



Justice
Inspector of
Custodial Services

Prison Greens:

The clothing and bedding
of inmates in NSW

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Foreword

The role of the Inspector of Custodial Services is to provide independent scrutiny of the conditions, treatment and outcomes for adults and young people in custody. This office has published a number of reports since its creation in October 2013. Themes covered to date include the issue of overcrowding and an ageing inmate population. This report is concerned with the clothing and bedding available to inmates in NSW.

It is important that I acknowledge the contribution of the former Inspector, Dr John Paget, to this report. This report was largely completed by the former Inspector; notwithstanding, I felt it was necessary to visit the centres that are the subject of this report in order to have a full understanding of the issues before finalising the report.

The inspections for this report have taken place over an 18-month period. The initial inspections took place in September 2015. As a result of consultation undertaken by the office of the Inspector between December 2015 and March 2016, a number of the areas that raised concern had been addressed by the time of my follow-up inspections in May, August and October 2016. Corrective Services New South Wales (CSNSW) should be commended for addressing those issues, however, a number of issues identified by Dr Paget during the inspections in 2015 were still evident during my visits.

In the course of inspections that led to the report *Full House: The growth of the inmate population in NSW*, and from regular reports of Official Visitors, it became evident that there was a shortage of inmate clothing and bedding in some correctional facilities. Further, much of that which was available was reportedly of poor quality.

While some might not think clothing and bedding to be a pressing issue in NSW correctional centres, the availability of appropriate clothing and bedding is a minimum requirement. It is therefore incumbent on CSNSW to have sufficient bedding and clothing, of appropriate quality and suitable for climatic conditions, available at all times.

There has been an unprecedented growth in the inmate population, and some of the issues raised in this report are no doubt in part due to pressure on resources required to keep pace with the increasing inmate population. This report endeavours to acknowledge where remedial work has taken place by CSNSW, and highlights those areas where there is more work to be done.

It was obvious at many of the centres we visited that the staff administration of clothing and bedding was making the most of what was available. However, this inspection found inconsistencies and inadequacies in the stock management of clothing and bedding, which has led to shortages of essential items at court cells and correctional centres. On different occasions, and at different locations, inconsistent application of CSNSW policy was found. There is a need for the minimum and adequate clothing and bedding entitlement to be consistently applied. Shortages in clothing and bedding items were particularly acute at facilities with a high turnover of inmates, such as court cells. The recommendations in this report, which CSNSW has commenced implementing, seek to provide a remedy to those issues.

CSNSW is to be commended for closing the 'huts' at Emu Plains which had been found to be unsuitable for habitation during the initial inspection. Another example of welcome remedial work is the installation of a back-up power source at Oberon Correctional Centre, to maintain electric heating during cold weather.

It is to be commended that Governors of centres in cold-climate areas issue inmates with jackets to protect them against the cold and wind chill. But this practice is at Governors' discretion, and is not a minimum entitlement. The state should be responsible for providing adequate clothing and bedding for these conditions. It should not be the responsibility of inmates to purchase additional, supplementary clothing and bedding because they do not have adequate clothing and bedding.

This report aims to promote the fair and equitable distribution of the minimum requirement of both clothing and bedding to all inmates across the estate, to ensure that inmates, regardless of their gender or location, are provided with appropriate bedding and clothing to suit climatic conditions.

Fiona Rafter
Inspector of Custodial Services NSW

June 2017

Acknowledgments

In this endeavour, the following people are acknowledged for their expert advice and assistance: Ms Lynn Davie, Official Visitor Coordinator; and the Official Visitors at Cooma Correctional Centre, Emu Plains Correctional Centre, Oberon Correctional Centre, and Surry Hills Court Cells.

Acknowledgment and appreciation is also extended to all staff at Corrective Services NSW who supported our inspections.

The Inspector also values the contribution of inmates to this report.

Glossary of terms

buy-up	Items inmates can purchase using their own money
CC	Correctional Centre
CSI	Corrective Services Industries
CSNSW	Corrective Services NSW
Governor	Governor of a correctional centre
Gurnang Life Challenge	A young offenders program at Oberon Correctional Centre
Inspector	Inspector of Custodial Services
LMA	Linen Management Agreement
OPM	CSNSW <i>Operations Procedures Manual</i>
SIRO	Senior Inspection/Research Officer
sweepers	Inmates assigned to maintain communal accommodation areas
the Act	<i>Inspector of Custodial Services Act 2012</i>
the Regulation	Crimes (Administration of Sentences) Regulation 2014
WHS	Work Health and Safety

Executive summary

This report by the Inspector of Custodial Services is the product of several inspections looking at the basic living conditions afforded to inmates in NSW correctional centres. It is specifically focused on the provision and maintenance of clothing and bedding supplies. The inspections have occurred during a period of unprecedented growth in the inmate population in NSW. Some of the issues raised in this report are a result of the age of infrastructure combined with the increase in inmate numbers. It is acknowledged that CSNSW are progressively modernising the correctional system estate and have already addressed a number of issues raised during the course of the inspections.

The provision of appropriate clothing and bedding is an important factor in the quality of life for incarcerated persons. It has an impact on the personal and group health of a correctional centre as well as individual morale. The report considered the *Inspection Standards for Adult Custodial Services in New South Wales*. The standards relating to clothing and bedding provide that ‘... each inmate must be issued with a set of clothing that matches climate and use. Each inmate should also have their own bed with pillows, blankets and sheets appropriate for the climate.’¹ The importance of this standard is reflected in the legislative requirement of clause 36 (2) of the Crimes (Administration of Sentences) Regulation 2014 (the Regulation) which states each inmate must be provided with a separate bed and sufficient clean bedding to suit the climatic conditions.

The inspections were conducted across three correctional centres and one metropolitan court cell complex: Cooma Correctional Centre, Oberon Correctional Centre, Emu Plains Correctional Centre and Surry Hills Court Cells.² There were at least two visits to each site. The inspection found that although the CSNSW *Operations Procedures Manual (OPM)* specifies minimum requirements for the provision of clothing and bedding, there are variations between centres in the way these policies are applied.

A key finding of the inspection is that the section of the OPM relating to clothing and bedding entitlements needs to be reviewed by CSNSW. The amendments to the OPM should reflect the work that has already been undertaken by CSNSW, which recognises gender differences between men and women. Revisions should also ensure that the minimum quantity of each clothing and bedding item distributed to new inmates is adequate for their time in, and the climatic conditions of, prison. The Inspector believes access to warm clothing and bedding should not be reliant upon Governors exercising discretion, whereby extra clothing and bedding is offered to inmates, if required, at a specific location. It was evident in some centres that the bedding provided was inadequate for the climatic conditions.

The footwear provided to inmates was a consistent theme throughout our visits and discussions with both inmates and staff. The inspection team saw instances of shoes in very poor condition that could not be replaced due to a lack of stock, or the fact that they deteriorated before the three-month replacement period had expired. It was clear that at some centres the standard issue shoe was not fit for purpose, due to climatic conditions or work being undertaken by inmates. While Corrective Services Industries (CSI) assured the inspection team that they had undertaken measures to provide a robust and appropriate shoe, this opinion was not borne out on site during the first inspections. The quality of shoes had improved by the most recent inspections; however, it requires ongoing monitoring to ensure proper quality controls are in place.

1 NSW Inspector of Custodial Services, *Inspection Standards for Adult Custodial Services in New South Wales*, 2014, Standards 71 – 73.

2 It is acknowledged these correctional centres may not be representative of all correctional centres in NSW.

The initial inspection also revealed a lack of shoes altogether in some cases, notably in court cells, and recommended the situation needed to be addressed as a priority. During the more recent inspection, it was observed that CSNSW had responded by providing thongs on reception in the court cells.

As part of managing a rapidly growing population over a large geographic area, it is important to have rigorous stock management and quality-control processes in place. The inspection found that some centres had poor stock management which was compounded by wait times for stock orders to be filled. As a result of poor stock-control practices, essential items such as blankets and towels had 'run out' at some locations. A shortage of clothing and bedding in some centres meant that clothing and bedding in poor condition and requiring replacement was being returned to the clothing pool and reissued to inmates.

As a result of this inspection, this report proposes recommendations designed to improve the standards and distribution of clothing and bedding supplied throughout the NSW custodial estate.

Recommendations

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.

Introduction

The office of the Inspector of Custodial Services was established by the *Inspector of Custodial Services Act 2012* (the Act) in October 2013. The mandate of the office 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 principal functions set out in section 6 of the Act include:

- To inspect each adult custodial centre at least once every five years;
- To examine and review any custodial service at any time;
- To report to Parliament on each such inspection, examination or review;
- 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.

Under the legislation, the Inspector has the remit to inspect all correctional centres, including those run privately. In addition to the purpose and powers of the Inspector as detailed in the legislation, the Inspector also has a responsibility to ensure that ethical and professional practice is observed across the custodial environment in NSW. These values focus on 'what matters' in the custodial settings and are documented in the office's *Inspection Standards*.³

This report summarises key findings of an inspection into the clothing and bedding of inmates in NSW. This inspection was undertaken at three CSNSW correctional centres in the Sydney Metropolitan region and regional NSW. The inspection also visited CSNSW court cells at Surry Hills.

³ NSW Inspector of Custodial Services, *Inspection Standards for Adult Custodial Services in New South Wales*, 2014.

Overview of inspection

Background

Clean clothing and bedding, in sufficient quantity and appropriate for the climate, are essential elements of good personal hygiene and decent living conditions in prison. United Nations minimum standards state that clothing and bedding should be in good condition, and never be degrading in appearance.⁴ The *Standard Guidelines for Corrections in Australia* and the *Inspection Standards for Adult Custodial Services in New South Wales* state that inmates should be provided with clean clothing suitable for any activities they perform, climatic conditions and the maintenance of health.⁵ The standard applies to clothing for general use, work and recreation and emphasises that inmates should not suffer from climatic conditions because their clothing is unsuitable or of insufficient quantity.

Objective

The inspection examined the current policies and practices of provision of clothing and bedding in NSW correctional centres. The inspection assessed the suitability and adequacy of inmate clothing and bedding, including:

- Suitability of prison-issued clothing and bedding for the prevailing climatic conditions of centres, any work activities and the maintenance of the health of inmates;
- Supply to male and female inmates of a sufficient quantity of clean, well-fitting prison-issued clothing and footwear;
- Provision of bedding that is appropriate, suitable for the climate and is clean and in good condition;
- Clothing protocols for visits and discharge;⁶
- The means of keeping clothing and bedding clean and in a state of good repair;
- The use and applicability of an 'alpine climate' designation in providing appropriate clothing and bedding.

4 See rule 17.1-19, United Nations, *Standard Minimum Rules for the Treatment of Prisoners*, 1955.

5 *Standard Guidelines for Corrections in Australia*, 2012 and NSW Inspector of Custodial Services, *Inspection Standards for Adult Custodial Services in New South Wales*.

6 The inspection did not examine clothing protocols for court appearances or external leave or the storage facilities for prisoners' personal clothing as per the original terms of reference.

Context

There has been unprecedented growth in the inmate population over the past three years. As documented in the *Full House* report on prison overcrowding, this growth has impacted on all aspects of the correctional system, including the provision of adequate and appropriate clothing and bedding.⁷

In NSW, all newly received inmates, both on remand and sentenced, are provided with clothing and bedding in accordance with entitlements set out in the CSNSW OPM.⁸ The clothing policy section was most recently reviewed in September 2010. The policy stipulates the quantity of clothing and bedding items issued to inmates on their initial reception into custody. It specifies maximum entitlements the inmate may possess, including additional clothing and bedding the inmate can purchase through the buy-ups list. In addition, industrial clothing is currently issued at prisons where employment is available.

In 2010 the NSW Ombudsman made enquiries with CSNSW regarding laundry services and hygiene that resulted in a recommendation to increase the quantity of CSNSW-issued clothing. CSNSW subsequently made policy changes to better support inmates having sufficient clothing. The policy now authorises the Governor of a centre to establish local protocols in relation to the issue of additional items depending on the climate, inmate's health, and age or employment status. The quantities of items issued to male and female inmates at reception were also increased.

⁷ NSW Inspector of Custodial Services, *Full House: The growth of the inmate population in NSW*, 2015.

⁸ CSNSW *Operations Procedures Manual* sections 10.2.8 and 10.2.8.6.

Methodology

Selection of centres

The inspection was conducted across multiple centres to enable a comparative analysis to be undertaken. The following centres were selected for this inspection: Cooma Correctional Centre, Oberon Correctional Centre and Emu Plains Correctional Centre. The Inspector also visited Surry Hills Court Cells to examine how a high-turnover metropolitan court cell operates with regard to the provision of clothing and bedding to newly received inmates.

The centres chosen for this inspection were based on their location and the type of inmates they housed. Cooma CC and Oberon CC were chosen as they are both regional centres located in cold climates. Of the centres inspected, only Cooma CC is listed as an 'alpine climate' centre on the buy-ups list and, as such, provided an important contrast to Oberon CC, which although located in a cold climate is *not* listed as an 'alpine climate' centre. Understanding the clothing regulations within cold climate centres and the way they are applied was a key objective of these inspections.⁹

Emu Plains CC was selected as it is located in the outer Sydney region and caters to women. The inspection sought to understand any differences in the clothing and bedding policy for men and women.

A brief outline of the centres visited during this inspection is below:

Cooma Correctional Centre

Located in Cooma in southern NSW, this centre is medium security and houses up to 160 inmates. It also houses minimum-security inmates, many of whom are employed in grounds maintenance or work in the Museum of Correctional History located next to the centre.

Oberon Correctional Centre

Situated west of the Blue Mountains, this centre accommodates approximately 120 minimum-security inmates, who are young adults undertaking a young offenders program or older males working toward release. The Gurnang Life Challenge program offered here is an integral part of CSNSW's plan to manage young offenders and involves a substantial physical component.

Emu Plains Correctional Centre

Housing up to 201 female minimum-security and remand inmates, this centre is located at the foothills of the Blue Mountains. Women are employed in a variety of industries and services within the centre. The centre also runs the only Mothers and Children's Program in the state, which is located immediately adjacent to the main centre.

Surry Hills Court Cells

This 24-hour facility is situated underneath the Surry Hills Local Area Command police station. There is an 87-bed capacity and a very high turnover of inmates.

⁹ Alpine centres listed include: Bathurst CC, Cooma CC, Glen Innes CC, Goulburn CC, Lithgow CC, Mannus CC and Wellington CC.

Inspection team

The inspection team consisted of the Inspector and two Senior Inspection/Research Officers (SIROs). The inspection team worked collaboratively with CSNSW Executives and Governors of the selected centres throughout the inspection process. Data and document requests were made to CSNSW on an ongoing basis.

The inspection team utilised a variety of methods to capture the required information to guide the inspection and to inform this report. These are outlined briefly below:

- Desk-based research and data analysis was conducted with input from CSNSW.
- Onsite inspections were undertaken at each of the selected centres in September 2015. Inspection Plans detailed the schedule for the visits.
- Semi-structured interviews were held with management at each centre which canvassed a range of relevant topics at a management level. Individual discussions were also held with staff.
- Group and individual discussions were held with inmates at each centre. The inspection team invited input from a cross-section of inmates from different accommodation units, unemployed inmates, and working inmates from a range of business units and services. Participation was informed and voluntary. Discussions were held in a comfortable space without officers present.
- Ad hoc discussions were held with staff and inmates as the inspection team conducted walk-arounds in the yards and units of the centres. This method allowed for people to provide their opinions in a more informal manner.
- Multiple visits were made to Surry Hills Court Cells between September 2015 and October 2016.
- Follow-up visits were conducted in May, August and October 2016 by the current Inspector and a SIRO.

Clothing

The clothing that inmates are issued upon reception to a centre is distributed according to CSNSW policy and is intended to provide for all their requirements while they are in custody. This section examines the current policy and the way it is applied at centres, as well as assessing the suitability of the quality of the clothing and the processes that CSNSW has in place for ensuring an adequate supply.

Supply of prison-issued clothing on reception

Prison-issued clothing is distributed to newly received inmates on reception into a correctional centre. The quantity of clothing issued at reception is the minimum level prescribed in the CSNSW *Operations Procedures Manual*.

10.2.8. Gaol Issue Clothing at Initial Reception

- 1) *All newly received inmates should be issued with clothing and other items in accordance with the entitlements listed below.*
- 2) *General Managers may increase the quantity of clothing issued to any inmate above the levels issued at initial reception into custody, at any time during their sentence, at the request of the inmate or to address employment or climatic conditions.*
- 3) *The quantity of clothing issued to an inmate at initial reception into custody will be the minimum level to be maintained throughout their sentence.*
- 4) *The only badges and logos permitted on inmate correctional centre clothing are those designed and issued by a CSNSW branch or unit. CSNSW's protocol officer manages the design of departmental logos for inmate clothing. This officer is responsible to authorise departmental logos for application for any inmate clothing.*
- 5) *Where an inmate brings in a quantity of personal underwear, that quantity is only to be supplemented by departmental issue if it is less than the specified maximum clothing entitlement.*
- 6) *Used clothing that is in good condition, with the exception of socks and underwear, must be laundered in accordance with Australian Standards (AS/NZ 4146, 2000) and re-issued to inmates.*
- 7) *Replacement of gaol issue clothing should be on an exchange basis only.*
- 8) *Fresh reception female inmates who are wearing a hijab will be asked to remove it prior to a strip search. At the completion of this search they are to be issued with a CSNSW approved hijab and are to sign a religious expenditure sheet (see 9.4.7 Headwear Associated with Religious Practice).*

Reviewed	September 2010	Review date	September 2012
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10.2.8.1. Initial Clothing Issue at Reception – Male Inmates

<i>Items</i>	<i>Quantity</i>
T-Shirts	4
Fleecy tracksuit top/sloppy joe	2
Fleecy tracksuit pants	2 pairs
Shorts	2 pairs
Singlets	4
Underpants	7
Socks	7 pairs
Shoes	1 pair
Washbags	2

Reviewed	September 2010	Review date	September 2012
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10.2.8.2. Additional Issue of Inmate Clothing – Male Inmates

Discretion rests with the General Manager to establish local protocols in relation to the issue of any of the items listed below depending on climate or the inmate's health, age, or employment status within the centre:

<i>Items</i>	<i>Quantity</i>
Lightweight sloppy joe	1
Lightweight tracksuit pants	1
Overalls or trousers or work shorts	3
Drill shirts	3
Thermal underwear	2
Workboots	1 pair
Jacket	1
Shoe/boot laces	1
Hat or cap	1
Pyjamas	2
Thongs	1 pair

Industrial clothing may be issued at gaols of placement where employment is available. The manager of industries or the General Manager may issue clothing specific to the requirements of employment.

Reviewed	April 2006	Review date	April 2009
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10.2.8.3. Initial Clothing Issue At Reception - Female Inmates

<i>Items</i>	<i>Quantity</i>
T-Shirts	5
Singlets	4
Underpants	7
Socks	7 pairs
Pyjamas	2
Brassiere/sports bra	4
Straw hat or baseball cap	1
Shoes	1 pair
Thongs	1 pair
Washbags	2

Female inmates are permitted to choose a maximum of 12 clothing items (mix and match) from the following list:

- *trousers (green or burgundy);*
- *shorts (green or burgundy);*
- *skirts (green or burgundy);*
- *shirts – long/short sleeved (green drill);*
- *lightweight tracksuit top/sloppy joe;*
- *lightweight tracksuit pants;*
- *fleecy tracksuit top/sloppy joe;*
- *fleecy tracksuit pants; and*
- *dressing gown.*

Reviewed	September 2010	Review date	September 2012
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10.2.8.4. Additional Issue of Inmate Clothing – Female Inmates

Discretion rests with the General Manager to establish local protocols in relation to the issue of any of the items listed below depending on climate or the inmate's health, age, or employment status within the centre:

<i>Items</i>	<i>Quantity</i>
Lightweight sloppy joe	1
Lightweight tracksuit pants	1
Overalls or trousers or work shorts	3
Drill shirts	3
Thermal underwear	2
Workboots	1 pair
Jacket	1
Shoe/boot laces	1
Hat or cap	1
Pyjamas	2

Industrial clothing may be issued at goals of placement where employment is available. The manager of industries or the General Manager may issue clothing specific to the requirements of employment.

Reviewed	April 2006	Review date	April 2009
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While CSNSW provides a minimum level of clothing across the estate, it also gives Governors the discretion to vary these amounts according to climate, an inmate's health, age and/or employment status. Governors' discretion aside, the inspection found that quantities of clothing issued varied among centres and did not always meet minimum requirements as set out in the OPM.¹⁰

Centre-level directives demonstrated a difference between local practice and the CSNSW policy, which provides that male inmates should receive four t-shirts, two tracksuit bottoms and tops, and four singlets. The policy also provides two laundry bags per inmate, which is also not often met in practice.

All three centres inspected issued newly received inmates with two sets of 'greens'; that is, two green-coloured t-shirts, tracksuit tops and bottoms. For inmates transferring from a court cell or another correctional centre, these two sets of clothing were provided in addition to the set worn by the inmate at the time of transfer.

Most inmates have up to three issued tracksuits, and this goes beyond the policy stipulation which only provides for two. The Inspector sees this as decent, as three sets of tracksuits should be the minimum considered necessary, particularly in cold climates. The provision of any fewer t-shirts and singlets than the amount stipulated in policy is of concern. Inmates are issued with limited warm outerwear and require t-shirts and singlets to supplement this limited quantity.

¹⁰ CSNSW OPM sections 10.2.8.1-4.

New underwear and socks are issued on a needs basis, usually seven pairs per inmate, although there were examples of only two sets of underwear being issued at the women's centre contrary to the OPM requirements.

The variety of clothing items available at Emu Plains CC did not reflect the CSNSW policy entitlements for women, for example the issuing of singlets has been phased out by management.

1. The Inspector recommends that all inmates across the state are issued with the reception clothing and bedding entitlements stipulated in the CSNSW OPM.

While the Inspector saw evidence of some inmates having in excess of the minimum prison-issued amounts, the amount stipulated in the policy is insufficient.

The Inspector finds the quantity of tracksuits contained in the CSNSW policy, regarding issued clothing, to be inadequate. Inmates are expected to utilise their tracksuits for work roles, recreational activities and sleepwear. The inspection team heard that at correctional centres where inmates cannot access thermal underwear but where temperatures can drop to zero, inmates resort to layering two sets of greens for thermal insulation. This places an additional strain on the limited quantity of prison-issued clothes.

There are also differences in the clothing entitlements between male and female inmates. Currently the OPM specifies that female inmates are entitled to a greater quantity of certain items, including t-shirts, and additional items, such as pyjamas and rubber thongs, than male inmates.

The Inspector supports the initiative to supply women with additional clothing items and would like to see the provision of additional t-shirts and rubber thongs made available to men as well as women.

2. The Inspector recommends that CSNSW reviews and updates section 10 of the OPM.

CSI manufactures the complete range of inmate clothing, including women's underwear. Clothing is predominately manufactured at Goulburn CC and Cooma CC. The inspection found that the manufacture of key clothing items is to a unisex size standard. This unisex standard is applied to t-shirts, tracksuit pants and tops. The initial inspection found that the unisex size did not acceptably fit small-sized women.

3. The Inspector recommends that CSI provides an extra-small size for women in the unisex clothing range.

At the time of the second visit to Emu Plains, it was evident that a new range of women's clothes would be made available to female inmates. The new range seeks to provide the women with clothing more suitable for their needs. The Inspector supports the roll-out of the new clothing range for women.

4. The Inspector recommends that the new range of clothes for women is rolled out across all women's prisons.

Cold-climate designation and additional-issue clothing

CSNSW does not routinely measure cell temperatures and therefore there is no formal indication of the severity of the climatic conditions at different centres. The Inspector notes that many correctional centres have limited insulation properties, concrete floors and windows open to the elements. The size and age of the NSW correctional estate makes local variations inevitable. It is, nevertheless, important for the system to maintain a level of fairness across different centres.

The Inspector considers it problematic when the minimum standard of clothing appropriate for climatic conditions is at the Governors' discretion.

Inmates are acutely aware of variations in policy between centres and the inspection heard examples of differences in prison-issued clothing entitlements between nearby centres. For example, female inmates at Emu Plains CC emphasised that additional items for warmth such as jackets and beanies were issued at nearby Dillwynia CC and not at Emu Plains CC.

The inspection heard that CSI conducted a survey on the current practice in relation to the issue and use of jackets. The survey found that seven correctional centres unofficially designated as 'alpine centres' issue jackets to inmates and recall these jackets from inmates on transfer or discharge. The Inspector commends the decision of these Governors to issue jackets to inmates in these centres as appropriate and necessary.

The Inspector notes that not all centres in colder climates or those that experience inclement weather follow this practice. There is limited incentive for Governors to go beyond current minimum requirements to issue additional clothing items such as jackets, as these costs must be borne by the centre from a pool of non-committed funding.

CSI does not manufacture jackets as a CSI evaluation determined that they could not produce jackets at a competitive cost. Currently there are three main private sector suppliers of jackets to CSNSW. Procurement of jackets is undertaken by the Administration Manager within each centre to source the jackets from these external suppliers. Some centres conveyed there had been difficulty sourcing the right shade of bottle-green and bomber cut.

The inspection team were pleased to observe prison-issued jackets as a standard issue at Oberon CC and Cooma CC. That said, there were differing qualities of jackets observed in use.

At all centres inmates may purchase jackets or polar fleeces on buy-ups, however, the quality and variety of jackets for purchase differed between centres.

The Inspector believes there should be equity across the correctional system and all inmates should be provided with jackets to protect against cold, wind and rain. This is of particular concern in centres that require inmates to be in accommodation yards with limited shelter during their time out of cell, without providing access to indoor communal areas for respite from inclement weather conditions.



Three different jackets at Oberon CC.

5. The Inspector recommends that CSNSW issues all inmates in NSW with a jacket in winter as part of the inmate clothing entitlements.

Thermal underwear, at the time of the inspection, was being offered on the activities buy-ups list at the seven correctional centres unofficially designated as 'alpine centres'. This enabled inmates at those centres to purchase thermal underwear or have family or friends send in thermal underwear during the months June to August. However, the Inspector notes CSNSW intends to allow all inmates to purchase thermal underwear through buy-ups during the months May to August. Inmates who have received or purchased thermal underwear should be permitted to use their thermal underwear at any centre year-round.

6. The Inspector recommends that CSNSW makes thermal underwear available for purchase by inmates in the colder months at all correctional centres.

Visits clothing

CSNSW allows inmates with the lowest security ratings to wear prison-approved clothing during visits at some minimum-security correctional centres. The Inspector supports this practice and believes it should be applied consistently across all minimum-security correctional centres.

The inspection heard that, in some centres, local procedures only permit prison-issued clothing to be worn at visits and inmates are unable to wear clothing purchased on inmate buy-ups or approved clothing sent in by family or friends to their visit session. These local rules have developed in response to security concerns that require staff to document the clothing of inmates on entry to visits. The Inspector believes that correctional staff should be able to identify and document all prison-approved clothing.

Inmates highlighted the importance of presenting well to their family and friends at visits. They emphasised that some visitors provided financial support to the inmates to enable them to purchase clothing items but inmates were unable to wear these clothes at visits.

7. The Inspector recommends that CSNSW allows inmates to wear approved prison clothing to visits in minimum-security centres.

Discharge clothing

All of the inspected centres provided civilian clothing to inmates being discharged who were not in possession of a change of clothes in their property. This is organised on an individual basis by officers at each centre and generally relies on donations of clothing from charitable organisations. Where an inmate is about to be released and does not have the means to purchase clothes, special gratuities can be provided by the centre for that purpose.

At court cells which receive a high number of people in soiled clothing, there is a greater demand for the provision of appropriate clothing for release. While CSNSW largely

relies on the charitable sector to donate clothes, the inspection found that this often does not keep pace with the demand at Surry Hills Court Cells, which has a high turnover of detainees. The inspection also heard instances of inmates being discharged in prison-issued clothing when sufficient donated clothing was not available. This should only be an option of last resort



The holding shelf of discharge clothes at Surry Hills Court Cells provided by a local charity.

8. The Inspector recommends that inmates should not be released from custody in prison greens.

Footwear

Most inmates in CSNSW centres are issued with one pair of green running shoes, procured by CSI from a private supplier. Prison-issued footwear was the most common grievance of inmates and staff during the inspections in September 2015. The inspection team observed many inmates, particularly male inmates, wearing runners in a state of disrepair, frequently split open at the toes. The quality of the green running shoes had improved by the time of the inspections in August 2016.

The current policy enables replacement of green running shoes three months from the date of issue. However, the timeframe for replacement does not always match the lifespan of the prison shoe. Shoes had limited durability for inmates who were active and engaged in recreational activities.

In contrast to the inspection team's observation in September 2015 regarding the quality and durability of the footwear, CSI maintains their satisfaction with the adequacy of the green running shoes. CSI informed the inspection team that the specifications for the footwear were extensively researched and the prototypes were tested at several centres for design and durability. Correctional centres



A commonly observed fault of the CSI procured running shoes.

do not currently document the reasons for replacement of items which would enable an evidentiary base for CSI to reassess the quality of footwear. CSI emphasises that reception officers are aware of a return policy for manufacturing faults and there have been no returns under this policy. Further, CSI claims that there have been no requests for replacement over the last 18 months on the basis of splitting/faults where the shoes have been in use for less than six months. It was noted that staff responsible for replacing shoes did not always return faulty pairs to CSI. This may have led to the low recorded data of faulty shoes.

The Inspector understands that the data collected by CSI does not suggest that the runners require replacement before the policy timeframe allows. Despite this, the inspection team in September 2015 heard and observed numerous individual cases to the contrary.



A commonly observed fault of the CSI procured running shoes.

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.

Oberon CC, as a remote centre, is not included on the CSI transport route and procures some prison-issued and all buy-up items locally. This includes an alternative footwear to that of the CSI-procured green running shoes. Oberon CC issues a white canvas shoe as the green runners are deemed inappropriate for use in the Gurnang Life Challenge program that requires inmates to use a high-ropes obstacle course. The footwear issued at Oberon CC is more agile for the ropes course, however, it offers no insulation or protective properties for the snow and wet conditions at Oberon CC.

By the time of the follow-up inspection in August 2016, there was evidence that different shoes were available for purchase by inmates on activity buy-ups. These varied from centre to centre. At Oberon CC, for example, there were a number of different runners available for purchase by inmates. At Cooma CC there was an alternative runner available on activity buy-ups.

The availability of alternative footwear for inmates to purchase at their own expense will certainly ease the use of the current prison-issued runners. However, the Inspector does not consider this a satisfactory solution to problems with state-issued footwear.



The standard issue white canvas shoe at Oberon CC.

10. The Inspector recommends that Oberon CC procures a more robust and durable footwear as the standard prison issue.

The inspection noted that female inmates receive thongs as part of their prison-issued entitlements. Men are not issued with thongs, however, they are able to purchase thongs through buy-ups. The Inspector considers this is an appropriate means of reducing wear and tear on the prison-issued green running shoes and that a secondary pair of footwear such as thongs should be made available to all inmates.

11. The Inspector recommends that a secondary pair of footwear, such as thongs, be made available to all inmates.

Prison-issued work wear

Industrial clothing and work wear is issued by the CSI Manager of Industries at centres where employment is available to inmates. Work health and safety (WHS) requirements for work wear are generally identified by CSI overseers (industry supervisors) and it is at the discretion of the Governor and/or Manager of Industries to approve and provide work wear items. CSI manufactures some work wear pieces, while some additional work wear items are procured locally by centres.

The inspection found that CSI overseers generally identified and provided the specific clothing required to meet the WHS needs of working inmates. This process, however, was not undertaken systematically and the inspection team observed some industry areas that should require the use of protective wear – such as external grounds maintenance work and concreting work – where inmates worked in their tracksuits.

However, other centres ensured that inmates working off complex were fully clothed in work wear, not their green tracksuits, and used the CSI Industry logo on high-visibility items for identification. The Inspector supports this approach to work wear for external duties.

Industrial clothing should be issued to all inmates in roles requiring specific WHS work wear, including items that protect inmates working in inclement weather conditions.



CSI Prison-issue outer-wear.



A good practice example of a high-visibility jacket and vest procured by Emu Plains CC that is branded with the CSI logo and number for security purposes.

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.

The inspection found that, for employment that required industrial footwear, sufficient quantities in adequate sizes for inmates were not available. Industrial work boots were often procured for the number of inmates in a particular work area and did not cater for a high demand for particular sizes. The Inspector acknowledges that it is not possible to pre-empt all sizes of protective footwear required but suggests that inmates should be provided with accurate sizing as soon as possible and availability should not be constrained by an allocated number of boots per industry or workshop.

Work boots provided by CSI were recycled and the inspection observed that many inmates were reluctant to use recycled work boots. Recycled work boots were, where feasible, specifically assigned to an inmate for ongoing use while in a particular work station and were treated for hygiene issues. However, inmates often opted to wear green runners, where possible, rather than recycled footwear. Some inmates are required to work in areas where extreme heavy lifting is involved. It is necessary that these inmates have the appropriate protective footwear. For example, at Emu Plains CC, women working with cattle in the dairy were wearing gumboots.

13. The Inspector recommends that all CSI industries requiring inmates to perform duties in work boots provide adequate quantities and sizes for inmates.

Correct sizing and availability of hiking boots for the Gurnang Life Challenge program is also an issue. The program requires inmates to undertake a multiple-day hiking and orientation challenge in the surrounding wilderness. The inspection observed that recycled hiking boots were available for this purpose and this pool could not accommodate all sizing requests. Where inmates could not be accommodated with appropriate-sized hiking boots, work boots or green runners were used by inmates. The Inspector considers this a WHS issue that needs to be addressed.

14. The Inspector recommends that inmates undertaking Gurnang Life Challenge should be provided with hiking boots in adequate quantities and sizes.

Bedding

The quality and quantity of bedding has an impact on the quality of life of inmates. The minimum quantities are specified in CSNSW policy.

10.2.8.6. Gaol Issue Linen

The minimum issue of linen items for each inmate at the time of reception into a correctional centre will be:

- 2 x pillowcases
- 2 x sheets
- 2 x blankets

General Managers have the discretion to issue linen in excess of these minimum entitlements depending on factors such as the climate or the inmate's health. General Managers can delegate this function to the OIC accommodation unit or another officer.

General Managers must have a system of controls in place to ensure linen is not freely available to inmates. This system must include a records management system to account for the linen.

Reviewed	July 2011	Review date	July 2013
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As with clothing, it is at the discretion of the Governors to provide additional bedding if they feel it is needed due to the climate or an inmate's health. Across a number of centres there were two different types of blankets being issued: a basic white 'hospital' blanket and a grey woollen alternative.

The inspection found that the prison-issued bedding is insufficient for cold climates. The standard issue of two blankets with discretion to issue three in winter at cold-climate centres or on health grounds is not sufficient.

Doonas are available across the state on the buy-up list, allowing inmates with means to do so to buy extra warmth. At Oberon CC, the centre had made some site-specific adjustments to make additional items available on the buy-ups list, including electric blankets. However, newly received inmates may have to wait between one to two months to receive their doona or electric blanket.

It was clear that the management at Oberon CC had a particularly difficult climate to work with and had installed back-up generators to maintain electricity and heating to the centre. This was in response to severe weather approximately three years beforehand interrupting the power supply, resulting in inmates locked in their accommodation units with no electricity or hot water for up to four days.

Over the course of this inspection, the inspection team heard many concerns relating to the way bedding is procured and distributed throughout the correctional system. The provision of sufficient bedding to suit the climatic conditions is a legislative requirement. While those inmates with financial means are able to supplement their bedding from the buy-ups scheme, there are many that do not have the means to do so. The Inspector believes all inmates should be provided with appropriate bedding for the climatic conditions.

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.

Bedding supply and procurement issues

CSNSW holds a Linen Management Agreement (LMA) with CSI, which provides for the supply, maintenance, laundering and replacement of the linen used in most NSW correctional centres.

In several of the centres visited, the linen was inspected and found to be of a poor quality. The Inspector believes there should be quality control mechanisms in place to prevent damaged stock being returned by CSI to correctional centres.

CSI operates on a three-par bedding supply system, whereby the centre or court cell has three sets of linen for each inmate. This allows one to be used while one is laundered and one is on the shelves.

However, this was not evident at Surry Hills Court Cells during the September 2015 inspection, where the linen stock was very low and there was not enough stock available to cover the peak times of Friday and Saturday nights. A consequence of the unprecedented growth in prison numbers is a lack of available bed space in remand centres and prolonged stays in court cells. Extended stays in 2015 were frequently 5–7 days and, on occasion, up to 12 days.

At the time of the initial visit, the court cells had 18 towels in stock, but were expecting 20 -30 inmates to be brought into custody that night. The towels and blankets were also in poor condition, as can be seen in the photo.

In recognition of rising inmate numbers and longer stays in court cells, CSNSW needs to ensure that there is sufficient bedding of appropriate quality to cater for the increased number of inmates in the court cells.

It was evident in October 2016 that a number of improvements had been made at Surry Hills Court Cells since the earlier 2015 and August 2016 visits. In an effort to retain the quality of new stock, the standard correctional centre white blankets and towels had been replaced with blue blankets and towels. It was also evident that the quality of the new bedding was superior to that supplied previously. These improvements are to be commended.



Conditions of stock hold blankets at Surry Hills Court Cells in 2015.



Conditions of stock hold blankets at Surry Hills Court Cells in 2016.

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.

Mattresses

The inspection in September 2015 found that there were issues around the supply of other bedding items such as mattresses. It is essential that bedding, especially mattresses, is clean and in a suitable condition to allow people to live hygienically and prevent the spread of disease. Nursing staff highlighted the importance of properly cleaning and disinfecting mattresses between uses by different detainees.

There were no regular audits of mattresses carried out at any of the centres inspected. Many of the mattresses seen during the 2015 inspection were dirty, stained, torn and unhygienic, with raw foam exposed, which suggests that local procedures for replacement were not adequately identifying and replacing mattresses in poor condition. Many of the mattresses' protective covers had been removed by inmates who told the inspection team that these covers were uncomfortable and sweaty. However, by the time of the October 2016 visit, many of the mattresses had been replaced, or were in the process of being replaced.



Many mattresses inspected were in need of replacement in 2015.



New mattresses ready to replace old at Surry Hills Cells in 2016.

18. The Inspector recommends that CSNSW conducts regular audits of mattresses to identify and replace those that are in poor condition.

Stock management and quality control

Stock management

The inspection found shortcomings in the way clothing and bedding stock is managed, which results in shortages of essential items at correctional centres and court cells.

The Inspector acknowledges that stock supply issues are problematic for court cells as the inmate intake is unpredictable. However, there was no stock management or replacement policy at the court cells visited for this inspection. This has resulted in stock running out before new orders arrive. The Inspector also recognises that court cell complexes often have limited storage capacity. That said, a proper stock-management procedure should be in place to prevent stock running out. Where there are shortages in stock, staff use creative but inadequate solutions, for example, issuing inmates with cotton blankets as a towel when there are no towels in stock.

During the initial visit to Surry Hills Court Cells, there were reports of inmates sometimes waiting days in bare feet until they were issued shoes. While it is understandable that court cells do not always issue CSI shoes as they are expensive and leave with the inmate to a correctional centre (a cost which is not recovered by the court cell), it is expected that inmates should at a minimum be provided thongs.

During a follow-up visit to Surry Hills Court Cells it was noted that there was an adequate supply of thongs and this is viewed as an appropriate solution to the provision of shoes in court cells.

Clothing and bedding shortages at Surry Hills Court Cells were most extreme over weekends, when night receptions spiked. At the time of the initial inspection there was no stock holding for women's underwear at Surry Hills, which was being sourced from Silverwater Women's CC on a needs basis. This issue had been remedied by the time of the August 2016 visit, however, ongoing monitoring is required.

The most significant issue for Surry Hills Court Cells is the high turnover of new clothing stock as inmates transfer to remand centres and take the clothing with them. This clothing is not returned to the court cells. This is compounded when inmates are released from the cells and new stock is sent to be laundered at correctional centres, as it is often replaced with old stock of poor quality when returned to the cells.

CSNSW spends over \$1 million per year on inmate clothing. The system for the supply, purchase and replacement of clothing in CSNSW is complex. There are considerable differences between centres in relation to what is provided by CSNSW, what is produced or procured by CSI, what might be procured locally at the centre level, and what is available for purchase through buy-ups at inmates' expense



In October 2016, the clothing stores of Surry Hills Court Cells were well stocked. However, these stores would be quickly exhausted with the high turnover of inmates.

Generally, stock orders are made to CSI, or locally procured by the Administration Manager on an ad hoc basis, when supply shortages are identified by reception staff. The inspection heard that some facilities experience constant, lengthy back orders, and that quantities delivered frequently do not match quantities ordered, or the CSI catalogue listed price. At the time of the 2015 inspection, the lead time required by CSI to fill clothing stock orders was eight weeks. At its most extreme, shortages across the estate resulted in CSNSW having to procure \$89,000 worth of items in 2015 from private sector suppliers because CSI was unable to manufacture the items in time to meet demand.

The CSI data available for the period July to September 2016 shows a marked improvement with the average time to fill an order being 5.3 days. However, 48 of the 977 orders during the period took more than 20 days to dispatch, with the longest lead time being 55 days.¹¹

Shortages in the supply of clothing and footwear not only results in inmates not receiving full entitlements on their reception, but also results in the tardy replacement of damaged clothing and shoes, which is particularly undesirable in wet or winter weather.

The process for replacing prison-issued items often relies on the goodwill of reception or wing staff. Inmates requesting replacement items do so through lodging a request with a wing or reception officer. A logbook documents individual replacement requests to ensure there is a transparent process and that individual requests can be tracked. However, this was not in effect at Emu Plains CC, and many inmates talked about the difficulty in having clothing or bedding replaced.

19. The Inspector recommends that CSNSW centres and court cells introduce proper stock management controls to maintain sufficient stock to meet inmate entitlements.

Quality control and hygiene

Emu Plains CC has a system in place for identifying clothing and bedding in unserviceable condition. Inmate sweepers in the reception area are responsible for quality control of items being returned to the main storeroom. These inmates cull recycled clothes for holes, worn-out elastic and extreme wear and tear.

However, at most centres visited there was no process for ensuring that the condition of recycled clothing and bedding is of an acceptable standard prior to being reissued to newly received inmates.

The stock held at the other centres inspected was of mixed condition as neither reception nor laundry staff controlled the quality of items for reissue. Threadbare bedding and clothing was not uncommon. These centres relied on inmates to identify poor quality clothing and bedding when receiving their prison entitlements, and negotiating exchange with the reception officer.

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.

¹¹ CSI data provided to the Inspector of Custodial Services, 13 October 2016.

An associated issue relates to the availability of laundry services to inmates. In considering whether or not a quantity of clothing is sufficient for inmates at a given centre, it is necessary to consider the availability of laundry services.

At both Cooma CC and Oberon CC, inmates are able to have their clothes laundered twice a week by a central laundry operated by inmates. The inmates place their laundry in green net sacks which are sealed and washed and dried without being opened. The bags are then returned to their owners.

At Emu Plains CC there is no centralised laundry for clothing. Bedding is laundered once a week centrally. Washing machines are positioned around the centres in each unit for inmate use. During the inspection in August 2016 it was evident that some machines were not working and had not been working for some time, which limited the availability of laundry services to inmates. It is important for hygiene reasons that inmates have adequate access to laundry facilities.

21. The Inspector recommends that adequate laundry services are available to all inmates throughout the state.

Terms of Reference

Objective

This inspection will assess the suitability and adequacy of inmate clothing and bedding in correctional centres in NSW.

The *Terms of Reference* defines the scope of the inspection. It outlines the structure of the inspection to ensure all stakeholders have a clear and common understanding and expectations of the inspection process and outputs. This inspection will result in a consolidated report on clothing and bedding in NSW correctional centres to NSW Parliament.

Introduction

Clean clothes and bedding, in sufficient quantity and adapted to the climate, are essential elements of good personal hygiene and decent living conditions in prison. Clothing and bedding should be in good condition, and never be degrading in appearance.¹² Inmates should be provided with clean clothing suitable for any activities they perform, climatic conditions and the maintenance of health.¹³ Inmates and staff should not suffer from climatic conditions because their clothing is unsuitable or of insufficient quantity.

Context

In NSW, all newly received inmates, both on remand and sentenced, are provided with prison-issued clothing and bedding in accordance with entitlements set out in the CSNSW OPM.

The policy stipulates the quantity of clothing and bedding issued to inmates on their initial reception into custody. It specifies maximum entitlements the inmate can possess, including additional clothing and bedding the inmate can purchase through the buy-ups list. In addition, industrial clothing is currently issued at prisons where employment is available.

A 2010 NSW Ombudsman inquiry into CSNSW laundry services and hygiene resulted in a recommendation to vary the quantity of CSNSW-issued clothing. CSNSW subsequently made policy changes to better support inmates having sufficient clothing. The policy now authorises the General Manager to establish local protocols in relation to the issue of additional items depending on the climate, inmate's health, and age or employment status. The quantities of items issued to male and female inmates at reception were also varied.

CSNSW does not routinely measure cell temperatures, therefore, there is no formal indication of the severity of the climatic conditions at different centres.¹⁴ It appears that over the years there has been a practice of designating centres as an 'alpine' or 'cold' climate or not. The designation was apparently removed some years ago; however, this was not done so through an official announcement, such as a Commissioner's Memorandum, so there seems to be some confusion on the designation, its applicability or even its existence.

12 See rule 17.1–19, United Nations, *Standard Minimum Rules for the Treatment of Prisoners*, 1955.

13 See standard 71–73, The Inspector of Custodial Services, *Inspection Standards for Adult Custodial Services in NSW*, 2014, pp. 60–61.

14 For a discussion on thermal conditions in Australian custodial environments see, Grant, E et al., 'Design issues for prisoner health: Thermal conditions in Australian custodial environments', *World Health Design* 5 (3), 2012, pp.80–85. See also: Western Australia Office of the Inspector of Custodial Services, 'Thermal conditions of prison cells', *Draft report*, June 2015.

Currently, there is no clear policy on the designation of centres as 'cold climate' or otherwise. The cold-climate designation for centres is still apparent on the inmate buy-ups list, which designates seven prisons as 'alpine centres'.¹⁵ The classification of alpine centres impacts the issue of thermal underwear. Inmates who do not reside at alpine centres are unable to purchase thermals through the buy-ups list or have them provided as private property by visitors.

There are some concerns around equity of access to certain clothes when inmates are moved from one centre to another. In some cases, inmates transferring from alpine centres who have already received thermal underwear can still access these when placed at centres that do not allow for thermals to be purchased or obtained from visitors.

In addition, there is no research into the thermal conditions and thermal insulation properties of inmate clothing against cold or heat, which is important for assessing the health and comfort of inmates.¹⁶

Currently, CSI manufactures all inmate clothing with the exception of socks and footwear.

Scope

This inspection will examine the current policy and practice on the provision of clothing and bedding in NSW correctional centres.

The Inspector's *Inspection Standards for Adult Custodial Services in NSW* will be used as a framework for this inspection and the indicators under each standard will be used to guide this inspection. This inspection will assess policy and local practices, including:

- Suitability of prison-issued clothing and bedding for the prevailing climatic conditions of centres, any work activities and the maintenance of health;
- Supply to male and female inmates of a sufficient quantity of clean, well-fitting prison-issued clothing and footwear;
- Provision of bedding that is appropriate, suitable for the climate and is clean and in good working order;
- Clothing protocols for court appearances, external leave and discharge;
- The means of keeping clothing and bedding clean and in a state of good repair;
- The storage facilities for prisoners' personal clothing.

Correctional centres for inspection

The inspection theme will be pursued across multiple centres to enable comparative analysis.

The following centres have been selected for this inspection:

- Cooma Correctional Centre (week beginning 31 August 2015)
- Emu Plains Correctional Centre (week beginning 7 September 2015)
- Oberon Correctional Centre (week beginning 14 September 2015)

In addition to inspecting these three centres, desk-based research and analysis will be undertaken, drawing on data and documents requested from CSNSW.

¹⁵ 'Alpine centres' listed include: Bathurst CC, Cooma CC, Glen Innes CC, Goulburn CC, Lithgow CC, Mannus CC and Wellington CC.

¹⁶ For a discussion on thermal properties of textiles, see, Abbas, A et. al., 'Improving Thermal Conductivity of Cotton Fabrics Using Composite Coatings Containing Graphene, Multiwall Carbon Nanotube or Boron Nitride Fine Particles', *Fibers and Polymers* 2013, vol.14, no.10, pp.1641-1649; Bouskill, L et al., 'Relationship between clothing ventilation and thermal insulation', *AIHA Journal*, May/June 2002, vol. 63, no.3, p.262.

Methodology

Senior Inspection/Research Officers (SIROs) are the lead coordinators of the inspection and are charged with managing the inspection process from planning through to completion of the inspection report ready for tabling in NSW Parliament in accordance with section 6(1) (d) of the *Inspector of Custodial Services Act 2012*.

The SIROs will work collaboratively with CSNSW Assistant Commissioner, Governance and Continuous Improvement and the General Managers of the nominated centres to refine the inspection framework, methodology and develop an onsite inspection plan.

Official Visitors will provide support to the inspection process as required.

For each centre, the SIROs will develop an inspection plan in collaboration with the General Manager of the centre. The inspection plan will detail the itinerary of the onsite inspection, including scheduled meetings with identified staff and inmates.



Justice

Inspector of
Custodial Services