progress (%)



JH&FMHN progress update as at June 30 2019			
Achieved	Partially Achieved	Not Achieved ¹⁸	TOTAL
21	4	2	27
78%	15%	7%	100%

¹⁸ Not achieved recommendation figures do not include recommendations that were not supported.

JJNSW Recommendations achievement progress (%)



JJNSW progress update as at June 30 2019			
Achieved	Partially Achieved	Not Achieved ¹⁹	TOTAL
22	49	2	73
30.1%	67.1%	2.7%	100%

These graphs demonstrate that, the rate of achieved recommendations, on average, remains at 50% or higher for CSNSW and JH&FMHN. There was a noticeable increase in the number of partially achieved recommendations for JJNSW in this reporting period. This increase correlates with recommendations made in the reports tabled in November 2018. A full list of ICS recommendations and their status is contained in the Appendix.

¹⁹ Not achieved figures do not include recommendations that are not supported.

1.7 Key observations from this period

During 2018-19, the ICS met its legislative mandate to inspect each custodial centre every five years and youth justice centre every three years. In its first five years of operation, the ICS completed and tabled eight reports. This included six thematic inspection reports and two public interest reports, relating to the inspection of 30 facilities and resulting in 200 recommendations. In November 2018, the ICS tabled its report *Use of force, separation, segregation and confinement in NSW juvenile justice centres*, with 59 recommendations.

In this year alone, the ICS undertook 61 inspections or visits to adult Correctional Centres and facilities, and Youth Justice Centres. A further seven inspections relating to 36 adult and juvenile facilities were in progress at the end of 2018-19.

The ICS' focus on youth justice has continued. In May 2019 the ICS commenced an inspection of all Youth Justice Centres, focusing on the safety and wellbeing of children and young people in custody and the security and management of each facility.

In order to prepare for the coming five years the ICS has developed a strategic plan that supports the development and implementation of a new inspection methodology. As the first five-year cycle of inspections has come to an end, some centres are now due to be re-inspected utilising the new methodology. Parklea Correctional Centre was first inspected in September 2014 as part of the report *Full house: the growth of the inmate population in NSW*. The second inspection of Parklea Correctional Centre commenced in September 2019. An inspection of the Metropolitan Remand and Reception Centre is also planned for the 2019-20 reporting period.

As at 30 June 2019, the total number of recorded adults in custody was 13,403, which is lower than 2017-18.²⁰ However, inmate numbers remain high and have continued to place pressure on the adult correctional system. As a response to the number of inmates coming into custody Kariong Correctional Centre and Kirkconnell Correctional Centre were reopened to receive adult offenders in 2015. These centres were inspected in the 2018-19 financial year. In addition, Mary Wade, Hunter and Macquarie Correctional Centres opened during the 2017-18 financial year. The ICS will inspect these centres in the 2019-20 financial year. High inmate numbers have also placed pressure on inmate transfers and movements across the adult correctional system and a review of inmate transport has commenced.

Official Visitors perform a vital role in custodial centres. The ICS completed a recruitment process for Official Visitors in the first half of 2019. An aim was to increase diversity and appoint Aboriginal Official Visitors in centres with high numbers of Aboriginal inmates. An additional 10 Aboriginal Official Visitor appointments were made by the Minister for Counter Terrorism and Corrections, increasing the number to 22 (27%). The Minister for Families, Communities and Disability Services appointed an additional 4 Aboriginal Official Visitors bringing the total number of Youth Justice Aboriginal Official Visitor appointments to 8 (67%).

The Optional Protocol to the Convention Against Torture (OPCAT) was ratified by the Commonwealth Government in late 2017. The ICS continues to prepare for its implementation. Regular visitation and monitoring is an important function of the ICS and is consistent with the requirements of OPCAT. The monitoring and reporting framework was established during the 2015-16 financial year to track the progress of the implementation of recommendations by CSNSW, JJNSW and JH&FMHN. Desktop monitoring is complemented with regular liaison visits to monitor the implementation of recommendations.

20 Bureau of Crime Statistics and Research, NSW Custody Statistics: Quarterly Update June 2019, July 2019

During 2018-19, the ICS appeared before the Parliamentary Inquiry into *Parklea Correctional Centre and other operational issues*, and made submissions in relation to *The Special Commission of Inquiry into the Drug Ice*, the Office of the Children's Guardian - *Regulating child safe organisations in NSW* and the Commonwealth Ombudsman's baseline assessment of Australia's OPCAT readiness. The ICS will maintain a focus on preparing for the implementation of OPCAT and will continue to work with all stakeholders in this regard.

1.8 Resources and statutory obligations

An independent and appropriately resourced inspectorate plays a critical role in providing oversight and accountability in the adult correctional and youth justice systems. During 2018-19, the ICS met its statutory obligations to inspect each juvenile justice centre every three years and each adult centre every five years. Additional resources were required to meet statutory obligations. A number of temporary positions were converted to permanent positions this financial year and additional temporary positions were created.

1.9 Changes to Legislation

Pursuant to section 28 of the *Inspector of Custodial Services Act 2012*, the Minister is required to review the *Inspector of Custodial Services Act 2012* as soon as possible after the period of five years after the commencement of the Act. This review commenced during the 2018-19 reporting year. The Inspector of Custodial Services made a submission in relation to this review.

The report *Use of Force, separation, segregation and confinement in NSW juvenile justice centres* was tabled in NSW Parliament during the 2018-19 reporting period, and included one recommendation to consider regulatory change.

On 21 August 2019 the *Justice Legislation Amendment Bill* was introduced and included an amendment to the appointment terms of Official Visitors to four years. This recommendation was made by the ICS, as part of the administrative review of the Official Visitor Program.

2 Legislation and corporate governance

2.1 Government Information (Public Access) Act 2009

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

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

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

Section 125 of the GIPA Act requires agencies to report on their obligations under the GIPA Act on an annual basis. As required by this section, the ICS advises that there were three applications made for access to information under the GIPA Act during the current reporting period.

2.2 Reporting

A range of new key performance indicators have been established to assess the work of the ICS. The results of key performance indicators for the 2018-19 financial year as well as the previous reporting period are set out below:

Key performance indicator	2017-18	2018-19
Number of liaison visits conducted	45	44
Number of centre inspections	17	17
Number of reports tabled	2	1
% of recommendations accepted (adult)	98%	98%
% of recommendations accepted (juvenile)	100%	95%
Implementation progress of accepted report recommendations monitored and reported on through the ICS annual report	-	100%
Inspect all centres in line with legislative requirements – all adult centres within 5 years, all Juvenile Justice centres within 3 years	-	100%
Completion of Official Visitor appointments prior to expiration of term	-	100%
Official Visitor reports provided to the Minister within two weeks of receipt	-	50%

3 Appendix: Recommendation progress by report

- Key:**²¹
-  Achieved
 -  Partially Achieved
 -  Not Achieved

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

²¹ Differences in reported progress between agencies in relation to the same recommendation may be as a result of individual agency progress in relation to that recommendation.

(10) The Inspector recommends that JH&FMHN prioritise staffing all positions in their approved establishment.		●	
(11) The Inspector recommends that JH&FMHN ensure a standardised ratio of health centre staff to inmates across all like centres.		●	
(12) The Inspector recommends GEO Group ²² and JH&FMHN ensure that the satellite clinics at Parklea CC are utilised to their full potential.	●	●	
(13) The Inspector recommends that CSNSW relocates the mental health step-down functions currently undertaken at the MRRC to elsewhere in the estate to give primacy to the remand function.	●		
(14) The Inspector recommends that CSNSW and JH&FMHN work together to implement processes which allow for the distribution of 'over the counter' medications by nurses when it is required.	●	●	
(15) The Inspector recommends that CSNSW and JH&FMHN ensure that when an inmate is too sick to work, they are issued with a medical certificate as a matter of priority so their wages are not affected.	●	●	
(16) The Inspector recommends that JH&FMHN and CSNSW work together to allow the health centres to continue to operate during lunchtime lockdowns in order to maximise the number of inmates who can be treated	●	●	
(17) The Inspector recommends that GEO Group work with JH&FMHN to ensure inmates are returned to their cell within 60 minutes of arriving back at Parklea CC from court	●	●	
(18) The Inspector recommends that CSNSW reduce the number and extent of lockdowns due to staff shortages.	●		
(19) The Inspector recommends that CSNSW and JH&FMHN work together to develop policies and procedures that improve inmates' access to health services when there are staff shortages and lockdowns	●	●	
(20) The Inspector recommends that CSNSW and JH&FMHN work together to develop strategies to reduce the number of medical escorts.	●	●	
(21) The Inspector recommends that, during periods out-of-cell, CSNSW and GEO Group ensure simultaneous access to cells and yards to enable some periods of privacy in-cell.	●		

²² The GEO Group was the former operator of Parklea Correctional Centre, until April 2019. MTC-Broadspectrum took over the operation of Parklea Correctional Centre on 31 March 2019.

(22) The Inspector recommends that CSNSW includes in their Facility Standards the provision of a standard ratio of one handset to 20 inmates in all accommodation areas.			
(23) The Inspector recommends CSNSW ensures compliance with this Standard as a matter of priority. Where additional phones will be installed in yards, care needs to be taken to ensure the location of these do not compromise the privacy of users.			
(24) The Inspector recommends CSNSW ensures that every yard has some shade, and seating is sufficient to provide for 50 percent of the inmate population.			
(25) The Inspector recommends that CSNSW and GEO Group ensure consistent access to ovals for all inmates. If maintenance of ovals is scheduled to occur for protracted periods, compensatory measures should be in place to facilitate exercise for inmates.			
(26) The Inspector recommends where CSNSW and GEO have installed exercise aids and equipment these should be maintained in good working order or replaced.			
(27) The Inspector recommends that CSNSW ensure that centre libraries operate according to standard library practice and the Australian Library and Information Association's Australian Prison Libraries: Minimum Standard Guidelines, 1990.			
(28) The Inspector recommends that Parklea Correctional Centre provides alternative space for legal visits outside the secure perimeter.			
(29) The Inspector recommends that CSNSW reviews and fully implements the family video conferencing policy. As part of this review process, CSNSW should explore how family video conferencing can be made readily available from visitors' private computers.			
(30) The Inspector recommends that the CSNSW long-term assets-management plan should ensure that the location of future correctional centres matches inmates' home regions.			
(31) The Inspector recommends that CSNSW improves program accessibility to reduce the number of inmates exceeding their Earliest Possible Release Date (EPRD) due to lack of access to programs.			
(32) The Inspector recommends that CSNSW investigates rates of attrition in the aggression and violence programs offered across the estate.			
(33) The Inspector recommends that CSNSW develops short-term drop-in and drop-out programs for remandees.			

(34) The Inspector recommends that the EQUIPS program model makes adequate program provision for inmates with short sentences.	●		
(35) The Inspector recommends CSNSW ensure that contact hours of OS&P in custodial settings are not compromised by accessibility of OS&P staff for operational routine.	●		
(36) The Inspector recommends that CSNSW increase program participation of inmates in drug and alcohol, aggression, and violence programs to address the unmet need.	●		
(37) The Inspector recommends that CSNSW prioritises custodial staffing for OS&P areas to ensure that OS&P staff can consult with inmates in their area rather than in the accommodation units.	●		
(38) The Inspector recommends that CSNSW implements a receipt procedure for inmate requests and referrals.	●		
(39) The Inspector recommends that CSNSW measures the unmet demand for education and puts in place strategies to increase education participation rates of eligible inmates.	●		
(40) The Inspector recommends that CSNSW places a high priority on facilitating continued access of inmates to apprenticeships and traineeships.	●		
(41) The Inspector recommends that CSNSW ensures that the cells in all new facilities are constructed with conduits for in cell technology.	●		
(42) The Inspector recommends that Corrective Services Industries increases work opportunities to recover those lost over the past three years.	●		
(43) The Inspector recommends that CSNSW simplifies the custodial officer staff structure to promote clarity of roles, responsibilities and accountabilities.	●		
(44) The Inspector recommends that CSNSW sets a maintenance budget of 2.5 percent of building asset replacement cost.	●		
(45) The Inspector recommends that CSNSW updates evacuation plans for centres where the inmate population exceeds design capacity of that centre.	●		
(46) The Inspector recommends that CSNSW introduces a measure to define a decent accommodation capacity limit.	●		
(47) In the interim, the Inspector recommends that when the number of inmates exceeds 95 percent of the current operating capacity, this should be reported to NSW Parliament.	●		

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

(12) The Inspector recommends that JJNSW should have the latent capacity to facilitate a secure environment for young mothers to maintain custody of their child in detention. This would enable best interest determination processes to include options for young mothers to be accompanied by their children in detention.			
(13) The Inspector recommends that JJNSW develop temporary leave arrangements for young mothers who are separated from their children that promote the maintenance of mother-child relationships.			
(14) The Inspector recommends JJNSW bring to the attention of the NSW DEC the adverse impact of the Smart & Skilled program on access to vocational training for young people. JJNSW should ensure continued equitable access for all young people to apprenticeships and traineeships.			
(15) The Inspector recommends that JJNSW integrate community and NGO engagement within the framework of service delivery for young people. This would support each centre in developing a strategic approach to relationships with NGOs and communities.			
(16) The Inspector recommends that JJNSW provide the same opportunities to engage with media and technology to girls as to boys.			
(17) The Inspector recommends that JJNSW ensure that young women who are eligible and appropriately risk assessed are provided with an equal opportunity to access a transitional program such as that provided at Waratah Unit.			
Lifers: Classification and regression	CSNSW	JH&FMHN	JJNSW
(1) The Inspector recommends that CSNSW classification system review does not compromise the objectivity and integrity of the classification system.			
(2) The Inspector recommends that CSNSW should, in regressing inmates managed by the Serious Offenders Review Council, act in accordance with the <i>Crimes (Administration of Sentences) Regulation 2014</i> .			
(3) The Inspector recommends that CSNSW should review the regression of the 12 inmates who are the subject of this report to ensure compliance with the <i>Crimes (Administration of Sentences) Regulation 2014</i> .			
(4) The Inspector recommends that CSNSW develop its communication strategies to enable an improved understanding of the correctional system for victims.			

Old and Inside: Managing aged offenders in custody	CSNSW	JH&FMHN	JJNSW
(1) The Inspector recommends that CSNSW installs protective rails and ladders on all bunk beds.	●		
(2) The Inspector recommends that CSNSW ensures that mattresses are in good condition and clean, with a protective cover.	●		
(3) The Inspector recommends that CSNSW ensures that the common areas where aged and frail inmates are housed be equipped with shelter and appropriate seating to provide for this cohort.	●		
(4) The Inspector recommends that CSNSW makes it explicit in policy and practice that inmates with incontinence problems are to be issued with additional clothing and linen.	●		
(5) The Inspector recommends that the reception assessment processes include a consideration of the aged-care needs of an inmate in determining placement.	●		
(6) The Inspector recommends that raised garden beds be installed as an accessible, specialised activity for aged inmates.	●		
(7) The Inspector recommends that CSNSW ensures staffing of activities officers be accorded a high priority and not be considered as an early target for post stripping. This should not adversely impact on lock-down hours and other health, education and programs to inmates.	●		
(8) The Inspector recommends that JH&FMHN completes a baseline assessment for all inmates aged 55 and over, and 45 and over if they are of ATSI heritage. This assessment will enable baseline observations to be made for each inmate and should be reviewed on a regular basis.		●	
(9) The Inspector recommends that JH&FMHN improves individual inmate understanding of medication management.		●	
(10) The Inspector recommends that JH&FMHN ensures that waiting times for the optometrist and podiatrist in correctional centres are improved.		●	
(11) The Inspector recommends that, at both KWU and ACRU, CSNSW ensures that existing seating in internal and external communal areas, fixtures and fittings are replaced with items suitable for aged and infirm inmates.	●		
(12) The Inspector recommends that CSNSW reviews classification for aged inmates in light of their risk of absconding and capacity to do harm.	●		

(13) The Inspector recommends that CSNSW, in collaboration with JH&FMHN, creates accommodation for aged and infirm inmates in the metropolitan area. This capability could be through a new CSNSW facility or the acquisition of an existing aged-care facility in the community.			
(14) The Inspector recommends that CSNSW revisits previous internal proposals to ensure that the long-term estate plan meets the needs of an aging population.			
(15) The Inspector recommends that CSNSW ensures that ACRU and KWU have a comprehensive and resourced program of activities for inmates, which is structured and varied to respond to the particular needs of aged inmates.			
(16) The Inspector recommends that staff working in specialised aged-care centres undergo appropriate training for working with aged inmates.			
(17) Inspector recommends that all sweepers working with aged inmates receive basic workplace health and safety training.			
(18) The Inspector recommends that JH&FMHN introduces comprehensive continence assessments to determine individual needs.			
(19) The Inspector recommends that JH&FMHN reviews the current levels of service provision against the projected demand for aged-care services.			
(20) The Inspector recommends that CSNSW reviews the nutritional goals, menu planning and service delivery of all diets provided to inmates.			
(21) The Inspector recommends that CSNSW works with JH&FMHN to adjust meal distribution times to meet community standards, ensuring food is available to manage medical requirements			
(22) The Inspector recommends that CSNSW reviews the Commissioner's Memorandum regulating residential restrictions on sex offenders to ensure its prescriptions are founded on evidence.			
Prison Greens: The clothing and bedding of inmates in NSW	CSNSW	JH&FMHN	JNSW
(1) The Inspector recommends that all inmates across the state are issued with the reception clothing entitlements stipulated in the CSNSW Operations Procedures Manual.			
(2) The Inspector recommends that CSNSW reviews and updates section 10 of the Operations Procedures Manual.			
(3) The Inspector recommends that CSI provides an extra-small size for women in the unisex clothing range.			
(4) The Inspector recommends that the new range of clothes for women is rolled out across all women's prisons.			

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

(20) The Inspector recommends that CSNSW centres and court cells implement a quality-control process to assess the condition of clothing and bedding items before they are returned to the stockholding to be reissued.	●		
(21) The Inspector recommends that adequate laundry services are available to all inmates throughout the state.	●		
24-hour court cells in NSW	CSNSW	JH&FMHN	JNSW
(1) The Inspector recommends that CSNSW develops a monitoring system to ensure that inmates are not detained in 24-hour court cells longer than seven days.	●		
(2) The Inspector recommends that inmates who have been identified as being at risk of self-harm are prioritised for movement to a correctional centre.	●	●	
(3) The Inspector recommends that CSNSW and JHFMHN continue to work together to monitor patient flow and inmate bed availability to enable the transfer of at risk inmates and inmates with immediate health needs to correctional centres.	●	●	
(4) The Inspector recommends that all court cell staff are trained in CSNSW policy and practices in relation to the management of inmates who are at risk of self-harm.	●	●	
(5) The Inspector recommends that, upon admission, CSNSW facilitate inmates making urgent welfare related telephone calls to family or significant others in accordance with the CSNSW Operations Procedures Manual.	●		
(6) The Inspector recommends that inmates at all 24-hour court cells are provided with adequate clothing and bedding, as per the CSNSW Operations Procedures Manual.	●		
(7) The Inspector recommends that the standard of food for inmates detained at 24-hour court cells should be in accordance with CSNSW policy.	●		
(8) The Inspector recommends that 24-hour court cells are cleaned daily by professional cleaners.	●		
(9) The Inspector recommends that skylights at all 24-hour court cells are cleaned on a regular basis.	●		
(10) The Inspector recommends that television sets in 24-hour court cells that are not in working order are repaired.	●		
(11) The Inspector recommends that cell lights should be dimmed at night time at all 24-hour court cell locations to a level that does not compromise security.	●		
(12) The Inspector recommends that badly scratched observation windows be replaced, so officers have a clear view of inmates during welfare and security checks.	●		

(13) The Inspector recommends that, where appropriate, toilets and showers are provided with privacy screens to provide inmates with privacy while using these amenities.			
(14) The Inspector recommends that JHFMHN and CSNSW conduct a review of how Schedule 4D and 8 prescribed medications are administered and issued to inmates to ensure that their respective policies on the handling of Schedule 4D and 8 drugs are consistent and comply with legislative provisions.			
(15) The Inspector recommends that JHFMHN consider increasing services at Surry Hills CCC and Amber Laurel CC.			
(16) The Inspector recommends that JHFMHN and CSNSW jointly monitor inmate reception numbers and patient flows to ensure adequate health coverage of 24-hour court cells with locations and times to be negotiated between CSNSW and JHFMHN, depending on the distinct needs of each location.			
(17) The Inspector recommends that inmates at all 24-hour court cells should be permitted to contact their legal representative.			
(18) The Inspector recommends that CSNSW enters into a Memorandum of Understanding with the NSW Police Force which clarifies the roles and responsibilities of each agency, particularly in relation to the maintenance, repairs and cleaning of 24-hour court cells.			
(19) The Inspector recommends that 24-hour court cells with air-conditioning are monitored on a regular basis to ensure the temperature is an acceptable level for staff and inmates.			
(20) The Inspector recommends CSNSW risk assess and remove any potential hanging and ligature points from court cell complexes.			
(21) The Inspector recommends that CSNSW incorporates specific 24-hour court cell procedures within the Custodial Operations Policy and Procedures.			
(22) The Inspector recommends that all correctional officers at 24-hour court cells are current in first-aid competency.			
(23) The Inspector recommends that all correctional officers who are required to carry a firearm should complete the CSNSW annual firearms refresher training course.			
(24) The Inspector recommends that CSNSW ensures an appropriate number of female officers are rostered in 24-hour court cells locations to undertake searches of female inmates.			

(25) The Inspector recommends that the doors for the male showers at Surry Hills Court Cell Complex are repaired and replaced, so inmates are provided with privacy when showering.			
(26) The Inspector recommends that the nurse's station at Surry Hills Court Cell Complex is refurbished to create a separate office for the Nurse Unit Manager from the consultation room, provide an additional consultation room and replace the existing flooring.			
(27) The Inspector recommends that consideration be given to installing a television system at Dubbo Court Cell Complex, like that at Moree Court Cell Complex.			
(28) The Inspector recommends that the position of the Aboriginal Community Liaison Officer at Dubbo Court Cell Complex is funded as a full-time permanent position.			
(29) The Inspector recommends that CSNSW conducts a review of staff facilities at Dubbo Court Cell Complex.			
(30) The Inspector recommends that CSNSW considers creating an Aboriginal Community Liaison Officer position at 24-hour court cell locations, such as Wagga Wagga, Albury and Moree.			
(31) The Inspector recommends a security review of Albury Court Cell Complex.			
(32) The Inspector recommends CSNSW considers alternatives for inmates to gain access to and from the top bunk beds at Newcastle Court Cell Complex.			
(33) The Inspector recommends that benches are installed at Batemans Bay Court Cell Complex for inmates to sit and sleep on.			
(34) The Inspector recommends that Wollongong Court Cell Complex is repainted to cover graffiti.			
(35) The Inspector recommends that inmates should not stay longer than seven days if CSNSW operates Amber Laurel Correctional Centre as a 24-hour court cell complex.			
(36) The Inspector recommends that Parramatta Court Cell Complex is no longer used by CSNSW.			
The management of radicalised inmates in NSW	CSNSW	JH&FMHN	JJNSW
(1) The Inspector recommends that CSNSW considers the use of intake screening tools to identify extremist risks and vulnerabilities.			
(2) The Inspector recommends that CSNSW records an inmate's defence force service in the Offender Integrated Management System (OIMS).			

(3)	The Inspector recommends that CSNSW collects information on an inmate's religious denomination on admission.			
(4)	The Inspector recommends that CSNSW develops the capacity of all staff that have contact with inmates to identify extremist risks.			
(5)	The Inspector recommends that Radicalisation Extremism Awareness Program (REAP) training is adapted to provide greater focus on the correctional context.			
(6)	The Inspector recommends Justice Health & Forensic Mental Health Network develops the capacity of their staff to identify extremist risks.			
(7)	The Inspector recommends that CSNSW provides staff training on understanding Islam and associated cultural practices.			
(8)	The Inspector recommends that CSNSW increases the diversity of its staffing profile.			
(9)	The Inspector recommends that CSNSW provides training and guidelines to staff on documenting and reporting on extremist threats.			
(10)	The Inspector recommends that CSNSW and Juvenile Justice NSW review the 2006 Memorandum of Understanding to include information-sharing protocols.			
(11)	The Inspector recommends that CSNSW becomes a member of the Joint Counter Terrorism Team.			
(12)	The Inspector recommends that CSNSW undertakes a review of the intelligence needs across the system with a view to enhancing the capacity and capability of intelligence resources throughout the system.			
(13)	The Inspector recommends that CSNSW ensures that the team within Corrections Intelligence Group, dedicated to countering violent extremism, includes culturally and linguistically diverse expertise, community knowledge and experience relevant to the extremism threat.			
(14)	The Inspector recommends that CSNSW provides specialist intelligence training to all intelligence officers.			
(15)	The Inspector recommends that CSNSW develops protocols for timely intelligence sharing on extremist threats between Corrections Intelligence Group and relevant centre management to ensure staff and inmate safety.			
(16)	The Inspector recommends that CSNSW develops a structured risk assessment tool for assessing extremist risks.			

(17)	The Inspector recommends that CSNSW undertakes on admission a comprehensive risk assessment for each inmate on national security charges, which is then used to develop individual placement and case plans.	●		
(18)	The Inspector recommends that the AA classification and EHRR and NSI designation should be applied according to an individual risk assessment.	●		
(19)	The Inspector recommends that CSNSW considers developing its capacity to monitor and interpret languages other than English.	●		
(20)	The Inspector recommends that CSNSW considers applying security controls relating to visits, English-language restrictions, and financial restrictions on the basis of an individual risk assessment.	●		
(21)	The Inspector recommends that CSNSW streamlines legal visit approvals for AA, EHRR and NSI inmates to provide timely access for legal representatives.	●		
(22)	The Inspector recommends an increase in the number of AVL suites at HRMCC to facilitate communication with legal representatives.	●		
(23)	The Inspector recommends that CSNSW does not listen to or read confidential legal communications between inmates and their legal representatives.	●		
(24)	The Inspector recommends that inmates on remand for national security offences have access to secure laptops and other legal resources necessary to prepare for trial.	●		
(25)	The Inspector recommends that CSNSW considers removing the restriction on AA, EHRR and NSI inmates speaking with Official Visitors.	●		
(26)	The Inspector recommends that CSNSW ensures that case plans include progression pathways and rehabilitation needs for national security inmates.	●		
(27)	The Inspector recommends that CSNSW reviews the Extreme Threat Inmate framework.	●		
(28)	The Inspector recommends that CSNSW develops individual management plans for Extreme Threat Inmates.	●		
(29)	The Inspector recommends that CSNSW develops a number of placement options for violent extremists and inmates charged with or convicted of national security offences.	●		
(30)	The Inspector recommends CSNSW undertakes a review of the Goulburn Correctional Centre yard placement system.	●		

(31) The Inspector recommends that CSNSW develops a strategic approach to placement to support risk management of violent extremism threats and vulnerabilities.			
(32) The Inspector recommends that cell placement is informed by a risk assessment.			
(33) The Inspector recommends that inmates charged with or convicted of national security offences are placed according to individual risks and needs.			
(34) The Inspector recommends that CSNSW develops placement options and progression pathways to support the disengagement and rehabilitation of violent extremists and national security inmates.			
(35) The Inspector recommends that inmates on remand for national security offences are accommodated in a facility, proximate to the courts and to their legal representatives, with regimes and conditions that allow preparation for trial.			
(36) The Inspector recommends that CSNSW includes radicalisation risk factors in determining associations and non-associations within the HRMCC.			
(37) The Inspector recommends that CSNSW conducts a review of the Behaviour Management framework to ensure the system has sufficient oversight.			
(38) The Inspector recommends that CSNSW should only use a Behaviour Management framework for those inmates assessed as institutionally violent.			
(39) The Inspector recommends that CSNSW provides education and activities for inmates within the HRMCC, including approved reading materials.			
(40) The Inspector recommends that CSNSW establishes a unit to lead and advise on managing and countering violent extremism in NSW prisons.			
(41) The Inspector recommends that CSNSW develops and delivers specialised training for staff managing violent extremists and inmates charged with or convicted of national security offences.			
(42) The Inspector recommends that CSNSW reviews its strategy for managing extremism in NSW prisons to focus on security, rehabilitation and prevention.			
(43) The Inspector recommends that CSNSW collaborates with other correctional systems and research institutions, both in Australia and internationally, to foster an evidence base to guide strategies for managing the radicalisation threat.			
(44) The Inspector recommends that CSNSW clarifies the objectives of the Proactive Integrated Support Model program.			

(45)	The Inspector recommends an independent evaluation of the Proactive Integrated Support Model program.	●		
(46)	The Inspector recommends that CSNSW develops and resources a disengagement and rehabilitation strategy for inmates identified as violent extremists.	●		
(47)	The Inspector recommends that CSNSW considers expanding Muslim chaplaincy services across NSW prisons.	●		
(48)	The Inspector recommends that CSNSW standardises its policy on communal prayer, including Friday prayer.	●		
(49)	The Inspector recommends that CSNSW, in collaboration with community experts, develops a policy on the procurement and approval of religious texts for prison libraries and individual inmate property.	●		
(50)	The Inspector recommends that CSNSW establishes a policy for cultural and religious events, including the provision of food and the role of external service providers, in consultation with religious and cultural experts.	●		
Use of Force, Separation, Segregation and Confinement in NSW Juvenile Justice Centres		CSNSW	JH&FMHN	JJNSW
(1)	The Inspector recommends Juvenile Justice consider whether to retain the separate categories of pre-planned, situational or immediate use of force, or whether to use only two categories.			●
(2)	The Inspector recommends that Juvenile Justice reduces the use of force to move young people.			●
(3)	The Inspector recommends that forcible searching of young people should only be conducted on the basis of reasonable suspicion.			●
(4)	The Inspector recommends that Juvenile Justice finalise the draft memorandum of understanding with the NSW Police Force.			●
(5)	The Inspector recommends Juvenile Justice review the detainee incentive scheme and consults with young people to improve consistency across centres.			●
(6)	The Inspector recommends Juvenile Justice have regard to the lessons learned from the Chisholm Behaviour Program in developing future programs and policies.			●
(7)	The Inspector recommends consideration is given to amending the Children (Detention Centres) Regulation 2015 to reflect the Objective Classification System.			●
(8)	The Inspector recommends that Juvenile Justice conduct a review to ensure consistent safeguards are in place in relation to separation, segregation and confinement.			●

(9)	The Inspector recommends Juvenile Justice regularly reviews delegations to ensure they reflect existing legislative and governance arrangements and level of seniority of youth officers authorised to make particular delegations.			
(10)	The Inspector recommends Juvenile Justice provides copies of records about segregation over 24 hours to the Executive Director of Juvenile Justice.			
(11)	The Inspector recommends Juvenile Justice ensures young people placed in separation, segregation and confinement are not routinely handcuffed to, from or during visits or exercise; or required to have non-contact visits; and that decisions to impose such restrictions are based on an individual risk assessment.			
(12)	The Inspector recommends Juvenile Justice ensures DRMPs include a requirement for six hours out of room each day; and that young people on separation, segregation or subject to a DRMP spend at least six hours out of their room each day, including access to an outdoor area and physical activity for at least one hour each day, and that decisions to limit time out of room are based on an individual risk assessment.			
(13)	The Inspector recommends that Juvenile Justice review the policy and procedure in relation to the use of force, protective equipment, and instruments of restraint and the policy and procedure in relation to DRMPs to ensure consistency with legislation			
(14)	The Inspector recommends Juvenile Justice should not carry out strip searching on a routine basis and should replace this practice with a rigorous risk-based assessment process to target the trafficking of contraband.			
(15)	The Inspector recommends Juvenile Justice develops an organisational framework which is evidence based, trauma informed, and consistent with being a child-safe and culturally competent organisation.			
(16)	The Inspector recommends Juvenile Justice and JH&FMHN conduct a review of the management of young people who are in engaging in or threatening self-harm with input from an expert in forensic mental health.			
(17)	The Inspector recommends that young people are not confined for using bad language that is not abusive or threatening.			
(18)	The Inspector recommends that Juvenile Justice reduces the use of confinement as punishment.			

(19)	The Inspector recommends Juvenile Justice ensures young people are confined or segregated in their room whenever possible, subject to an individual risk assessment; to avoid having to wake young people at night to return them to their room.			
(20)	The Inspector recommends Juvenile Justice ensure that wherever possible, subject to an individual risk assessment, young people on separation or segregation are permitted to eat outside of their room.			
(21)	The Inspector recommends Juvenile Justice regularly reviews the meals available for at risk young people to ensure they meet nutritional standards; and investigate the provision of cutlery that is not able to be used for self-harm.			
(22)	The Inspector recommends Juvenile Justice review the amount and range of items and activities, including watching television that are provided to young people placed in separation, segregation and confinement, in consultation with young people.			
(23)	The Inspector recommends Juvenile Justice works with the Department of Education to ensure that young people in separation, segregation and confinement are provided with educational lessons or materials; and any decisions to exclude young people from school are reviewed regularly.			
(24)	The Inspector recommends Juvenile Justice provides programs and activities as part of the implementation of a structured day, particularly in school holidays.			
(25)	The Inspector recommends Juvenile Justice considers whether and how young people in separation, segregation, and confinement may be provided with programs in a modified format, or with program material.			
(26)	The Inspector recommends Juvenile Justice reviews decisions to exclude young people from programs regularly.			
(27)	The Inspector recommends Juvenile Justice reviews centre routines with a view to reducing routine lockdown periods, and increasing the hours that young people spend out of their room each day.			
(28)	The Inspector recommends Juvenile Justice decommissions or refurbishes the Uralba, Taralga, and Tandarra units which were used for the Chisholm Behaviour Program.			
(29)	The Inspector recommends Juvenile Justice outlines and monitors the type and frequency of training permanent and casual staff are expected to complete, as well as the requisite skills and qualifications of trainers.			

(30)	The Inspector recommends Juvenile Justice should record the training undertaken by youth officers and ensure refresher training is undertaken as required.			
(31)	The Inspector recommends Juvenile Justice reviews its training in protective tactics to provide guidance about the circumstances when force or restraints may be used and best practice in using force and restraint on young people, including when young people are located in elevated positions, non-compliant, or when moving a young person who is non-compliant.			
(32)	The Inspector recommends Juvenile Justice considers whether additional measures need to be put in place to mitigate the risk of injuries to staff occurring when force is used.			
(33)	The Inspector recommends that Juvenile Justice provides training to youth officers about the circumstances in which a young person's room should be entered for the safety of staff and young people.			
(34)	The Inspector recommends Juvenile Justice provides training to youth officers about the use of handheld video camera.			
(35)	The Inspector recommends Juvenile Justice develops guidelines in relation to how to use footage for training purposes.			
(36)	The Inspector recommends Juvenile Justice reviews the use and practice of debriefs for staff and young people.			
(37)	The Inspector recommends Juvenile Justice ensure all youth officers receive comprehensive and ongoing training about trauma informed practice; managing challenging behaviours; effective communication and negotiation; effective conflict management; including de-escalation techniques; and incident management, including non-violent crisis intervention.			
(38)	The Inspector recommends Juvenile Justice reviews the role descriptions and recruitment processes for youth officers to attract suitably qualified and skilled youth officers to work with young people.			
(39)	The Inspector recommends Juvenile Justice provides training in report writing to ensure all relevant information is accurate and documented and training to reviewing officers to ensure reports are accurate, and how to identify breaches of legislation and policy; and identify areas of good practice and areas of concern.			
(40)	The Inspector recommends Juvenile Justice provides training to staff in relation to the circumstances in which young people may be criminally charged.			

(41)	The Inspector recommends Juvenile Justice provides training on the difference between separation, segregation and confinement and the circumstances in which a young person should be segregated on the basis of an individual risk assessment.			
(42)	The Inspector recommends Juvenile Justice provides training to youth officers about the importance of making decisions in accordance with their delegated authority.			
(43)	The Inspector recommends Juvenile Justice provides training to staff about when, why and how to conduct reviews of confinement.			
(44)	The Inspector recommends Juvenile Justice provides training to staff on the impact of separation, segregation and confinement on Aboriginal young people.			
(45)	The Inspector recommends Juvenile Justice provide training to officers about the circumstances in which a young person should be placed in a dignity gown to prevent self-harm; and allowing a young person to place the dignity gown on themselves, wherever practicable.			
(46)	The Inspector recommends Juvenile Justice provides training about the circumstances in which a search involving the removal of clothing may occur and best practice processes for conducting these searches.			
(47)	The Inspector recommends that Juvenile Justice review the type, number and content of reports to be completed following use of force; who is authorised to review and approve incident and use of force reports; and the role of different approving officers.			
(48)	The Inspector recommends that Juvenile Justice records, monitors, and analyses data about use of force to identify anomalies, gaps and trends, and establishes a system for auditing incidents where force is used to ensure that concerns about practice, reporting and reviews are identified.			
(49)	The Inspector recommends Juvenile Justice implement a system to record the use of restraints and analyse when, how and why individual young people are restrained, and the length of time restraints are applied.			
(50)	The Inspector recommends that Juvenile Justice records, monitors, and analyses the hours that young people spend in separation, segregation, or confinement or a combination of orders to identify anomalies, gaps and trends; and establishes a system for auditing the use of separation, segregation, or confinement to ensure that concerns about practice, reporting and reviews are identified.			

(51)	The Inspector recommends that Juvenile Justice notifies JH&FMHN of every young person who is subject to a pre-planned, situational or immediate use of force.			
(52)	The Inspector recommends JH&FMHN assess every young person who is subject to a pre-planned, situational or immediate use of force as soon as practicable and record whether the young person has sustained injuries or not; and take photographs of any injuries with a young person's consent.			
(53)	The Inspector recommends JH&FMHN consider extending the hours that nurses are onsite at Juvenile Justice centres.			
(54)	The Inspector recommends that Juvenile Justice notifies a parent, carer, or other appropriate adult following a use of force against a young person if the young person is injured or there is a related investigation.			
(55)	The Inspector recommends Juvenile Justice ensures that during investigations child complainants and witnesses are interviewed and provided with an appropriate support person; and advised of the outcome.			
(56)	The Inspector recommends Juvenile Justice provides information to staff about the role of the Ethics & Professional Standards Unit; the circumstances in which investigations will be conducted; the process that will be followed during an investigation; and support staff will receive during an investigation.			
(57)	The Inspector recommends Juvenile Justice work with the Department of Justice, Professional Conduct Committee to review its terms of reference to include identification of practice issues or systemic issues.			
(58)	The Inspector recommends Juvenile Justice notifies the NSW Ombudsman if a young person is placed in separation, segregation, or confinement or a combination of orders that results in a young person being removed from the centre routine or alone in a room for over 24 hours.			
(59)	The Inspector recommends Juvenile Justice works with the NSW Ombudsman to develop a system of notification of pre-planned use of force of young people and strip searching of young people.			



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