



Commissioner's Instruction

No: 01 / 2020

For the information of all CSNSW staff

Subject: Religious denominations in OIMS

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

BACKGROUND

In her report entitled *The Management of Radicalised Inmates in NSW*, the Inspector of Custodial Services recommended that inmates' religious denominations be recorded on reception into custody. CSNSW agreed that this information should be recorded to assist risk assessment and placement procedures.

The religion options in OIMS now includes denominational options for Islam, and an additional denomination option for Christianity.

With a recent escalation in far-right and white supremacist violence around the world, it is important to recognise ideologies with which these offenders are known to align themselves. Accordingly, the religion options have also been updated to capture this information.

All newly added denominations/sects/ideologies can be viewed in Annexure A.

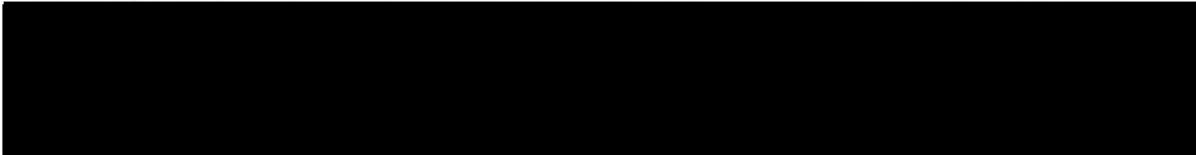
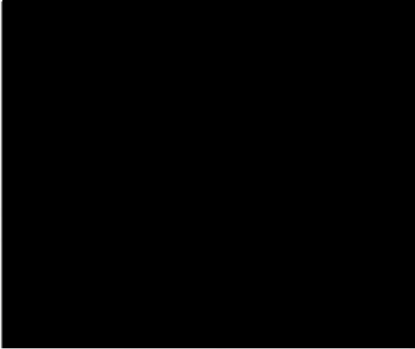
All changes are effective immediately.

INSTRUCTION

Staff are requested to:

- familiarise themselves with the newly added denominations/sects/ideologies noted in Annexure A;

- ensure that inmates are questioned about religion **and** denomination/sect/ideology; and
- update all local forms to enable both religion **and** denomination/sect/ideology to be recorded in accordance with OIMS.



OIMS Religion options			
Religion	Denomination/Sect/Branch	Religion	Denomination/Sect/Branch
Agnostic	Nil	Hare Krishna	Nil
Atheist	Nil	Heathenry	Odinism
Bahai	Nil		Asatru
Buddhist	Nil		Pagan
Christian	Anglican/Church of England	Hindu	Ananda Marga
	Assemblies of God	Jewish	Nil
	Baptist	Mandaean	Nil
	Brethren	Muslim	Ahmadi
	Catholic		Alawi
	Christian Identity		Alevi
	Christian Science		Ibadi
	Church of Tonga		Other
	Congregational		Shia
	Coptic		Shia – Ismaili
	Four Square Gospel		Sunni
	Jehovah's witness		Sunni – Sufi
	Latter Day Saints/Mormon	No Preferred Religion	Nil
	Lutheran	Pegus	Nil
	Maronite	Rastafari	Nil
	Orthodox	Ratana	Nil
	Pentecostal	Refused to provide information	Nil
	Presbyterian	Ringatu	Nil
	Protestant	Rty	Nil
	Reformed	Satanist	Nil
	Roman Catholic Rite	Scientology	Nil
	Salvation Army	Sikh	Nil
	Seventh Day Adventist	Taoism	Nil
	Uniting Church/Methodist	Witchcraft	Nil
Creativity Movement	Nil	Yazidi	Nil
Druze	Nil	Zooastrian	Nil



Commissioner's Instruction

No: 02 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – Temporary suspension of social visits to correctional centres

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

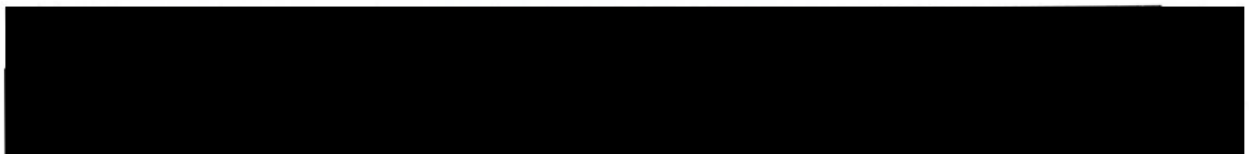
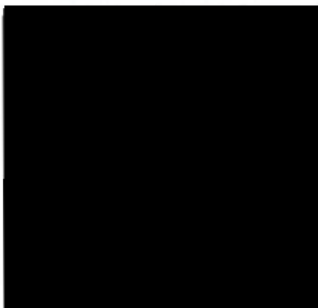
Social visits to all CSNSW correctional facilities are temporarily suspended from today, Tuesday 17 March 2020 up to and including Sunday 22 March 2020.

This is designed to provide an opportunity to develop visit protocols consistent with the guidelines issued by the NSW Ministry of Health.

This includes examining alternative ways to have visits that minimise the risk of transmission such as the use of technology instead of person to person contact.

This temporary measure is designed to support the safety of staff as well as inmates and members of the community.

Further advice will be communicated before the intended recommencement of visits on Monday 23 March 2020.





Commissioner's Instruction

No: 03 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – Temporary suspension of all group programs delivered by Offender Services and Program staff and/or External Facilitators in the community

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

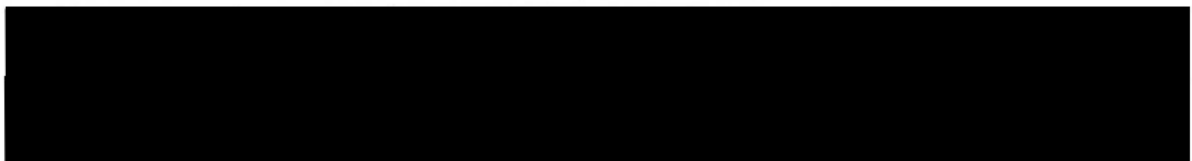
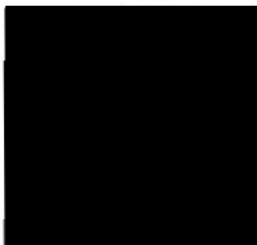
All group programs delivered in the community by Offender Services and Programs staff and/or external facilitators are to be temporarily suspended from 19 March 2020 up to, and including, 20 April 2020.

This is designed to minimise and manage the risk of contact with the COVID-19 virus for program facilitators, offenders and community corrections staff

Further advice will be provided within 24 hours from the date of this Instruction through the Assistant Commissioner, Offender Management and Programs on the procedures to be used including for notifying community corrections officers, external facilitators, group participants, and for cancelling of program on OIMS.

Alternative methods for program delivery will be considered as the situation progresses.

A further update will be provided during the first week of April 2020.





Commissioner's Instruction

No: 04 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – Leave arrangements for casual staff and working from home policy

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

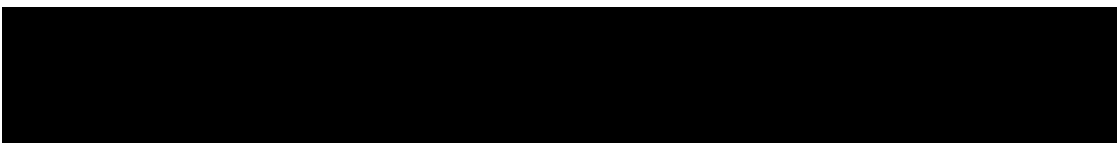
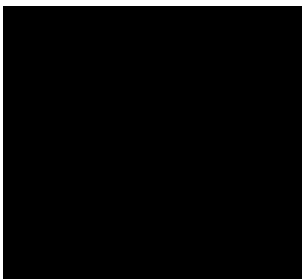
Leave arrangements for casual staff

Casual staff will receive up to 20 days special leave in certain circumstances. Details are available in the attached factsheet – *COVID-19 Special Leave arrangements for casual employees*.

Work from home policy

Working from home is an option for some CSNSW staff. In order to work from home staff must:

- Discuss this with their manager and determine if there is suitable work for them to perform from home.
- Complete the new *COVID-19 Special arrangements for working from home* form (attached).
- Complete the *Working from home checklist* (attached).
- All requests to work from home must be approved by a Director or equivalent.



COVID-19 Special Leave arrangements for casual employees



COVID-19

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THE SPREAD
AND STAY HEALTHY**

As the COVID-19 situation has developed the Department has responded to the need to ensure all staff, including casual employees are supported in the event they are required to self-isolate or be absent from work as a result of the Coronavirus.

What should I do if I am feeling unwell?

If you feel unwell you should not attend work. If you are unwell and attend work your manager may send you home.

As a casual, do I get special leave if I have to be absent because of COVID-19?

Yes – you will get up to 20 days (4 weeks) which is the same as ongoing staff.

If you are a casual correctional officer, you will be paid based on the average hours of work in the last six months.

Casual Community Corrections Field Officers (CCFOs) will be paid for their rostered shifts for the period of their absence. Casual CCFOs may be able to perform some work from home and should discuss this with their manager.

All payments will be at the base rate of pay for the classification (i.e. it will be paid at Monday to Friday day shift rate).

I am a casual correctional officer, how will my leave be calculated?

The average hours will be calculated based on the number of hours you worked in the previous six months or a shorter period if you haven't work for CSNSW for six months.

Only the period following primary training will be considered.

The payment will be made as a one off payment for the period of absence.

I am a temporary employee? What are my entitlements?

Temporary employees are entitled to 20 days special leave. All other leave entitlements are on a pro rata basis for the period of temporary employment.

I am a casual Community Corrections Field Officer - how much will I get paid?

Casual CCFOs have a forward roster, which means you know in advance what shifts you are going to work. You will be paid for the shifts that you are unable to work.

How do I claim the 'Special Leave'?

Casual correctional officers should contact the Operational Scheduling Unit so you can be removed from the call in system for 14 calendar days. OSU will send you a leave form for you to complete and return to: casuals@justice.nsw.gov.au

Casual CCFOs should complete a leave form and submit it to their manager with any necessary documentation.

What evidence do I need to support my need to be absent because of COVID-19?

You should attach the following:

- Your boarding pass or e-ticket showing your date of return to Australia
- Statement identifying the person you have been in contact with who has been diagnosed with COVID-19
- The diagnosis if you have been diagnosed
- Advice from NSW Health, your doctor or other relevant authority if you are a member of a group that has been directed to self-isolate (eg school / child care closures, your doctor recommends absence to protect your family, you have to care for a sick family member, etc)

What if I can't contact work? Will the Special Leave be backdated?

Yes, if you meet the criteria outlined above. The Department has determined that we will backdate as far as 1 March 2020.

If Community Service Orders are suspended, will I get paid?

If this happens, we will look at options for casual field officers to undertake other work.

Do I get Special Leave if I travel overseas after 18 March 2020?

No - You will not be paid for the mandatory isolation period if you leave Australia after 18 March 2020. Going overseas after this date is against Australian Government advice.

For more information

Please see CSNSW Intranet or speak to your manager or contact your HR Business Team.



**HELP STOP
THE SPREAD**



COVID-19 Special arrangements for working from home

This form is to be used to approve Working From Home arrangements due to the Coronavirus situation. This includes self-isolation requirements or the closure of schools etc.

Other Working From Home arrangements should be approved in the usual way.

Section 1. A Employee Details

Serial Number:

Name:

Role and grade:

Location:

Section 1. B Proposed Working From Home arrangements

Proposed period from: _____ to: _____

Hours to be worked from home per week:

Hours to be worked in the office per week:

Home based work addresses:

Telephone:

Mobile:

Email:

Section 1. C Employee statement

- I have access to a laptop or desktop computer sufficient to carry out my duties for the period required
- I have completed the Working From Home checklist
- I am required to self-isolate or have caring responsibilities arising from the Coronavirus situation
- I understand that if this arrangement is not approved, I will apply for appropriate leave to cover my absence from work

Date: _____



COVID-19

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Section 2

Supervisor Assessment

Is there a current Workers Compensation claim or restricted duties that affects this application?

Yes / No

Can all or part of the employee's duties be effectively performed at home?

Yes / No

RECOMMENDED / NOT RECOMMENDED

Supervisor's Name:

Title:

Date:

Section 3

Director's Approval

The application to work from home is:

Approved

Not approved for the following reasons

Director's Name:

Title

Date

Copy to be provided to payroll (for P-file)

Copy to be retained by the work location

For more information

Please see CSNSW Intranet or speak to your manager or contact your HR Business Team.

Working From Home Checklist



COVID-19

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This is a self-assessment checklist, designed to enable you to set up a safe workspace at home. Tick the safety statements that apply to you. The more 'ticks', the safer your workspace. Wherever possible make reasonable changes so that you make your workspace at home safer.

Safety Statements

- There is good lighting in my work area.
- Glare on the monitor screen has been minimized.
- The workspace is clean and clear of things that may trip me.
- The hallways and passageways are clear of things that may trip me.
- There is sufficient ventilation, and I can maintain a comfortable temperature in my workspace.
- The desk (or table) is in a good position in the house, a place where there won't be many disruptions, and where the noise level won't be a distraction.
- My chair is comfortable and provides support for my back. A chair similar to the one you use in the office is ideal. If this is not an option, plan to move around every 30 to 60 minutes.
- There is sufficient space on my desk (table) for the computer, keyboard and mouse, and any printed material from which I'll be working.
- I am able to raise the computer monitor so that the top of the screen is at eye level.
- If my computer is a laptop, I will be using an external keyboard and mouse.
- I have a place at home where confidential documents can be secured.

Safety Hints

Ensure you are not in the same static position for longer than 30 - 60 minutes at a time. This is of particular importance if the chair and/or table being used is not ergonomic by design.

Consider breaks such as:

- Eat lunch away from your desk
- Stand up when answering a phone call

Slips, trips and falls are a major cause of injury in any workplace. When working from home, please ensure:

- The floor space around the work area is kept free from items that could cause you to trip (this would include both work-related items, and items of a domestic nature).
- If ascending or descending stairs, use a handrail if provided to safely assist in this activity.

I acknowledge that I have read the information above, and have as far as practicable, ensured my home workspace is safe and free of hazards.

Employee Signature

Date

Please email this to your manager. If you cannot scan a signed version, please email your manager confirming you have read the document and made your workspace safe.



Commissioner's Instruction

No: 05 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – Inmate Movements between correctional centres and court complexes

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

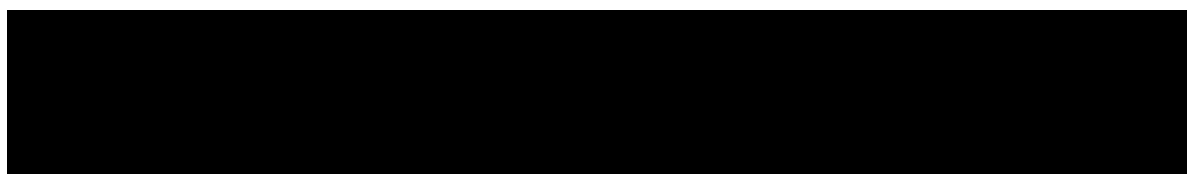
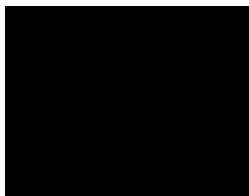
INSTRUCTION

To support the health and safety of our staff and inmates it has been determined to limit transfers across the State to essential movements only and to cease non-urgent medical appointments until further notice.

Essential movements of inmates at this time include:

- the movement of inmates from Court Cells to reception centres and then once classified, out to gaols of classification. Ensuring the flow of remand bed placements via escorts between centres and court complexes is critical;
- urgent medical escorts (not COVID - 19 related);
- the movement of high security inmates who pose an unacceptable risk in the normal population and require Commissioner placement into the High Risk Management Correctional Centre; and
- a (not COVID - 19 related) transfer that is essential for the good order and security of a correctional centre. Any such transfer requires the approval of the Assistant Commissioner, Custodial Corrections or Assistant Commissioner, Security and Intelligence.

The maintenance of ability to receive fresh custody inmates at the Metropolitan Remand and Reception Centre and other reception centres is critical.





Commissioner's Instruction

No: 06/ 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – Suspension of social visits to NSW correctional centres

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

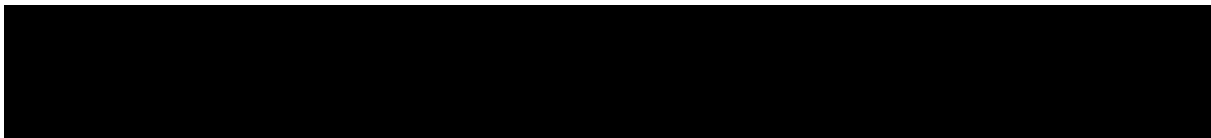
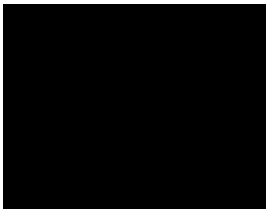
INSTRUCTION

The suspension of social visits to all CSNSW correctional facilities pursuant to Commissioner's Instruction No: 02/2020 has been extended.

This is designed to minimise the risk of transmission of COVID-19 to correctional centre staff and inmates. Governors and Managers of Security of correctional centres must ensure that all staff and inmates are kept informed of these arrangements and the reasons for them.

During this period, access to phone calls by inmates must be prioritised by Governors and Managers of Security, consistent with the security and safety operational requirements of the facility.

These arrangements will be reviewed regularly and updated as necessary.





Commissioner's Instruction

No: 07/ 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – Changes to Community Corrections service delivery

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

The following temporary measures are designed to manage the impact of COVID-19 on the work of community corrections and the need to ensure a continued focus on community safety.

Community Corrections office visits and offender interviews

Community Corrections Offices will remain open and staffed by a minimum number of staff. Any in person offender contact must occur safely with the relevant health standards being observed in accordance with NSW Health Advice. Phone interviews and use of AVL facilities should be used wherever possible.

Home visits

Home visits by Community Corrections officers are suspended until further notice except for:

- Offenders on Extended Supervision Orders,
- Offenders classified as a Terrorism High Risk Offender,
- Tier 2 High and Tier 3 High risk offenders, and
- Tier 3 Medium-High risk offenders.

Video (eg facetime) or audio phone calls are to be the primary means of maintaining contact with offenders in the absence of home visits.

Drug and alcohol testing, programs and Community Service Work

All drug and alcohol testing of offenders, group programs in Community Corrections locations and Community Service Work are suspended.

Working from Home

Wherever possible staff will be enabled to work from home. The following applies:

Apple MAC users should be update to the latest OS version as some users on older versions have experienced issues.

<https://www.dcj.nsw.gov.au/coronavirus-information-for-staff/working-from-home/technology-for-flexible-working-justice>

The Remote site details are: <https://remote.dcj.nsw.gov.au/>

Staff can also access their emails and some other online services through the Justice Portal:

<https://portal.justice.nsw.gov.au/>

Communications to staff

The safety of staff, the community and offenders is our paramount concern. A comprehensive response plan to COVID-19 including alternative service delivery for community corrections has been developed.

The A/Assistant Commissioner, Community Corrections and Directors will distribute details on changes to service delivery and workload management on 23 March. Communication of these changes to staff is critical and must be a priority for all senior Community Corrections staff.

These arrangements will be reviewed regularly and updated as necessary.





Communities
& Justice

COVID-19 Response Plan

Community Corrections CSNSW

**Rescinded
Replaced by 2020/72**



COVID-19

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AND STAY HEALTHY**

Overview

Key objective

- *To manage the impact of COVID-19 on staff safety and well-being whilst fulfilling our obligations to the community*

Our approach

- Suspend Community Service Work until further notice
- Suspend drug and alcohol testing for at least 30 days
- Introduce new stages of workload management
- Suspend field/home visits until further notice (*exceptions* apply)
- Implement alternative methods to face-to-face contact with offenders

NB: Suspension of group work/programs has already commenced

Overview

Key enablers

- Increased use of technology to facilitate alternative methods of service delivery
- Increased hygiene and safety precautions in all circumstances
- Streamlined communication channels
- Purchase of 300 additional mobile phones



Suspend Community Service Work

CSW is suspended until further direction is issued

- Offenders to be credited 7 hours per week during this suspension period
- Community Service Organisers and Community Service Administrative Assistants to be temporarily allocated alternative work tasks
- Community Service Field Officers to be temporarily redeployed to Community Corrections Offices or Residential Centres to assist with relevant tasks

Suspend drug and alcohol testing

Drug and alcohol testing is suspended for at least
30 days

Alternative methods of monitoring drug and alcohol use to be implemented, including:

- observing the offender
- discussions with the offender during interviews
- assessing the offender's general level of functioning
- obtaining information from third parties

Introduce new stages of workload management

- Stages 1, 2 and 3 are to continue to be implemented in line with existing protocols to manage workload
- Stage 4 has been developed following Stage 3 strategies being exhausted
- Stage 5 has been developed following Stage 4 strategies being exhausted
- Key focus is on maintaining services for the highest risk offenders when capacity is reduced

Rescinded by 2020/12

Alternative methods to face-to-face contact with offenders

Field/Home visits

- Are suspended until further notice except:
 - for ESO, THRO and T2/T3 high and T3 medium-high offenders
 - in cases where there are specific risk factors that cannot be adequately managed through other means
- Video calls (or phone calls) to be used instead
- Appropriate Hygiene standards always to be applied with use of Personal Protective Equipment where required

Alternative methods to face-to-face contact with offenders

Community office visits

- Offenders should be moved onto phone reporting (including video calls) wherever possible
- Offenders should only be admitted to an interview room if adherence to current Health guidelines for hygiene are observed and screening questions have been asked.

Alternative methods to face-to-face contact with offenders

Inmate interviews

- Increased use of AVL facilities or phone as an alternative to face-to-face interviews with inmates in correctional centres
- If face-to-face contact is the only option, the interview should only proceed if appropriate hygiene safeguards are implemented in line with current health advice

NB: We are currently working to expand AVL availability to staff and further updates will be provided through your Manager and Director

Increased use of technology

Increased mobile phone access to facilitate alternative methods of face-to-face contact

- Roll-out of 300 additional mobile phones to be distributed across the state
- These mobiles will have the capacity to video call offenders



Rescinded by 2020/172

Increased use of technology

Access to CSNSW computer systems in home environment is now available to facilitate flexible working options provided levels of productivity can be maintained

- 5,000 Citrix licenses available across the state that facilitate using home computers with access to CSNSW network/systems
- Laptops already rolled out to all regional locations
- Roll-out of laptops to metropolitan locations in April/May 2020



Refer to Commissioner's Instruction 04/2020 for working from home policy regarding COVID-19 special arrangements

Increased hygiene and safety precautions

- Increased cleaning across office locations

**Rescinded
Replaced by 2020/172**



Staff training and engagement

- All training for Community Corrections is temporarily suspended until further direction is issued
- The *exception* to this is Primary Training classes, which will continue as scheduled
- Face-to-face staff engagement days are also temporarily suspended. Directors and Managers are to ensure that staff engagement via other forms is maintained



Communication and updates

- Daily check-in with ComCor Executive Team, Assistant Commissioner and CSNSW Command Post
- Daily check-in with Managers by Directors
- Managers to provide regular updates to staff
- Weekly updates to all staff from Assistant Commissioner
- Updates from the CSNSW Command Post (with ComCor representative)
- Enquiries can be sent to:
 - CSNSWCoronavirusCommand@justice.nsw.gov.au

Replaced by 2020/12

Issues Log

- This will be maintained centrally to keep a register of issues requiring clarification
- Current issues being worked on relate to the serving of Form 2s and specific scenarios regarding electronic monitoring requirements

Any other issues to be included?

Rescinded
Replaced by 2020/172





COVID-19

**HELP STOP
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Resource Management and Service Delivery COVID 19 Guidelines Community Corrections

The following guidelines are to supplement the Guide to Workload Management and local Business Continuity Plans. These are temporary measures, which are to be applied immediately until further notice.

Where there are conflicts between this document and other directions on management of COVID 19 and existing Community Corrections policy, this document and COVID 19 directions take precedence.

Otherwise, policy and procedure are to continue to be applied as usual.

Any enquiries should be raised with your Manager. Managers will have regular briefings with their Directors, who in turn will have regular briefings with the Assistant Commissioner and the CSNSW Command Post.

This guide only relates to community based offices and parole units. Residential Facilities will have separate individual contingency plans developed with their Manager and Director.

For the latest coronavirus information for staff, please visit the [DCJ website](#) and the [CSNSW intranet](#).

Last updated 23/03/2020

Guidelines for resource management and service delivery

There are three key principles on which these guidelines are based. Interpretation of the guidelines, and of Community Corrections policy, should use the principles as the context for decision making where a clear answer is not available.

1. The safety of staff, the community and offenders is paramount.

The COVID 19 pandemic creates circumstances where these objectives may need to be balanced with one another. For example, maintaining current methods of service delivery in this climate to minimise offender risks may in effect increase staff safety concerns. We need to manage the impact of COVID 19 on these staff safety concerns and well-being whilst fulfilling our obligations to the community.

2. Service standards to be met via alternative service delivery methods.

Face-to-face contact should be minimised, especially in circumstances where there is less control over the physical environment. Alternatives should be found where possible, and where risk can be adequately managed.

3. Resource priority must be based on the highest risk.

When resources are limited (e.g. reduced staff, or reduced access to other services) the highest risk cases must be given priority first.

This means reducing services to other cases as needed to keep services proportional to resources available, and not overloading staff. Excessive stress leads to poor decision making and increases vulnerability to illness.

The level of service delivery will depend on the availability of staff, as with current workload management, and will need to be constantly assessed. Reduced staff levels may not always equate to a need to reduce services.

For example, if COVID 19 impacts on Police and Courts, the overall workload may reduce by a similar amount of any staffing reduction in Community Corrections.

If staff are still at work (including work from home arrangements) and have manageable workloads then service delivery standards should still be met. This will be achieved through alternative methods of offender contact. Reductions in service levels should only occur if staffing resources are less than what is needed to manage demand.

Managers will need to assess the impact of workload on staff through regular communication. Workload values may not accurately represent workload, in particular where strategies such as reduced contact are being used (ie workload values may be higher than actual workload).

COVID 19 Guidelines:

Alternative Service Delivery

The following are guidelines for alternative means of service delivery to meet policy and service delivery requirements.

Arrangements such as work from home may be used as appropriate, in consultation with management and any current COVID 19 directives. Arrangements for each location will be determined by local management. As a general rule, work from home is to be used as much as possible, while keeping the minimum staff on site necessary to ensure service delivery is maintained. This must include skeleton staff during business hours to respond to offenders reporting to the office.

All staff should ensure that work from home plans include clear responsibilities and outcomes to be achieved.

Compliance with any [Health](#) guidelines about hygiene measures must also occur at all times.

Programs, drug and alcohol testing and other conditions

All programs and drug and alcohol testing are to cease until further direction is issued. Many community based services such as AOD, mental health or other counselling may also not be available due to closures or service restrictions in other agencies.

This may prevent some offenders from being able to comply with officer directions or conditions on their order.

Offenders must be advised that they will not be disadvantaged, and will not be held at fault if their order contains conditions that are unable to be administered due to COVID 19. Officers should try to develop alternative strategies, including referrals to phone based support services, and direct intervention using PGI exercises over the phone.

The exception to this will be where the inability to access a program or service results in a significant risk to community safety. This is very unlikely to be the case for most offenders on community based orders, and is more likely to apply to some T3 High offenders, including parolees and ESO offenders. Refer to guidelines on breaches below.

Community service work

All community service work is suspended until further direction is issued.

All community service work offenders will be credited for the period during which work is shut down. Any adjustments can be recorded as an override at a point in

time where work is in a position to resume, as suspension may be ongoing. Further direction regarding calculation of work credit, such as hours to be credited, will be issued at a later date.

Offenders must be directed to ensure they advise Community Corrections of any changes to contact details, and that they will be notified if work resumes.

Any orders expiring in the interim may be discharged as completed, with the closure of work due to COVID 19 noted as the reason for discharging any outstanding hours.

Staff involved in the administration of community work (ie field officers, CSOAAAs) should be used to support other activities where possible.

Case plans

Case plans should be maintained for all supervised offenders to ensure they accurately reflect the current risks the offender presents, and the strategies in place to manage the offender.

Wherever possible, the 'live' case plan approach should be taken, with CCOs updating the case plan as supervision progresses rather than waiting for the review date.

With increased risk of larger numbers of staff becoming sick, up to date case plans and clear action plans (using the RIDA format) will become essential to allow others to quickly and efficiently take over supervision.

Home visits

Home visits are to only undertaken for T2 High, T3 Medium High and T3 High risk offenders. No visits to other offenders are required, unless there are specific risk factors that cannot be adequately managed through phone reporting and third party enquiries. Visits should not proceed if there are concerns regarding staff safety that cannot be mitigated. In these circumstances the Manager must be advised.

'Virtual' visits may be undertaken using video calls (i.e. using a smartphone) in place of physical visits (i.e. for those offenders where an actual home visit is no longer required). This may include asking the offender to show the officer around their residence and interview co-residents. This may not always be possible or practical for all offenders, depending on what devices they have and whether they agree, but should be considered as an option.

The technology used will depend on the devices being used by the office (e.g. iPhone, Android) and by the offender, but might include Facetime or Skype. Reasonable directions regarding use of smartphones to facilitate visits may be given if necessary to manage a particular risk. Staff must ensure they are not using personal accounts to contact offenders.

Any offender who has specific risk factors or circumstances where it is foreseeable that a home visit may be needed at some point (even if the specific situation that

may trigger a visit has not yet arisen) must have this identified in their case plan. The specific risk or issue the visit would be targeting must be clearly identified.

This will enable Managers and Directors to make a sound assessment of whether a home visit is needed if a crisis arises in the absence of the supervising officer.

Community interviews

Interviews at the office are lower risk than home visits, as the physical environment can be more easily controlled to ensure appropriate standards of hygiene and distancing.

Nonetheless, interviews at the office should be minimised, with offenders being moved onto phone reporting wherever possible. This should include use of video interview where available.

This is both in order to reduce the number of persons at the office, as well as to reduce the need for offenders to travel to the office, in particular using public transport.

Phone reporting should continue to include use of intervention activities such as PGI. There are numerous phone based counselling and support services which deliver services exclusively via the phone. Although phone contact can be more challenging, intervention work will mean we are continuing to meet our aim to change offender behaviour.

For offenders who may be at elevated risk due to anxiety over COVID 19, or increased stress due to containment in their home, maintaining the intervention role will be especially important. It may be appropriate to increase frequency of contact with offenders who are particularly isolated.

Strategies and experiences in adapting to a phone based role should be discussed amongst teams or offices, and the Practice Manager.

Where interviews may continue to occur

Instances where interviews at the office may be appropriate include offenders who:

- are reporting for the first time either from court or custody
- do not have access to a phone
- have a specific and significant risk factor that cannot be addressed by phone reporting (and would be addressed by reporting in person)
- present with a crisis needing immediate attention

Offenders reporting direct from court or following release from custody should be seen at the time they report (i.e. not given a future reporting date) to reduce the need for further reporting.

Where possible this interview should be done by the officer that the offender will be allocated to, although it is noted this may not be feasible if on site staff levels are

low. This interview should focus on obtaining offender contact details, details of significant others, establishing rapport, and setting expectations regarding supervision and reporting obligations.

Offenders should only be admitted to an interview room if adherence to current Health guidelines for hygiene are able to be observed. This includes ensuring that offenders are asked the screening questions prior to admission to interview.

Strategies such as use of program rooms (i.e. a larger space to maintain adequate distance), or interviewing offenders at the counter may be used to minimise risk as deemed appropriate.

If there is any concern that the offender may have been exposed to COVID 19, the offender should be briefly spoken to at the counter to be instructed to phone their nearest medical clinic / GP for further advice, and given details to call back once they have done so.

In the event that there are no staff working from the office, due to a full shutdown or all staff working remotely, clear signage should be arranged to provide instructions to offenders who attempt to report. This includes reporting centres that are unable to be maintained.

Inmate interviews and pre-release

All offenders being admitted into custody are being screened for COVID 19.

However, movement must be minimised to reduce the risk of transmission of COVID 19 into a Correctional Centre by a staff member. Where possible inmate interviews should occur AVL or phone from outside of the Centre.

This may not always be possible, depending on technology, staffing, competing demands from other inmate services, and other arrangements at each correctional centre.

Managers will need to determine the most appropriate arrangements at each Centre, in consultation with Centre management.

In some cases, face to face contact may be the only viable option. This should only proceed if appropriate hygiene safeguards are implemented, in line with current Health guidelines.

Where there is limited access to inmates, such as limited AVL placements, not all inmates may be able to be accessed. Priority regarding which inmates are contacted first must be guided by the priority indicated in the pre-release stages (PR1 PR2 and PR3). In general, SPA inmates should be prioritised over statutory releases.

Pre-release inquiries with any proposed co-residents should occur via the phone, rather than home visits. Risk Mitigation Plans should still be completed by the community, and appropriate consideration will need to be given to what is practical given COVID 19 restrictions.

Third party contacts

Third party contacts should continue to occur, as in most cases these are already conducted by phone or e-mail.

There may be fewer service providers available to conduct checks with, due to closure of other agencies.

A high frequency of contact with a single third party, such as a co-resident or partner, should not occur solely for the purpose of meeting SDS. However, in some cases increased contact may be appropriate, in particular where the third party is willing to engage and is residing with the offender.

A risk based approach must be applied, including assessment of what information the third party will be able to provide and the likely impact of frequent calls of their willingness to cooperate. The focus of third party inquiries should be on monitoring of risk factors and supporting behaviour change strategies.

Suspension

Suspension may occur by notifying the offender in writing via letter, e-mail or text that their supervision conditions are being suspended. The offender does not need to sign the Offender Active Orders Report.

Where possible confirmation should be obtained from the offender that they are aware of the suspension. This may be done verbally or via return letter, email or text. If reasonable efforts to obtain a response from the offender are unsuccessful, suspension may still proceed.

Responses to breach or inability to supervise

In circumstances where offenders are unable to be contacted after reasonable efforts via phone, text, e-mail or letter, breach action may be taken as usual.

For offenders on parole or RHD, revocation may be sought if there is a serious and immediate risk to community safety, as per existing policy. This may include circumstances where inadequate supervision is able to be provided due to COVID 19 measures and there is a clear and identifiable risk as a result.

Any breach or application for revocation should clearly identify the risk to the community, and the reasons why it cannot be adequately managed.

If the offender has ceased contact but the offender does not present a significant risk to community safety, then this must be stated in the report.

This will allow courts and SPA to differentiate between matters of community safety and those which can be de-prioritised. Minimising returns to custody for technical breaches, where community safety is not at risk, will assist with the management of COVID 19 in Correctional Centres.

Note that court operations will also be impacted by COVID 19. Breaches for failure to report on community based sentences for less serious offences may not be given priority in court listings. Courts are also likely to take into account COVID 19 concerns by offenders as a reason for not maintaining contact. Breach reports should, where possible, demonstrate these concerns have been addressed.

Court reports

Court reports may be prepared using alternative strategies as described above.

Supervision plans must identify that restrictions on interviews and service availability will occur while COVID restrictions are in place, and will be reassessed once restrictions are lifted. Plans should continue to identify relevant strategies that can be put in place (e.g. PGI via phone, and referrals still available).

Offenders may still be assessed as suitable for community service work in sentencing assessments reports, but the report must note that work has been suspended due to COVID 19 and the offender will be credited on a weekly basis until restrictions are lifted.

Drug Court

Drug Court service delivery should be guided by risk management principles outlined in this document, and will need to be adjusted in line with changes occurring within the Court.

High risk, ESO and THRO offenders

Wherever possible, management of T2/T3 High, T3/Medium High and ESO offenders must not be compromised. While alternative methods such as phone reporting may still be used, increased frequency of contact should be considered to compensate for reduced reporting, if resources permit.

For ESO teams some offenders may need to be referred for management by community offices early on if staff levels reduce, as none of the Stages will apply.

Electronic monitoring

Electronic monitoring should be maintained unless suspension or removal is indicated in the Stages. Latex gloves, must be worn when fitting or removing equipment, and Health guidelines adhered to at all times.

In circumstances where it is unsafe to remove an anklet, such as where an offender is infected with COVID 19, removal may occur by any means necessary. This may include options such as medical staff cutting the anklet off if an offender is admitted for treatment.

Any anklets being returned to EEMG must be sealed securely in a robust plastic bag.

COVID 19 Guidelines:

Resource Management

Stage management

The following stages provide additional guidance over the existing stages in the Guide to Workload Management. Stages 1-3 contain minor updates from the existing Guide. Progression to each stage should only occur when the previous stage has been exhausted. Directors must be advised each time there is a change in the Stage being applied to the office.

These stages should be used as guidelines in conjunction with existing resource management policy and any local BCPs.

Stage 1 No significant stress.

Implement alternative service delivery strategies, and ensure work is up to date and workload management strategies are being routinely applied to minimise the impact if there are sudden staff absences.

Stage 2 Moderate resource stress.

Some reductions are needed to maintain reasonable workload for staff, and integrity of service delivery. Reduce service levels in moderate risk / moderate impact cases.

Stage 3 High levels of resource stress.

Aggressive reductions are needed to maintain reasonable workload for staff, and integrity of service delivery. Reduce service levels in moderate risk / moderate impact cases.

Stage 4 Critical levels of resource stress.

Resources are at a bare minimum. Focus on the most serious and high consequence activities, such as management of T3 High, and cease all other work. For ESO teams, identify alternative locations to supervise.

Stage 5 Office shutdown.

Divert offenders to other locations with some capacity, including remote phone reporting.

COVID 19 Resource Management: Supervision

The highest risk and consequence offenders must always be prioritised for whatever resources are available.

Stage 1 – Preparation

Follow the Stage 1 guidelines for Workload Management, including equitable allocation of workload, ensuring staff are working to current policy, and office structures are efficient.

Case plans should be prioritised to ensure the offender can be easily managed by any other staff member on short notice, including staff from other locations.

Maintain suspension of lower risk and stable T1 medium risk offenders as per policy. This should occur even where officers are not at maximum workload, as it will assist to create a buffer to reallocate work on short notice if needed.

Stage 2 – Reduce service levels for Medium / T1 High risk

Continue suspension strategies into T2 Medium, T3 Medium and T1 High, starting with those who are the most stable and have been on supervision the longest.

Contact frequency may be reduced (e.g. to 3 weekly or monthly) if there are concerns regarding full suspension. This decision and the required contact frequency must be documented in the case plan.

Ensure triaged offenders are processed as quickly as possible, with minimal inquiries.

Stage 3 – Reduce service levels for higher risk

Suspend all triaged offenders immediately. Suspend any low risk offenders that are otherwise unable to be suspended by policy, including serious and sex offenders and those subject to EM.

Stage 4 – Maintenance of T3 High

Suspend any medium risk offenders that are otherwise unable to be suspended by policy, including serious offenders and those subject to EM. T2 Medium High and High offenders should be suspended starting with those who are most stable. EM equipment should be removed prior to suspending.

Stage 5 – Office shutdown

Office phones and generic e-mail are to be diverted to an alternate location. This should ideally be a neighbouring office, but may be any location with capacity to provide support either via phone or reporting to the office.

The alternative office is to place the offenders from the closed office into its priority assessment, and determine capability to provide remote supervision in line with the above stages.

COVID 19 Resource Management: Court reports

Reports for offenders in custody or with more serious matters must be prioritised for whatever resources are available.

Stage 1 – Preparation

Follow the Stage 1 guidelines for Workload Management, including equitable allocation of workload, ensuring staff are working to current policy, and office structures are efficient.

Managers should establish contact with local courts to advise of strategies that will be implemented in the event of reduced staffing capacity. Managers should continue to update courts throughout all stages.

Stage 2 – Shorten report content

Minimise enquiries and report length for reports relating to less serious matters, with less work on non-violent, non-sexual local court matters.

Stage 3 – Desktop assessment on triage reports

Reports for triaged offenders can state that the offender is low risk, without any further assessment. If available, minimal information may be included from a desktop review.

As the majority of low risk offenders are suitable for work, courts may be advised that the offender is suitable for work without any further assessment.

The offender will be reassessed when work resumes. If they are not suitable at that point the matter will be returned to court or SPA for variation.

Reports for high risk, violent and sex offenders will continue

Stage 4 – Cease local court reports for community offenders

Reports for offenders in custody, District and Supreme Court matters to be prioritised. Reports to be completed on any available information, with any limitations noted.

Courts to be advised that reports are unable to be provided in all other cases.

Stage 5 – Office shutdown

Office phones and generic e-mail are to be diverted to an alternate location. This should ideally be a neighbouring office, but may be any location with capacity to provide support either via phone or on the ground.

The alternative office is to place the offenders from the closed office into its priority assessment, and determine capability to provide reports in accordance with the above stages.

COVID 19 Resource Management: Pre-release

The highest risk and consequence offenders must always be prioritised for whatever resources are available.

Stage 1 – Preparation

Follow the Stage 1 guidelines for Workload Management, including equitable allocation of workload, ensuring staff are working to current policy, and office structures are efficient.

Commence work with inmates as soon as possible, prioritising SPA releases, and obtain information regarding post release plans. Assume that establishing contact with inmates will become more difficult, and may not be possible in some cases.

It will be easier to prepare a report with reduced staff if basic details are already known. As most SPA reports are prepared over 9 months, there should be few cases where no contact at all has occurred, provided efforts commence early on.

Stage 2 – Reduce service to lower risk statutory releases

Cease pre-release preparation (including RMP) for lower risk statutory releases, including medium risk offenders with non-violent, non-sexual offences. Risk may be estimated if not available based on the offending history in OIMS.

Offenders with no pre-release preparation will be managed the same as a release direct from court. They will need to report to their local office, and will be managed in accordance with the Supervision stages in place at that location.

Stage 3 – Reduce service to medium risk statutory releases

Cease pre-release preparation for medium risk and T1 High statutory releases. If an LSI-R is not available, de-prioritise offenders with non-sexual offences.

Adjournments may be sought for SPA releases where necessary, but should be for the minimum necessary.

Stage 4 – Critical reports only

Prioritise SPA reports for lower and medium risk offenders (i.e. those with a reasonable prospect of release), in particular where the NPP has expired. If reports for high risk offenders cannot be completed, provide brief advice to SPA noting that release cannot be recommended due to the apparent risk and lack of information.

Stage 5 – Office shutdown

Office phones are to be diverted to an alternate location. This should ideally be a neighbouring office, but may be any location with capacity to provide support either via phone or on the ground.

The alternative office is to place the offenders from the closed office into its priority assessment, and determine capability to provide remote support.

COVID 19 resource management and alternative service delivery

1. **The safety of staff, the community and offenders is paramount.**
2. **Service standards to be met via alternative service delivery methods.**
3. **Resource priority must be based on the highest risk.**

Service delivery standards must continue to be met where possible using alternatives such as phone contact and video calls in place of face to face interviews and field visits. The focus of offender management does not change.

Any face to face contact must only proceed where Health guidelines for hygiene and social distancing are able to be complied with, including asking offenders if they are at risk (any travel, recent exposure, feeling unwell) *before* proceeding to interview.

Home visits are only required for T2 High and T3 Medium-High and High risk offenders, or where there is a specific need to manage risk.

Stage	Supervision	Court reports	Pre-release
1	Existing guidelines applied Case plans up to date Suspend low and stable T1 medium	Existing guidelines applied Communicate with local court	Existing guidelines applied Contact inmates early whilst able to
2	Suspend stable T2, T3 medium, T1 high Extend reporting for less stable Minimal inquiries on triage offenders	Reduce detail of reports for less serious	No work with low statutory No work with less serious medium statutory
3	Immediate suspense of triage offenders Suspend low risk EM, sex offenders	Report triage result with no assessment Suitable CS work on triage result only	No work with medium statutory No work with T1 High statutory Request adjournments if needed
4	Suspend medium risk EM Suspend T2 high, starting with most stable Maintain T3 High	Prioritise offenders in custody Prioritise higher courts Advise other reports unable to be provided	Prioritise low risk reports Recommend against high risk, no report
5	Office shutdown Divert to another location Assess ability to provide remote support	Office shutdown Divert to another location Assess ability to provide remote support	Office shutdown Divert to another location Assess ability to provide remote support

**Rescinded
Replaced by 2020/72**

Last updated 23/03/2020



Commissioner's Instruction

No: 08 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – Corrective Services NSW – Essential Services instructions

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

The NSW Premier yesterday announced a progressive shut down of non-essential services.

CSNSW is an essential part of the State's service delivery and must maintain its services to ensure the safety and security of the NSW community.

The following arrangements apply from midday 23 March 2020 until further notice.

Correctional Centres

All staff working in a Correctional Centre must continue to attend work in accordance with rosters, unless they are sick or are required to self-isolate in accordance with health directions. This includes all Services and Programs staff, Psychologists, Industries and Education, Case Management and Classification staff.

Directors and Governors/Managers of Security are to determine whether there are non-essential administrative staff who may work from home in accordance with the work from home guidelines.

Community Corrections

Community Corrections staff are to work from home to maintain delivery of services remotely, where possible. Staff will still be required to maintain an adequate level of coverage in Community Corrections offices. This includes

services to less stable offenders, those at higher risk and on ESO / THRO orders. Commissioner's Instruction 07 – 2020 refers.

Staff working in Residential facilities and Transitional Centres are providing an essential service and required to attend the workplace.

Security & Intelligence

Security & Intelligence Units also provide essential services. This includes staff within Court Escort Security Unit, Electronic & External Monitoring Unit, Corrections Intelligence Group, Fire Safety & Operations, Technical Security and Security Operations Group. Staff are required to attend work locations, unless sick or required to self-isolate in accordance with health directions.

Any flexible work arrangements will be managed via the Unit Manager.

Administrative support for Security & Intelligence will be centralised as required and the Business Manager will coordinate work from home arrangements.

Head Office services, Investigations, Contract Monitoring, Brush Farm, Prison Bed Capacity Program and other support services

Assistant Commissioners, Directors and Managers will determine what is essential and advise staff accordingly. A large number of staff should be able to work from home.

Services such as Sentence Administration and the State Parole Authority are essential services and Directors and Managers will advise staff directly about how work will be undertaken.

Accessing systems from home

Information about accessing the CSNSW IT system is available at <https://www.dcj.nsw.gov.au/coronavirus-information-for-staff/working-from-home/technology-for-flexible-working-justice>

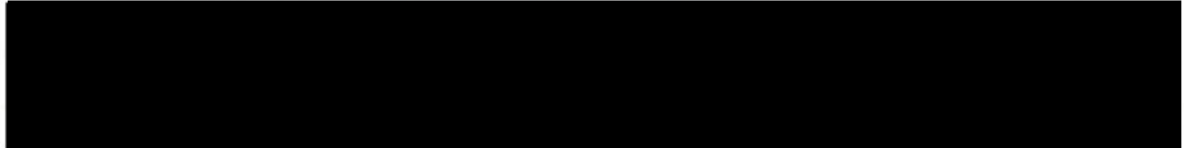
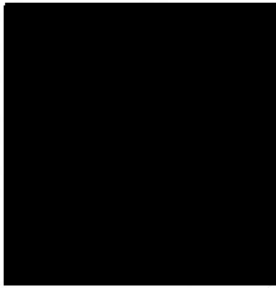
The Remote site details are: <https://remote.dcj.nsw.gov.au/> For Apple MAC users, you will need to update to the latest OS version as some users on older versions have experienced issues.

Staff can also access their emails and some other online services through the Justice Portal: <https://portal.justice.nsw.gov.au/>

Further advice

Further advice will be provided as it becomes available. Staff can continue to email questions to CSNSWCoronavirusCommand@justice.nsw.gov.au

Staff can also access the Employee Assistance Program provider Benestar on [REDACTED] if they require support at this time.





Commissioner's Instruction

No: 09 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure - Arrangements for deferral of the Prison Bed Capacity Adjustment Program

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Careful consideration has been given to deferring the Prison Bed Capacity Adjustment Program during the current COVID-19 situation and in light of recent Government announcements.

Given extensive progress on certain activities, I confirm the following arrangements will apply:

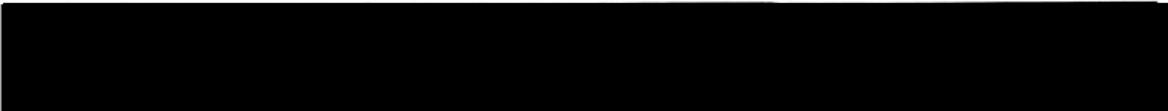
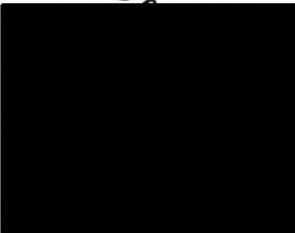
- All announced closures, repurposing and taking beds off line projects will continue. This includes finalising staff placements and voluntary redundancies.
- No decision will be made on future bed reduction projects until the end of April. Timelines will then be reviewed and further advice provided.

For clarity, consultation and implementation will continue at the following centres:

Retirements: Berrima, Brewarrina, Ivanhoe and Grafton

Repurposing: Kariong and Emu Plains

Taking beds off line: Glenn Innes, Mid-North Coast, Cessnock, Shortland, Bathurst, Kirkconnell and Lithgow





Commissioner's Instruction

No: 10 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – Suspension of inmate external leave, programs and work activities

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

The *Crimes (Administration of Sentences) Act 1999* makes provision under section 6(2) and section 26 for inmates in a range of circumstances to be temporarily absent from a correctional centre or correctional complex. As of midday 26 March 2020, external activities and programs facilitated under section 6(2)(c) and section 26 of the *Crimes (Administration of Sentences) Act 1999* are to cease on a temporary basis. This includes:

- Any community work outside the correctional complex
- Any education and training outside the correctional complex
- Any employment related activity outside the correctional complex
- All day and weekend leave
- Relevant activities undertaken by Stage 2 inmates at the Compulsory Drug Treatment Correctional Centre under the provisions of section 106D(3).

The scope of this Instruction extends to inmates that are residents of Parramatta and Bolwarra Transitional Centres.

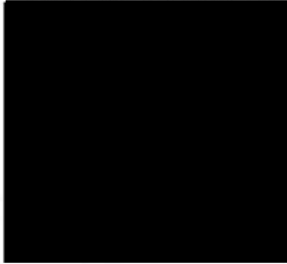
The Commissioner may approve external leave or employment or other activity outside of a correctional complex by exception only. Any request for exemption must be directed in the first instance to the Command Post.

In recognition of the potential impact of the suspension on some businesses, there may be a need for a phased withdrawal of employment related leave for some inmates. In these circumstances, a submission to the Commissioner



may be made that sets out how the risks may be effectively managed for a limited period of time.

These arrangements are in place to address the risk of transmission of COVID-19 and entry into the custodial environment.





Commissioner's Instruction

No: 11 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – Receiving offenders from NSW Police and transport of offenders

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

To ensure the continued safe custody of offenders received from NSW Police Force (NSWP) and CSNSW Court Cells, and housed in correctional centres the following instructions apply:

- CSNSW will not refuse custody remanded offenders from the NSWPF or Courts on the basis of COVID-19 concerns.
- Court Escort Security Unit staff must follow Local Operational Procedure 2020/001 on receiving and transporting offenders suspected or confirmed to have COVID-19. This is to ensure their own safety and to reduce the risk of transmission.
- No correctional centre is to refuse receiving an inmate from CSNSW Court Cells due to suspected or confirmed COVID-19 infection.
- CSNSW staff are to liaise with Justice Health to ensure temperature checks are conducted before and after escort between correctional centres.
- Inmates housed in a correctional centre suspected of having COVID-19 must be isolated in situ and referred to Justice Health for assessment.
- No inmate assessed by Justice Health as suspected or confirmed to have COVID-19 is to be transported from one correctional centre to another, until such time they have been cleared by Justice Health based on the advice of Population Health.



- Staff members responsible for maintaining secure custody including during any transport of an inmate or service provision that Justice Health suspects or has confirmed to have COVID-19, must wear PPE and ensure the inmate is wearing a surgical mask.





Commissioner's Instruction

No: 12 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – Staff Training

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

All Brush Farm Corrective Services Academy (BFCSA) training except for Primary Training courses across a number of disciplines is suspended effective 5pm 26 March 2020 until the end of May 2020.

If you are enrolled in a training course you will receive an email confirming cancellation of the course. All BFCSA accommodation bookings for the above period have been cancelled. If you have made travel arrangements it is an individual's responsibility to cancel these bookings. The situation will be regularly reviewed and further advice issued as required.

These cancellations do not affect the CSNSW Learning Management System online short courses. You are encouraged to complete your online mandatory training as soon as possible - <http://csnsw.janison.com/jportal/>

For further information contact the training unit manager via [REDACTED]

[REDACTED]

[REDACTED]





Commissioner's Instruction

No: 13 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – Suspension of third party providers/contractors entry into correctional centres

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Group education and training providers

Effective 27 March 2020, group based education and program activities delivered by external organisations other than BSI Learning, LSC Psychology, Chaplaincy services and approved service providers in private correctional centres are temporarily suspended.

The following conditions will apply to group activities in correctional centres:

- Managers are to consider appropriate group sizes for programs delivered by the approved service delivery partners, as well as space between all individuals (inmates and facilitators);
- Appropriate hand washing facilities (with soap) and additional hygiene items are to be made available to participants;
- Equipment including desks, counters and common areas are to be cleaned on a daily basis;
- Inmates with flu-like symptoms, or deemed unwell by Justice Health & Forensic Mental Health Network (or St Vincent's Correctional Health, GEO Health) are not to participate under any circumstance;
- Subject to approval by the Governor or Manager of Security doors are to remain open to minimise surface touching.

Programs and services delivered by CSNSW (or GEO, MTC/BRS) staff will continue, informed by local safety, security and operational requirements.



Other contractors

Only the following external contractors will be permitted entry to correctional centres:

- Essential building and maintenance work;
- Work on essential technology and security systems;
- Building and commissioning work related to critical new bed infrastructure at Parklea, Junee, Mid North Coast, Bathurst, Outer Metropolitan Multi-Purpose and High Risk Management Correctional Centres as well as Clarence Correctional Centre;
- Contractors associated with Prison Bed Capacity Adjustment Program;
- Prison Bed Capacity Program contractors working on projects, or parts of projects, where access occurs via designated construction gates / access ways that are separate from the operating prison.

These measures are designed to limit the volume of people regularly entering correctional facilities to help stop the spread of COVID-19 and protect staff and inmates.

Further information on program delivery and advice on hygiene and use of common areas used for programs will be disseminated by Assistant Commissioner, Offender Management and Programs.

All external contractors/third parties entering CSNSW correctional centres must comply with current visitor restrictions regarding health, overseas travel and close contact with anyone diagnosed with COVID-19.





Commissioner's Instruction

No: 14 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – Inmate phone calls

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

All inmates are to be advised that their trust accounts will not be debited for up to three phone calls each week. This arrangement will remain in place for a period of four weeks.

Existing policy and procedures relating to call time limits and calls only to approved contact lists will continue to apply.

The four week period will commence Friday 27 March 2020. During this period further work will be undertaken to increase the availability of video visits in correctional centres using tablets and other devices.

These measures are intended to mitigate risks to the good order and security of correctional centres that may arise if inmates contact with families continues to be curtailed.

Subsidising telephone calls will ensure that inmates who don't have the means will be able to maintain contact with family and friends while social visits are suspended.

Governors must ensure appropriate access to phones for inmates. Governors are to ensure all inmates are aware of the new telephone call arrangements and ensure Inmate Delegate Committees are notified.





Commissioner's Instruction

No: 15 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – **Temporary inmate use of tablets with SIM cards in correctional centre visiting sections for social visits**

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

To support continued contact between inmates and their family and friends tablets with SIM cards will be made available for inmate use to facilitate approved video visits.

Under my authority, as Commissioner, pursuant to section 253G of the *Crimes Administration of Sentences Act 1999* I provide lawful authority for tablets, SIM cards, charging stations and tablet chargers supplied by CSNSW to be:

- brought into and conveyed out of a correctional centre;
- made available in correctional centre visiting sections for inmates to use to participate in approved video visits;
- used under appropriate supervision by CSNSW officers;
- securely stored in an area within the correctional centre, designated by the Governor or Manager of Security, when not in use and for the purposes of charging the tablet.

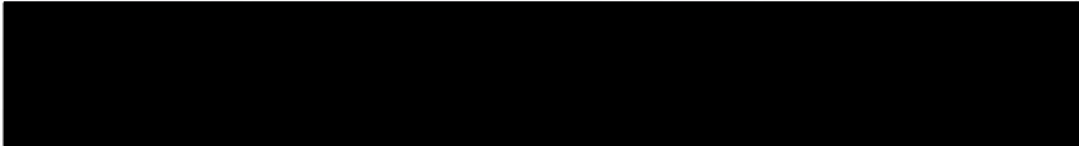
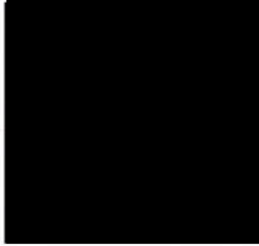
The authority under this instruction only applies to tablets, SIM cards, charging stations and tablet chargers that have been supplied by CSNSW expressly for inmates to use to conduct approved video visits.

Staff are reminded that it is an offence under s 253G(2)(b) the *Crimes (Administration of Sentences) Act 1999* for a person to bring or attempt to bring anything into a place of detention without lawful authority. This includes



a mobile phone, tablet or any device capable of sending voice or other data over a mobile telephone network. The use of non-approved devices for a purpose other than in this Instruction, would therefore be an offence.

The COPP will be updated shortly to include reference to the video visits policy. Governors and Managers of Security will be responsible for developing local operating procedures.





Commissioner's Instruction

No: 16 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – **Personal Protective Equipment**

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

The appropriate use of Personal Protective Equipment (PPE) during any contact with an inmate suspected of having COVID-19 is critical for the health and safety of CSNSW staff.

Measures when dealing with an inmate suspected of COVID-19

- Immediately isolate the inmate
- Provide the inmate with a surgical mask
- Contact Justice Health staff on site or After Hours NUM on [REDACTED]

Interactions with a suspected or confirmed case of COVID-19

- Follow hand hygiene guidelines prior to putting on PPE
- Apply PPE before entering the room/area. PPE includes a surgical mask, protective eyewear, disposable gloves and long sleeve gown

After interactions with a suspected or confirmed case of COVID-19

- Remove and dispose of gloves and follow hand hygiene process
- Remove and dispose of PPE and repeat hand hygiene process
- Dispose of any contaminated items as per Local Operating Procedures
- Decontaminate surfaces according to published COVID-19 Environmental Cleaning Guidelines
- Decontaminate equipment using published fact sheet information
- Repeat hand hygiene



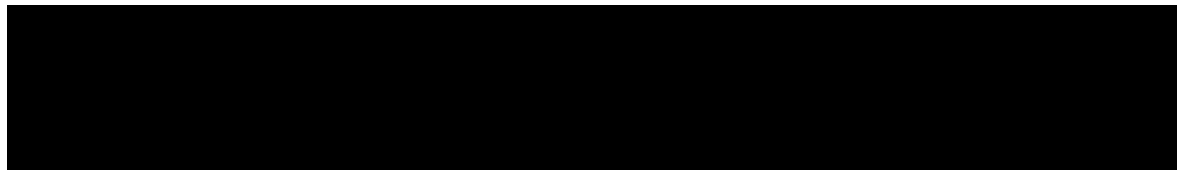
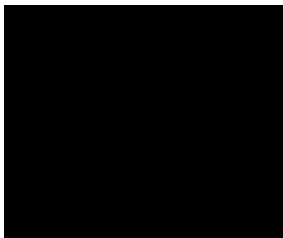
CSNSW PPE protocols are based on resources and advice provided by Justice Health and NSW Health and updated as required.

Justice Health will advise of all appropriate infection control protocols.

Governors, Managers of Security and General Managers are to ensure that health and safety advice including PPE is prominently displayed in workplaces.

Governors, Managers of Security and General Managers are to continue to advise the Command Post of any PPE stock issues.

Privately operated centre staff are to seek guidance from their health providers onsite.





Commissioner's Instruction

No: 17 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure –
Procurement of Personal Protective Equipment (PPE)

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Effective immediately, all CSNSW business areas including Custodial Corrections, Security & Intelligence, Community Corrections and Corrective Services Industries are to cease separate sourcing and procurement of all items that fall under the following 9 product groups:

1. Hand sanitiser
2. Examination gloves
3. Disinfectant wipes
4. Hand wash soap
5. Masks
6. Eyewear
7. Gowns/overalls
8. Paper Products
9. Other (ICT, vehicles)

Refer to the attached table which provides additional details of specific items within each product group.

Department of Communities and Justice (DCJ) Centralised Procurement Team are now responsible for procuring across the cluster.

All requests for products that fall within the 9 product groups are to be forwarded to the Command Post who will be responsible for collating and submitting requests as a Division to the Centralised Procurement Team.



All business units are now required to provide weekly inventory to the Command Post and are to report on all 9 product groups by close of business on Wednesdays due to DCJ reporting requests. The current CSNSW template will be updated to reflect the additional reporting requirements.

Business as usual procurement outside of the 9 product groups will continue as usual.



01/31



Replaced





Commissioner's Instruction

No: 18 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – Establishment of Isolation Hubs

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

The isolation of any inmate confirmed positive for COVID-19 is a critical protective measure for the health and safety of both inmates and staff. The process of isolation will be managed to take into account the health and well-being needs of inmates and reduce the risk of COVID-19 spread in the correctional system.

To ensure that we maintain our ability to isolate infected inmates, a percentage of our overall operational capacity will be set aside for exclusive use of one out cell placements. As a minimum requirement each cell will have a cell door hatch, shower and toilet. This will ensure that an infected inmate can be managed safely in a self-contained environment that minimises traffic into and out of cells and limits direct contact with staff. This is an essential element of our comprehensive strategy for keeping staff and inmates safe in the event that we experience confirmed infections in our correctional centres.

Dedicated cells will be located in Isolation Hubs in the following centres: Bathurst, Dillwynia, Goulburn, Junee, Mary Wade, Mid-North Coast, Outer Metro Multipurpose, Shortland, Silverwater Women's, South Coast and Wellington Correctional Centres as well as Long Bay Correctional Complex and the Metropolitan Remand and Reception Centre. The requirement for additional cells will be reviewed as required.

Inmate transfers

In the event that the Justice Health and Forensic Mental Health Network (JH&FMH) Public Health team or GEO Health and St Vincent's Correctional Health for privately operated centres, confirms that an inmate has tested positive for COVID-19, the inmate will be transferred to an Isolation Hub either at the centre where they are currently located or a nominated centre with a



vacant Isolation Hub bed. Transfer between correctional centres under these circumstances is a priority and will be treated as an exception to Commissioner's Instruction 05/2020 that generally prohibits movements between centres. All transfers will be co-ordinated by the Command Centre and approved by the Assistant Commissioner Custodial Corrections on the advice of the JH&FMH Population Health team.

To establish the Isolation Hubs, inmates may need to be moved to free up currently occupied cells. This is an approved exception to Commissioner's Instruction 05/2020.

Commissioner Instruction 11/2020 mandates that inmates in a correctional centre suspected of having COVID-19 must be isolated in situ and that no inmate suspected or confirmed to have COVID-19 is to be transported from one correctional centre to another until they have been cleared for escort by JH&FMH based on the advice of Population Health. These conditions remain in place.

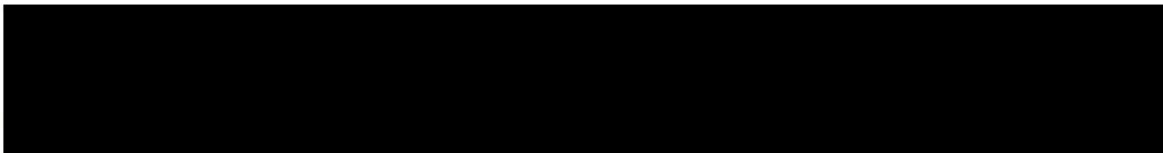
Maximising available beds

To ensure that we maximise cell capacity across the entire correctional centre estate, a number of beds identified for closure under the Prison Bed Capacity Adjustment Program will remain open. This impacts Mid-North Coast, Shortland, Lithgow, Kirkconnell, Emu Plains and Wellington correctional centres. These beds will remain available for use until Clarence Correctional Centre and additional beds at Dillwynia are operational.

Procedures for staff

Our approach continues to be guided by expert advice including from the Ministry of Health and JH&FMH. Procedures and protocols are being developed rapidly to ensure staff have the information and guidance they need to safely implement these changes to operations. This will include detailed instructions on the safe transport of inmates with confirmed infections and routines for managing inmates in isolation, including access to health services, the conditions under which inmates will be confined in cells, strategies for mitigating potential adverse psychological consequences of isolation and clarity on the legislative framework that we can rely on to authorise an inmate to be held in an isolation hub.

Escort staff as well as staff working in Isolation Hubs will receive special training and required to strictly observe protocols essential for ensuring their safety.





Commissioner's Instruction

No: 19 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – **Expedited COVID-19 testing for correctional centre staff**

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Corrective Services NSW has been working with the Justice Health and Forensic Mental Health Network to ensure expedited COVID-19 test results for staff who work in correctional centres. Correctional centre staff at all locations are categorised as "urgent – essential services workers".

Expedited test results support and inform your return to work and avoid prolonged anxiety. This is particularly helpful in the case of negative test results which can take longer to be returned to you.

In order to ensure your test is prioritised you must inform the person conducting the test you work in a high priority area in Corrective Services like a Correctional Centre, Court Escort Security, Security Operations Group etc.

This will ensure your test can be tracked.

If you need to be tested present to a **Local Health District COVID-19 Assessment Centre**

(<https://www.health.nsw.gov.au/Infectious/diseases/Pages/coronavirus-clinics.aspx>)

Once you have been tested, in order to receive your result you must:

- Email JHFMHN-COVID-19@health.nsw.gov.au
- Use the subject line "CSNSW COVID-19 Priority Testing"

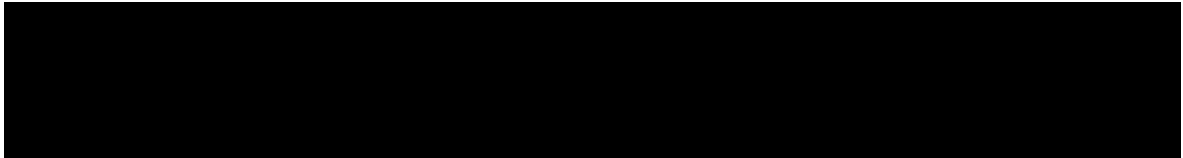
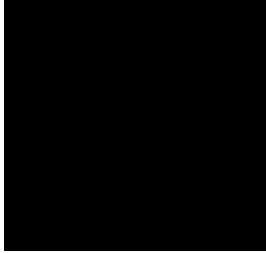


- Include in the email confirmation of your consent, your full name, date of birth, and contact number.

Strict confidentiality will be maintained at all times.

The Population Health team will contact you with the result and advise you if you need to self-isolate or are clear to return to work.

Note if you attend a private pathology clinic to have your test completed, Population Health will not have visibility and cannot prioritise your result.





Commissioner's Instruction

No: 20 / 2020

For the information of all CSNSW staff

Subject: Reminder of obligations for all CSNSW employees to co-operate with CSNSW Investigations

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

All CSNSW employees are reminded of their obligation relating to investigations carried out by the CSNSW Investigations Branch and those carried out by the CSNSW Professional Standards Branch.

Such investigations include those of a death in custody, escapes and other critical incidents arising within Corrective Services NSW sites or work locations.

As well as investigations into allegations of misconduct under section 69 of the *Government Sector Employment Act 2013* ('the GSE'), investigations also extend to fact finding enquiries and general investigations into alleged serious misconduct by employees.

The following documents outline obligations to which all CSNSW employees must adhere:

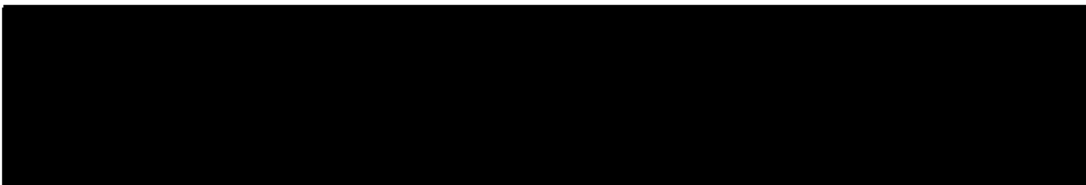
- Contractual obligations (including Common Law to obey lawful directions and co-operate with an employer);
- The NSW Department of Justice Code of Ethics and Conduct and the NSW Guide to Conduct and Ethics;
- The *Crime (Administration of Sentences) Regulation 2014* ('the CAS Regulation'), particularly Part 16;

- The GSE Act and related rules and regulations generally;
- The Custodial Operations Policy and Procedures Manual ('the COPP');
- The Community Corrections Policy and Procedures Manual ('the CCPPM');
- Commissioner's Memorandum 2014/35; and
- Any other policy, procedure, Commissioner's Memorandum or Commissioner's Instruction in which employee obligations are detailed.

When investigations are being conducted into incidents such as those described in paragraph two above, CSNSW employees are reminded of the following:

- If a CSNSW employee is involved or a witness to an incident, he or she must complete an incident report (see section 13.1.4.1 of the COPP and section E, part 1 of the CCPPM).
- Where a death in custody occurs, CSNSW employees must cooperate with CSNSW investigating officers (see section 13.3.2.6 of the COPP).
- Further when a death in custody occurs CSNSW employees must complete an incident/witness report (see section 13.3.4.1 and 13.3.4.2 of the COPP).
- In any investigation if a statement or participation in an interview is sought from a CSNSW employee by an investigating officer an employee must obey such lawful direction (as per the Common Law duties to obey lawful directions and cooperate with an employer, or in the case of a correctional officer under subclause 242(3) of the CAS Regulation).
- Employees must report an incident honestly and accurately from their knowledge without recourse to CCTV footage, advice or assistance from another employee.
- Employees must be honest and truthful at all times and must not make any statement that they know is false and misleading (Clause 251 of the CAS Regulation).
- Refusal to comply with a lawful direction may result in misconduct action against the CSNSW employee; and
- Support can be provided to CSNSW employees through the Employee Assistance Program.

The obligations of CSNSW employees are subject to all staff being entitled to assert their right to silence. However, if this right is asserted, the Commissioner is still entitled to take action on the basis of the evidence he has been able to collect from other sources in relation to the incident.





Commissioner's Instruction

No: 21 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – **Quarantining of new reception inmates**

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

As an additional measure to address the risk of a new inmate bringing COVID-19 into the custodial environment, all new inmates entering correctional centres will be quarantined in a designated area within a correctional centre, separate from the general inmate population for 14 days.

The following correctional centres will be able to receive and house new receptions for the initial 14 days of quarantine in custody: Metropolitan Remand and Reception Centre Parklea; Mid North Coast; Tamworth; Grafton; Wellington; Broken Hill; Silverwater Women's; and Junee.

The Court Escort Security Unit will conduct all inmate transport.

New inmates will be screened by Justice Health reception at the centre before commencing the 14 day quarantine period. After the 14 day period, Justice Health will assess the inmate and advise if they can be managed with the general inmate population.

Each nominated reception centre will have an area designated for holding inmates during the quarantine period. Inmates held in these areas must not mix with inmates held in any other part of the centre during the quarantine period.



The steps involved in the 14 day quarantine period are:

1. Inmate (group of inmates) received into 24 hour court cell
2. Inmate (group of inmates) transferred to a designated reception centre by Court Escort Security Unit
3. Once received into the reception centre, the inmate (group of inmates) will commence a 14 day quarantine period in the designated quarantine area within that centre
4. The inmate (group of inmates) will be managed in accordance with existing centre protocols
5. Upon completion of the 14 day quarantine, Justice Health will advise if the inmate is fit to be transferred into the general population
6. Where groups of new inmates are received into a centre within the period of 14 day quarantine, the groups will be managed independently

Information to be provided on reception

Staff are to provide inmates with relevant information to ensure that inmates are fully informed about the need for quarantining and how long they will be required to be in quarantine.

Management of inmates in quarantine

While new inmates are to be held in quarantine for a 14 day period, there are no changes to how the inmate is to be managed. Existing centre protocols and access to services are to apply.

Context

Commissioner's Instruction 11/2020 mandates that inmates in a correctional centre suspected of having COVID-19 must be isolated in situ and that no inmate suspected or confirmed with COVID-19 is to be transferred until cleared for escort by the Justice Health and Forensic Mental Health Network on the advice of Population Health.

Commissioner's Instruction 18/2020 established Isolation Hubs in 13 correctional centres that will house inmates confirmed COVID-19 positive.





Commissioner's Instruction

No: 22 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – **Commissioner Release to Parole**

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

As part of the COVID-19 Legislation Amendment (Emergency Measures) Bill, amendments to the *Crimes (Administration of Sentences) Act 1999* (CAS Act) allow for the release of an inmate to parole by way of a Commissioner's order.

Having regard to s. 276 of the CAS Act, the documents attached to this Instruction set policy and procedures relating to:

- Identifying eligible offenders
- Assessment of eligible offenders
- Establishment of Assessment Panels to consider and recommend eligible offenders
- Decision making and approval process for the making of a Commissioner's order

The authority provided under the amendments to make an order releasing an inmate to parole, is for a prescribed period only.





Procedures for releasing offenders to parole under the COVID-19 emergency provisions

1. Background

This document outlines the procedures for releasing offenders to parole under the COVID-19 emergency provisions set out in section 276 of the *Crimes (Administration of Sentences) Act 1999*.

The provisions allow the Commissioner of Corrective Services NSW (CSNSW) to order parole for certain offenders who would not otherwise be eligible for parole, if the Commissioner is satisfied it is reasonably necessary due to the risk to public health or to the good order and security of a correctional premises for reasons arising from the COVID-19 pandemic.

The provisions may or may not be used, depending on the operational needs of CSNSW to manage COVID-19 related issues. If used, the provisions may be applied to a small or larger number of offenders, for example, all eligible offenders in a particular centre or all eligible offenders with 6 months or less to serve.

If the provisions are invoked, the procedures in this document will need to be implemented quickly and with the co-operation of several areas across CSNSW, including:

- Classification and Placement
- the Commissioner's Office
- Community Corrections
- Corrections Research, Evaluation and Statistics (CRES)
- Custodial Corrections

- Offender Services and Programs
- a Secretariat in head office to co-ordinate administration
- Sentence Administration
- the State Parole Authority (SPA).

The relevant Assistant Commissioners will advise their staff if the provisions are invoked.

Please send any enquiries about these procedures to comcor.policy@justice.nsw.gov.au.

2 Identifying eligible offenders

2.1 Legislative and policy criteria

The legislation sets out which offenders are eligible to be released under section 276 and which offenders are excluded from being released.

Eligible offenders are those offenders whose:

- health is at higher risk from the COVID-19 pandemic due to an existing medical condition or vulnerability
- EPRD is within 12 months.

Excluded offenders are those offenders who:

- are serving sentences for murder, serious sex offences, offences of a sexual nature and terrorism offences
- are serving life sentences
- are serious offenders
- are serving commonwealth sentences
- are subject to continuing detention orders
- are national security interest inmates
- are classified AA, A1, A2 or E1 (males) and 5, 4 or E1 (females).

CSNSW has imposed additional policy restrictions on which offenders may be released. The current policy excludes offenders who:

- are identified as high risk, based on a TRAS score of over 0.35 or an LSI-R rating of Medium-High or High
- have had a Static 99-R or SOSA applied in the last 3 years
- are due for parole consideration by SPA in the next 4 weeks
- are serving a balance of parole
- may be deported.

Before ordering parole, the Commissioner must have regard to:

- the risks to community safety of releasing the offender
- the impact of the release of the offender on any victim whose name is recorded in the Victims Register
- in the case of an offender who has previously been convicted of a domestic violence offence (within the meaning of the *Crimes (Domestic and Personal Violence) Act 2007*), the protection of the victim of the domestic violence offence and any person with whom the offender is likely to reside if released
- the availability of suitable accommodation for the offender if released.

2.2 Generating the list of eligible offenders

CRES will generate a list of all eligible offenders taking into account:

- the eligibility criteria outlined above
- advice from Justice Health about vulnerable offenders
- the extent to which the provisions will be applied based on advice from the Commissioner.

2.3 Additional information to be provided by CRES

On the list of eligible offenders, CRES will provide additional information that will be necessary when assessing offenders for release. This includes identifying offenders who:

- are a public interest (PRLC) inmate
- have an active immigration alert
- have an active Victims Register alert
- have a record of domestic violence offending in OIMS.

2.4 Offender assessment groups

CRES will sort the eligible offenders into 3 assessment groups, Groups A, B and C, because there is a different assessment process for each group. The groups are as follows:

- **Group A** includes offenders who have 6 weeks or less until their EPRD and are serving a fixed sentence or are a statutory release
- **Group B** includes offenders who have more than 6 weeks until their EPRD and are serving a fixed sentence or are a statutory release
- **Group C** includes offenders who are SPA releases.

2.5 Distributing the list of eligible offenders

CRES will send the list of eligible offenders to:

- the Community Corrections Policy Manager for Group A offenders
- the relevant Parole Unit Managers for Groups B and C offenders
- the Secretariat for all offenders.

3 Assessing offenders

The assessing officer will collect information and complete the [Emergency release coversheet](#) (Annexure 1) for each assessment group, but the level of enquiries made and assessment undertaken will be more extensive for Groups B and C.

3.1 Overview of assessment process for each group

For **Group A**, a brief desktop assessment will be undertaken without any contact with the offender or staff. The purpose of the assessment is to identify any significant risks, taking into account that the offender would otherwise be released within a short period even without an order under section 276.

For **Group B**, the offender and relevant correctional centre staff will be contacted, but there will not be any assessment by the receiving Community Corrections location. The purpose of the assessment is to identify any significant risks, taking into account that section K7.6.3 of Community Corrections policy sets out procedures for managing offenders who are released without a risk mitigation plan.

For **Group C**, the offender, relevant correctional centre staff and the receiving Community Corrections location will be contacted. The process will involve the usual risk mitigation plan process, including assessment and planning by the community location, but a pre-release report will not be prepared for SPA. This group may have additional conditions included on their parole order if required.

3.2 Administrative procedures for assessments

For each group, the assessing officer must make a recommendation for or against parole. The assessment must be sent to the Secretariat with a recommendation by the due date. All assessments must be sent to the Secretariat as Word documents, and neither physical nor electronic signatures are required.

3.3 Accessing inmates for assessments

Custodial Corrections staff must prioritise and facilitate access to offenders in Groups B and C to ensure that assessments can be undertaken and completed in a timely manner.

3.4 Checking immigration status

Before progressing with a Group A, B or C assessment, the assessing officer must check the offender's immigration status. If the offender will be deported or taken into immigration custody, or their immigration matters are not yet resolved, the assessing officer does not need to proceed with the assessment. The assessing officer must instead:

- complete the *Details* and *Other issues* sections of the *Emergency release coversheet*

- enter a comment in the coversheet indicating the OIMS source (e.g. case note) of the offender's current immigration status
- email the coversheet to section276@justice.nsw.gov.au.

4 Assessing Group A offenders

4.1 Timeframes for Group A assessments

Group A assessments must be completed as soon as possible, within a maximum of 1 week of the Community Corrections Policy Manager receiving the list of eligible offenders from CRES.

4.2 Allocating Group A assessments

The Community Corrections Policy Manager must allocate Group A assessments to available Community Corrections Project Officers who have previous operational experience.

4.3 Registering Group A assessments

The Community Corrections Policy Manager must arrange for the Secretariat to register and assign Group A assessments in OIMS using the code *ISO - SS276 - Short S276 assessment* in the *Admin Community* caseload.

4.4 Collecting information for Group A assessments

The Project Officer must:

- review the information provided by CRES
- review recent reports, case notes, case plan and alerts in OIMS
- undertake an AVO check in Justicelink if the offender has a record of domestic violence offending in OIMS
- determine whether arrangements have been made for the offender's release or a post-release address is available.

If the offender does not have a post-release address, a Set 2 Go referral may be made at the time of release.

4.5 Completing Group A assessments

For Group A offenders:

- the Project Officer must complete the *Emergency release coversheet*
- the Community Corrections Policy Manager must review the coversheet
- the coversheet must be emailed to section276@justice.nsw.gov.au.

5 Assessing Group B offenders

5.1 Timeframes for Group B assessments

Group B assessments must be completed as soon as possible, within a maximum of 1 week of the Parole Unit Manager receiving the list of eligible offenders from CRES.

5.2 Allocating Group B assessments

The Parole Unit Manager must allocate Group B assessments to a Community Corrections Officer where possible. If needed, the Manager may contact the Regional Support Manager to determine if Offender Services and Programs staff are able to assist by undertaking Group B assessments.

Parole Unit Managers must prioritise offenders who already have a completed *Risk mitigation plan*, and these offenders must not be allocated to a Services and Programs Officer.

5.3 Registering Group B assessments

The Parole Unit Manager must arrange for an Administrative Assistant to register and assign Group B assessments in OIMS using the code *ISO - S276 - Short S276 assessment*.

5.4 Collecting information for Group B assessments

For Group B:

- a completed *Risk mitigation plan* means that parts A-D have been completed and the Parole Unit considers the plan appropriate
- Manager and Director approvals are not required
- contact with the Community Office is not required.

5.4.1 If the offender has a risk mitigation plan

If the offender has a completed *Risk mitigation plan*, the Community Corrections Officer does not need to collect any further information.

5.4.2 If the offender does not have a risk mitigation plan

If the offender does not have a completed *Risk mitigation plan*, the Community Corrections Officer or Services and Programs Officer must:

- review the information provided by CRES
- review recent reports, case notes, case plan and alerts in OIMS
- undertake an [AVO check in Justicelink](#)
- find out where the offender intends to live
- contact a co-resident to check for any significant risks
- complete the [Emergency release assessment](#) (Annexure 2).

If the offender does not have a suitable post-release address, the Officer must refer the offender to Set 2 Go.

5.5 Completing Group B assessments

5.5.1 If the offender has a risk mitigation plan

For offenders who have a *Risk mitigation plan*:

- the Community Corrections Officer must complete the *Emergency release coversheet*
- the Community Corrections Officer must attach the *Risk mitigation plan* to the coversheet
- the Unit Leader must review the coversheet and the plan
- the coversheet and plan must be emailed to section276@justice.nsw.gov.au
- the papers must be stored on the offender's Case History
- the Unit Leader must arrange for an Administrative Assistant to discharge the ISO.

5.5.2 If the offender does not have a risk mitigation plan (CCO assessment)

For offenders who do not have a *Risk mitigation plan* and the assessment was undertaken by a Community Corrections Officer:

- the Community Corrections Officer must complete the *Emergency release coversheet*
- the Community Corrections Officer must attach the *Emergency release assessment* to the coversheet
- the Unit Leader must review the coversheet and the assessment
- the coversheet and assessment must be emailed to section276@justice.nsw.gov.au
- the papers must be stored on the offender's Case History
- the Unit leader must arrange for an Administrative Assistant to discharge the ISO.

5.5.3 If the offender does not have a risk mitigation plan (SAPO assessment)

For offenders who do not have a *Risk mitigation plan* and the assessment was undertaken by a Services and Programs Officer:

- the Services and Programs Officer must complete the *Emergency release coversheet*
- the Services and Programs Officer must attach the *Emergency release assessment* to the coversheet
- the Senior Services and Programs Officer must review the coversheet and the assessment
- the coversheet and assessment must be emailed to section276@justice.nsw.gov.au and to the Parole Unit Manager

- the Parole Unit Manager must arrange for the papers to be stored on the Offender's Case History and for an Administrative Assistant to discharge the ISO.

6 Assessing Group C offenders

6.1 Timeframes for Group C assessments

Group C assessments must be completed as soon as possible, within a maximum of 2 weeks of the Parole Unit Manager receiving the list of eligible offenders from CRES.

6.2 Allocating Group C assessments

The Parole Unit Manager must allocate Group C assessments to a Community Corrections Officer. Parole Unit Managers must prioritise offenders who already have a completed *Risk mitigation plan*.

6.3 Registering Group C assessments

The Parole Unit Manager must arrange for an Administrative Assistant to register and assign Group C assessments in OIMS using the code *ISO - FS276 – Full S276 assessment*.

6.4 Collecting information for Group C assessments

For Group C:

- a completed risk mitigation plan means that parts A-D have been completed and the Parole Unit considers the plan appropriate
- Manager and Director approvals are not required
- partly completed pre-release reports are not required.

6.4.1 If a pre-release report has been written

If a pre-release report has been written but not yet considered by SPA, the Community Corrections Officer does not need to collect any further information.

6.4.2 If the offender has a risk mitigation plan

If the offender has a completed *Risk mitigation plan*, the Community Corrections Officer must contact the following staff to see if they have any specific concerns about the offender being released:

- the centre's Classification Coordinator
- the offender's Case Management Officer
- any Offender Services and Programs staff currently working with the offender.

6.4.3 If the offender does not have a risk mitigation plan

If the offender does not have a completed *Risk mitigation plan*, the Community Corrections Officer must ensure the full risk mitigation plan process is undertaken as

outlined in section K7 of Community Corrections policy (except for Manager and Director approvals).

The Community Corrections Officer must also contact the following staff to see if they have any specific concerns about the offender being released:

- the centre's Classification Coordinator
- the offender's Case Management Officer
- any Offender Services and Programs staff currently working with the offender.

6.5 Completing Group C assessments

For Group C offenders:

- the Community Corrections Officer must complete the *Emergency release coversheet*
- the Community Corrections Officer must record any recommended additional parole conditions on the second page of the coversheet
- the Community Corrections Officer must attach the *Risk mitigation plan* and the *Pre-release report* (if completed) to the coversheet
- the Unit Leader must review the coversheet, plan and report (if completed)
- the coversheet, plan and report (if completed) must be emailed to section276@justice.nsw.gov.au
- the papers must be stored on the offender's Case History
- the Unit Leader must arrange for an Administrative Assistant to discharge the ISO.

7 Processing assessments

After receiving an assessment package, the Secretariat must:

- record that the assessment has been received
- for Group A offenders, discharge the ISO
- save the assessment package into the offender's Case History in EDRMS
- record the EDRMS document number on the coversheet
- forward the assessment package to the Assessment Panel.

8 Reviewing assessments

8.1 Assessment panels

An Assessment Panel comprising a representative from Community Corrections, Custodial Corrections and Offender Management and Programs will review all assessments. Multiple panels may be arranged as necessary depending on the volume of assessments to be completed.

The Assistant Commissioners must nominate panel members as follows:

- a Community Corrections Director
- a Custodial Director
- a Regional Support Manager or Classification Manager.

8.2 Assessment panel meetings

The Community Corrections Director is responsible for arranging the Assessment Panel meetings which may be held by phone or video conference. The panel must meet as frequently as necessary to ensure that assessments are reviewed as quickly as possible. This may mean meeting daily if necessary.

8.3 Making recommendations

The panel must review each application and make a recommendation for or against release to parole. The majority decision of the panel will proceed.

If the panel recommends parole, the assessment will proceed to the Assistant Commissioner for endorsement. If the panel does not recommend parole, the assessment will not proceed any further.

If the panel requires further information before making a decision, the Community Corrections Director must refer the assessment back to the relevant Parole Unit Manager for follow up.

8.4 Setting a release date

If parole is recommended, the panel must nominate a release date for the offender. The release date must be 7 days from the date of the panel's decision, unless a specific earlier or later date is appropriate (e.g. accommodation is available on a certain date).

8.5 Recording recommendations

The Community Corrections Director must record the panel's recommendation on the *Emergency release coversheet* and email the coversheet and supporting documentation to section276@justice.nsw.gov.au.

9 Processing reviewed assessments

After receiving an assessment package from a panel, the Secretariat must:

- record that the reviewed assessment has been received
- save the reviewed coversheet as a new revision in EDRMS
- if the panel recommended parole, forward the assessment package to the Assistant Commissioner, Community Corrections

- if the panel did not recommend parole for a Group B or Group C assessment, advise the Parole Unit Manager who must ensure the offender is advised of the decision.

10 Endorsing recommendations

The Assistant Commissioner, Community Corrections must review each assessment and endorse or not endorse the Assessment Panel's recommendation.

If the Assistant Commissioner endorses a recommendation for parole, the assessment will proceed to the Commissioner for approval. If the Assistant Commissioner does not endorse the recommendation for parole, the assessment will not proceed any further.

The Assistant Commissioner must complete the *Endorsement* section of the *Emergency release coversheet* and email the coversheet to section276@justice.nsw.gov.au.

11 Processing endorsed assessments

After receiving an endorsed assessment package, the Secretariat must:

- record that the endorsed assessment has been received
- save the endorsed coversheet as a new revision in EDRMS
- if the Assistant Commissioner endorsed the recommendation for parole, forward the assessment package to the Commissioner's Office at commissionersoffice@justice.nsw.gov.au
- if the Assistant Commissioner did not endorse a recommendation for parole for a Group B or Group C assessment, advise the Parole Unit Manager who must ensure the offender is advised of the decision.

12 Approving assessments

The Commissioner must approve or decline all assessments.

Before approving parole, the Commissioner must be satisfied that the assessment process has had appropriate regard to:

- risks to community safety
- the impact on any registered victims
- the protection of domestic violence victims
- the availability of suitable accommodation.

The Commissioner may also consider any other matters the Commissioner considers necessary.

The Commissioner must on the *Emergency release coversheet*:

- record if parole is approved or declined
- sign and date the coversheet.

If parole is approved, the Commissioner must also:

- confirm the release date
- for Group C offenders, confirm any additional parole conditions.

Staff from the Commissioner's office will:

- save the signed coversheet as a new revision in EDRMS
- email the signed coversheet to the Secretariat at section276@justice.nsw.gov.au.

13 Processing approved assessments

After receiving an approved coversheet, the Secretariat must record that the approved assessment has been received.

13.1 Additional processes if parole was approved

If parole was approved, the Secretariat must:

- register the parole order in OIMS using the code *NCB - S276 - Section 276 Parole Order*
- generate the *Offender active orders report*
- send the *Offender active orders report* to the relevant:
 - Parole Unit
 - State Sentence Administration Unit
 - Manager of Services and Programs
- if there is a registered victim, advise the Victims Register at victims.register@justice.nsw.gov.au
- if there is a current domestic violence offence, advise the Women's Domestic Violence Court Advocacy Program at wvcap@legalaid.nsw.gov.au.

13.2 Additional processes if parole was declined

If parole was declined for a Group B or Group C offender, the Secretariat must advise the Parole Unit Manager who must ensure that the offender is advised of the decision.

13.3 Daily reconciliation of releases

At the end of each day, the Secretariat must send a list of all offenders who have been granted parole under section 276 to State Sentence Corporate at osaso@justice.nsw.gov.au for reconciliation.

14 Releasing offenders

14.1 Parole order and reporting arrangements

The Parole Unit should arrange for the offender to sign their parole order (i.e. the *Offender active orders report*) and issue reporting arrangements as normal, and provide the offender with the [Section 276 parole information sheet](#) (Annexure 3). The Parole Unit does not need to update the offender's case plan before release.

The offender's parole order and reporting arrangements must be provided to Inmate Records 3 days before the offender's release date, unless otherwise negotiated with the Inmate Records Manager.

If the Parole Unit has been unable to arrange for an offender to sign their parole order (because the Parole Unit's resources have been compromised, the Parole Unit is unable to access the inmates, or releases need to be processed urgently), the Parole Unit Manager must advise the Inmate Records Manager and arrange for each inmate to be provided with the:

- *Offender active orders report*
- *Section 276 parole information sheet*
- [Generic reporting arrangements](#) (Annexure 4).

14.2 State Sentence Administration processes

After receiving the *Offender active orders report* from the Secretariat, State Sentence Admin (SSA) staff will enter the release date into OIMS and process the release according to normal policy and procedures.

SSA staff will advise the Secretariat and Parole Unit Manager if any changes to an offender's status would prohibit their release under section 276 (e.g. new matters or appeals).

SSA staff will also undertake quality assurance processes by:

- reconciling the daily list of releases received from the Secretariat
- ensuring that releases are correctly recorded as being released using the OIMS release code *Commissioner's parole order – COVID 19*.

14.3 Offender Service and Programs processes

After receiving the *Offender active orders report* from the Secretariat, the Manager of Services and Programs must ensure the NEXUS reintegration session is conducted

and reintegration services (e.g. housing, Centrelink, NDIS) are completed. Outstanding reintegration services must be case noted to ensure Community Corrections is aware of any pending needs.

14.4 Custodial processes

After receiving advice from SSA about a release under section 276, Custodial Corrections will process releases according to normal policy and procedures with the exception of using the OIMS release code *Commissioner's parole order – COVID 19*.

If an offender has not signed their parole order, the releasing officer must:

- ensure the offender signs the order
- place a copy of the signed order on the offender's Warrant File.

15 Supervising offenders

Once a parole order is made under section 276, it works in the same way as other NSW parole orders, including for offenders who were originally subject to a fixed sentence. Community Corrections must manage offenders released under section 276 according to section I of Community Corrections policy.

There is one exception in that the Commissioner (in addition to SPA) has the power to vary or revoke parole orders made under section 276. Community Corrections Officers should send variation and breach reports to SPA as normal and will be notified if the Commissioner varies or revokes an order under section 276(6).

16 Breaching offenders

16.1 Community Corrections breach processes

Community Corrections must manage breaches of parole orders made under section 276 in the same way as other NSW parole orders, according to Section I4 of Community Corrections policy.

If a breach report is submitted to SPA, the Community Corrections Officer must attach a copy of:

- the *Offender active orders report*
- the *Emergency release coversheet* signed by the Commissioner.

16.2 Commissioner's revocation processes

If the Commissioner revokes a parole order made under section 276, the Commissioner must provide the following details to the Secretary of SPA:

- the offender's name and MIN
- the date the Commissioner revoked the order
- the reasons the Commissioner revoked the order.

The Commissioner must also request the relevant Community Corrections Director to provide the following documents to the Secretary:

- the *Offender active orders report*
- the *Emergency release coversheet* signed by the Commissioner.

Once the above information is received, the Secretary must issue a warrant in accordance with section 276(9).

16.3 State Parole Authority breach processes

After receiving a breach report from Community Corrections in relation to a parole order made under section 276, SPA will process the breach according to normal policy and procedures.

16.4 Sentence Administration Corporate revocation processes

After receiving advice from SPA that a parole order made under section 276 has been revoked, Sentence Administration Corporate will process the revocation according to normal policy and procedures.



Commissioner's Instruction

No: 23 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – **Recurrent Expenditures Reporting in CSNSW**

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

For the purpose of tracking, reporting and monitoring all recurrent expenditures relating to COVID-19, the following cost centre and activity code combinations have been activated in Ellipse.

	CC	Loc	Prog	Activity
Office of Commissioner	239	482	6	343
Custodial Corrections	580	482	1	343
Corrections Strategy & Policy	222	482	1	343
Security & Intelligence	509	482	6	343
Community Corrections	560	482	5	343
Governance & Continuous Improvement	205	482	6	343
Offender Management and Programs	370	482	8	343

The relevant account code combinations are to be used by respective branches when raising purchase orders for COVID-19 submissions. For all COVID-19 related expenses approved at local level, the account combinations must be used to capture and enable reporting of all expenditures associated with the management of COVID-19.

Business managers must ensure purchases and expenditure journals comply with relevant legislation, policies and guidelines for general or emergency procurements. Separate advice will be issued for capital expenditures once Work Based Structure project code(s) are created in Justice SAP.



For any questions or advice please contact Meline Tai, Director Corrections
Business Analysis, at [REDACTED]



Replaced by 2020/33





Commissioner's Instruction

No: 24 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – Increase to weekly buy up limit

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

For a period of three weeks commencing 20 April 2020, the weekly buy up limit will increase to \$150.

Governors and Managers of Security are to ensure that Inmate Development Committees and relevant staff are advised.



Rescinded
replaced by 2020/34





Commissioner's Instruction

No: 25 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – Continued suspension of group programs delivered in the community

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Further to Commissioner's Instruction 03/2020, group programs delivered in the community by Offender Services and Programs staff and/or external facilitators will remain suspended until further notice.

Commissioner's Instruction 07/2020 sets out temporary changes to manage the work of Community Corrections and the need to ensure a continued focus on community safety.



Rescinded by 2020/49
replaced by





Commissioner's Instruction

No: 26 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – Inmate phone calls

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Further to Commissioner's Instruction 14/2020, all inmates are to be advised that their trust accounts will not be debited for up to three phone calls each week for a further period of up to four weeks commencing 24 April 2020.

Existing policy and procedures relating to call time limits and calls only to approved contact lists will continue to apply.

The roll out of video visits in correctional centres is continuing, providing inmates with additional opportunities to contact family and friends in the absence of social visits.

Governors must ensure appropriate access to phones for inmates. Governors are to ensure all inmates are aware of the new telephone call arrangements and ensure Inmate Development Committees are notified.





Commissioner's Instruction

No: 27 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – **Inmate Wages**

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

In circumstances where Corrective Services Industries employment ceases in a particular location, the following average wage rates are to apply for those inmates affected:

- Business Units - \$44.50
- Service Units - \$34.74

The application of these wage rates are to apply for the period of time the employment activity is suspended, up to a maximum period of four weeks. Requests for the average wage rates to take effect in any location are to be submitted to the CSI Director Operations Development for consideration and forwarding to the Command Post for approval.

As a further measure to assist inmates during COVID-19, the rate of payment for unemployed inmates is to increase for a period of up to four weeks commencing 27 April. The temporary amended weekly payment will be \$20.20





Commissioner's Instruction

No: 28 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – **Suspension of third party providers/contractors entry into correctional centres**

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Commissioner's Instruction 13/2020 'Suspension of third party providers/contractors entry into correctional centres' is rescinded and replaced by this Commissioner's Instruction. TAFE NSW will recommence services in correctional centres subject to the requirements of this Instruction and existing entry checks and controls in place in correctional centres.

Group education and training providers

Group based education and program activities delivered by external organisations other than TAFE NSW, BSI Learning, LSC Psychology, Chaplaincy services and approved service providers in private correctional centres are temporarily suspended.

The following conditions will apply to group activities in correctional centres:

- Managers are to consider appropriate group sizes for programs delivered by the approved service delivery partners, as well as space between all individuals (inmates and facilitators)
- Appropriate hand washing facilities (with soap) and additional hygiene items are to be made available to participants
- Equipment including desks, counters and common areas are to be cleaned on a daily basis
- Inmates with flu-like symptoms, or deemed unwell by Justice Health & Forensic Mental Health Network (or St Vincent's Correctional Health, GEO Health) are not to participate under any circumstance



- Subject to approval by the Governor or Manager of Security doors are to remain open to minimise surface touching

Programs and services delivered by CSNSW (or GEO, MTC/BRS) staff will continue, informed by local safety, security and operational requirements.

Other contractors

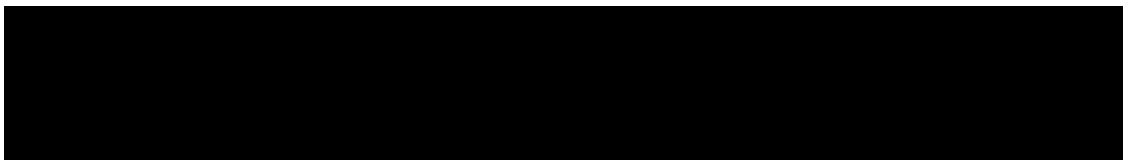
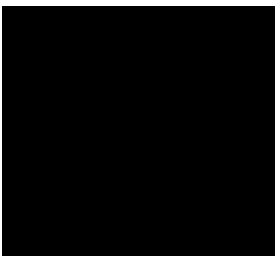
The following external contractors will be permitted entry to correctional centres:

- Essential building and maintenance work
- Work on essential technology and security systems
- Building and commissioning work related to critical new bed infrastructure at Parklea, Junee, Mid North Coast, Bathurst, Geoffrey Pearce and High Risk Management Correctional Centres as well as Clarence Correctional Centre
- Contractors associated with Prison Bed Capacity Adjustment Program
- Prison Bed Capacity Program contractors working on projects, or parts of projects, where access occurs via designated construction gates / access ways that are separate from the operating prison.

Further information on program delivery and advice on hygiene and use of common areas used for programs will be disseminated by the Assistant Commissioner, Offender Management and Programs. Programs and services to inmates managed in Isolation Hubs or Field Hospitals may be subject to other arrangements.

All external contractors/third parties entering CSNSW correctional centres must comply with current visitor restrictions regarding health, overseas travel and close contact with anyone diagnosed with COVID-19. Temperature checks will be conducted on all visitors to correctional centres.

The Commissioner may approve the entry of a provider or contractor not identified in this Instruction by exception only. Any request for an exemption from this Instruction must be directed to the Command Post.





Commissioner's Instruction

No: 29 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – Management of inmates confirmed COVID-19 positive in Isolation Hubs

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

All inmates who have been tested and confirmed positive to COVID-19 will be held in an Isolation Hub located in one of the following centres: Bathurst, Dillwynia, Goulburn, Junee, Mary Wade, Mid-North Coast, Geoffrey Pearce, Shortland, Silverwater Women's, South Coast and Wellington Correctional Centres as well as Long Bay Correctional Complex and the Metropolitan Remand and Reception Centre. An Isolation Hub is a specific area within these correctional centres where positive COVID-19 inmates are housed and managed.

Each cell in an Isolation Hub must have a cell door hatch, shower and toilet. This will ensure that all COVID-19 positive inmates can be managed safely in a self-contained environment that minimises movement in and out of cells and limits direct contact with staff.

The process of isolation must be managed to reduce the risk of COVID-19 spread in the correctional system, and take into account the health and well-being of inmates, and the health and safety of CSNSW staff.

Authorisation of inmate transfers to Isolation Hubs

On the advice from the Justice Health and Forensic Mental Health Network (JH&FMHN) or the medical service providers at Parklea and Junee Correctional Centres that an inmate has tested positive to COVID-19, the inmate will be transferred as soon as practical to an Isolation Hub:

- within their correctional centre of classification, separated from other inmates under section 78A of the *Crimes (Administration of Sentences) Act 1999* (CAS Act), or



- in another correctional centre, under section 23 of the (CAS Act), and once there, managed under section 78A.

All transfers to Isolation Hubs under s23 are to be treated as urgent and undertaken by the Court Escort Security Unit.

Management under s78A allows for the separation of inmates and variations in their conditions of custody for the purposes of care and control to ensure the safe custody, health and welfare of those inmates and the wider inmate population.

Once advised that an inmate is confirmed COVID-19 positive the FM or OIC of the shift must immediately complete and email the s78A placement application to the Command Post CSNSWCoronavirusCommand@justice.nsw.gov.au.

Following an inmate's movement to an Isolation Hub, the FM or OIC of the shift must notify the Command Post and, with the inmate's consent, the inmate's emergency contact person or next of kin.

Management of Isolation Hubs

Governors must ensure the Isolation Hub is adequately staffed 24 hours a day for effective supervision and regular communication with inmates, including regular observations to monitor changes in physical or mental health.

Isolation Hubs will manage inmates who are usually managed in different areas of the correctional centre or in different centres. Prior to an inmate being received into the Isolation Hub, the OIC of that hub must check for active alerts that may impact on inmate management in isolation to ensure all potential risks to inmate and staff safety are identified, managed and minimised.

Information to be provided on reception

Staff are to provide Isolation Hub inmates with relevant information to ensure that inmates are fully informed about their physical isolation including the conditions of their isolation and the likely length of their isolation, if known.

If inmates wish to advise one of their approved phone contacts of the changes in their circumstances, the OIC is to advise Services and Program staff. Services and Program staff are to contact the inmate's identified contact and advise that the inmate is in an Isolation Hub.

Personal protection

All inmates with confirmed COVID-19 received at an Isolation Hub must wear a surgical face mask and be directed to follow standard hand-washing and cough/sneeze protocols. Isolation Hub staff must apply Personal Protection Equipment (PPE) at all times prescribed in this instruction and follow the CSNSW published PPE procedures at all times.

Searching inmates on reception into Isolation Hubs

All inmates must be strip-searched in accordance with s17.1 of the Custodial Operations Policy and Procedures (COPP) on reception. If an inmate's condition makes strip searching prohibitive, the OIC of the Isolation Hub, taking into consideration any medical advice provided by JH&FMHN or the medical service



provider at Parklea or Junee Correctional Centre, may determine to conduct a pat search or make use of an electronic device. The OIC of the Isolation Hub must record the reasons for not strip searching on the inmate's case notes.

Inmate property

All of the inmate's property issued for use in cell is to be transported with the inmate to the Isolation Hub including:

- approved religious texts
- photographs
- food from inmate buy up
- library books
- pen and paper
- their television (if not fixed)

Staff must wear PPE if the inmate requires assistance with moving personal property. All property in the inmate's isolation cell must be decontaminated before being allowed back into the general correctional centre.

Inmates with mental health or at risk of self-harm or suicide

The impact of physical isolation may increase the risk of self-harm, suicidal behaviours and decline in mental health. Correctional Officers must ensure such risks are safely minimised and reduce the potential for staff having to respond to a self-harm or suicide incident.

If an inmate received into an Isolation Hub is identified as being at risk of suicide or self-harm, the OIC of the Isolation Hub is to immediately advise the OIC of the correctional centre and JH&FMHN or the medical service provider at Parklea or Junee Correctional Centre. Inmates must still be managed in accordance with COPP s3.7 *Management of inmates at risk of self-harm or suicide*.

Aboriginal inmates

The OIC of the Isolation Hub must inform the Regional Aboriginal Program Officer (RAPO) attached to the correctional centre and the Principal Manager Aboriginal Strategy and Policy Unit when an Aboriginal inmate is received into the Isolation Hub. Aboriginal inmates will continue to have access to the RAPO via in cell technology where available or via the cell door hatch.

Inmates on segregation orders

If an inmate is received into the Isolation Hub with an active segregation order the order continues to apply for the timeframe imposed. The conditions, including associations, continue to apply. Inmates that meet the criteria for segregated custody (s3.4 of the COPP) due to behaviour while in the Isolation Hub can still be placed on segregation while housed in an Isolation Hub.

Inmates with specific needs

Where an Isolation Hub inmate is identified through the reception process as having specific needs, every effort must be made to effectively manage those needs. These needs may include but are not limited to:



- health/medical issues, in addition to COVID-19 positive
- aged and/or frail
- intellectual or psychiatric impairment
- hearing, sight, physical or speech disabilities
- culturally and linguistically diverse inmates

When an inmate with a State-wide Disability Services alert is received into an Isolation Hub the State-wide Disability Services is to be advised via email SDS@justice.nsw.gov.au

Identified mental health needs

An inmate housed in an Isolation Hub assessed by JH&FMHN or the medical service provider at Parklea or Junee Correctional Centre as requiring additional mental health treatment will be transferred to an Isolation Hub where appropriate services and a bed are available. If an inmate's mental health declines while in isolation but a transfer is not required, the inmate must be monitored in accordance with the relevant medical provider's instructions.

Decline in mental state

If an inmate appears to be in distress, has worsening symptoms or is non-responsive, correctional officers must follow the procedures outlined in COPP s13.2 *Medical emergencies*.

Time out of cell

Given the risk of COVID-19 transmission, time out of cells may be restricted for Isolation Hub inmates. Inmates will be permitted to leave their cells in the case of an emergency (e.g. fire, flooding) or to be transferred to an observation cell. Isolation Hubs will, unless it is not operationally possible, provide time out of cell for all inmates, consistent with the principles and need of isolating COVID-19 positive inmates and the safety and security requirements of the centre. Positive COVID-19 inmates may share common space. Local Operating Procedures are to be implemented regarding the allowance of time out of cell.

All inmates must wash their hands with soap and water for a minimum of 20 seconds prior to leaving their cell and must wear a mask at all times when they are out of their isolation cell.

Cell access for staff

Physical staff interactions with inmates with confirmed COVID-19 must be minimised. Interactions will primarily be through the cell door trap or via cell intercom. Provision of food, oral medication (including OST) and other items (including tablets for video visits) will be provided through the cell door hatch.

Access to health and other services

Inmates must be provided a range of materials and equipment to support their time during isolation. All entitlements, support, activities and services available to inmates under the COPP continue to be delivered subject to the conditions of their isolation and management under s78A. Access to services and support staff is given via the cell hatch door or via in-cell technology where available. If face to

Rescinded and replaced by CI 7/1/2020



face contact must occur, staff must wear appropriate PPE and the inmate must wear a surgical mask.

Inmate communications

Inmates are to be encouraged to maintain contact with their family and social supports by mail and telephone. This contact is beneficial to support a prisoner during their custody, in particular, when social contact is limited. In-cell technology and tablets will be utilised, where available. Isolation Hub staff must ensure that a cell inspection and a cell intercom check (and/or duress alarm) is conducted in each cell daily, along with welfare checks and regular management observations of each inmate subject to physical isolation.

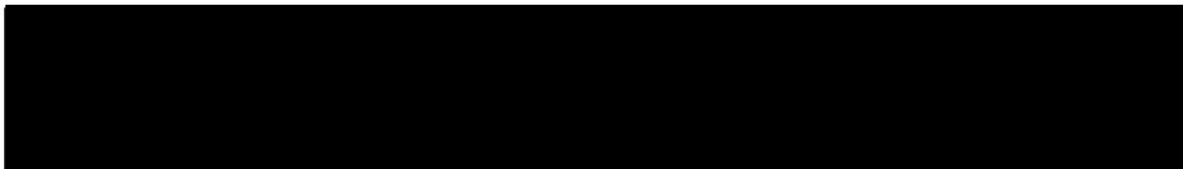
Discharge from Isolation Hub

Inmates will only be released on the written advice of JH&FMHN or the medical service provider at Parklea or Junee Correctional Centre that they are free from COVID-19 and present no contagion risk to staff or other inmates. Inmates will be transferred under s.23 of the CAS Act. The Command Post will be notified in advance of the movement from the Isolation Hub.

Cleaning of cell and decontamination of inmates property

Each cell must be cleared prior to reallocating the cell to a new inmate. Staff must apply PPE to clear out the cell. Prior to discharge from the Isolation Hub the inmate is to place all bedding (sheets and pillow cases) into the provided garbage bag/linen bag and leave it in the cell. The bag is to be clearly marked as containing contaminated linen. Staff must ensure that hospital grade disinfectant is applied to:

- the cell door lock
- the cell door hatch
- any other area of the cell that staff may frequently come into contact with.



d and replaced by CI 17/12/2020





Commissioner's Instruction

No: 30 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – **Transfer of inmates confirmed COVID-19 positive**

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Commissioner's Instruction 18/2020 set out key requirements for Isolation Hubs established in each region where inmates with confirmed COVID-19 are to be placed. All inmates transferred into an Isolation Hub within a correctional centre will be managed under s78A of the CAS Act as per Commissioner's Instruction 29/2020.

Authorisation of inmate transfers to Isolation Hubs

On the advice from the Justice Health and Forensic Mental Health Network (JH&FMHN) or the medical service providers at Parklea and Junee Correctional Centres that an inmate has tested positive to COVID-19, the inmate will be transferred as soon as practicable to an Isolation Hub in another correctional centre under s23 of the *Crimes (Administration of Sentences) Act 1999* (CAS Act). This is a continuation of the current s23 transfer process. All transfers to Isolation Hubs are to be treated as urgent and undertaken by the Court Escort Security Unit (CESU).

Inmate transfers

The transport of inmates in and out of Isolation Hubs will be undertaken by the CESU in a single compartment within a transport vehicle. CESU Officers involved in the transfer of COVID-19 positive inmates will receive targeted training on Personal Protection Equipment (PPE), safe transport and vehicle decontamination. This training has been developed in conjunction with the JH&FMHN. Training for this will be conducted by appropriate CESU staff with Certificate IV Training and Assessment Qualifications.



Pick up inmate from correctional centre

All paperwork, including the s23 order and s78A authority must be completed by reception room staff and provided to CESU officers upon arrival at the centre and prior to the inmate being moved. CESU 1Post must contact the reception room when they are nearing the centre to advise of their estimated time of arrival.

Once advised of the estimated time of arrival, the OIC of the area that the inmate is housed in, is to ensure that all non-involved persons are removed from the area prior to the movement of the inmate.

Correctional centre officer/s must apply the below listed PPE prior to attending the inmate's cell for escort:

- gown
- face mask
- eye protection
- gloves

The inmate who is to be escorted is to be provided with a face mask and directed to wear the PPE. Centre staff are to instruct the inmate to cough and/or sneeze into their elbow. Correctional centre officers are to provide the inmate with a plastic tub(s) and direct the inmate to pack approved property items for use in cell prior to escort. This property may include:

- approved religious texts
- photographs
- food from inmate buy up
- library books
- pen and paper
- their television (if not fixed)

The CESU officers are to exit the vehicle and secure their firearms as per CESU procedure. CESU officers are also to secure their duty belt in the vehicle cabin prior to exiting the vehicle. CESU staff are then to receive and process the documentation from the reception room and secure it in the vehicle as per Reception Room procedures.

CESU officers must wash their hands with soap and running water for at least 20 seconds prior to putting on their PPE. If unavailable, staff should disinfect their hands with alcohol-based hand sanitiser. The following PPE is to be worn:

- gown
- face mask
- eye protection
- gloves



The OIC of the reception room must advise CESU officers prior to the escort of the pre-determined designated walk path for escorting the inmate through the complex. This is to reduce contacts and maintain inmate dignity.

Correctional centre officers must accompany CESU officers to the inmate's cell to provide CESU officers with access to the cell and use the Warrant File to verify the inmate's identity. The number of correctional centre officers will be determined in accordance with the inmate's classification.

The inmate must be strip-searched (s17.1 Custodial Operational Policy and Procedures (COPP)) in their cell by the CESU officers prior to escort. If an inmate's condition makes strip searching prohibitive, CESU officers are to contact CESU 1Post providing all relevant information including any medical advice provided by Justice Health, for the OIC 1Post CESU to determine if a pat search with the use of electronic devices may be undertaken instead. The Senior Escorting Officer must record the reasons for not strip searching on the escort vehicle running sheet.

CESU officers are to provide disposable gloves to the inmate and direct the inmate to put them on and pull them up over their wrists. Once the inmate's gloves are in place the CESU officer is to direct the inmate to stretch out their arms until their elbows lock and to turn their head away to apply mechanical restraints.

CESU officers are to escort the inmate via the advised walk path to the reception room or alternate identified location within the centre. The accompanying correctional centre officers must maintain practical social distancing protocols and minimise interaction with the inmate.

CESU officers are to secure inmate and their property tub(s) in the transport vehicle. If there is any decline in the inmate's medical appearance Justice Health or the medial service provider at Parklea and Junee Correctional Centre is to be contacted immediately to assess the inmate's fitness to travel prior to the escort vehicle leaving the correctional centre.

CESU officers must remove their PPE as per removal procedure and wash their hands with soap and water for at least 20 seconds. If unavailable, staff should disinfect their hands with alcohol-based hand sanitiser.

Reception room staff are to undertake OIMS discharge as per current policy and procedures.

Identified current CESU vehicles with appropriate air filtration will be used to conduct these escorts.

Drop off inmate to Correctional Centre Isolation Hub

The Governor or MOS responsible for the correctional centre that houses the Isolation Hub is required to have an identified parking location and walk path for CESU officers to escort the inmate into the Isolation Hub. This information



must be communicated to CESU upon arrival at the centre and prior to the escort. CESU 1Post is to phone ahead to advise the receiving centre of their approximate time of arrival.

The designated correctional centre staff are to meet CESU officers at the designated entry point (gate) to ensure a controlled entry. The CESU officers and accompanying Correctional Officers must apply the following PPE:

- gown
- face mask
- eye protection
- gloves

The designated walk path is to be cleared of all non-involved persons, to minimise unnecessary contact.

CESU officers are to carry a decontamination bag with them to place the restraints in once they are removed from the inmate.

Prior to removing the inmate from the vehicle, CESU officers must provide all documentation (including warrant file, s23 orders, s78A authority, medical file) relating to the inmate to the accompanying Correctional Officers.

The inmate and their property tub(s) is to be escorted by the CESU officers and accompanying correctional officers directly to the Isolation Hub and placed in the allocated isolation cell.

CESU officers are to remove all restraints and place into a clearly marked decontamination bag within the allocated isolation cell and depart the cell. Correctional centre staff are to secure the cell door once the CESU officers have exited the cell.

The OIC of the Isolation Hub is responsible for verifying inmate identity.

CESU officers are to follow the designated pathway out of the Isolation Hub to a designated area and remove their PPE as per removal procedure and wash their hands with soap and water for at least 20 seconds. If unavailable, staff should disinfect their hands with alcohol-based hand sanitiser.

Decontamination of escort vehicles

CESU officers are to apply appropriate PPE and decontaminate the identified cell within the vehicle. CESU officers must follow the procedure set out below for the disposal of PPE every time PPE it is used.

- I. Remove PPE by following the steps outlined in the CSNSW "How to take off your PPE" document. Wash your hands with soap and water for at least 20 seconds or hand sanitiser, between PPE removal steps if your hands become contaminated.



- II. Dispose of any single-use items in contaminated waste bins. If a contaminated waste bin is not available, items can be securely bagged and disposed of in a bin.
- III. All multi-use items (for example, disposable eye wear), must be cleaned with soap and water followed by a disinfectant.
- IV. Staff must wash their hands with soap and running water for at least 20 seconds after removing their PPE. If unavailable, staff should disinfect their hands with alcohol-based hand sanitiser.

Procedure for escort from cell to cell within correctional centre

Isolation Hub officers are to undertake all escorts within the correctional centre of COVID-19 positive inmates from their cell to the Isolation Hub. Isolation Hub officers involved in the transfer of COVID-19 positive inmates will receive targeted training on PPE and managing COVID-19 positive inmates.

The s78A authority must be provided to the Isolation Hub officers prior to the inmate being moved from their cell.

The OIC of the area that the inmate is housed in, is to ensure that all non-involved persons are removed from the area prior to the movement of the inmate.

The inmate who is to be escorted is to be provided with a face mask and directed to wear the PPE. Centre staff are to instruct the inmate to cough and/or sneeze into their elbow.

Correctional centre officers are to provide the inmate with a plastic tub(s) and direct the inmate to pack approved property items for use in cell. This property may include:

- approved religious texts
- photographs
- food from inmate buy up
- library books
- pen and paper
- their television (if not fixed)

Any non-approved items are to be removed and remain in the inmate's cell and the cell door secured.

Isolation Hub officers must wash their hands with soap and running water for at least 20 seconds prior to putting on their PPE. If unavailable, staff should disinfect their hands with alcohol-based hand sanitiser. The following PPE is to be worn prior to picking up the inmate from the cell:

- gown
- face mask
- eye protection



- gloves

Correctional centre officers must accompany Isolation Hub officers to the inmate's cell to provide Isolation Hub officers with access to the cell and use the muster book to verify the inmate's identity. This limits the potential for centre keys to become contaminated.

The number of correctional centre officers will be determined in accordance with the inmate's classification. The accompanying correctional centre officer/s must apply the above listed PPE prior to attending the inmate's cell for escort.

The inmate must be strip-searched in their cell by the Isolation Hub officers prior to escort (procedures must comply with s17.1 of the COPP). If an inmate's condition makes strip searching prohibitive, the OIC of the isolation hub, taking into consideration any medical advice provided by JH&FMHN or the medial service provider of Parklea or Junee Correctional Centre, may determine to conduct a pat search or make use of an electronic device. The OIC of the isolation hub must record the reasons for not strip searching on the inmate's case notes.

Isolation Hub officers are to provide disposable gloves to the inmate and direct the inmate to put them on and pull them up over their wrists. Once the inmate's gloves are in place the Isolation Hub officer is to direct the inmate to stretch out their arms until their elbows lock and to turn their head away to apply mechanical restraints.

The inmate's property tub is then to be searched and any non-approved items removed to remain in the inmate's cell. Centre staff must secure the cell door.

Isolation Hub officers are to escort the inmate and their property, via the advised walk path, directly to the Isolation Hub. The accompanying correctional centre officers must maintain social distancing protocols and minimise interaction with the inmate.

The escorting Isolation Hub officers are to remove then their PPE in a designated area following the procedure set out below for the disposal of PPE every time PPE it is used.

- I. Remove PPE by following the steps outlined in the CSNSW "How to take off your PPE" document. Wash your hands with soap and water for at least 20 seconds or hand sanitiser, between PPE removal steps if your hands become contaminated.
- II. Dispose of any single-use items in contaminated waste bins. If a contaminated waste bin is not available, items can be securely bagged and disposed of in a bin.
- III. All multi-use items (for example, disposable eye wear), must be cleaned with soap and water followed by a disinfectant.



- IV. Staff must wash their hands with soap and running water for at least 20 seconds after removing their PPE. If unavailable, staff should disinfect their hands with alcohol-based hand sanitiser.

Escorts for emergency medical attention

In cases where the inmate is critical/ reliant on breathing or other medical apparatus, the NSW Ambulance Service is to be engaged to transfer the inmate to hospital. If inmates appear to be in distress, have worsening symptoms or are non-responsive, correctional officers must follow the procedures outlined in section 13.2 of the COPP, medical emergencies.

Isolation Hub officer/s must accompany the inmate. The number of escorting officers will be determined by classification and risk assessment.

Prior to the emergency escort all Isolation Hub escorting officers must wash their hands with soap and running water for at least 20 seconds prior to putting on their PPE. If unavailable, staff should disinfect their hands with alcohol-based hand sanitiser. The following PPE is to be worn:

- gown or coveralls
- face mask
- eye protection
- gloves

On return to the correctional centre, escorting staff must follow the PPE removal procedure outlined above in the decontamination of escort vehicles.

At any stage throughout this process prior to departure from the correctional centre the offender becomes non-compliant the offender should remain at the correctional centre and be secured in a segregation cell and managed within isolation at that correctional centre.

Rescinded
replaced by 2020/40





Commissioner's Instruction

No: 31 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – **Amendment to Centralised Procurement PPE Groups**

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Commissioner's Instruction 17/2020 'Procurement of Personal Protective Equipment' is rescinded and replaced by this Commissioner's Instruction. Effective immediately, 'Group 4' products (ICT, vehicles) can now return to normal ordering processes and are no longer subject to a centralised procurement process.

All CSNSW business areas including Custodial Corrections, Security & Intelligence, Community Corrections and Corrective Services Industries are to cease separate sourcing and procurement of all items that fall under the following eight product groups:

1. Hand sanitiser
2. Examination gloves
3. Disinfectant wipes
4. Hand wash soap
5. Masks
6. Eyewear
7. Gowns/overalls
8. Paper Products

Department of Communities and Justice (DCJ) Centralised Procurement Team are responsible for procuring across the cluster for these eight product groups.



All requests for products that fall within the remaining eight product groups are to be forwarded to the Command Post who are responsible for collating and submitting requests as a Division to the Centralised Procurement Team.

All business units are still required to provide weekly inventory reports on all eight product groups as well as order requirements to the Command Post by midday on Wednesdays due to DCJ reporting requests. The current CSNSW template has been updated to reflect the removal of product 'group 9' and can be requested from the Command Post.

Business as usual procurement outside of the eight product groups will continue.



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replaced b





CENTRALISED ORDER FORM
Critical Goods

Division

CSNSW

Cost Centre

Business Unit/Cost Centre Name

Delivery Address

Address must be detailed and match your ellipse delivery address

Table with 5 columns: Product Type, Product Item, UOM, Quantity, Comments/Notes. Includes items like Hand Sanitiser, Examination Gloves, Disinfectant, Handwash/Soap, Masks, Eyewear, Gowns, Paper Products.

Rescinded by 2020/39

Group	Products
Group 1 - Hand Sanitiser	Large Pump Pack/bulk container Personal Issue <100ml Agency specific (e.g. spray refills) Agency specific (eg non alcohol)
Group 2 - Examination Gloves	General use Gloves Nitril Gloves Medical Grade Agency Specific (eg non-disposable)
Group 3 - Disinfectant Wipes	Disinfectant Wipes (pack) Liquid Disinfectant General Cleaning Liquid Sponges / Chux wipes roll Bio waste bags Agency Specific (eg dispenser)
Group 4 - Handwash/Soap	General handwash (eg 500ml) General handwash bulk Antibacterial handwash Soap - Bar (>95gm) Agency Specific
Group 5 - Masks	P2 / N95 General Surgical Agency Specific
Group 6 - Eyewear	PPE glasses PPE goggles Single use disposable Agency Specific
Group 7 - Gowns/Overalls	Protective overalls (disposable) Surgical Gowns
Group 8 - Paper Products	Toilet Paper (small rolls) Toilet Paper (large rolls) Paper towels (roll or tri-fold) Tissues (box) Agency Specific (eg dispenser)

replaced by 2020/39



Commissioner's Instruction

No: 32 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – Suspension of Alcohol and Other Drug testing of inmates and offenders

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

The following temporary measure is designed to minimise the risk of the transmission of COVID-19 in Correctional Centres and community corrections locations.

All drug and alcohol testing of inmates and offenders in correctional centres, Community Correction locations and Community Service Work is suspended until further notice.

To ensure continuity of service provision and treatment, testing of inmates at the Compulsory Drug Treatment Correctional Centre will continue.

Alcohol and other drug testing for staff will be at the discretion of the Assistant Commissioner Governance and Continuous Improvement.





Commissioner's Instruction

No: 33 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – **Additional account code combinations for reporting recurrent expenditures in CSNSW**

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Commissioner's Instruction 23/2020 'Recurrent Expenditures Reporting in CSNSW' is rescinded and replaced by this Instruction. Strategic Finance has provided further instructions relating to the availability and use of additional account codes in Ellipse to record, track and report all COVID-19 recurrent expenditures incurred by all units and branches within CSNSW.

Business managers must ensure purchases and expenditure journals comply with relevant legislation, policies and guidelines for general or emergency procurements during this period.

Costs charged to the 343 Pandemic activity code should relate to costs which relate specifically to an uplift in cost to support Pandemic related activities/supplies.



1. Areas other than correctional centres - use the “head office cost centre” for all costs for your area as listed below.

	CC	Loc	Prog	Activity
Custodial	580	482	1	343
CS&P	222	482	1	343
S&I	509	482	6	343
COMCOR	560	482	5	343
G&CI	205	482	6	343
OM&P	370	482	8	343
Commissioner	239	482	6	343
CSI COVID WAREHOUSE	352	256	3	343

2. Correctional centres – non-labour costs use the “head office cost centre” for your area as listed below

	CC	Loc	Prog	Activity
Custodial	580	482	1	343
CS&P	222	482	1	343
S&I	509	482	6	343
COMCOR	560	482	5	343
G&CI	205	482	6	343
OM&P	370	482	8	343
Commissioner	239	482	6	343
CSI COVID WAREHOUSE	352	256	3	343

3. Correctional centres – labour costs

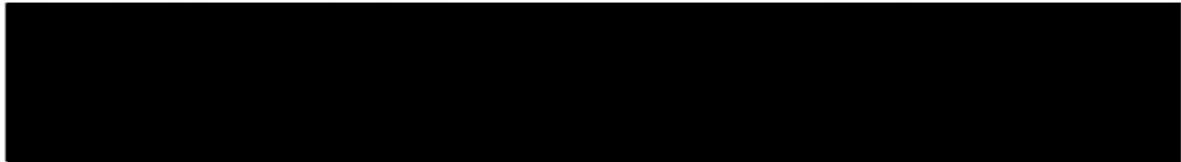
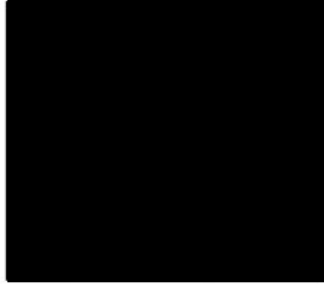
Use the cost combination for your main business-as-usual labour costs adjusted to include the 343 Pandemic activity code. Valid labour costs for correctional centres should come through from source systems via codes on roles in the establishment or cost codes on new posts created specifically for the Pandemic. Please refer to the information in the attached spreadsheet.

Further instruction and advice will be issued when new account code combinations been created including JSAP Work Base Structure (WBS) project code(s) for capital expenditures.



For inquiry or advice please contact:

- Custodial/correctional centres – [REDACTED] A/Director
Operational Support Services at [REDACTED]
Mobile: [REDACTED]
- All other non-custodial areas – [REDACTED] Director Corrections
Business Analysis at [REDACTED]
Mobile: [REDACTED]



Custodial Correctional centres

CC	Cost centre	Loc	Prog	Activity				
Bathurst Correctional Centre	721	208	1	343	721 Bathurst Correctional Centre	208 Bathurst	1	Containment and Management of Inmates 343 Epidemic - Pandemic
Brewarrina (Yetta Dhinnakkal) Centre	815	218	1	343	815 Brewarrina (Yetta Dhinnakkal) Centre	218 Brewarrina	2	Containment and Management of Inmates 343 Epidemic - Pandemic
Broken Hill Correctional Centre	827	217	1	343	827 Broken Hill Correctional Centre	217 Broken Hill	1	Containment and Management of Inmates 343 Epidemic - Pandemic
Cessnock Correctional Centre	828	419	1	343	828 Cessnock Correctional Centre	419 Cessnock	1	Containment and Management of Inmates 343 Epidemic - Pandemic
Cooma Correctional Centre	725	339	1	343	725 Cooma Correctional Centre	339 Cooma	1	Containment and Management of Inmates 343 Epidemic - Pandemic
Dawn de Loas Correctional Centre	522	461	1	343	522 Dawn De-Laos Centre	461 Silverwater	1	Containment and Management of Inmates 343 Epidemic - Pandemic
Dillwynia Correctional Centre	818	256	1	343	818 Dillwynia Correctional Centre	256 Windsor	1	Containment and Management of Inmates 343 Epidemic - Pandemic
Emu Plains Correctional Centre	648	229	1	343	648 Emu Plains Correctional Centre	229 Emu Plains	1	Containment and Management of Inmates 343 Epidemic - Pandemic
Glen Innes Correctional Centre	833	116	1	343	833 Glen Innes Correctional Centre	116 Glen Innes	1	Containment and Management of Inmates 343 Epidemic - Pandemic
Goulburn Correctional Centre	712	347	1	343	712 Goulburn Correctional Centre	347 Goulburn	1	Containment and Management of Inmates 343 Epidemic - Pandemic
Grafton Correctional Centre	822	122	1	343	822 Grafton Correctional Centre	122 Grafton	1	Containment and Management of Inmates 343 Epidemic - Pandemic
High Risk Management Correctional Centre	711	347	1	343	711 HRMU - Goulburn	347 Goulburn	1	Containment and Management of Inmates 343 Epidemic - Pandemic
Hunter Correctional Centre	830	419	1	343	830 Hunter Correctional Centre	419 Cessnock	1	Containment and Management of Inmates 343 Epidemic - Pandemic
Ivanhoe (Warakirri) Centre	826	475	1	343	826 Ivanhoe (Warakirri) Correctional Centre	475 Ivanhoe	1	Containment and Management of Inmates 343 Epidemic - Pandemic
John Morony Correctional Centre	811	256	1	343	811 New John Morony Correctional Centre	256 Windsor	1	Containment and Management of Inmates 343 Epidemic - Pandemic
Kariong Correctional Centre	845	506	1	343	845 Kariong Correctional Centre	506 Woy Woy	1	Containment and Management of Inmates 343 Epidemic - Pandemic
Kirkconnell Correctional Centre	736	426	1	343	736 Kirkconnell Correctional Centre	426 Kirkconnell	1	Containment and Management of Inmates 343 Epidemic - Pandemic
Lithgow Correctional Centre	719	241	1	343	719 Lithgow Correctional Centre	241 Lithgow	1	Containment and Management of Inmates 343 Epidemic - Pandemic
Long Bay Hospital	620	433	1	343	620 Long Bay Hospital	433 Long Bay	1	Containment and Management of Inmates 343 Epidemic - Pandemic
Macquarie Correctional Centre	817	476	1	343	817 Macquarie Correctional Centre	476 Wellington	1	Containment and Management of Inmates 343 Epidemic - Pandemic
Mannus Correctional Centre	733	440	1	343	733 Mannus Correctional Centre	440 Mannus	1	Containment and Management of Inmates 343 Epidemic - Pandemic
Mary Wade Correctional Centre	635	222	1	343	635 Mary Wade Correctional Centre	222 Lidcombe	1	Containment and Management of Inmates 343 Epidemic - Pandemic
Metropolitan Remand and Reception Centre	634	461	1	343	634 Metro Remand & Recep Centre	461 Silverwater	1	Containment and Management of Inmates 343 Epidemic - Pandemic
Metropolitan Special Programs Centre	617	433	1	343	617 Metropolitan Special Programs Unit	433 Long Bay	1	Containment and Management of Inmates 343 Epidemic - Pandemic
Mid North Coast Correctional Centre	840	131	1	343	840 Mid North Coast Facility (Kempsey)	131 Kempsey	1	Containment and Management of Inmates 343 Epidemic - Pandemic
Oberon Correctional Centre	834	447	1	343	834 Oberon Correctional Centre	447 Oberon	1	Containment and Management of Inmates 343 Epidemic - Pandemic
Outer Metropolitan Multi-Purpose Correctional Centre	646	256	1	343	646 Outer Metropolitan Multi-Purpose C C	256 Windsor	1	Containment and Management of Inmates 343 Epidemic - Pandemic
Shortland Correctional Centre	862	419	1	343	862 Shortland Correctional Centre	419 Cessnock	1	Containment and Management of Inmates 343 Epidemic - Pandemic
Silverwater Women's Correctional Centre Nunyara (631	461	1	343	631 Silverwater Women's Correctional Centre	461 Silverwater	1	Containment and Management of Inmates 343 Epidemic - Pandemic
South Coast Correctional Centre	715	319	1	343	715 South Coast Correctional Centre	319 Bega	1	Containment and Management of Inmates 343 Epidemic - Pandemic
Special Purpose Centre	521	433	1	343	521 Special Purpose Centre	433 Long Bay	1	Containment and Management of Inmates 343 Epidemic - Pandemic
St Heliers Correctional Centre	835	149	1	343	835 St Heliers Correctional Centre	149 Muswelbrook	1	Containment and Management of Inmates 343 Epidemic - Pandemic
Tamworth Correctional Centre	814	164	1	343	814 Tamworth Correctional Centre	164 Tamworth	1	Containment and Management of Inmates 343 Epidemic - Pandemic
Wellington Correctional Centre	729	476	1	343	729 Wellington Correctional Centre	476 Wellington	1	Containment and Management of Inmates 343 Epidemic - Pandemic
Total	34							
Transitional Centres								
Bolwara House Transitional Centre	649	229	5	343	649 Bolwara House Transitional Centre	229 Emu Plains	5	Community Offender Services 343 Epidemic - Pandemic
Parramatta Transitional Centre	625	158	5	343	625 Parramatta Transitional Centre	158 Parramatta	5	Community Offender Services 343 Epidemic - Pandemic
Amber Laurel Correctional Centre	505	229	1	343	505 Amber Laurel	229 Emu Plains	1	Containment and Management of Inmates 343 Epidemic - Pandemic
Compulsory Drug Treatment Correctional Centre	820	454	8	343	820 Compulsory Drug Treatment CC	454 Parklea	8	Inmate Services & Programs 343 Epidemic - Pandemic
Grand Total	38							

HEAD COST CENTRES FOR EACH AC

CC	Cost centre	Loc	Prog	Activity
Custodial	580	580	482	1 343
CS&P	222	222	482	1 343
S&I	509	509	482	6 343
COMCOR	560	560	482	5 343
G&CI	205	205	482	6 343
OM&P	370	370	482	8 343
Commissioner	239	239	482	6 343
CSI COVID WAREHOUSE	352	352	256	3 343
	8			
TOTAL COST CENTRE COMBOS	46			



Commissioner's Instruction

No: 34 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – **Temporary increase to weekly buy up limit and monthly deposit limit**

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

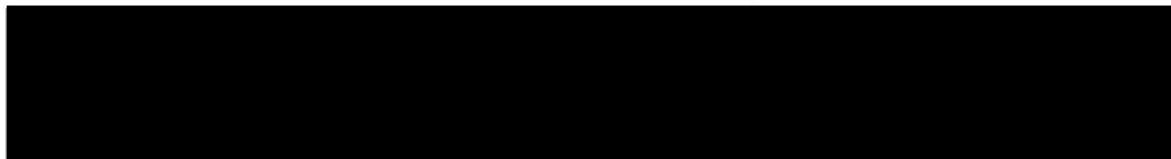
INSTRUCTION

Commissioner's Instruction 24/2020 is rescinded and replaced by this Instruction.

The temporary increase to \$150 of the weekly buy up limit will continue until further notice. During this period the monthly deposit limit into an inmate's account will increase to \$800.

An inmate may have a total of \$150 of grocery buy-up products in their cell during this time.

Governors and Managers of Security are to ensure that Inmate Development Committees and relevant staff are advised. This Instruction will be reviewed at regular intervals.





Commissioner's Instruction

No: 35 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – **Purchasing potentially hazardous products**

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

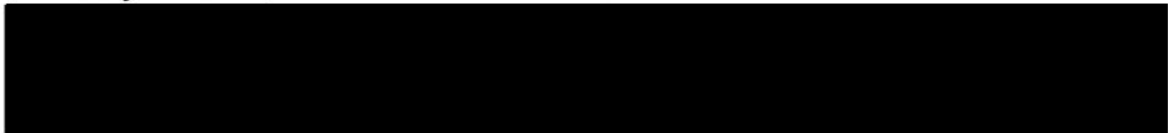
INSTRUCTION

The use of alcohol and ethanol based cleaning products are now approved for use in all business areas during the COVID-19 pandemic. The approved products will be sourced through the Department of Communities and Justice Centralised Procurement Team.

All requests for these products are to be forwarded to the Command Centre who will be responsible for collating and submitting requests as a Division to the Centralised Procurement Team.

Whilst the products sourced are fit for purpose, centre management are required to undertake a Hazardous Chemicals - Risk Assessment to ensure safety requirements are met and all cleaning products are accounted for within the correctional centres.

Bleach based cleaning products are not to be provided to inmate Hygiene teams.





Commissioner's Instruction

No: 36 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – Inmate phone calls

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Further to Commissioner's Instruction 26/2020, all inmates are to be advised that their trust accounts will not be debited for up to three phone calls each week for a further period of up to four weeks commencing 22 May 2020.

Existing policy and procedures relating to call time limits and calls only to approved contact lists will continue to apply.

The roll out of video visits in correctional centres is continuing, providing inmates with additional opportunities to contact family and friends in the absence of social visits.

Governors must ensure appropriate access to phones for inmates. Governors are to ensure all inmates are aware of the new telephone call arrangements and ensure Inmate Development Committees are notified.





Commissioner's Instruction

No: 37 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – **Establishment and use of COVID Posts**

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

COVID Posts

The COVID posts below have been added to all Correctional Centre rosters. This is part of an engagement strategy to provide casuals with shifts where possible. Correctional complexes will have a pool of reserves that will be deployed on a Centre based need. These posts will only appear on the roster when filled.

COVID posts are only to be filled after the daily roster has been filled in accordance with the sequence outlined in AC Memo 2019/32 *Filling Daily Roster Vacancies and Variable Operating Routines in Correctional Centres*.

Once the daily operational roster is filled, Centres must make every effort to fill the following posts utilising reserves on the first instance:

- COVID WHS Liaison
- COVID Intel/ phones

The COVID posts below must be filled in accordance with Correctional Centre need and are subject to monthly approval by the Regional Custodial Corrections Director:

- COVID Hygiene (may be filled with an Overseer or Correctional Officer to ensure a robust cleaning regime is maintained)
- COVID Visits (to facilitate AVL/ Tablet visits)
- COVID AVL (to facilitate extended Court AVL hours)
- COVID Security (to manage increasing tensions in the centre)
- COVID Buy Ups (to manage increase in Buy Ups limits)



- COVID Quarantine (to be filled for Field Hospital, Quarantine and Isolation Hubs when staffing over existing establishment are required)

To support the tracking of COVID related expenditure, Centres must utilise the relevant COVID Post when staff are deployed, over establishment to perform COVID related duties.

COVID Casuals

COVID Casual posts have been added to all Correctional Centre rosters. These additional posts are listed as COVID Casual (A, B, C, L, N).

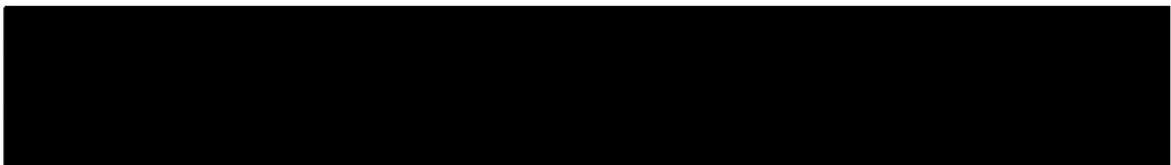
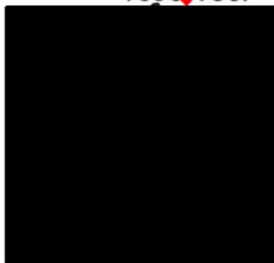
COVID Casual posts are only to be filled after the daily roster has been filled (in accordance with the sequence outlined in AC Memo 2019/32) and after relevant COVID Posts have been filled.

The number of Casual COVID posts has been determined in accordance with the size of the Correctional Centre. Unless an exception has been approved, centres are to make every effort to fill the number of COVID Casuals indicated below within a 24 hour period;

Centre Size	Total Allocation
Extra Large	10
Large	7
Medium	4
Small	2
Micro	1

And in accordance with the criteria below;

- COVID Casual posts are only to be filled after the daily roster and COVID Posts have been filled.
- Where the Casual pool has been exhausted to fill the daily roster, Casuals must not then be moved/ placed against a COVID Casual post resulting in OT or Double shift opportunities.
- COVID Casual posts must only be filled by Casuals.
- If there are nil Casuals available COVID Casual posts are not to be filled.
- COVID Casual posts must not be filled when the centre has in excess of 7 reserves.





Commissioner's Instruction

No: 38 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – CSNSW Staff Cafeteria – Food Services

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Assistant Commissioner's Memorandum – Custodial Corrections 2020/07 is rescinded and replaced by this instruction.

Correctional centre cafeterias are required to adhere to the following risk mitigation strategies:

- Maintain social distancing of at least 1.5m between staff seating
- Maximum number of 10 customers dining in at any one time
- Ensure processes for take away service meet social distancing requirements, i.e. process should ensure staff maintain 1.5m distance when queuing to order or collect items
- Increased signage on hygiene and social distancing
- Cleaning of tables and condiments after each set of customers

Governors and Managers of Security are to ensure risk mitigation strategies are implemented and all relevant NSW State Government restrictions are adhered to.

[REDACTED]

[REDACTED]





Commissioner's Instruction

No: 39 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – **Amendment to Centralised Procurement PPE Groups**

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Commissioner's instruction 31/2020 'Amendment to Centralised Procurement PPE Groups' is rescinded and replaced by this Commissioner's Instruction. Effective immediately the following products can now return to normal ordering processes and are no longer restricted to centralised procurement:

- Sponges
- Scourers
- Chux Wipes
- Dishwashing liquids

Except for the above mentioned items, no CSNSW business areas including Custodial Corrections, Security & Intelligence, Community Corrections and Corrective Services Industries may procure items that fall under the following eight product groups:

1. Hand Sanitiser
2. Examination Gloves
3. Cleaning
4. Handwash/Soap
5. Masks
6. Eyewear
7. Gowns/Overalls
8. Paper Products



Refer to the attached table which provides additional details of specific items within each product group.

Department of Communities and Justice (DCJ) Centralised Procurement Team are still responsible for procuring across the cluster for the remaining eight product groups.

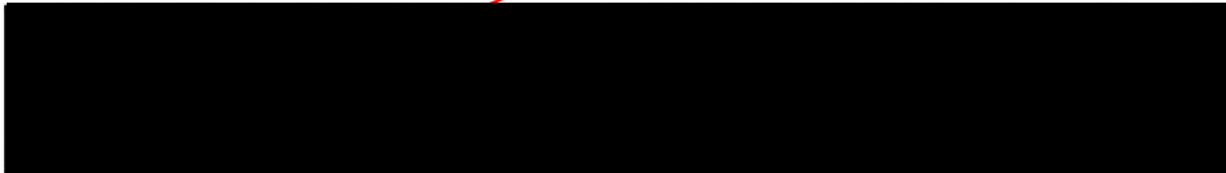
All requests for products that fall within the remaining eight product groups are to be forwarded to the Command Centre who will be responsible for collating and submitting requests as a Division to the DCJ Centralised Procurement Team.

All business units are still required to provide weekly inventory reports on all eight product groups as well as order requirements to the Command Post by midday on Wednesdays due to DCJ reporting requests. The current CSNSW template has been updated to reflect the removal of sponges, scourers, chux wipes & dishwashing liquid and is attached.

Procurement outside of the eight product groups will continue per usual processes.



replaced by 2020/68



Group	Products
Group 1 - Hand Sanitiser	Large Pump Pack/bulk container Personal Issue <100ml Agency specific (e.g. spray refills) Agency specific (eg non alcohol)
Group 2 - Examination Gloves	General use Gloves Nitril Gloves Medical Grade Agency Specific (eg non-disposable)
Group 3 - Cleaning	Disinfectant Wipes (pack) Liquid Disinfectant General Cleaning Liquid - Excluding Boost & Dishwash Bio waste bags Agency Specific (eg dispenser)
Group 4 - Handwash/Soap	General handwash (eg 500ml) General handwash bulk Antibacterial handwash Soap - Bar (>95g) Agency Specific
Group 5 - Masks	P2 / N95 General Surgical Agency Specific
Group 6 - Eyewear	PPE glasses PPE goggles Single use disposable Agency Specific
Group 7 - Gowns, Overalls	Protective overalls (disposable) Surgical Gowns
Group 8 - Paper Products	Toilet Paper (small roles) Toilet Paper (large rolls) Paper towels (roll or tri-fold) Tissues (box) Agency Specific (eg dispenser)

Rescinded - replaced by 2020/68



CENTRALISED ORDER FORM
Critical Goods

Division

CSNSW

Cost Centre

Business Unit/Cost Centre Name

Delivery Address

Address must be detailed and match your ellipse delivery address

Table with 5 columns: Product Type, Product Item, UOM, Quantity, Comments/Notes. Contains a list of various supplies such as hand sanitiser, examination gloves, disinfectant, handwash, masks, and paper products.

Rescinded - replaced by 2020/68



Commissioner's Instruction

No: 40 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – **Amendment to the transfer of inmates confirmed COVID-19 positive**

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Commissioner's Instruction 30/2020 'Transfer of inmates confirmed COVID-19 positive' is rescinded and replaced by this Commissioner's Instruction.

Commissioner's Instruction 18/2020 set out key requirements for Isolation Hubs established in each region where inmates with confirmed COVID-19 are to be placed. All inmates transferred into an Isolation Hub within a correctional centre will be managed under s78A of the CAS Act as per Commissioner's Instruction 29/2020.

Authorisation of inmate transfers to Isolation Hubs

On the advice from the Justice Health and Forensic Mental Health Network (JH&FMHN) or the medical service providers at Parklea and Junee Correctional Centres that an inmate has tested positive to COVID-19, the inmate will be transferred as soon as practicable to an Isolation Hub in a correctional centre under s23 of the *Crimes (Administration of Sentences) Act 1999* (CAS Act). This is a continuation of the current s23 transfer process. All transfers to Isolation Hubs are to be treated as urgent and undertaken by the Court Escort Security Unit (CESU).

Inmate transfers

The transport of inmates in and out of Isolation Hubs will be undertaken by the CESU in a single compartment within a transport vehicle. CESU Officers involved in the transfer of COVID-19 positive inmates will receive targeted training on Personal Protection Equipment (PPE), safe transport and vehicle



decontamination. This training has been developed in conjunction with the JH&FMHN.

Pick up inmate from correctional centre

All paperwork, including the s23 order and s78A authority must be completed by reception room staff and provided to CESU officers upon arrival at the centre and prior to the inmate being moved. CESU 1Post must contact the reception room when they are nearing the centre to advise of their estimated time of arrival.

Once advised of the estimated time of arrival, the OIC of the area that the inmate is housed in is to ensure that all non-involved persons are removed from the area prior to the movement of the inmate.

Correctional centre officer/s must apply the below listed PPE prior to attending the inmate's cell for escort:

- gown
- face mask
- eye protection
- gloves

The inmate who is to be escorted is to be provided with a face mask and directed to wear the PPE. Centre staff are to instruct the inmate to adhere to appropriate cough and sneeze etiquette by coughing and sneezing into their elbow. Correctional centre officers are to provide the inmate with a plastic tub(s) and direct the inmate to pack approved property items for use in cell prior to escort. This property may include:

- approved religious texts
- photographs
- food from inmate buy up
- library books
- pen and paper
- their television (if not fixed)

Correctional centre officers are to then exit the cell, secure the cell door and await the CESU officers.

The CESU officers are to exit the vehicle and secure their firearms as per CESU procedure. CESU officers are also to secure their duty belt in the vehicle cabin prior to exiting the vehicle. CESU staff are then to receive and process the documentation from the reception room and secure it in the vehicle as per Reception Room procedures.

CESU officers must wash their hands with soap and running water for at least 20 seconds prior to putting on their PPE. If unavailable, staff should disinfect their hands with alcohol-based hand sanitiser. The following PPE is to be worn:



- gown
- face mask
- eye protection
- gloves

The OIC of the reception room must advise CESU officers prior to the escort of the pre-determined designated walk path for escorting the inmate through the complex. This is to reduce contacts and maintain inmate dignity.

Correctional centre officers must accompany CESU officers to the inmate's cell to provide CESU officers with access to the cell and use the Warrant File to verify the inmate's identity. The number of correctional centre officers will be determined in accordance with the inmate's classification.

The inmate must be strip-searched (s 17.1 Custodial Operations Policy and Procedures (COPP)) in their cell by the CESU officers prior to escort. If an inmate's condition makes strip searching prohibitive, CESU officers are to contact CESU 1Post providing all relevant information including any medical advice provided by Justice Health, for the OIC 1Post CESU to determine if a pat search with the use of electronic devices may be undertaken instead. The Senior Escorting Officer must record the reasons for not strip searching on the escort vehicle running sheet.

CESU officers are to provide disposable gloves to the inmate and direct the inmate to put them on and pull them up over their wrists. Once the inmate's gloves are in place the CESU officer is to direct the inmate to stretch out their arms until their elbows lock and to turn their head away to apply mechanical restraints.

The inmate's property tub is then to be searched and any non-approved items removed to remain in the inmate's cell. Centre staff must secure the cell door.

CESU officers are to escort the inmate via the advised walk path to the reception room or alternate identified location within the centre. The accompanying correctional centre officers must maintain practical social distancing protocols and minimise interaction with the inmate.

CESU officers are to secure inmate and their property tub(s) in the transport vehicle. If there is any decline in the inmate's medical appearance Justice Health or the medial service provider at Parklea and Junee Correctional Centre is to be contacted immediately to assess the inmate's fitness to travel prior to the escort vehicle leaving the correctional centre.

CESU officers must remove their PPE as per removal procedure and wash their hands with soap and water for at least 20 seconds. If unavailable, staff should disinfect their hands with alcohol-based hand sanitiser.

Reception room staff are to undertake OIMS discharge as per current policy and procedures.



Identified current CESU vehicles with appropriate air filtration will be used to conduct these escorts.

Drop off inmate to Correctional Centre Isolation Hub

The Governor or Manager of Security responsible for the correctional centre that houses the Isolation Hub is required to have an identified parking location and walk path for CESU officers to escort the inmate into the Isolation Hub. This information must be communicated to CESU upon arrival at the centre and prior to the escort. CESU 1Post is to phone ahead to advise the receiving centre of their approximate time of arrival.

The designated correctional centre staff are to meet CESU officers at the designated entry point (gate) to ensure a controlled entry. The CESU officers and accompanying Correctional Officers must apply the following PPE:

- gown
- face mask
- eye protection
- gloves

The designated walk path is to be cleared of all non-involved persons, to minimise unnecessary contact.

CESU officers are to carry a decontamination bag with them to place the restraints in once they are removed from the inmate.

Prior to removing the inmate from the vehicle, CESU officers must provide all documentation (including warrant file, s23 order, s78A authority, medical file) relating to the inmate to the accompanying Correctional Officers.

The inmate and their property tub(s) is to be escorted by the CESU officers and accompanying correctional officers directly to the Isolation Hub and placed in the allocated isolation cell.

CESU officers are to remove all restraints and place into a clearly marked decontamination bag within the allocated isolation cell and depart the cell. Correctional centre staff are to secure the cell door once the CESU officers have exited the cell.

The OIC of the Isolation Hub is responsible for verifying inmate identity.

CESU officers are to follow the designated pathway out of the Isolation Hub to a designated area and remove their PPE as per removal procedure and wash their hands with soap and water for at least 20 seconds. If unavailable, staff should disinfect their hands with alcohol-based hand sanitiser.



Decontamination of escort vehicles

CESU officers are to apply appropriate PPE and decontaminate the identified cell within the vehicle. CESU officers must follow the procedure set out below for the disposal of PPE every time it is used.

- I. Remove PPE by following the steps outlined in the CSNSW "How to take off your PPE" document. Wash your hands with soap and water for at least 20 seconds or hand sanitiser, between PPE removal steps if your hands become contaminated.
- II. Dispose of any single-use items in contaminated waste bins. If a contaminated waste bin is not available, items can be securely bagged and disposed of in a bin.
- III. All multi-use items (for example, eye wear), must be cleaned with soap and water followed by a disinfectant.
- IV. Staff must wash their hands with soap and running water for at least 20 seconds after removing their PPE. If unavailable, staff should disinfect their hands with alcohol-based hand sanitiser.

Procedure for escort from cell to cell within correctional centre

Isolation Hub officers are to undertake all escorts within the correctional centre of COVID-19 positive inmates from their cell to the Isolation Hub. Isolation Hub officers involved in the transfer of COVID-19 positive inmates will receive targeted training on PPE and managing COVID-19 positive inmates.

The s78A authority must be provided to the Isolation Hub officers prior to the inmate being moved from their cell.

The OIC of the area that the inmate is housed in, is to ensure that all non-involved persons are removed from the area prior to the movement of the inmate.

The inmate who is to be escorted is to be provided with a face mask and directed to wear the PPE. Centre staff are to instruct the inmate to cough and/or sneeze into their elbow.

Correctional centre officers are to provide the inmate with a plastic tub(s) and direct the inmate to pack approved property items for use in cell. This property may include:

- approved religious texts
- photographs
- food from inmate buy up
- library books
- pen and paper
- their television (if not fixed)

Any non-approved items are to be removed and remain in the inmate's cell and the cell door secured.



Isolation Hub officers must wash their hands with soap and running water for at least 20 seconds prior to putting on their PPE. If unavailable, staff should disinfect their hands with alcohol-based hand sanitiser. The following PPE is to be worn prior to picking up the inmate from the cell:

- gown
- face mask
- eye protection
- gloves

Correctional centre officers must accompany Isolation Hub officers to the inmate's cell to provide Isolation Hub officers with access to the cell and use the muster book to verify the inmate's identity. This limits the potential for centre keys to become contaminated.

The number of correctional centre officers will be determined in accordance with the inmate's classification. The accompanying correctional centre officer/s must apply the above listed PPE prior to attending the inmate's cell for escort.

The inmate must be strip-searched in their cell by the Isolation Hub officers prior to escort (procedures must comply with s17.1 of the COPP). If an inmate's condition makes strip searching prohibitive, the OIC of the isolation hub, taking into consideration any medical advice provided by JH&FMHN or the medial service provider of Parklea or Junee Correctional Centre, may determine to conduct a pat search or make use of an electronic device. The OIC of the isolation hub must record the reasons for not strip searching on the inmate's case notes.

Isolation Hub officers are to provide disposable gloves to the inmate and direct the inmate to put them on and pull them up over their wrists. Once the inmate's gloves are in place the Isolation Hub officer is to direct the inmate to stretch out their arms until their elbows lock and to turn their head away to apply mechanical restraints.

The inmate's property tub is then to be searched and any non-approved items removed to remain in the inmate's cell. Centre staff must secure the cell door.

Isolation Hub officers are to escort the inmate and their property, via the advised walk path, directly to the Isolation Hub. The accompanying correctional centre officers must maintain social distancing protocols and minimise interaction with the inmate.

The escorting Isolation Hub officers are to then remove their PPE in a designated area following the procedure set out below for the disposal of PPE every time it is used.

- I. Remove PPE by following the steps outlined in the CSNSW "How to take off your PPE" document. Wash your hands with soap and water for at least 20 seconds or hand sanitiser, between PPE removal steps if your hands become contaminated.



- II. Dispose of any single-use items in contaminated waste bins. If a contaminated waste bin is not available, items can be securely bagged and disposed of in a bin.
- III. All multi-use items (for example, eye wear), must be cleaned with soap and water followed by a disinfectant.
- IV. Staff must wash their hands with soap and running water for at least 20 seconds after removing their PPE. If unavailable, staff should disinfect their hands with alcohol-based hand sanitiser.

Escorts for emergency medical attention

In cases where the inmate is critical and reliant on breathing or other medical apparatus, the NSW Ambulance Service is to be engaged to transfer the inmate to hospital. If inmates appear to be in distress, have worsening symptoms or are non-responsive, correctional officers must follow the procedures outlined in section 13.2 of the COPP, medical emergencies.

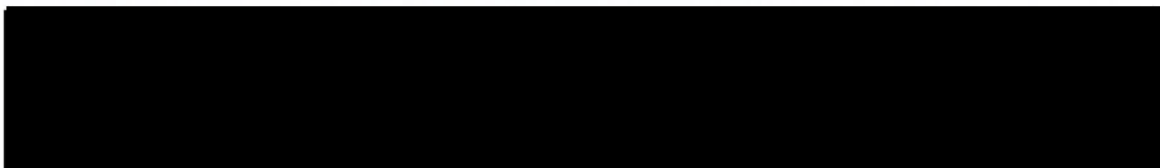
Isolation Hub officer/s must accompany the inmate. The number of escorting officers will be determined by classification and risk assessment.

Prior to the emergency escort all Isolation Hub escorting officers must wash their hands with soap and running water for at least 20 seconds prior to putting on their PPE. If unavailable, staff should disinfect their hands with alcohol-based hand sanitiser. The following PPE is to be worn:

- gown or coveralls
- face mask
- eye protection
- gloves

On return to the correctional centre escorting staff must follow the PPE removal procedure outlined above in the decontamination of escort vehicles.

At any stage throughout this process prior to departure from the correctional centre the offender becomes non-compliant the offender should remain at the correctional centre and be secured in a segregation cell and managed within isolation at that correctional centre.





Commissioner's Instruction

No: 41 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – **Re-commencing of Alcohol and other Drug testing**

PREAMBLE

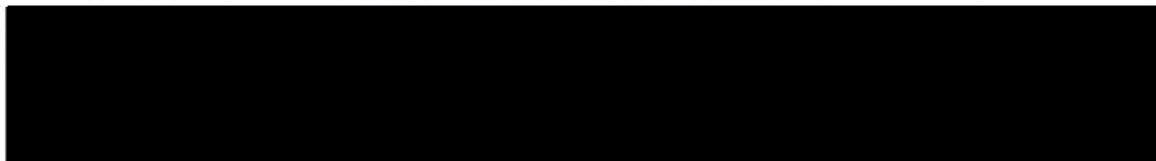
This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Commissioner's Instruction 32/2020 'Suspension of Alcohol and Other Drug testing of inmates and offenders' is rescinded and replaced with this Commissioner's Instruction.

Drug and alcohol testing of inmates and offenders in correctional centres, and supervised by Community Corrections is to recommence effective from the date of this Commissioner's Instruction. During the COVID-19 Pandemic, officers conducting breath testing of an inmate or offender are to wear gloves and a surgical mask.

The testing of staff for alcohol and other drugs remains at the discretion of the Assistant Commissioner Governance and Continuous Improvement.





Commissioner's Instruction

No: 42 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – CSNSW Conditions of entry into correctional centres – Temperature checks

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

The temperature checking of staff and visitors to correctional centres and other CSNSW locations remains an important precautionary measure.

Any person entering a correctional centre, court cell location, community corrections office or residential housing facility is to be temperature tested as a condition of entry.

Any person whose temperature check result is at, or exceeds the Justice Health and Forensic Mental Health Network (Justice Health) recommended temperature (currently 37.5 degrees Celsius) will not be granted entry.

Staff whose temperature is checked at or above the Justice Health recommended temperature:

Staff are to wait 15 minutes and submit to a retest using a hand held non-contact thermometer. If the subsequent test result is recorded at or exceeds the recommended temperature, Managers are to complete the 'COVID-19 form for employees asked to leave a workplace staff'. The staff member is to leave the workplace immediately, return home, and make contact with their local GP by phone.

Visitor/Contractor/Other person whose temperature is checked at or above the Justice Health recommended temperature:

The person is to wait 15 minutes and submit to a retest using a hand held non-contact thermometer.

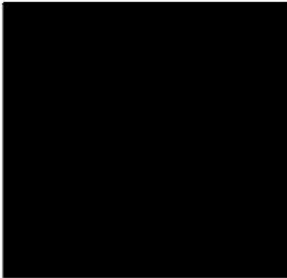


If the subsequent test result is recorded at or exceeds the recommended temperature, the person must leave the workplace, be advised to seek medical advice and not return to any CSNSW location until they no longer display symptoms.

Governors and Managers of Security are to ensure that correctional centre staff are made aware of and adhere to this Commissioner's Instruction. The Command Post will initiate checks to ensure compliance with this Instruction. Advice from Justice Health will inform any change to the temperature threshold.

The officer in charge of a correctional centre, court location or community corrections office where a thermal detection camera is installed will ensure that these devices remain operational and used correctly.

Requests for additional thermometers or advice on this Instruction should be made directly to the CSNSW Coronavirus Command Post.



Contact Officer:	[Redacted]
Telephone:	[Redacted]
Email:	CSNSWCoronavirusCommand@justice.nsw.gov.au

Rescinded and replaced by CI 2020/85





Commissioner's Instruction

No: 43 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – Re-commencing Community Programs via LiViT

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Commissioner's Instruction 25/2020 'Novel Coronavirus (COVID-19) Interim Measure – Temporary suspension of all group programs offered by Offender Services and Program staff and/or External Facilitators in the Community' is rescinded and replaced with this Commissioner's Instruction.

Community based offender programs will recommence via a staged approach using the LiViT platform, which allows for the virtual delivery of programs to offenders.

Programs will be facilitated by LiViT trained Offender Services & Programs Staff and External Facilitators.

Face-to-face community based group programs continue to be suspended until further notice.

The resumption of LiViT delivered community based programs will be implemented in stages:

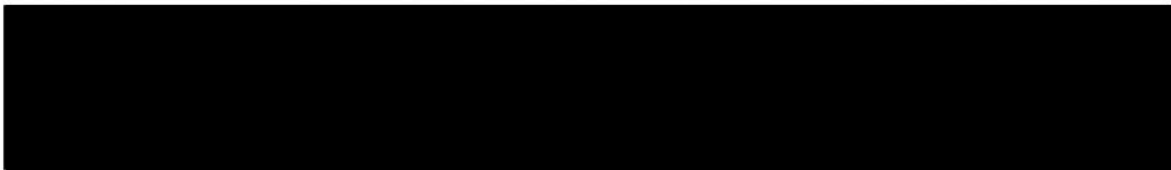
Stage 1: Completion of community based programs being delivered via LiViT when suspended by Commissioners Instruction 03/2020.

Stage 2: Resumption of programs nearing completion as at 19 March 2020. Community Corrections Strategy will work with Offender Services & Programs to prioritise program groups for Stage 2.



Stage 3: Newly scheduled programs that would otherwise not run due to COVID-19 restrictions and/or provide virtual program access to offenders who do not currently have access to face-to-face programs.

A further Commissioner's Instruction will set out any relevant conditions for the resumption of face to face community based programs.





Commissioner's Instruction

No: 44 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – **Mandatory training for staff**

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

CSNSW has set guidelines for the use of Personal Protective Equipment (PPE) during the COVID-19 pandemic.

All staff working with inmates must complete the *COVID-19 PPE and Safety* online training. This course provides information on the application and removal of PPE and standard precautions relating to the prevention of infection transmission. This training can be accessed via the [CSNSW Learning Management System](#).

In addition to the *COVID-19 PPE and Safety* training, Custodial Officers working in a field hospital are required to complete the *RAW Mindcoach Program*. This training program was specifically developed for CSNSW staff to boost resilience and well-being and can be accessed via the [Justice Intranet](#).

All staff working with inmates are required to complete the COVID-19 PPE and Safety training by 1 August 2020.





Commissioner's Instruction

No: 45 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – Inmate phone calls

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Further to Commissioner Instruction 36/2020, all inmates are to be advised that their trust accounts will not be debited for up to three phone calls each week for a further period of up to four weeks commencing 22 June 2020.

Existing policy and procedures relating to call time limits and calls only to approved contact lists will continue to apply.

The roll out of video visits in correctional centres is continuing, providing inmates with additional opportunities to contact family and friends in the absence of social visits.

Governors must ensure appropriate access to phones for inmates. Governors are to ensure all inmates are aware of the new telephone call arrangements and ensure Inmate Development Committees are notified.





Commissioner's Instruction

No: 46 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – Inmate Wages

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

In circumstances where Corrective Services Industries employment ceases in a particular location, the following average wage rates are to apply for those inmates affected:

- Business Units - \$44.50
- Service Units - \$34.74

The application of these wage rates are to apply for the period of time the employment activity is suspended, up to a maximum period of four weeks. Requests for the average wage rates to take effect in any location are to be submitted to the CSI Director Operations Development for consideration and forwarding to the Command Post for approval.

As further measure to assist inmates during COVID-19, the rate of payment for unemployed inmates is to increase for a period of up to four weeks commencing 22 June 2020. The temporary amended weekly payment will be \$20.20





Commissioner's Instruction

No: 47 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – CSNSW Staff Cafeteria – Food Services

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

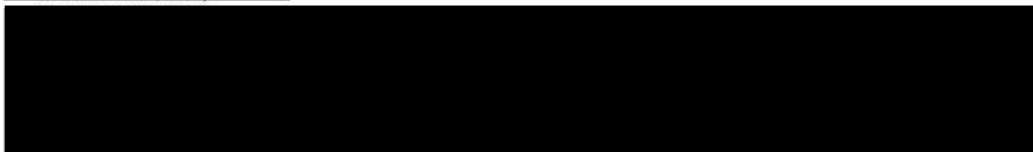
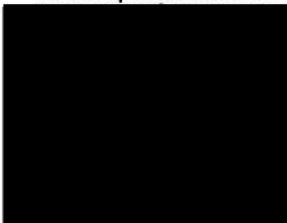
INSTRUCTION

Commissioner's Instruction 38/2020 is rescinded and replaced by this Commissioner's Instruction.

Correctional centre cafeterias are required to adhere to the following risk mitigation strategies:

- Capacity must not exceed 50 customers or one customer per 4 square metres in an existing seated dining area, whichever is the lesser
- Operators must keep a record of all people entering the premises
- Increased signage on hygiene and social distancing
- Cleaning of tables and condiments after each set of customers

Governors and Managers of Security are to ensure risk mitigation strategies are implemented and all NSW State Government restrictions are adhered to.





Commissioner's Instruction

No: 48 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – **Amendment to Quarantining of new reception inmates**

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Commissioner's Instruction 21/2020 'Quarantining of new reception inmates' is rescinded and replaced by this Commissioner's Instruction. Due to the increase in new receptions across the network, Bathurst, Shortland and South Coast Correctional Centres will receive new receptions, on agreed dates, in line with demand.

All new inmates entering correctional centres will continue to be quarantined in a designated area within a correctional centre, separate from the general inmate population for 14 days. An inmate returning to a correctional centre from court is not required to enter a new period of quarantine unless there is specific advice from the Justice Health and Forensic Mental Health Network (or private health provider) for that inmate.

The following centres will receive and house new receptions for the initial 14 days of quarantine in custody: Bathurst; Shortland; South Coast; Metropolitan Reception and Remand Centre; Parklea; Mid North Coast; Tamworth; Grafton; Wellington; Broken Hill; Silverwater Women's and Junee. Additional correctional centres may be required in the future to accept and manage new reception inmates. Consultation with these correctional centres will be undertaken as required.

The Court Escort Security Unit will conduct all inmate transport.

New inmates will be screened by Justice Health upon reception at the centre before commencing the 14 day quarantine period. After the 14 day period, Justice Health will assess the inmate and advise if they can be managed with the general inmate population.



Each nominated reception centre will have an area designated for holding inmates during the quarantine period. Inmates held in these areas must not mix with inmates held in any other part of the centre during the quarantine period.

The steps involved in the 14 day quarantine period are:

1. Inmate (group of inmates) received into 24 hour court cell
2. Inmate (group of inmates) transferred to a designated Reception Centre by Court Escort Security Unit
3. Once received into the Reception Centre, the inmate (group of inmates) will commence a 14 day quarantine period in the designated quarantine area within that centre
4. The inmate (group of inmates) will be managed in accordance with existing centre protocols.
5. Upon completion of the 14 day quarantine, Justice Health will advise if the inmate is fit to be transferred into the general population
6. Where groups of new inmates are received into a centre within the period of 14 day quarantine, the groups will be managed independently.

Information to be provided on reception

Staff are to provide inmates with relevant information to ensure that inmates are fully informed about the need for quarantining and how long they will be required to be in quarantine.

Management of inmates in quarantine

While new inmates are to be held in quarantine for a 14 day period, there are no changes to how the inmate is to be managed. Existing centre protocols and access to services are to apply.

Context

Commissioner Instruction 11/2020 mandates that inmates in a correctional centre suspected of having COVID-19 must be isolated in situ and that no inmate suspected or confirmed with COVID-19 is to be transferred until cleared for escort by the Justice Health and Forensic Mental Health Network on the advice of Population Health.

Commissioner Instruction 18/2020 established Isolation Hubs in 13 correctional centres that will house inmates confirmed COVID-19 positive.





Commissioner's Instruction

No: 49 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – **Offender Management and Programs**

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

This Commissioner's Instruction sets the criteria and minimum requirements for the delivery of externally facilitated group based or individual programs and services during the COVID-19 pandemic and until further notice. It rescinds and replaces Commissioner's Instruction 28/2020 as it relates to the suspension of group based or individual programs and service delivery and external service or training providers.

Commissioner's Instruction 08/2020 provides that all correctional centre staff are to continue to attend work. This included services and programs staff, case management, psychologists, industries and classification staff.

There is no change to the delivery of custody based, CSNSW facilitated group based activities.

Requirements for the resumption of externally facilitated programs and services in Correctional Centres

A prioritised staged resumption of externally facilitated group based or individual programs and services will address key risks and issues including social distancing and transmission risks.



The reintroduction of any externally facilitated group based activity to a correctional centre is subject to the following minimum requirements:

- Managers are to consider appropriate group sizes for programs delivered by the approved service delivery partners, as well as space between all individuals (inmates and facilitators)
- Appropriate hand washing facilities (with soap) and/or hand sanitiser and other relevant hygiene items are to be available to participants
- Equipment including desks, counters and common areas are to be cleaned on a daily basis
- Inmates with flu-like symptoms, or deemed unwell by Justice Health & Forensic Mental Health Network (or St Vincent's Correctional Health, GEO Health) are not to participate under any circumstance
- Subject to approval by the Governor or Manager of Security doors are to remain open to minimise surface touching
- External service providers and CSNSW program facilitators ensure compliance with relevant COVID safe requirements

The attached Programs Inspection Checklist (MOSP/MOS) is to be completed by the Manager, Offender Services and Programs of each correctional centre location, together with the Third Party Acknowledgment form and OS&P risk assessment form (detailed below). These are to be forwarded to the Manager, Program Development & Integrity - HIPU (for HIPU locations) or the Regional Support Manager (RSM) for all other locations. The checklists will then be submitted for approval by the Assistant Commissioner, Offender Management and Programs, and subsequently to the CSNSW Command Post for endorsement.

In assessing the merits of externally facilitated group based activities resuming in a correctional centre, the Assistant Commissioner, Offender Management and Programs will consider priorities relating to High Intensity Program Units and work related to the Premier's Priority to Reduce Reoffending.

The correctional centre resumption of programs plan will be attached to the centre COVID plan.

External service providers

Consistent with the risk assessments and criteria used to consider exemptions under Commissioner's Instruction 28/2020, external providers are to provide formal advice on risk mitigation strategies and policies that apply to their workers who will be entering correctional centres and adhere to CSNSW



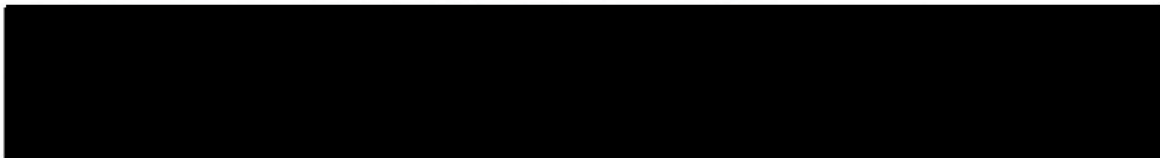
requirements relating to the delivery of programs. CSNSW may seek additional information as required.

The attached Third Party Acknowledgement Form is to be completed by the external service providers' authorised representative and returned to the Manager, Offender Services and Programs. This form is to be included with the completed Third Party Checklist (MOSP/MOS), OS&P risk assessment and forwarded to the Manager, Program Development & Integrity -HIPU (for HIPU locations) or the Regional Support Manager (RSM) for all other locations. The checklists will then be collated for approval by the Assistant Commissioner, Offender Management and Programs, and submitted to the CSNSW Command Post for endorsement.

Screening of persons entering CSNSW facilities and hygiene measures

The following precautionary mechanisms remain in place:

- Temperature checking all staff and visitors as a condition of entry to a correctional centre or transitional centre. Any staff member or visitor who displays cold or flu symptoms is not to attend work. If they do, they are to be denied entry and this action is to be recorded
- Any inmate who displays cold or flu symptoms is to be isolated
- Physical distancing protocols are to be maintained for all group based activities
- Personal hygiene practices are to be maintained including ready access to soap and water and/or hand sanitiser



Programs Inspection Checklist



Instructions:

1. **This checklist must be completed by Manager Offender Services and Programs or delegate** *(must be completed for each program space)*
2. **A specific site risk assessment must be completed for each programs area** *(this must be added to the pandemic plan and updated as required)*
3. **Specific local procedures must be developed** *(Outlining how COVID safety will be maintained in each program area)*
4. **Once completed this checklist is to be submitted to the Governor or delegate for endorsement**
5. **Once completed send checklist to the Manager Program Development & Integrity (HIPU) for HIPU locations or the Regional Support Manager (RSM) for all other locations.**
6. **The HIPU Manger or RSMs will collate and forward to the Assistant Commissioner – Offender Management and Programs** *(All approved programs will be sent to the COVID Command Post)*
7. **Document checklist**
 - Programs Inspection Checklist
 - Risk Assessment – OS&P *(Annexure A)*
 - Third Party Acknowledgement Form

Program DETAILS

Name of CSNSW facility:	Date:	
Person completing the inspection:	Signature:	
Name of Program Area:		
Program/s being delivered in this area:		

Program area checklist <i>(to be used as a guide only. Each area requires location specific assessment to be conducted)</i>	Completed
1. Group room sizes have been assessed as appropriate and the maximum room occupancy is displayed	<input type="checkbox"/> YES
2. Area set-up allows for the maintenance of physical distance of a minimum of 1.5metres between participants and facilitators	<input type="checkbox"/> YES
3. Adequate signage and information pertaining to COVID-19 safe practices are displayed	<input type="checkbox"/> YES
4. There are adequate facilities for hand hygiene techniques to be practiced	<input type="checkbox"/> YES
5. Enhanced cleaning has been organised for the program area	<input type="checkbox"/> YES
6. A cleaning register is displayed	<input type="checkbox"/> YES
7. There are an adequate number of bins located in the program area	<input type="checkbox"/> YES
8. Attendance registers are maintained and available. <i>(Minimum includes – Names, signature, time in and time out)</i>	<input type="checkbox"/> YES

Programs Inspection Checklist



Additional comments:

AUTHORISATION

Manager Offender Service and Programs (or Site Representative): (Print name)

Manager of Security (or Functional Manger): (Print name)

Signature:

Signature:

Date:

Date:

Assistant Commissioner Offender Management and Programs – Dr Anne Marie Martin

APPROVED / NOT APPROVED

Signature:

Date:

ENDORSED / NOT ENDORSED

Command Post

Commander: Blake Conwell

Signature:

Date:

Location	OSP - LOCATION		Reference No	
Scope/ Subject	COVID-19 Workplace Safety Arrangements,		Date	
Inspection conducted by	Person 1)	<i>Required</i>	Person 3)	
	Person 2)	<i>Required</i>	Person 4)	

Identify the hazard		Assess the risk			Control the risk		
Location	Hazard	Risk factors	Current controls	Risk rating	Short term controls	Long term controls	Residual risk rating
	Physical distancing <ul style="list-style-type: none"> No cases within a Correctional Centre 	<ul style="list-style-type: none"> Workplaces unable to implement physical distancing controls due to need to minimise other safety and serious operational risks Workplaces not ad-hearing to physical distancing requirements 	<ul style="list-style-type: none"> Workplace Inspections Checklist [DOCX 335kb] 	E+3=21 High	<ul style="list-style-type: none"> Modify workplace arrangements (e.g. removal of extra chairs etc.) and display maximum capacity posters in shared spaces Display/implement signage and decals to advise of physical distancing requirements Facilitators must remain 1.5m distance from participants 	<ul style="list-style-type: none"> Monitoring and Reporting 	C+3=14 Med

	Workplace hygiene	<ul style="list-style-type: none"> • Workplaces not implementing workplace hygiene controls • Increased use of soap and handtowels 	<ul style="list-style-type: none"> • COVID-19 Resources (including downloadable signage – handwashing, hand rub, protect yourself from viruses, etc.) • Access to procurement support and procurement process - COVID-19 Emergency Procurement 		<ul style="list-style-type: none"> • Arrange for signage to be displayed within the office and shared areas • Regularly review cleaning products levels (e.g. soap and handtowel) and ensure stock refilled as needed • Cleaning records to be on display • Facilitator to ensure of hand hygiene before and after each group based activity 	<ul style="list-style-type: none"> • 	
	Work activities <ul style="list-style-type: none"> • Client contact • Field work 	<ul style="list-style-type: none"> • Workplaces not reviewing work activities and tasks to include COVID-19 arrangements 	<ul style="list-style-type: none"> • 		<ul style="list-style-type: none"> • Instruct workers on changes to local procedures (e.g. contact prior to attending site, social distancing, PPE, etc.) • Implement hygiene kits or issue hand sanitiser to staff 		
	Work activities <ul style="list-style-type: none"> • Client contact • Field work • 	<ul style="list-style-type: none"> • Contact with shared course material 			<ul style="list-style-type: none"> • Provide each participant with a pen and own copies of course materials • Complete activities using whiteboard and verbal discussions to reduce the use of paper based course materials • Limit handouts 		

Authorisation:

Manager Offender Services and Programs

(Insert Name):

Signature:

Date:

Approval:

Assistant Commissioner Offender Management & Programs:

Approved / Not Approved

Dr Anne Marie Martin

Signature: _____

Date:

Endorsement:

Command Post

Endorsed / Not Endorsed

Commander Name:

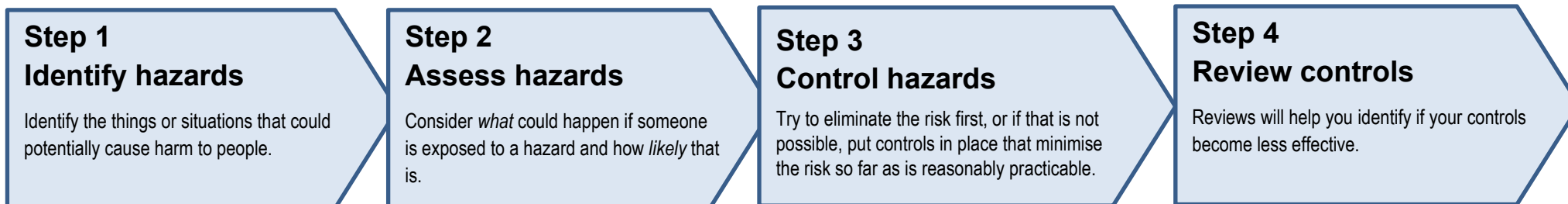
Blake Conwell

Commander Signature: _____

Date:

How to manage work health and safety risks

Use this information to help you complete the risk management table on the front of this form.



Step 1 Identify hazards

Identify the things or situations that could potentially cause harm to people.

How to identify hazards

Try a number of ways, including:

Inspecting the workplace

- Consulting workers, directly or through surveys, representatives, etc.
- Information from industry bodies, regulators and specialists, etc.
- Reading instruction manuals or safety data sheets
- Reviewing your records of incident reports, complaints, health monitoring, etc.

Where to look

Look in all aspects of work, including:

- the physical work environment
- equipment, materials and substances used
- work tasks and how they are performed
- work design and management (e.g. shift work)

Step 2 Assess hazards

Consider *what* could happen if someone is exposed to a hazard and how *likely* that is.

Level of risk

Work out the level of risk by considering the possible severity injury and likelihood of it occurring.

The level of risk will increase as the likelihood and severity increase.

Severity

How severe could the harm be? Consider what type of injuries may happen, who it affects, if it could escalate, etc.

Likelihood

Work out the likelihood of harm occurring. You can estimate it by considering:

- How often is the task done? Does this make the harm more or less likely?
- How close do people get to the hazard?
- Has it ever happened before, either in your workplace or somewhere else? How often?

Consider if the harm is: certain to occur, very likely, possible, unlikely or rare.

Step 3 Control hazards

Try to eliminate the risk first, or if that is not possible, put controls in place that minimise the risk so far as is reasonably practicable.

Finding the best control

You can rank ways of controlling risks from the highest level of protection and reliability to the lowest. This ranking is known as the *hierarchy of risk control* (see below).

Always start at the most effective control (level 1, elimination), and work down the hierarchy.

Step 4 Review controls

Reviews will help you identify if your controls become less effective.

Regular reviews

The control measures that you put in place should be reviewed regularly to make sure they work as planned. Don't wait until something goes wrong.

If you find problems, go back through the risk management steps, review your information and make further decisions about risk control.

Hierarchy	Control type	Action and Examples
Level 1 Ideal situation (most effective)	Elimination	Get rid of the hazard. This is the best option, if it can be done (often, in practice, this is not possible). <i>Example: Elimination of loose furniture in cells.</i>
Level 2 Effective	Substitution	Use something less dangerous. Replace a hazardous process or substance or equipment with a safer one. <i>Examples: Substituting a hazardous chemical with a less potent alternative; substituting a large property tub with a smaller / lighter tub.</i>
	Isolation	Use barriers or guards. Isolate the hazard from workers and bystanders <i>Example: Erecting barricades to redirect pedestrians away from a hole.</i>
	Engineering	Design and install equipment to counteract the hazard. Apply a technological approach to reduce the risk. <i>Example: Designing equipment to lift and manoeuvre heavy objects, which would otherwise be done by hand.</i>
Level 3 Less effective	Admin	Make workplace arrangements. Reduce exposure to a hazard, and increase awareness. <i>Examples: Implement safety procedures, provide training, post warning signs around a hazardous site, etc.</i>
	Personal Protective Equipment (PPE)	Personal Protection. Provide a barrier between the worker and the working environment. The hazard still exists - this is the last line of defence. <i>Examples: Latex gloves, safety glasses, hearing protection, etc.</i>

Risk Matrix

WHS Risk Rating Matrix		CONSEQUENCE				
		1 Insignificant	2 Minor	3 Moderate	4 Major	5 Extreme
PROBABILITY	E Almost certain	10 Low	16 Med	21 High	24 V. High	25 V. High
	D Likely	9 Low	15 Med	19 High	20 High	23 V. High
	C Possible	6 Low	8 Low	14 Med	18 High	22 V. High
	B Unlikely	3 Low	5 Low	7 Low	13 Med	17 High
	A Rare	1 Low	2 Low	4 Low	11 Med	12 Med

CONSEQUENCES – 1 to 5 (1 is the lowest; 5 is the highest)		
INSIGNIFICANT	1	• Minor injuries, first aid treatment required
MINOR	2	• Injuries involving medical treatment with no time lost
MODERATE	3	• Medical treatment required and time off work
MAJOR	4	• Injuries requiring hospitalisation, extended time off work, long-term disabilities
EXTREME	5	• Fatalities, extensive injuries requiring widespread medical attention.

PROBABILITY – A to E (A is the Lowest; E is the Highest)				
RARE	A	<ul style="list-style-type: none"> • Risk event is very unlikely to occur in this context, but still a remote possibility • Has happened elsewhere, but not often 	Once every 20 years at most	<5%
UNLIKELY	B	<ul style="list-style-type: none"> • Risk event probably won't occur, but it still could happen, especially over a longer time frame • Hasn't happened in this context, but has happened elsewhere 	Once every 5 to 20 years	5% to 20%
POSSIBLE	C	<ul style="list-style-type: none"> • Risk event may occur, but considered more likely not to occur • Some history of this happening 	Once every 1 to 5 years	20% to 50%
LIKELY	D	<ul style="list-style-type: none"> • Risk event will probably occur • Has happened in the past 	Once per 12 months	50% to 90%
ALMOST CERTAIN	E	<ul style="list-style-type: none"> • Risk event is expected to occur • Has happened often in the past 	Multiple per 12 months	>90%

LOW (1 to 10)	MEDIUM (11 to 16)	HIGH (17 to 21)	V High (22 to 25)
Action required within a reasonable timeframe to eliminate or minimise the risk	Action required within one week to eliminate or minimise the risk. Activities exposed to this level of safety risk cannot proceed without the approval of the responsible manager.	Immediate action is required and effort must be made to ensure that the safety risk is eliminated or minimised so far as is reasonably practicable.	Immediate action needed to eliminate the safety risk or reduce the consequence or likelihood of the risk and the overall risk exposure. Activities exposed to this level of safety risk cannot proceed without the approval of the Executive Director.

Third Party Acknowledgement Form



Essential actions:

- 1. Must be completed by the external provider** (a checklist will be required for each program for each centre)
- 2. Once completed send checklist to the Manager Offender Service & Programs**

Program Details

Name of CSNSW facility:		Date:
Name of external provider:	Signature:	
Contact Number:		
Program Details:		

Third Party Requirement:	Acknowledged
1. All persons entering a CSNSW facility will be subject to mandatory temperature testing (<i>any person at or exceeding 37.5 degrees Celsius will not be granted entry</i>)	<input type="checkbox"/> YES
2. Group room sizes have been assessed as appropriate and the maximum room occupancy is displayed	<input type="checkbox"/> YES
3. COVID-19 standard precautions will be maintained when in a programs area i.e. physical distancing protocols, hand hygiene and appropriate cough and sneeze etiquette	<input type="checkbox"/> YES
4. Formal advice on organisational COVID-19 risk mitigation strategies have been provided to CSNSW	<input type="checkbox"/> YES
5. Organisational policies that apply to working in correctional facilities have been provided to CSNSW	<input type="checkbox"/> YES
6. Access will be denied to a centre/office if a third party displays COVID-19 signs and symptoms (<i>do not come to a correctional facility if you are sick or have cold/flu like symptoms</i>)	<input type="checkbox"/> YES

Safe Work Practices & Procedures		
Your organisation must have the following policies/procedures in place and in force:		
A COVID-19 risk mitigation plan	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Documented hazards relating to programs being delivered	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Measures to be implemented to control any risks	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Procedures to notify CSNSW if anyone from your organisation tests positive for COVID-19	<input type="checkbox"/> YES	<input type="checkbox"/> NO

Office use only:

Third Party Acknowledgement Form



Additional comments:

AUTHORISATION

Manager Offender Service and Programs (or Site Representative): (Print name)

Manager of Security (or Functional Manger): (Print name)

Signature:

Signature:

Date:

Date:

Assistant Commissioner Offender Management and Programs (print name):

APPROVED / NOT APPROVED

Signature

Date:

Command Post

ENDORSED / NOT ENDORSED

Commander: Blake Conwell

Signature:

Date:

Document Checklist:

- Programs Inspection Checklist
- Risk Assessment – OS&P (*Annexure A*)
- Third Party Acknowledgement Form



Commissioner's Instruction

No: 50 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID 19) Interim Measure – **Brush Farm Corrective Services Academy - Staff training**

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Further to Commissioner's Instruction 12/2020, all Brush Farm Corrective Services Academy (BFCSA) face to face training will continue to be suspended until 31 July 2020, except for Primary Training courses for new recruits and First Aid Training. This situation will be regularly reviewed and further advice issued as required.

If you are enrolled in a training course during the above period, you will receive an email notification confirming cancellation of this. All associated BFCSA accommodation bookings will also be cancelled. If you have made travel arrangements it is an individual's responsibility to cancel these bookings.

These cancellations do not affect the CSNSW Learning Management System online short courses. You are still encouraged to complete your online mandatory training as soon as possible (<http://csnsw.janison.com/jportal/Default.aspx>).

For further information, contact the relevant training unit manager via [REDACTED]



Contact Officer:
Telephone:
Email:

CSNSWCoronavirusCommand@justice.nsw.gov.au





Commissioner's Instruction

No: 51 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – Update to essential inmate movements

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

This Instruction rescinds and replaces Commissioner's Instruction 05/2020. As part of our ongoing response to COVID-19, restrictions on inmate movements remain in place. The resumption of in person appearances at court and program activity in correctional centres necessitates the prioritisation of movements deemed essential and/or urgent. The maintenance of ability to receive fresh custody inmates at the Metropolitan Remand and Reception Centre and other reception centres remains critical.

Resumption of Courts

The resumption of courts will result in greater inmate movement across the system. CSNSW has a legal obligation to ensure that inmates attend court as required and we are working with the Courts to maximise the use of AVL to limit in-person appearances. The resumption of Courts will also have an impact on remand bed placements. An inmate appearing in court will not be subject to a period of quarantine unless advised that this is necessary by the Justice Health and Forensic Mental Health Network or health provider in a privately managed centre.

High Intensity Programs

A staged resumption of inmate group programs to enable physical distancing and manage transmission risks will focus on movements of inmates to participate in high intensity programs. These programs are:

- Intensive Drug and Alcohol Treatment Program
- High Intensity Sex Offender Program
- Violent Offender Treatment Program
- High Intensity Program Units



Essential movements

The movement of inmates between correctional centres to facilitate attendance at court, either in person or via AVL is to be considered a priority movement. Essential movements of inmates at this time include:

- the movement of inmates to facilitate participation in high intensity programs (listed above);
- the movement of inmates from Court Cells to reception centres and then once classified, out to gaols of classification pending a period of quarantine;
- urgent medical escorts (not COVID-19 related);
- movement of high security inmates who pose an unacceptable risk in the normal population and require Commissioner placement into the High Risk Management Correctional Centre;
- movement of inmates advised by Strategic Population Management to facilitate the ramp up of new infrastructure and decommissioning of beds under the Prison Bed Capacity Adjustment Program; and
- a (not COVID - 19 related) transfer that is essential for the good order and security of a correctional centre. Any such transfer requires the approval of the Assistant Commissioner, Custodial Corrections or Assistant Commissioner, Security and Intelligence and Assistant Commissioner Offender Management and Programs.

Any other movement is deemed not to be essential or urgent and not to occur.

Quarantining of inmates subject to movement

Commissioner's Instruction 21/2020 set the requirements and circumstances for the quarantining of inmates. Fresh custody inmates remain subject to a 14 day quarantine period. The movement of a non-quarantined inmate for the purpose of a medical escort or police interview does not necessitate that inmate being subject to any period of quarantine on return to the correctional centre. All inmates are subject to temperature checking on exit and entry to a correctional centre. If an inmate on return to a correctional centre displays cold or flu like symptoms, they are to be isolated consistent with current practice and advice sought from Justice Health before they are returned to the general population.



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CSNSWCoronavirusCommand@justice.nsw.gov.au





Commissioner's Instruction

No: 52 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – **Travel Declaration Melbourne region**

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

The screening of staff and visitors to correctional centres and other CSNSW locations remains an important precautionary measure during the COVID-19 pandemic. In response to increasing community transmissions of COVID-19 in the Melbourne region, staff and visitor exclusion criteria now includes any travel to Melbourne in the past 14 days. If a CSNSW staff member declares that they have been to Melbourne in the past 14 days, they must self-isolate at home for a 14 day period and not attend the workplace.

Criteria for exclusion from a correctional centre or other CSNSW work location:

Any person who has:

- been overseas or travelled from Melbourne in the past 14 days
- been in contact with a confirmed case of COVID-19 in the past 14 days
- a temperature of $\geq 37.5^{\circ}\text{C}$ or higher) OR
- a history of fever (e.g. night sweats, chills) OR
- acute respiratory infection symptoms (e.g. cough, shortness of breath, sore/scratchy throat) OR
- a loss of smell or loss of taste

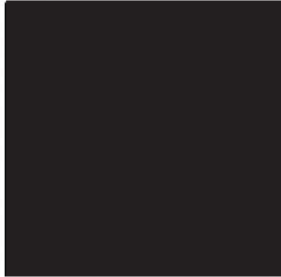
Required action if someone meets the exclusion criteria

- If a staff member presents with any of the above exclusion criteria they are to be requested to leave the workplace. The manager is to complete the '[Employees asked to leave the workplace](#)' form.



- If a Visitor/contractor/other presents with any of the above exclusion criteria they are to leave the workplace, be advised to seek medical advice and not return to any CSNSW location until they no longer display symptoms.

Managers are to ensure that appropriate signage is displayed in any common areas such as staff gymnasiums and cafeterias.



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**Rescinded
replaced by 2020/54**





Commissioner's Instruction

No: 53 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – Recommencement of contractors

PREAMBLE

This Instruction is issued in accordance with the provisions of section 33B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

This Commissioner's Instruction sets out the requirements for the entry of contractors into correctional centres. It rescinds and replaces Commissioner's Instruction 28/2020 as it relates to external contractors other than those delivering group based or individual training programs or services.

All external contractors entering CSNSW correctional centres must comply with current visitor restrictions regarding health, overseas travel and travel to Melbourne and close contact with anyone diagnosed with COVID-19.

Any contractor seeking entry to perform work in a correctional centre must:

- be temperature tested upon entry as per Commissioner's Instruction 42/2020 CSNSW Conditions of Entry into Correctional Centres – Temperature Checks.
- provide organizational and relevant personal details upon entry to assist with any contact tracing where required.
- limit any contact with inmates and CSNSW staff where practicable.

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Commissioner's Instruction

No: 54 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – **Criteria for exclusion from correctional centres and other CSNSW work locations**

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Commissioner's Instruction 52/2020 'Travel Declaration Melbourne Region' is rescinded and replaced by this Commissioner's Instruction.

The screening of staff and visitors to correctional centres and other CSNSW locations remains an important precautionary measure during the COVID-19 pandemic. In response to fluid nature of potential risks involved with the transmission of COVID-19 into the correctional environment, this instruction and any future amendments will provide the most current COVID-19 related exclusion criteria.

If a person meets any exclusion criteria outlined in this instruction, they will not be permitted entry into a correctional centre or other CSNSW work location.

Criteria for exclusion from a correctional centre or other CSNSW work location:

Any person who has:

- been overseas or travelled from the State of Victoria in the past 14 days OR
- been in contact with a confirmed case of COVID-19 in the past 14 days OR
- a temperature of ($\geq 37.5^{\circ}\text{C}$ or higher) OR
- a history of fever (e.g. night sweats, chills) OR



- acute respiratory infection symptoms (e.g. cough, shortness of breath, sore/scratchy throat) OR
- a loss of smell or loss of taste

Required action if someone meets the exclusion criteria

- If a staff member presents with any of the above exclusion criteria they are to be requested to leave the workplace. The manager is to complete the '[Employees asked to leave the workplace](#)' form.
- If a visitor/contractor/other presents with any of the above exclusion criteria they are to leave the workplace, be advised to seek medical advice and not return to any CSNSW location until they no longer display symptoms.
- From 30 June 2020, any person that travelled from Melbourne is still required to self-isolate for 14 days.
- From 8 July 2020, the border between NSW and Victoria has been closed temporarily, any person travelling from Victoria to NSW will be required to self-isolate for 14 days.
- Persons providing critical services may enter NSW. This includes CSNSW staff. The exemption process for persons providing critical services and other categories is managed online through Service NSW.

Managers are to ensure that appropriate signage is displayed in any common areas such as staff gymnasiums and cafeterias.



Rescinded by 2020/55





Commissioner's Instruction

No: 55 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – Update to criteria for exclusion from correctional centres and other CSNSW work locations

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

This Instruction rescinds and replaces Commissioner's Instruction 54/2020 - Criteria for exclusion from correctional centres and other CSNSW work locations.

The screening of staff and visitors to correctional centres and other CSNSW work locations remains a critical measure to prevent the introduction of COVID-19 into correctional centres and other CSNSW work locations

In response to the evolving nature of COVID-19 transmission, this instruction sets out key criteria for current staff and visitor exclusions and refers to the latest NSW Health advice on exclusion criteria.

Ongoing criteria for exclusion from a correctional centre or other CSNSW work location:

Any person:

- required to self-isolate if they have:
 - an active case of COVID-19
 - had close contact with someone with COVID-19
 - been overseas or travelled to Victoria in the last 14 days
 - been told by a doctor/healthcare professional to self-isolate
 - been tested for COVID-19 and are awaiting results

- displaying any COVID-19 related symptoms including;
 - a fever (a temperature of 37.5 or above as per Commissioner's Instruction 2020/42)



- cough (not related to a pre-existing chronic condition e.g asthma)
- shortness of breath
- sore throat
- loss of smell or taste

Additional criteria for exclusion from a correctional centre or other CSNSW work location:

People who have attended specific locations identified by the NSW Government and NSW Health are advised to:

- self-isolate for 14 days, get tested even if you have no symptoms
- OR**
- watch for COVID-19 symptoms and if symptoms occur, self-isolate for 14 days and get tested for COVID-19 immediately.

Any person who has attended one of the identified locations within a 14 day period and advised to self-isolate must not enter any correctional centre or other CSNSW work location.

The locations will be distributed via a CSNSW broadcast email, published on the CSNSW Intranet COVID-19 Updates page and updated as required.

If staff require clarification, have any questions or need support with current COVID-19 processes or information are to email the CSNSW Coronavirus Command Centre at CSNSWCoronavirusCommand@justice.nsw.gov.au

Required action if someone meets the exclusion criteria

- If a staff member presents with any of the exclusion criteria, they are to be requested to leave the workplace. The manager is to complete the 'Employees asked to leave the workplace' form.
- If a visitor/contractor/other presents with any of the above exclusion criteria they are to leave the site, be advised to seek medical advice and not return to any CSNSW location until they can meet the entry requirements.



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Commissioner's Instruction

No: 56 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – Staff working in the Kevin Waller Unit and Aged Care and Rehabilitation Unit, Long Bay Correctional Complex

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Staff are reminded to practice constant COVID-19 safety measures when performing duties within a correctional environment.

Based on advice from the NSW Ministry of Health Chief Health Officer, from 21 July 2020 all staff, visitors and contractors working or visiting the Aged Care and Rehabilitation Unit or Kevin Waller Unit at the Long Bay Correctional Complex must wear a surgical mask while in these areas.

A surgical mask is to be worn when:

- Entering the accommodation area of the units
- Interacting with an inmate who is housed in the units

This instruction will be reviewed by Friday 31 July 2020. Should these measures be extended beyond the end of July, further advice will be provided.

For further information regarding the use of PPE, see the section 'PPE Resources' on the CSNSW Intranet using this link – [PPE Resources](#)

Contact Officer:
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CSNSWCoronavirusCommand@justice.nsw.gov.au





Commissioner's Instruction

No: 58 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – **Management of inmate escorts for court locations**

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Commissioner's Instruction No.11/2020 requires temperature testing for all inmates entering and exiting a correctional centre and highlights CSNSW legal obligation to ensure inmates attend court as required.

Correctional Centre and Court Escort Security Unit (CESU) Officers must ensure a '[Court Attendance Checklist](#)' is completed for every inmate being escorted from a correctional centre to attend court.

All inmates must be screened by a Justice Health and Forensic Mental Health Nurse or Health provider in a privately managed centre prior to and on return from a court escort.

Health screening by a Justice Health Nurse will be conducted either the night before, or on the day of the court escort. The health screening documentation will be attached to the court attendance checklist and be handed to the CESU Officer prior to departure from the centre.

The steps involved in completing the checklist are:

- Section 1 'Inmate Departure Details' - This section is to be completed by the reception room officers prior to the inmate leaving the centre.
- Section 2 'Questionnaire' – This section is to be completed by the escorting CESU officers or OIC of the escort, prior to leaving the court cell location.



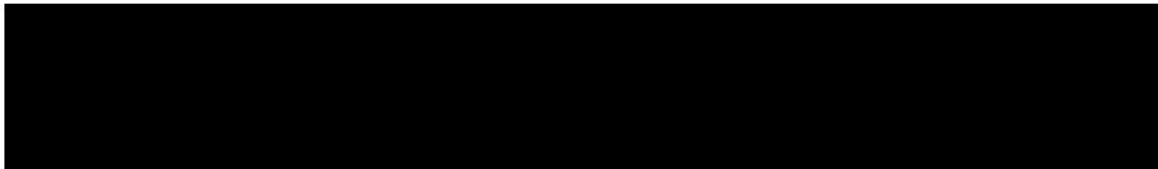
- If the CESU officer ticks 'YES' to question 2.2 in this section, they are to contact the receiving centre and inform them that the inmate will require isolating due to being 'Suspected COVID-19'
- Section 3 'Inmate Arrival Details' – This section is to be completed by the reception room officers of the receiving correctional centre.

All inmates in the reception/Intake area are required to wear a surgical mask.

Any person in direct contact with an inmate whilst in a court location must be wearing a face mask. If that person does not have a face mask, CESU Officers will provide one to them.

All inmates in a court cell location or who are attending court where there is no barrier between them and the public are required to wear a surgical mask.

If an inmate displays any COVID-19 signs or symptoms e.g. Fever $\geq 37.5^{\circ}\text{C}$ or history of fever (e.g. night sweats, chills) or any acute respiratory infection symptoms (e.g. sore/scratchy throat, cough, shortness of breath) or loss of smell or loss of taste, they are to immediately be isolated and managed as a suspect COVID-19 inmate.





Commissioner's Instruction

No: 59 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – Update to Quarantining of new reception inmates

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Commissioner's Instruction 48/2020 'Amendment to quarantining of new reception inmates' is rescinded and replaced by this Commissioner's Instruction. Staff are required to complete a 'Court Attendance Checklist' for all inmates being escorted from a correctional centre to a court location.

All new inmates entering correctional centres will continue to be quarantined in a designated area within a correctional centre, separate from the general inmate population for 14 days. An inmate returning to a correctional centre from court will not be subject to a period of quarantine unless indicated as necessary on the 'Court Attendance Checklist' or advised by Justice Health and Forensic Mental Health Network or health provider in a privately managed centre.

The following centres will receive and house new receptions for the initial 14 days of quarantine in custody: Bathurst; Shortland; South Coast; Metropolitan Remand and Reception Centre; Parklea; Mid North Coast; Tamworth; Wellington; Broken Hill; Silverwater Women's and Junee. Additional correctional centres may be required in the future to accept and manage new reception inmates. Consultation with these correctional centres will be undertaken as required.

The Court Escort Security Unit will conduct all inmate transport.

New inmates will be screened by Justice Health upon reception at the centre before commencing the 14 day quarantine period. After the 14 day period, Justice Health will assess the inmate and advise if they can be managed with the general inmate population.



Each nominated reception centre will have an area designated for holding inmates during the quarantine period. Inmates held in these areas must not mix with inmates held in any other part of the centre during the quarantine period.

The steps involved in the 14 day quarantine period are:

1. Inmate (group of inmates) received into 24 hour court cell
2. Inmate (group of inmates) transferred to a designated Reception Centre by Court Escort Security Unit
3. Once received into the Reception Centre, the inmate (group of inmates) will commence a 14 day quarantine period in the designated quarantine area within that centre
4. The inmate (group of inmates) will be managed in accordance with existing centre protocols
5. Upon completion of the 14 day quarantine, Justice Health will advise if the inmate is fit to be transferred into the general population
6. Where groups of new inmates are received into a centre within the period of 14 day quarantine, the groups will be managed independently

Information to be provided on reception

Staff are to provide inmates with relevant information to ensure that inmates are fully informed about the need for quarantining and how long they will be required to be in quarantine.

Management of inmates in quarantine

While new inmates are to be held in quarantine for a 14 day period, there are no changes to how the inmate is to be managed. Existing centre protocols and access to services are to apply.

Context

Commissioner's Instruction 11/2020 mandates that inmates in a correctional centre suspected of having COVID-19 must be isolated in situ and that no inmate suspected or confirmed with COVID-19 is to be transferred until cleared for escort by the Justice Health and Forensic Mental Health Network on the advice of Population Health.

Commissioner's Instruction 18/2020 established Isolation Hubs in 13 correctional centres that will house inmates confirmed COVID-19 positive.

Contact Officer:

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CSNSWCoronavirusCommand@justice.nsw.gov.au





Commissioner's Instruction

No: 60 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – Continuation of increase to Inmate Wages

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Commissioner's Instruction 46/2020 is rescinded and replaced by this Instruction.

In circumstances where Corrective Services Industries employment ceases in a particular location, the following average wage rates will continue to apply for those inmates affected:

- Business Units - \$44.50
- Service Units - \$34.74

The application of these wage rates are to apply for the period of time the employment activity is suspended, up to a maximum period of four weeks. Requests for the average wage rates to take effect in any location are to be submitted to the CSI Director Operations Development for consideration and forwarding to the COVID-19 Command Centre for approval.

As a further measure to assist inmates during COVID-19, the rate of payment for unemployed inmates is to increase for a period of up to four weeks commencing 20 July 2020. The temporary amended weekly payment remains at \$20.20.

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Commissioner's Instruction

No: 61 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – **Continuation of subsidised inmate phone calls**

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Commissioner's Instruction 45/2020 is rescinded and replaced by this Instruction.

All inmates are to be advised that their trust accounts will continue to not be debited for up to three phone calls each week for a further period of up to four weeks commencing 20 July 2020.

Existing policy and procedures relating to call time limits and calls only to approved contact lists will continue to apply.

The roll out of video visits in correctional centres is continuing, providing inmates with additional opportunities to contact family and friends in the absence of social visits.

Governors must ensure appropriate access to phones for inmates. Governors are to ensure all inmates are aware of the new telephone call arrangements and ensure Inmate Development Committees are notified.

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Commissioner's Instruction

No: 62 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – **Use of face masks in correctional centres and other CSNSW work locations**

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Due to the current rate of community based COVID-19 transmission, NSW Health has moved to a moderate risk status and directed Justice Health and Forensic Mental Health staff to wear face masks when dealing directly with inmates.

In recognition of this risk NSW Health has advised CSNSW that any person dealing directly with inmates (or offenders in a residential centre) in a correctional centre or other CSNSW work location is required to wear a face mask at this time.

This measure is to reduce the risk of transmission from people who are in the pre-symptomatic phase of infection or who have an asymptomatic infection.

CSNSW and non-CSNSW personnel including those working in privately operated correctional centres must wear a face mask when:

- entering any common area or area frequented by inmates including streetways, yards, AVL
- entering a cell or inmate housing area including court complexes and residential centres
- transporting, interacting or having direct contact with an inmate/offender for any purpose, whether inside or outside of a correctional setting
- interacting with inmates through programs, education and industries



CSNSW and non-CSNSW personnel are not required to wear a face mask when in an area where there are no inmates present. Existing CSNSW PPE protocols will continue in locations such as community corrections offices where physical distancing can be maintained. Where physical distancing cannot be maintained, use of a face mask is recommended for interactions with offenders.

Supply of face masks

Existing supplies of face masks held by correctional centres and other locations will continue to be supplemented by the CSNSW Coronavirus Command Post. All relevant CSNSW personnel will be issued with washable fabric face masks. Further advice will be published on the [PPE Resources](#) intranet on the supply, use and care of these masks

Face mask requirements for inmates:

- Fresh custody and quarantine inmates will be issued face masks on a case by case basis on advice from Justice Health
- All inmates currently on any unsupervised external leave program i.e. education or employment, are required to wear a face mask when in the centre/honour house and outside of their cell/room
- At this time there are no other circumstances where inmates are required to wear a mask

Only face masks procured through the CSNSW Coronavirus Command Centre or Corrective Services Industries are approved to be worn by staff and inmates.

The introduction of face masks is an additional precautionary measure recommended by NSW Health. It does not change any of our ongoing measures to stop the spread of the virus. All COVID-19 safety measures remain including:

- Maintenance of physical distancing (1.5 metres), where possible
- Hand hygiene
- Cough and sneeze etiquette
- Correct application and use of PPE
- Following self-isolation and testing requirements when required

This instruction does not remove the need for staff to wear 'Surgical Masks' if working with suspected or confirmed COVID-19 inmates in an isolation cell or isolation hub, or inmates in the Kevin Waller Unit and Aged Care Rehabilitation Units or P2/KN95 mask when working in a Field Hospital.

Commissioner's Instruction 56/2020 sets out requirements for staff working in the Kevin Waller Unit and Aged Care and Rehabilitation Unit.



Exemptions to wearing a face mask may apply in circumstances where a staff member is unable to wear a mask due to a medical or other identified condition. This should be managed locally with advice sought from the CSNSW Coronavirus Command Post as required.

Any person entering or exiting a correctional centre must remove their face mask if requested for purpose of identification. If such request is made all available COVID safety measures must be implemented.

Updated information and resources will be made available to all staff and published on the intranet under – [PPE Resources](#). This includes advice on the correct wearing and disposal of masks. The use of face masks will be regularly reviewed.



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Rescinded & Replaced by 2020/62





Commissioner's Instruction

No: 63 / 2020

For the information of all CSNSW staff

Subject: NOVEL Coronavirus (COVID-19) Interim Measure – Staff gymnasiums

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

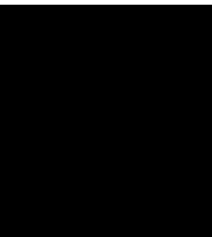
INSTRUCTION

The ongoing operation of CSNSW gyms provide opportunities for staff to maintain physical fitness and mental wellbeing during the COVID-19 Pandemic.

To align current CSNSW gym operating practice with key provisions of the Public Health (COVID-19 Restrictions on Gathering and Movement) Order (No 4) 2020 under the *Public Health Act 2010*, Governors and Managers of Security must:

- ensure there is an up to date 'Framework of Operations under COVID-19 Restrictions'
- appoint a COVID-19 Safe Hygiene Marshal to each staff gymnasium who will be required to ensure that COVID-19 measures outlined in the 'Framework of Operations' are adhered to
- ensure enhanced cleaning is conducted and recorded on a cleaning register

There is no requirement for a COVID-19 Safe Hygiene Marshal to be physically present in the staff gymnasium at all times, as these gymnasiums are not open to the public. Staff using the gymnasium are required to sign in upon entry and adhere to all requirements outlined in the relevant 'Framework of Operations'.



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Commissioner's Instruction

No: 64 / 2020

For the information of all CSNSW staff

Subject: CSNSW Electronic Security Steering Committee

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Functional and reliable electronic security systems are essential to the security, safety and good order of NSW correctional centres. It is therefore critically important that our security systems are maintained appropriately and that enhancements and repairs are prioritised and completed in a timely manner.

Effective immediately, Assistant Commissioner, Security & Intelligence, will Chair the re-formed CSNSW Electronic Security Steering Committee (ESSC). The Committee will provide security governance for CSNSW, support the DCJ Security Steering Committee (SSC) decision making by providing operational and technical advice, manage security strategies and emerging technologies, plans, policies, procedures and performance for CSNSW electronic security.

The ESSC will also be responsible for assessing, prioritising and directing electronic security business cases for enhancements and remediation of end of life infrastructure for correctional centres, community corrections and any other business units owned by Corrective Services NSW.

Security & Intelligence Branch will also provide an immediate support function to Custodial Corrections through the Technical Security Unit to ensure operational security is maintained by supporting and where necessary coordinating urgent security system repairs and provide advice to ESSC on proposed works.

In the broader strategic sense, the Infrastructure and Assets Directorate will be responsible through the ESSC for the lifecycle management of our

electronic security systems. This includes procuring and managing the maintenance and renewal of systems over the lifecycle.

In the more immediate term CSNSW systems will require day to day attention to repair or replace system components in order to maintain operational security. In many cases these works will not form a part of the longer term strategic planning but should wherever possible reflect anticipated future standards and system compatibility.

The CSNSW internal minor capital works proposals/submission approval process and ESSC and SSC Mapping diagrams are attached.

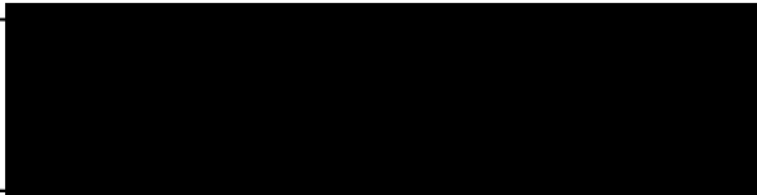


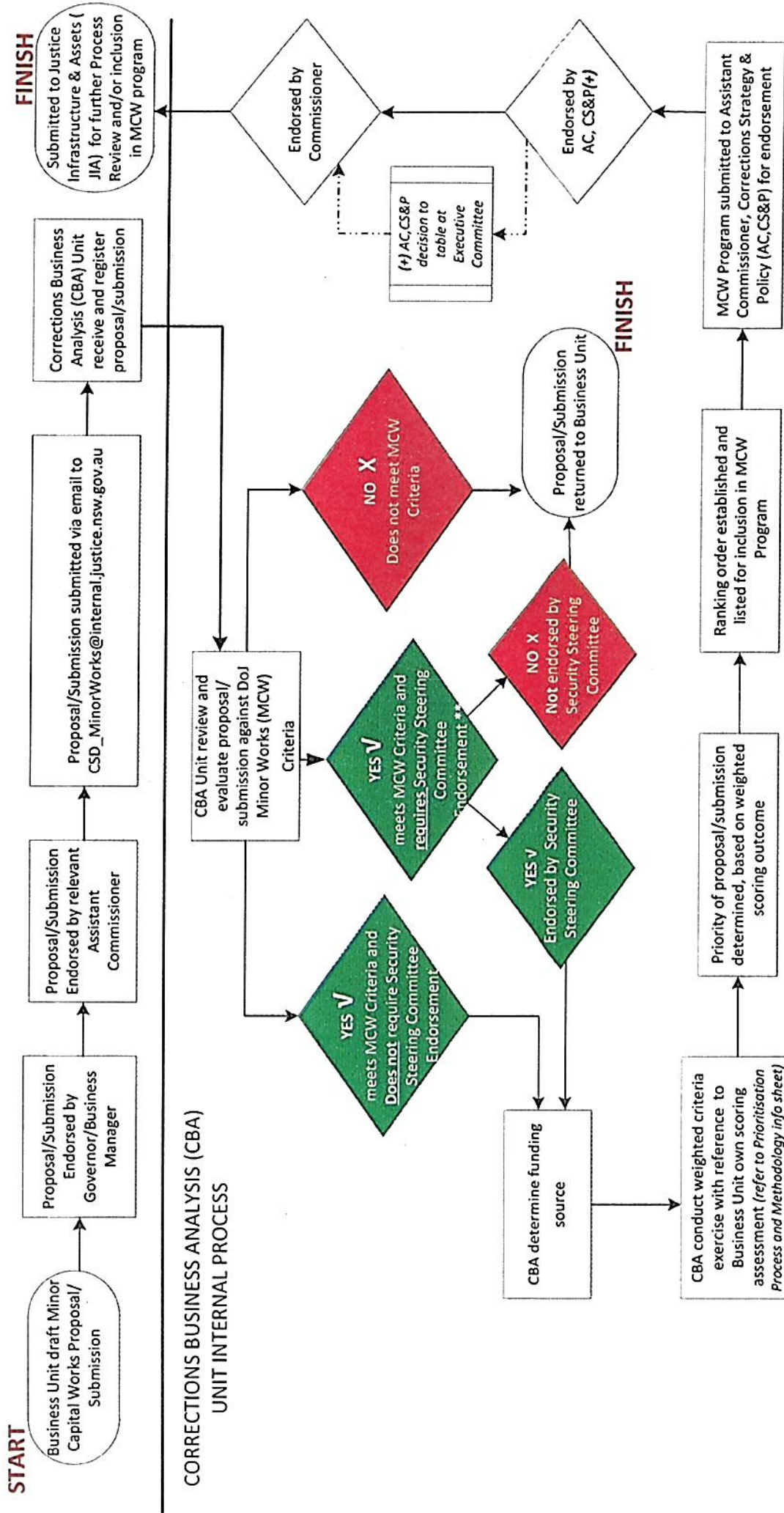
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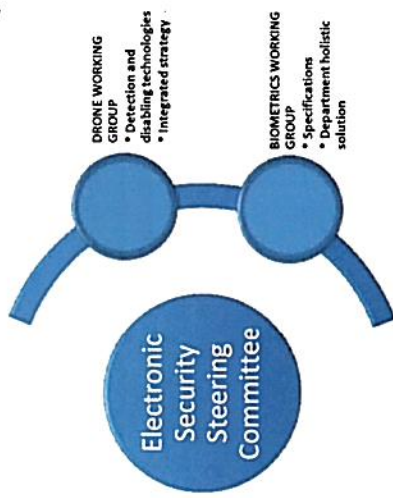
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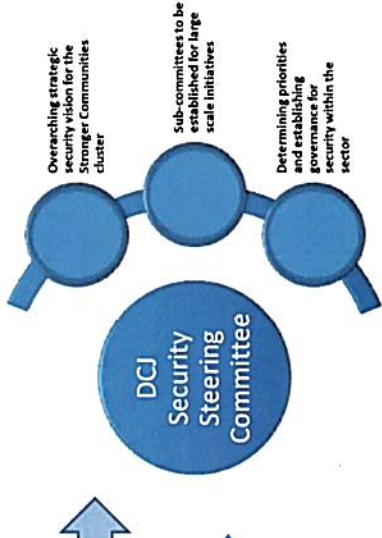
References:



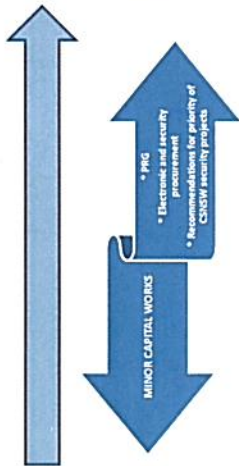




- AC S&I Chair, alternate Chair other AC's for ESSC
- Working towards enhancements of electronic security for CSNSW
- Recommendations and direct those works that should be prioritised
- Business Cases are presented to this committee
- Membership across branches and I&A



- Determining strategic security investment priorities cluster-wide
- Facilitating a unified approach towards technology
- Core members from all sectors within Stronger Communities
- Develop and overarching framework for consistency of process
- Strategic advice to mitigate risks and threats to DCJ





Commissioner's Instruction

No: 65 / 2020

For the information of all CSNSW staff

Subject: Identification of offenders / inmates with previous Australian Defence Force (ADF) Service

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

This Instruction is issued in substitute of Commissioner's Memorandum 2016/23.

In 2017, CSNSW implemented changes to ensure that inmates who had previously served in the Australian Defence Force (ADF) were provided with the opportunity to disclose this information and for it to be verified. Inmates must be provided with the opportunity to disclose this information.

CSNSW is working with the Department of Veteran's Affairs (DVA) and the Office of Veteran's Affairs (OVA) to identify this cohort and provide appropriate referrals and supports to them. As part of release planning practices, prior ADF service should be noted when considering supports that may be available to the inmate

An inmate's claim of prior ADF service (whether they consent to a confirmation of services or not) should not be the sole basis for an inmate being deemed at risk or changing their classification or placement.

Fresh Custody Inmates

The Inmate Identification and Observation Form (IIO) includes a question which allows an offender to self-disclose previous ADF service. While an offender is in the Court/Police Cells, the following process must occur:

1. The offender must be asked if they were in the ADF. If the offender claims that they were in the ADF they must be provided with a *Request for confirmation of service form* and 'Yes' written against the question on the IIO. If the inmate states they were not in the ADF, 'No' should be marked next to the question. Inmates should be informed that there are referrals that can be made and supports available to them.
2. Where the offender has provided their consent for confirmation of service, the completed form must be emailed to [REDACTED] by Court/Police Cell staff. The original must be attached to the IIO, which will be placed in the inmate's Case Management File.

Custodial Officers in the Court/Police Cells must make every effort to ensure this form is completed. However, if the inmate is moved to a correctional centre before the inmate has had the opportunity to complete the form; this must be noted on the IIO.

Where an offender is received directly at a correctional centre, the above process must be completed as part of the reception screening process by Offender Management and Programs.

Inmates currently in custody

1. Inmates who are currently in custody must be asked at their next engagement with their Case Management Officer if they have prior ADF service.
2. If the inmate claims to have been in the ADF, they must be provided with a *Request for confirmation of service form*. Inmate should be informed that there are referrals that can be made and supports available to them. Inmates are not required to complete the form if they do not consent to this information being confirmed by the Department of Defence.
3. Where the inmate has provided their consent, the completed form must be emailed to [REDACTED]. The original must be placed in the inmate's Case Management File.
4. A case note must be entered stating that the inmate has been asked the question and the relevant action that has been taken.

Recording of ADF service

Sentence Administration Corporate (SAC) is responsible for providing the completing *Request for confirmation of service form* to the Department of Defence once it has been sent.

SAC will record this information in the Offender Integrated Management System (OIMS). Other CSNSW staff should not alter or amend the data in OIMS.



Contact Officer:	[Redacted]
Telephone:	[Redacted]
Email:	[Redacted]
References:	[Redacted]



Commissioner's Instruction

No: 66 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure - Brush Farm Corrective Services Academy – Increase of face-to-face training delivery

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Commissioner's Instruction 50/2020 "Novel Coronavirus (COVID-19) Interim Measure – Brush Farm Corrective Services Academy - Staff Training" is rescinded and replaced by this Commissioner's Instruction.

Following a review of Brush Farm Corrective Services Academy (BFCSA) service delivery, further face-to-face training will be rolled out subject to a number of risk mitigation strategies in response to COVID-19.

Details of upcoming on-site training at BFCSA and other approved locations can now be accessed at the link below:

[BFCSA Course Handbook and Calendar](#)

Managers who require critical training for their specific location should contact BFCSA directly.

All staff are reminded that online short courses remain available on [CSNSW's Learning Management System](#). It is encouraged that all mandatory training requirements continue to be completed within required time frames.

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Commissioner's Instruction

No: 67 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – Continuation of increase to Inmate Wages

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Commissioner's Instruction 60/2020 is rescinded and replaced by this Instruction.

In circumstances where Corrective Services Industries employment ceases in a particular location, the following average wage rates will continue to apply for those inmates affected:

- Business Units - \$41.50
- Service Units - \$34.74

The application of these wage rates is to apply for the period of time the employment activity is suspended, up to a maximum period of six weeks. Requests for the average wage rates to take effect in any location are to be submitted to the CSI Director Operations Development for consideration and forwarding to the COVID-19 Command Centre for approval.

As a further measure to assist inmates during COVID-19, the rate of payment for unemployed inmates is to increase for a period of up to six weeks commencing 17 August 2020. The temporary amended weekly payment remains at \$20.20.



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Commissioner's Instruction

No: 68 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – **Amendment to Centralised Procurement PPE Groups**

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Commissioner's Instruction 39/2020 'Amendment to Centralised Procurement PPE Groups' is rescinded and replaced by this Commissioner's Instruction. The eight product categories listed below remain restricted. Specific products are centrally sourced as per the ordering list updated by the PPE team as products are returned to business as usual (BAU) by SEOCON. Changes to the list will be communicated by the PPE team.

All CSNSW business areas including Custodial Corrections, Security & Intelligence, Community Corrections and Corrective Services Industries are to continue procurement of all items that fall under the following eight product groups via the centralised Department of Communities and Justice (DCJ) procurement process:

1. Hand Sanitiser
2. Examination Gloves
3. Cleaning
4. Handwash/Soap
5. Masks
6. Eyewear
7. Gowns/Overalls
8. Paper Products

The PPE ordering list, updated regularly by the PPE team, will list the items within these product groups which are restricted to centralised procurement. When a product is returned to BAU for purchasing, the item will be identified

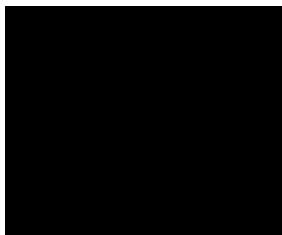


on the PPE ordering list, at which time business unit procurement teams can recommence normal procurement practices for those items.

All requests for products that fall within the remaining eight product groups are to be forwarded to the Command Post who will be responsible for collating and submitting requests as a Division to the DCJ Centralised Procurement Team.

All business units are still required to provide weekly inventory reports on all eight product groups as well as order requirements to the Command Post by midday on Wednesdays due to DCJ reporting requests.

Procurement outside of the eight product groups will continue per usual processes.



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Rescinded and replaced by CI 2021/07





Commissioner's Instruction

No: 69 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – Inmate phone calls

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Commissioner's Instruction 61/2020 is rescinded and replaced by this Instruction.

All inmates are to be advised that their trust accounts will not be debited for up to three phone calls each week for a further period of up to six weeks commencing 17 August 2020.

Existing policy and procedures relating to call time limits and calls only to approved contact lists will continue to apply.

The roll out of video visits in correctional centres is continuing, providing inmates with additional opportunities to contact family and friends in the absence of social visits.

Governors must ensure appropriate access to phones for inmates. Governors are to ensure all inmates are aware of the new telephone call arrangements and ensure Inmate Development Committees are notified.

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Commissioner's Instruction

No: 70 / 2020

For the information of all CSNSW staff

Subject: NOVEL Coronavirus (COVID-19) Interim Measure – Re-commencing Community Programs via LiViT

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Commissioner's Instruction 43/2020 'Novel Coronavirus (COVID-19) Interim Measure – Re-commencing Community Programs via LiViT' is rescinded and replaced by this Commissioner's Instruction.

Community based offender programs initially recommenced via a staged approach using the LiViT platform, which allows for the virtual delivery of programs to offenders.

Programs are facilitated by LiViT trained Offender Services & Programs Staff and External Facilitators. The programs available at this time are EQUIPS Foundation, EQUIPS Domestic Abuse and the Sober Driver Program.

Face-to-face community-based group programs continue to be suspended until further notice.

Stage 1: Completion of community-based programs being delivered via LiViT
Commencement date 20 August 2020 – completion date 24 September 2020.

Stage 2: The resumption of programs suspended as at 19 March 2020
Participants who have completed up to session 13 of EQUIPS Foundation or EQUIPS Domestic Abuse face to face and have sufficient completion time on their order to complete the remaining program session will be resumed via LiViT. Scheduling Information has been disseminated to Community Corrections Managers in preparation for the scheduled commencement of Stage 2 programs. The resumption of programs suspended at 19 March 2020 will commence on 31 August 2020 and be completed by 25 September 2020.



Stage 3: Newly scheduled LiViT programs

Facilitator training and distribution of LiViT video conference enabled devices have been distributed in preparation for the recommencement of community programs via LiViT. Newly scheduled community EQUIPS Foundation, EQUIPS Domestic Abuse programs and the Sober Driver Program for delivery through the LiViT platform will commence 12 October 2020 and be completed by 18 December 2020.

Further details relating to LiViT program resumption will be provided to OS&P staff via an Assistant Commissioner's Memorandum prior to the commencement of Stage 3.



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Commissioner's Instruction

No: 71 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – **Suspension of transfers of community based supervision from Victoria**

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

As part of CSNSW's response to the COVID-19 pandemic, Corrective Services NSW will not be accepting new transfers of community based supervision from Victoria, effective immediately.

This includes formal transfers of parole processed by Sentence Administration, informal transfers of community based sentences that are processed by the local Community Corrections Office, and supervised travel permits.

Transfers that have already been approved, and transfers where the offender is already in New South Wales or has a border-zone resident permit, may proceed. Transfers that are in progress but have not yet been approved must be declined.

Corrections Victoria has been advised of the instruction. Advice will be provided to Corrective Services NSW staff and Corrections Victoria when transfers can resume.

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Commissioner's Instruction

No: 72 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – **Changes to Community Corrections service delivery**

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Commissioner's Instruction 07/2020 "Novel Coronavirus (COVID-19) Interim Measure – Changes to Community Corrections service delivery" is rescinded and replaced by this Commissioner's Instruction.

On 23 March 2020, temporary measures were introduced to manage the impact of COVID-19 on Community Corrections' operations. The response plan set out interim measures for resource management and service delivery and included the suspension of home visits (with some exceptions), alcohol and drug testing, programs and community service work, as well as changes to service delivery to incorporate remote virtual interviews.

Previous Commissioner's Instructions enabled the safe resumption of alcohol and drug testing and programs.

The Community Corrections COVID-Safe Roadmap published 17 July provides the framework for the development of local implementation plans for service delivery. These plans address issues relating to staff safety and well-being as in-person services and suspended activities are resumed.

In accordance with the Community Corrections COVID-Safe Roadmap, each Community Corrections location has developed a COVID-19 Workplace Safety Plan.



From 16 September 2020, Community Corrections will begin the transition to Phase 3 of the Community Corrections COVID-Safe Roadmap. This phase enables the gradual increase of in-person interviews, home visits and community service work, in accordance with local implementation plans.



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Commissioner's Instruction

No: 73 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – Continuation of increase to inmate wages

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Commissioner's Instruction 67/2020 is rescinded and replaced by this Instruction.

In circumstances where Corrective Services Industries employment ceases in a location, the following average wage rates will continue to apply for those inmates affected:

- Business Units - \$44.50
- Service Units - \$34.74

The application of these wage rates is to apply for the period the employment activity is suspended, up to a maximum period of six weeks. Requests for the average wage rates to take effect in any location are to be submitted to the CSI Director Operations Development for consideration and forwarding to the COVID-19 Command Centre for approval.

As a further measure to assist inmates during COVID-19, the rate of payment for unemployed inmates is to increase for a period of up to six weeks commencing 28 September 2020. The temporary amended weekly payment remains at \$20.20.

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Commissioner's Instruction

No: 74 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – Use of face masks in correctional centres and other CSNSW work locations.

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

This instruction rescinds and replaces Commissioner's Instructions 62/2020 and 56/2020.

Due to the current rate of community based COVID-19 transmission, the NSW Health risk assessment remains at moderate. Justice Health and Forensic Mental Health staff are required to wear face masks when dealing directly with inmates.

On advice from NSW Health, CSNSW and non-CSNSW personnel including those working in privately operated correctional centres must wear a face mask when interacting or having direct face to face contact with an inmate(s), where a social distance of 1.5 metres cannot be maintained.

All CSNSW and non-CSNSW personnel working in the Kevin Waller Unit and Aged Care and Rehabilitation Unit, Long Bay Complex are required to wear a face mask in the following situations, even if there is a 1.5 metre social distance maintained between staff and inmate(s):

- Entering the accommodation area of the units
- Interacting with an inmate who is housed in the units

This measure is to reduce the risk of transmission from people who are in the pre-symptomatic phase of infection or who have an asymptomatic infection.

Existing CSNSW PPE protocols will continue in locations such as community corrections offices where physical distancing can be maintained. Where physical distancing cannot be maintained, use of a face mask is recommended for interactions with offenders.

Supply of face masks

Existing supplies of face masks held by correctional centres and other locations will continue to be supplemented by the CSNSW Coronavirus Command Post. All relevant CSNSW personnel will be issued with washable fabric face masks. Further advice will be published on the [PPE Resources](#) intranet on the supply, use and care of these masks

Face mask requirements for inmates:

- Fresh custody and quarantine inmates will be issued disposable face masks on a case by case basis on advice from Justice Health.
- All inmates currently on any unsupervised external leave program i.e. education or employment, are required to wear a face mask when in the centre/honour house and outside of their cell/room
- All inmates transiting through a correctional centre reception room/intake, on escort and attending court will be issued a face mask from the departing centre.

The wearing of face masks is an additional precautionary measure recommended by NSW Health. It does not change any of our ongoing measures to stop the spread of the virus. All COVID-19 safety measures remain including:

- Maintenance of physical distancing (1.5 metres) where possible
- Hand hygiene
- Cough and sneeze etiquette
- Correct application and use of PPE
- Following self-isolation and testing requirements when required

This instruction does not remove the need for staff to wear surgical or KN95 masks if working with suspected or confirmed COVID-19 inmates in an isolation cell or isolation hub, or P2/KN95 mask when working in a Field Hospital

Only face masks procured through the CSNSW Coronavirus Command Centre or Corrective Services Industries are approved to be worn by staff and inmates.

Exemptions to wearing a face mask or wearing a CSNSW/CSI supplied face mask may apply in circumstances where a staff member is unable to wear a mask due to a medical or other identified condition. This should be managed locally with advice sought from the CSNSW Coronavirus Command Post as required.

NSW Health provide the following minimum requirements for cloth masks:

- A fluid-repellent layer on the outside layer of your mask gives the best protection
- Three-layer masks are more effective with two layers as a minimum

Any person entering or exiting a correctional centre must remove their face mask if requested for purpose of identification. If such a request is made all available COVID safety measures must be implemented.

Updated information and resources will be made available to all staff and published on the intranet under – [PPE Resources](#). This includes advice on the correct wearing and disposal of masks. The use of face masks will be regularly reviewed.



Contact Officer:



Telephone:

Email:

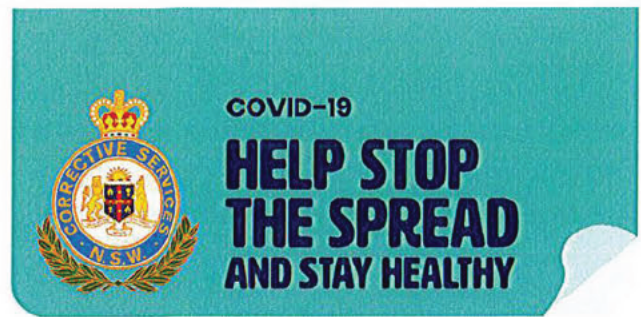
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Replaced and superseded by CI 2020/190

COVID-19: Face Masks

Information for staff



NSW Health has recommended Correctional Centre staff interacting with inmates wear face masks to reduce the risk of transmitting COVID-19.

General Information

Who needs to wear a face mask?

CSNSW staff and anyone who has direct contact with inmates/offenders in a custodial or residential setting must wear a face mask. This includes visitors such as facilitators, contractors, lawyers etc.

What types of masks are we able to wear at work?

Only face masks procured through the CSNSW Coronavirus Command Centre are approved to be worn by staff.

This includes surgical masks and reusable fabric masks.

When do we need to wear a face mask?

Anyone working in a Correctional Centre/Residential Centre and interacting with inmates/offenders must wear a mask when:

- entering any common area or area frequented by inmates/offenders including streetways, yards, AVL
- entering a cell or inmate housing area including court complexes and residential centres
- transporting, interacting or having direct contact with an inmate/offender for any purpose, whether inside or outside of a correctional setting.
- interacting with inmates/offenders through service delivery, programs, education and industries.

Why has the advice about face masks changed?

Due to increased rates of community transmission and the risk this poses for custodial settings, NSW Health has updated their advice on face masks.

Is the use of face masks only in custodial settings, what about in Community Corrections Offices?

Face masks are only mandatory in custodial/residential settings.

Existing CSNSW PPE protocols will continue in locations such as Community Corrections offices where physical distancing can be maintained.

Where physical distancing cannot be maintained, such as applying or removing an electronic monitoring bracelet, use of a face mask is recommended.

How will face masks prevent transmission?

Face masks protect other people from you. Face masks will help reduce the risk of transmitting COVID-19 before someone is showing symptoms or if someone is infected but does not have any symptoms.

Do inmates need to wear masks?

No. At this stage only staff are required to wear face masks.

Existing procedures regarding PPE for inmates in quarantine and isolation will continue to apply.

Using masks

How will I know what type of mask to wear in different situations?

[The PPE Matrix](#) clearly identifies which masks should be worn and when.

If you are unsure, check with your manager or COVID-19 Liaison Officer.

Are fabric masks effective?

Yes. The NSW Ministry of Health has endorsed the use of the CSI manufactured fabric face masks.

These masks will reduce the risk of infected persons transmitting the virus to other colleagues and inmates.

How often do I have to change the fabric face mask?

You should change your fabric face mask anytime it becomes damp or soiled.

We recommend at least two fabric masks per shift.

Note: Surgical or KN95 masks must be changed every four hours or sooner if they become damp or soiled.

Do I need to wash the fabric mask?

Yes. Fabric masks should be washed after each shift. They can be laundered in a regular washing machine.

NSW Health recommends:

- Wash and dry reusable fabric masks after each shift.
- Store in a plastic or zip-lock bag until you have an opportunity to wash them.
- Wash cloth masks in the washing machine with other clothes or by hand using soap.
- Lay out flat to dry (in the sun if possible).
- Store in a clean, dry place.

You should avoid touching the mask after you have removed it and perform regular hand hygiene.

What happens if I forget my mask at home?

If you forget your mask, you will be issued with either an additional fabric mask or surgical or KN95 masks for your shift.

In Correctional Centres and Court locations, COVID-19 Liaison Officers will closely monitor stock levels.

Please remember that PPE is a limited resource and must be used appropriately.

What if I have a medical condition or other reason that I am unable to wear a face mask?

Exemptions to wearing a face mask may apply in circumstances where a staff member is unable to wear a mask due to a medical or other identified condition. This should be managed locally with advice sought from the CSNSW Coronavirus Command Post as required.

Where can I get replacement mask from if mine get damaged?

If your face mask is lost or damaged, you will need to contact the COVID-19 Liaison Officer to receive a replacement mask.

For other CSNSW locations, ask your manager.

Do visitors to our workplaces such as lawyers, contractors, facilitators, need to wear a mask?

Yes. Visitors must wear a face mask when interacting with inmates. Any visitor that will have contact with an inmate will be issued a surgical mask or KN95 mask and be required to wear it.

What will happen if a person who is required to wear a face mask refuses to do so?

Any person that refuses to wear a face mask will be refused entry or required to leave the workplace.

The only exceptions are for staff who have a confirmed medical or other condition that prevents them from wearing a mask.

Note: Staff working in areas of the facility with no inmate access are not required to wear a mask.

Will I get in trouble if I make an honest mistake and forget to where my face mask when talking with an inmate or when having to respond to a situation/incident?

It is really important to wear your face mask when interacting with inmates.

Honest mistakes are just that.

However, repeatedly failing to wear a face mask will be addressed by your manager and escalated as required.

I catch public transport to work. Will CSNSW issue me with a face mask?

Wearing a mask on public transport is not a requirement. NSW Health recommends wearing a mask, if you are in a situation where physical distancing of 1.5m is not possible.

Wherever possible everyone who is able to work from home should continue to so.

Where can I find more information on the use of PPE and other valuable COVID-19 information?

All COVID-19 information can be found on our [CSNSW Intranet pages](#).

Note: Existing PPE requirements for suspected cases, Isolation Hubs and Field Hospital remain unchanged.

	<h2 style="text-align: center;">Commissioner's Instruction</h2> <p style="text-align: right;">No: 75 / 2020</p>
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For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure - Inmate phone calls

PREAMBLE

This Instruction is issued in accordance with the provisions of section 233B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

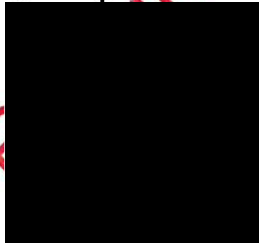
Commissioner's Instruction 69/2020 is rescinded and replaced by this Instruction.

All inmates are to be advised that their trust accounts will not be debited for up to three phone calls each week until 20 November 2020.

Existing policy and procedures relating to phone call limits and approved contacts continue to apply.

Video visits in correctional centres are continuing, providing inmates with additional opportunities to contact family and friends in the absence of social visits.

Governors must ensure appropriate access to phones for inmates. Governors are to ensure all inmates are aware of the new telephone call arrangements and ensure Inmate Development Committees are notified.



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Commissioner's Instruction

No: 76 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – **Management of Isolation Hubs**

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Commissioner's Instruction 18/2020 'Establishment of Isolation Hubs' is rescinded and replaced by this Commissioner's Instruction.

COVID-19 Positive

All inmates who have been tested and confirmed positive to COVID-19 will be held in an Isolation Hub located in one of the following centres: Dillwynia, Junee, Mid-North Coast (Male and Female), Shortland, Silverwater Women's, South Coast and Wellington (male and female) Correctional Centres as well as Long Bay Correctional Complex and the Metropolitan Remand and Reception Centre.

The isolation of any inmate confirmed positive for COVID-19 is a critical protective measure for the health and safety of both inmates and staff. The process of isolation will be managed to take into account the health and wellbeing needs of inmates and reduce the risk of COVID-19 spread in the correctional system.

To ensure that we maintain our ability to isolate infected inmates, a percentage of our overall operational capacity has been set aside for use as one out cell placements. As a minimum requirement each cell will have a door hatch, shower and toilet. This will ensure that an infected inmate can be managed safely in a self-contained environment that minimises traffic into and out of cells and limits direct contact with staff.



In the event that the Justice Health and Forensic Mental Health Network (JH&FMH) Public Health team or GEO Health, St Vincent's Correctional Health and Serco Health for privately owned operated centres, confirms that an inmate has tested positive for COVID-19, the inmate will be transferred to an Isolation Hub determined by the Command Post. All transfers are to be approved by the Assistant Commissioner Custodial Corrections on the advice of the JH&FMH Population Health Team. Commissioner's Instruction 77/2020 sets out issues relating to the management of inmates confirmed COVID-19 positive.

COVID-19 Suspected

On the advice of JH&FMH or the health provider of a privately run correctional centre, an inmate suspected of having COVID-19 must be taken to a cell that has been identified by the correctional centre for COVID-19 isolation purposes. If the Correctional Centre has an Isolation Hub it may be used to isolate a 'suspected' inmate. An Isolation Hub may house both COVID-19 positive and COVID-19 suspected inmates.



Contact Officer:
Phone contact:
Email address:



CSNSWCoronavirusCommand@justice.nsw.gov.au





Commissioner's Instruction

No: 77 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – Amendment to management of inmates confirmed COVID-19 positive in Isolation Hubs

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Commissioner's Instruction 29/2020 'Management of inmates confirmed COVID-19 positive in Isolation Hubs' is rescinded and replaced by this Commissioner's Instruction.

All inmates who have been tested and confirmed positive to COVID-19 will be held in an Isolation Hub located in one of the following centres: Dillwynia, Junee, Mid-North Coast, Shortland, Silverwater Women's, South Coast and Wellington Correctional Centres as well as Long Bay Correctional Complex and the Metropolitan Remand and Reception Centre.

Each cell in an Isolation Hub must have a cell door hatch, shower and toilet. This will ensure that all COVID-19 positive inmates can be managed safely in a self-contained environment that minimises movement in and out of cells and limits direct contact with staff.

The process of isolation must be managed to reduce the risk of COVID-19 spread in the correctional system, and take into account the health and well-being of inmates, and the health and safety of CSNSW staff.

Authorisation of inmate transfers to Isolation Hubs

On the advice from Justice Health and Forensic Mental Health Network (JH&FMHN) or the medical service providers at the privately run correctional centres that an inmate has tested positive to COVID-19, the inmate will be transferred as soon as practical to an Isolation Hub:



- Within their correctional centre of classification, separated from other inmates under section 78A of the Crimes (Administration of Sentences) Act 1999 (CAS Act), or
- in another correctional centre, under section 23 of the (CAS Act), and once there, managed under section 78A.

All transfers to Isolation Hubs under s23 are to be treated as urgent and undertaken by the Court Escort Security Unit.

Management under s78A allows for the separation of inmates and variations in their conditions of custodial for the purpose of care and control to ensure the safe custody, health and welfare of those inmates and the wider inmate population.

Once advised that an inmate is confirmed COVID-19 positive the FM or the OIC of the shift must immediately complete and email the 78A placement application to the Command Post CSNSWCoronavirusCommand@justice.nsw.gov.au.

Following an inmate's movement to an Isolation Hub, the FM or OIC of the shift must notify the Command Post and, with the inmate's consent, the inmate's emergency contact person or next of kin.

Management of Isolation Hubs

Governors must ensure the Isolation Hub is adequately staffed 24 hours a day for effective supervision and regular communication with inmates, including regular observations to monitor changes in physical or mental health.

Isolation Hubs will manage inmates who are usually managed in different areas of the correctional centre or in different centres. Prior to an inmate being received into the Isolation Hub, the OIC of that hub must check for active alerts that may impact inmate management in isolation to ensure all potential risks to inmate and staff safety are identified, managed and minimised.

Information to be provided on reception

Staff are to provide Isolation Hub inmates with relevant information to ensure that inmates are fully informed about their physical isolation including the conditions of their isolation and the likely length of their isolation, if known. If inmates wish to advise one of their approved phone contacts of the changes in their circumstances, the OIC is to advise Services and Program staff. Services and Program staff are to contact the inmate's identified contact and advise that the inmate is in an Isolation Hub.

Personal Protection

All inmates with confirmed COVID-19 received at an Isolation Hub must wear a surgical face mask and be directed to follow standard hand-washing and cough/sneeze protocols. Isolation Hub staff must apply Personal Protection



Equipment (PPE) at all times prescribed in this Instruction and follow the CSNSW published PPE procedures at all times.

Searching inmates on reception into Isolation Hubs

All inmates must be strip-searched in accordance with section 17.1 of the Custodial Operations Policy and Procedures (COPP) on reception. If an inmate's condition makes strip searching prohibitive, the OIC of the Isolation Hub, taking into consideration any medical advice provided by JH&FMHN or the medical advice from privately run correctional centres, may determine to conduct a pat search or make use of an electronic device. The OIC of the Isolation Hub must record the reason for not strip searching on the inmate's case notes.

Inmate property

All of the inmate's property issued for use in cell is to be transported with the inmate to the Isolation Hub including:

- approved religious texts
- photographs
- food from inmate buy up
- library books
- pen and paper
- their television (if no fixed)

Staff must wear PPE if the inmate requires assistance with moving personal property. All property in the inmate's isolation cell must be decontaminated before being allowed back into the general correctional centre.

Inmates with mental health or at risk of self-harm or suicide

The impact of physical isolation may increase the risk of self-harm, suicidal behaviours and decline in mental health. Correctional Officers must ensure such risks are safely minimised and reduce the potential for staff having to respond to a self-harm or suicide incident.

If an inmate received into an Isolation Hub is identified as being at risk of suicide or self-harm, the OIC of the Isolation Hub is to immediately advise the OIC of the correctional centre and JH&FMHN or the medical service provider at privately run correctional centres. Inmates must still be managed in accordance with COPP s3.7 *Management of inmates at risk of self-harm or suicide*.

Inmates on segregation orders

If an inmate is received into the Isolation Hub with an active segregation order the order continues to apply for the timeframe imposed. The conditions, including associations are to continue to apply. Inmates that meet the criteria for segregated custody (s3.4 of the COPP) due to their behaviour while in the Isolation Hub can still be placed on segregation while housed in an Isolation Hub.



Inmates with specific needs

Where an Isolation Hub inmate is identified through the reception process as having specific needs, every effort must be made to effectively manage those needs. These inmates may include but are not limited to:

- health/medical issues, in addition to COVID-19 positive
- aged and /or frail
- intellectual or psychiatric impairment
- hearing, sight, physical or speech disabilities
- culturally and linguistically diverse inmates

When an inmate with a State-wide Disability Services alert is received into an Isolation Hub the State-wide Disability Services is to be advised via email



Decline in medical state

If inmates appear to be in distress, has worsening symptoms or are non-responsive, correctional officers must follow the procedures outlined in COPP s13.2 *Medical emergencies*.

Time out of cell

Given the risk of COVID-19 transmission, time out of cells may be restricted for Isolation Hub inmates. Inmates will be permitted to leave their cells in the case of an emergency (e.g. fire, flooding) or to be transferred to an observation cell. Isolation Hubs will, unless it is not operationally possible, provide time out of cell for all inmates, consistent with the principles and need of isolating COVID-19 positive inmates and the safety and security requirements of the centre. Positive COVID-19 inmates may share common space. Local Operating Procedures are to be implemented regarding the allowance of time out of cell.

All inmates must wash their hands with soap and water for a minimum of 20 seconds prior to leaving their cell and must wear a mask at all times when they are out of their isolation cell.

Cell access for staff

Physical staff interactions with inmates with confirmed COVID-19 must be minimised. Interactions will primarily be through the cell door trap or via the cell intercom. Provision of food, oral medication (including OST), and other items (including tablets for video visits) will be provided through the cell door hatch.

Access to health and other services

Inmates will be provided a range of materials and equipment to support their time during isolation. All entitlements, support, activities and services available to inmates under the COPP continue to be delivered subject to the conditions of their isolation and management under s78A. Access to services and support staff is given via the cell hatch door or via in-cell technology



where available. If face to face contact must occur, staff must wear appropriate PPE and the inmate must wear a surgical mask.

Inmate communications

Inmates are to be encouraged to maintain contact with their family and social supports by mail and telephone. This contact is beneficial to support a prisoner during their custody, in particular, when social contact is limited. In-cell technology and tablets will be utilised, where available. Isolation hub staff must ensure that a cell inspection and a cell intercom check (and/or duress alarm) is conducted in each cell daily, along with welfare checks and regular management observations of each inmate subject to physical isolation.

Discharge from Isolation Hub

Inmates will only be released on the written advice of JH&FMHN or the medical service providers for the privately run correctional centres that they are free from COVID-19 and present no contagion risk to staff or other inmates. Inmates will be transferred under s.23 of the CAS Act. The Command Post will be notified in advance of the movement from the Isolation Hub.

Cleaning of cell and decontamination of inmates property

Each cell must be cleared prior to reallocating the cell to a new inmate. Staff must apply PPE to clear out the cell. Prior to discharge from the Isolation Hub the inmate is to place all bedding (sheets and pillow cases) into the provided garbage bag/linen bag and leave it in the cell. The bag is to be clearly marked as containing contaminated linen. Staff must ensure that hospital grade disinfectant is applied to:

- the cell door lock
- the cell door hatch
- any other area of the cell that staff may frequently come into contact with.



Contact Officer:
Phone contact:
Email address:



CSNSWCoronavirusCommand@justice.nsw.gov.au





Commissioner's Instruction

No: 78 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – Amendment to inmate movements

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Commissioner's instruction 57/2020 'Amendment to essential inmate movements' is rescinded and replaced by this Commissioner's Instruction. Staff are required to complete a 'Court Attendance Checklist' for all inmates being escorted from a correctional centre to a court location.

Essential movements

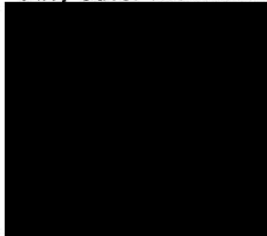
The movements of inmates between correctional centres to facilitate attendance at court, either in person or via AVL is to be considered a priority movement. Essential movements of inmates at this time include:

- the movement of inmates to facilitate participation in high intensity or priority offender programs and the movement of inmates on post program completion and/or termination from a program;
- the movement of inmates to create vacancies for incoming inmates to attend programs or employment;
- the movement of inmates between correctional centres to create vacancies within a correctional centre to facilitate placement of inmates in high intensity or priority offender;
- the movement of inmates from Court Cells to reception centres and then once classified, out to goals of classification pending a period of quarantine;
- urgent medical escorts (not COVID-19 related);



- movement of high security inmates who pose an unacceptable risk in the normal population and require Commissioner placement into the High Risk Management Correctional Centre;
- movement of inmates advised by Strategic Population Management to facilitate the ramp up of new infrastructure and decommissioning of beds under the Prison Bed Capacity Adjustment Program;
- inmates that have an approved regression in classification and the centre they are housed in does not house that security classification are permitted to be moved;
- a (not COVID-19 related) transfer that is essential for the good order and security of a correctional centre. Any such transfer requires the approval of the Assistant Commissioner Custodial Corrections, or Assistant Commissioner Security and Intelligence, or Assistant Commissioner Offender Management and Programs.

Any other movement is deemed not to be essential or urgent and not to occur.



Contact Officer:
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CSNSWCoronavirusCommand@justice.nsw.gov.au





Commissioner's Instruction

No: 79 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – **Amendment and use of COVID Posts**

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. In the case of persons employed at managed correctional centres, this Instruction constitutes a direction given under section 241(2) of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Commissioner's instruction 37/2020 is rescinded and replaced by this Instruction.

COVID Posts

The dedicated COVID posts listed below must be filled on all Correctional Centre daily rosters to enable the safe running of the centre in line with all COVID-19 Guidelines.

These posts are to be filled after the daily roster has been filled in accordance with the sequence outlined in AC Memo 2019/32 *Filling Daily Roster Vacancies and Variable Operating Routines in Correctional Centres*.

- COVID-19 Liaison Officer - *Duties include but are not limited to:*
 - Liaising with the Command Post;
 - Governance of and compliance with Health guidelines in the correctional centre;
 - Maintaining correctional centre Pandemic Plans;
 - Conducting weekly stock and PPE orders.



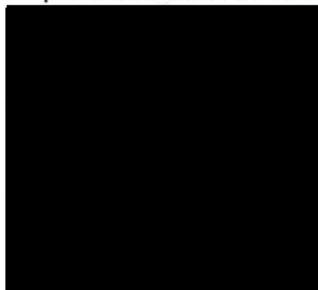
It is recommended this role is filled by a member of the Health and Safety Committee however may be filled by any responsible officer.

- COVID-19 Screening Officer - *Duties include but are not limited to:*
 - Developing key screening procedures for all staff, visitors and Inmates returning from External Leave Programs and Work Release Programs into correctional facilities in conjunction with the Command Post;
 - Governance of the screening process and collating all documentation for record keeping.

The below COVID Posts should be prioritised, in accordance with Correctional Centre needs and are subject to monthly approval by the Regional Custodial Corrections Director. All operational posts are to be filled prior to these COVID Posts being filled.

- COVID Hygiene (may be filled with an Overseer or Correctional Officer to ensure a robust cleaning regime is maintained)
- COVID Visits (to facilitate In person and AVL/Tablet visits)
- COVID AVL (to facilitate extended Court AVL hours)
- COVID Inmate Management (to be filled for Field Hospital, Quarantine and Isolation Hubs when staffing over existing establishment are required)

To support the tracking of COVID related expenditure, centres must utilise the relevant COVID cost codes when staff are deployed or over establishment to perform COVID related duties.



Contact Officer:

Phone contact:

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CSNSWCoronavirusCommand@justice.nsw.gov.au





Commissioner's Instruction

No: 80 / 2020

For the information of all CSNSW staff

Subject: Photocopying inmate mail

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. In the case of persons employed at managed correctional centres, this Instruction constitutes a direction given under section 241(2) of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Assistant Commissioner's Memorandum 20/2020 Photocopying inmate mail is rescinded and replaced by this Commissioner's Instruction.

The *Crimes (Administration of Sentences) Amendment (Inmate Mail) Regulation 2020* provides that letters or parcels sent to an inmate may be copied and the copy provided to the inmate instead of the original. The ability to copy mail does not extend to letters or parcels addressed to, or received from, exempt bodies that include legal practitioners or the Ombudsman.

The Custodial Operations Policies and Procedures (section 8.1) has been amended to set policy and procedures for staff to implement this change.

Photocopying inmate mail

For all incoming mail that is non-privileged and does not contain prohibited goods, the Governor/Officer in Charge will nominate officers to:

- Colour photocopy the mail including letter, front and back of envelope and attachments;
- Deliver the colour photocopy to the inmate;
- Place the original mail in a secure bin or shred the mail if it is not suitable to be placed in a secure bin after it has been confirmed that the photocopy has been received by the inmate

The above applies to all mail items including children's drawings and any cards received.

Photographs may be issued to an inmate if they have been identified as not having been tampered with subject to:

- The photographs not being prohibited goods (e.g. obscene or offensive); or
- Otherwise not being appropriate to issue to the inmate (e.g. a photograph of child sent to an inmate with a B Alert).

Mail may be photocopied in black and white if the colour printing function of a printer is temporarily unavailable. Colour photocopying must be restored as soon as possible.

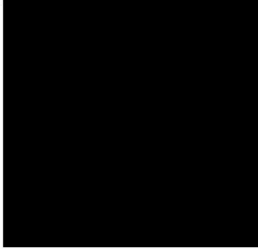
The Governor is authorised by the Commissioner to allow delivery of original mail on an individual mail item basis. For example, the Governor may choose to allow delivery of original mail for official documents and certificates or legal documents mailed to the inmate by people or organisations that are not able to send correspondence as privileged.

Other key changes to COPP section 8.1 Inmate mail

- Inmates must request approval before any property is sent to them through the mail (see further details at 1.3 Reading incoming and outgoing inmate mail);
- Generally, officers must dispose of all mail unless it contains prohibited goods and will be used as evidence;
- Privileged mail for multiple inmates may be sent in a bundle (e.g. from Legal Aid) but a cover note requesting the mail to be treated as privileged must be separately provided for each inmate. The cover note for each inmate may be signed by the inmate and placed on the inmates Case Management File but must never be retained by the inmate (to minimise the opportunity to copy a package to smuggle prohibited goods);
- When privileged mail appears to have been tampered with, an inmate may be required to open the mail item in the presence of the Governor/Nominated Officer;
- The Governor/Nominated Officer may physically inspect a mail item to confirm whether prohibited goods are present, but must not read the contents of the mail;
- For a fax or email to be delivered from a legal practitioner to an inmate, a legal practitioner must state that exceptional circumstances exist and provide certification to that effect.

Implementation of this policy will be managed within current staffing resources. Governors may consider using B watch and/or staff returning to work requiring alternate duties.

For further details refer to COPP section 8.1 Inmate mail.



Contact Officer:

Phone contact:

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CSNSWCoronavirusCommand@justice.nsw.gov.au

Rescinded and replaced by CI 2020/86



Commissioner's Instruction

No: 81 / 2020

For the information of all CSNSW staff

Subject: Mail from the 'Abuse in Care Royal Commission of Inquiry' New Zealand to be treated as mail from an 'exempt body'.

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. In the case of persons employed at managed correctional centres, this Instruction constitutes a direction given under section 241(2) of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

The Abuse in Care Royal Commission of Inquiry in New Zealand (NZ Abuse in Care Inquiry) is looking into what happened to children, young people and vulnerable adults in care. The NZ Abuse in Care Inquiry is seeking survivors to share their experiences for the Commissioners to investigate.

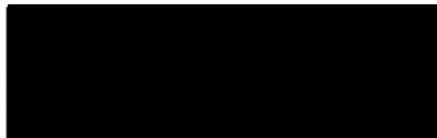
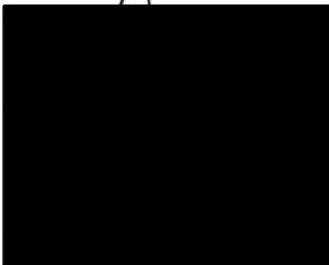
Services and Programs Officers will be assisting NZ citizens in our custody who would like to share their experience by registering their interest with the NZ Inquiry over the phone. The Inquiry may then send paperwork to the inmate to facilitate the making of a written submission.

Any mail to/from the 'Abuse in Care Royal Commission of Inquiry' New Zealand is to be treated as mail to/from and 'exempt body' i.e. privileged mail for the purposes of 8.1.1.8 of the Custodial Operations Policies and Procedures Manual.

Contact Officer:

Phone contact:

Email address:





Commissioner's Instruction

No: 82 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – Resumption of in person social visits – COVID-Safe Visits

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. In the case of persons employed at managed correctional centres, this Instruction constitutes a direction given under section 241(2) of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Commissioner's Instruction 06/2020 'Novel Coronavirus' (COVID-19) Interim Measure – Temporary suspension of social visits to correctional centres is rescinded and replaced by this Commissioner's Instruction. In person social visits will recommence from 23 November 2020 with enhanced safety measures in place to mitigate the risk of Coronavirus (COVID-19) being introduced into the correctional environment.

CSNSW COVID-Safe approach

The following conditions apply to in person visits for inmates and residents:

- Maximum of two visitors per inmate (two adults or one adult/one child)
- Visitors and inmates must wear surgical masks supplied by CSNSW during the visit. Visitors will be provided with and required to wear a face mask from the point of screening. Unless directed to by a CSNSW officer or in circumstances where there is an obvious and urgent medical reason, the deliberate removal of a face mask will result in the immediate termination of the visit. Children under 12 may, but are not required to wear a surgical mask
- CSNSW staff are to wear a face mask when interacting with inmates in accordance with Commissioner's Instruction 74/2020
- Permissible contact is a fist bump/elbow bump at the beginning and end of the visit. Physical distancing applies at all other times
- All visits areas must comply with the 4 square metre rule to limit the number of people in the visits centre
- Visits will run for a maximum of 30 minutes



- No food or drinks are allowed in the visits area
- Visitors and inmates must hand sanitise or wash hands prior to the commencement of the visit and at the end of the visit once masks are removed
- All visits must be pre-booked
- The visits area must be cleaned after each session with a cleaning register displayed. Prior to cleaning, the visits area must be checked for contraband

Visitor screening and temperature checks

Every visitor will be temperature checked prior to entry. If the visitor records a temperature of 37.5 degrees Celsius or higher, they will not be permitted to enter. Every visitor must be screened by a screening officer and must:

- provide current contact details for NSW Health contact tracing
- advise if they are experiencing any COVID-19 symptom
- advise if they have been in close contact with anyone who has tested positive to COVID-19 in the last 14 days
- declare whether they have been to any location identified by NSW Health requiring persons to 'self-isolate and get tested immediately'

Visitors that refuse to answer any screening question will not be permitted to enter. Any visitor that has any COVID-19 symptoms or answers yes to having travelled to NSW Health declared 'self-isolate and get tested immediately' locations, been in close contact with a positive COVID-19 case, or locations identified in any NSW Public Health Orders will not be permitted to enter.

A Local Operating Procedure will set requirements for screening officers.

Signage

Correctional centres are to display COVID-Safe signage in and around the visits area.

Visitor restrictions

Existing processes will apply to restrictions or prohibitions for visits. Failure to adhere to the requirements set out in this Commissioner's Instruction may result in restrictions or prohibitions being imposed on an inmate or visitor by local authorised officers.

Contact Officer:

Phone contact:

Email address:

CSNSWCoronavirusCommand@justice.nsw.gov.au





Commissioner's Instruction

No: 83 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure - Inmate phone calls

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. In the case of persons employed at managed correctional centres, this Instruction constitutes a direction given under section 241(2) of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Commissioner's Instruction 75/2020 is rescinded and replaced by this Instruction.

All inmates are to be advised that their trust accounts will not be debited for up to three phone calls each week until 8 January 2021. This will be the final extension.

Existing policy and procedures relating to phone call limits and approved contacts continue to apply.

Video visits in correctional centres are continuing, providing inmates with additional opportunities to contact family and friends in the absence of social visits.

Governors must ensure appropriate access to phones for inmates. Governors are to ensure all inmates are aware of the new telephone call arrangements and ensure Inmate Development Committees are notified.



Contact Officer:

Phone contact:

Email address:

CSNSWCoronavirusCommand@justice.nsw.gov.au





Commissioner's Instruction

No: 84 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – **Continuation of Inmate wage maintenance**

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. In the case of persons employed at managed correctional centres, this Instruction constitutes a direction given under section 241(2) of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Commissioner's Instruction 73/2020 is rescinded and replaced by this Instruction.

In circumstances where Corrective Services Industries employment ceases in a location, the following average wage rates will continue to apply for those inmates affected:

- Business Units - \$44.50
- Service Units - \$34.74

The application of these wage rates is to apply for the period the employment activity is suspended, up to a maximum period of six weeks. Requests for the average wage rates to take effect in any location are to be submitted to the CSI Director Operations Development for consideration and forwarding to the COVID-19 Command Centre for approval.



As a further measure to assist inmates during COVID-19, the rate of payment for unemployed inmates is to increase for a period of up to six weeks commencing 23 November 2020. The temporary amended weekly payment remains at \$20.20.



Contact Officer:

Phone contact:

Email address:



CSNSWCoronavirusCommand@justice.nsw.gov.au





Commissioner's Instruction

No: 85 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – Update to criteria for exclusion from correctional centres and other CSNSW work locations

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. In the case of persons employed at managed correctional centres, this Instruction constitutes a direction given under section 241(2) of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Commissioner's Instruction 42/2020 'CSNSW Conditions of entry into correctional centres – temperature checks', 53/2020 'Recommencement of Contractors' and 55/2020 'Update to criteria for exclusion from correctional centres and other CSNSW work locations' are rescinded and replaced by this Commissioner's Instruction.

This Commissioner's Instruction sets out the requirements for the entry of staff and visitors into correctional centres and other CSNSW work locations.

All persons seeking to enter a correctional centre, court cell location, community corrections office, residential housing facility or corporate office must:

- Be temperature tested upon entry;
- Answer the following COVID-19 screening questions;
 - Have you attended any case locations identified by NSW Health or a Public Health Order as requiring mandatory self-isolation / quarantine and COVID-19 testing; in the last 14 days?
 - Have you been in close contact with a person confirmed to have COVID-19 in the last 14 days?



- Do you have a fever or any respiratory symptoms, for example: sore throat, cough, shortness of breath, and/or loss of smell and/or loss of taste?
- Provide relevant personal details [name and contact number] upon entry to assist with any contact tracing where required.

Temperature Checks:

Any person whose temperature check result is at, or exceeds the Justice Health and Forensic Mental Health Network (Justice Health) recommended temperature (currently 37.5 degrees Celsius) will not be granted entry.

Staff whose temperature is checked at or above the Justice Health recommended temperature:

- Staff are to wait 15 minutes and submit to a retest using a hand held non-contact thermometer; and
- If the subsequent test result is recorded at or exceeds the recommended temperature, Managers are to complete the 'COVID-19 form for employees asked to leave a workplace staff'. The staff member is to leave the workplace immediately, return home, and make contact with their local GP by phone.

Visitor/Contractor/Other person whose temperature is checked at or above the Justice Health recommended temperature:

- The person is to wait 15 minutes and submit to a retest using a hand held non-contact thermometer; and
- If the subsequent test result is recorded at or exceeds the recommended temperature, the person must leave the workplace, be advised to seek medical advice and not return to any CSNSW location until they no longer display symptoms.

The officer in charge of a correctional centre, court location or community corrections office where a thermal detection camera is installed must ensure that these devices remain operational and used correctly.

COVID-19 screening questions:

COVID-19 case locations requiring mandatory self-isolation and COVID-19 testing identified by NSW Health are updated daily.

Restricted locations as per Public Health Orders requiring a mandatory 14 day quarantine period are updated as new Public Health Orders are issued.

These locations can be identified by clicking on the links to case locations and public health orders on the CSNSW Intranet – Coronavirus Resources – Quick Links.



No person who has attended a case location requiring mandatory self-isolation or a quarantine period in the last 14 days is permitted to enter CSNSW work locations.

If any person attends a CSNSW work location and answers 'yes' to this question, they are in breach of a Public Health Order and should be reported to NSW Police via Crime Stoppers [REDACTED]

The manager of each CSNSW work location is responsible for ensuring appropriate staff have access to an updated list of case locations each day.

Contact tracing:

As per NSW Public Health Order 5 – Restrictions on gatherings and movement, CSNSW must collect the name, contact details and date/time of entry to all work locations for contact tracing purposes.

This information must be stored for a minimum 28 days and produced to the NSW Chief Health Officer if requested.

No person who refuses to provide contact tracing details is permitted to enter CSNSW work location.

Required action is a person meets the exclusion criteria:

If a staff member presents with any of the exclusion criteria, they are to be requested to leave the workplace. The manager is to complete the 'Employees asked to leave the workplace' form.

If a visitor/contractor/other presents with any of the exclusion criteria, they are to leave the site, be advised to seek medical advice (if relevant) and not return to any CSNSW work location until they can meet the entry requirements.

[Handwritten signature]
[REDACTED]

Contact Officer: [REDACTED]
Phone contact: [REDACTED]
Email address:

CSNSWCoronavirusCommand@justice.nsw.gov.au





Commissioner's Instruction

No: 86 / 2020

For the information of all CSNSW staff

Subject: Amendment to photocopying inmate mail

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. In the case of persons employed at managed correctional centres, this Instruction constitutes a direction given under section 241(2) of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Commissioner's Instruction 80/2020 'Photocopying inmate mail' is rescinded and replaced by this instruction.

The Crimes (Administration of Sentences) Amendment (Inmate Mail) Regulation 2020 provides that letters or parcels sent to an inmate may be copied and the copy provided to the inmate instead of the original. The ability to copy mail does not extend to letters or parcels addressed to, or received from, exempt bodies that include legal practitioners or the Ombudsman.

The Custodial Operations Policies and Procedures (section 8.1) has been amended to set policy and procedures for staff to implement this change.

Photocopying inmate mail

For all incoming mail that is non-privileged and does not contain prohibited goods, the Governor/Officer in Charge will nominate officers to:

- Colour photocopy the mail including letter, front and back of envelope and attachments;
- Deliver the colour photocopy to the inmate;
- Place the original mail in a secure bin or shred the mail if it is not suitable to be placed in a secure bin after it has been confirmed that the photocopy has been received by the inmate.



The above applies to all mail items including children's drawings and any cards received.

Photographs may be issued to an inmate if they have been identified as not having been tampered with subject to:

- The photographs not being prohibited goods (e.g. obscene or offensive); or
- Otherwise not being appropriate to issue to the inmate (e.g. a photograph of child sent to an inmate with a B Alert).

Mail may be photocopied in black and white if the colour printing function of a printer is temporarily unavailable. Colour photocopying must be restored as soon as possible.

Official documents such as birth certificates, identification, passports, applications and certificates must not be photocopied or shredded. The original item must be given to the inmate or stored in the inmate's property.

The Governor is authorised by the Commissioner to allow delivery of original mail on an individual mail item basis. The original mail item should be issued or stored in the inmate's property for other documents sent by people or organisations to inmates (where the original document is required) such as records, government forms and legal documents (unable to be sent as privileged mail). If unsure whether a mail item should be given to an inmate or photocopied, further guidance should be sought from a Functional Manager.

Other key changes to COPP section 8.1 Inmate mail

- Inmates must request approval before any property is sent to them through the mail (see further details at 1.3 Reading incoming and outgoing inmate mail);
- Generally, officers must dispose of all mail unless it contains prohibited goods and will be used as evidence;
- Privileged mail for multiple inmates may be sent in a bundle (e.g. from Legal Aid) but a cover note requesting the mail to be treated as privileged must be separately provided for each inmate. The cover note for each inmate may be signed by the inmate and placed on the inmates Case Management File but must never be retained by the inmate (to minimise the opportunity to copy a package to smuggle prohibited goods);
- When privileged mail appears to have been tampered with, an inmate may be required to open the mail item in the presence of the Governor/Nominated Officer;
- The Governor/Nominated Officer may physically inspect a mail item to confirm whether prohibited goods are present, but must not read the contents of the mail;



- For a fax or email to be delivered from a legal practitioner to an inmate, a legal practitioner must state that exceptional circumstances exist and provide certification to that effect.

Implementation of this policy will be managed within current staffing resources. Governors may consider using B watch and/or staff returning to work requiring alternate duties.

For further details refer to COPP section 8.1 Inmate mail.



Contact Officer:



Phone contact:

Email address:

CSNSWCoronavirusCommand@justice.nsw.gov.au





Commissioner's Instruction

No: 87 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – **Recommencement of certain inmate external leave, programs and work activities**

PREAMBLE

This Instruction is issued in accordance with the provisions of section 230B of the *Crimes (Administration of Sentences) Act 1999*. In the case of persons employed at managed correctional centres, this Instruction constitutes a direction given under section 241(2) of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Commissioner's Instruction 10/2020 'Suspension of inmate external leave, programs and work activities' is rescinded and replaced by this Commissioner's Instruction.

The *Crimes (Administration of Sentences) Act 1999* makes provision under section 6(2) and section 26 for inmates in a range of circumstances to be temporarily absent from a correctional centre or correctional complex.

As of 30 November 2020, the following external activities and programs facilitated under section 6(2)(c) and section 26 of the *Crimes (Administration of Sentences) Act 1999* are permitted to recommence subject to a number of risk mitigation strategies in response to COVID-19:

- any community work outside the correctional complex
- any education and training outside the correctional complex
- any employment related activity outside the correctional complex
- relevant activities undertaken by Stage 2 inmates at the Compulsory Drug Treatment Centre under the provisions of section 106D(3)

The following inmate external leave remains temporarily suspended:

- Any day and weekend leave

Each Correctional Centre which normally operates inmate external leave, Transitional Centres and the Compulsory Drug Treatment Centre are required to identify the mitigation strategies they will adopt to manage the COVID-19 risks



associated with external leave in their pandemic plan. The updated pandemic plan and COVID-19 Workplace Safety Plan must be approved by the Governor of the correctional centre and submitted to the Command Post prior to recommencement of the external leave activity.

Recommended risk mitigation strategies include:

- utilise a wing/honour house specifically for external leave inmates and remove opportunities for external leave inmates to associate with non-external leave inmates
- external leave inmates to wear face masks whenever they are in common areas, cannot maintain a 1.5m physical distance from others and when on public transport
- any inmate regressed in classification to a Correctional Centre without external leave is either subject to a quarantine period upon placement in the new Correctional Centre for a length of time determined by the Justice Health and Forensic Mental Health Network (or medical provider in a privately managed centre), or is held in cell at the external leave centre, pending a COVID-19 test and result before being transferred
- where possible, external leave inmates are placed in one-out cells, unless there is a medical requirement for two-out cell placement. When two-out cell placement cannot be avoided, ensure the inmates placed together are attending the same workplace, study and/or \$6.2 of complex location
- temperature testing prior to leave and upon return from external leave for all inmates
- hand hygiene stations available for regular use by inmates
- observation of physical distancing in the work place / classroom
- inmates who display cold and flu symptoms are not to attend external leave
- employers to provide COVID-Safe plans to be accepted into the works release program

CSNSW reserve the right to suspend inmate external leave events due to any need to address emerging or increasing areas of risk.

If NSW Health deems the threat of COVID-19 infection in the community is too high, CSNSW may suspend inmate external leave for a period of time.

Contact Officer:

Phone contact:

Email address:

CSNSWCoronavirusCommand@justice.nsw.gov.au





Commissioner's Instruction

No: 88 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – Resumption of in person social visits – COVID-Safe Visits

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. In the case of persons employed at managed correctional centres, this Instruction constitutes a direction given under section 241(2) of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Commissioner's Instruction 82/2020 'Novel Coronavirus (COVID-19) Interim Measure – Resumption of in person social visits – COVID-Safe Visits', is rescinded and replaced by this Commissioner's Instruction. In person social visits recommenced from 23 November 2020 with enhanced safety measures in place to mitigate the risk of Coronavirus (COVID-19) being introduced into the correctional environment. This Commissioner's Instruction will take effect from 10 December 2020.

CSNSW COVID-Safe approach

The number of visitors that may attend an in person visit:

- One adult and up to three children under the age of 18 per inmate, with additional children permitted as per agreed local arrangements endorsed by the Governor, or
- Two adult visitors per inmate

The following conditions apply to in person visits for inmates and residents:

- Children are to remain with their carer/parent. Children may use playgrounds where available
- Visitors and inmates must wear surgical masks supplied by CSNSW during the visit. Visitors will be provided with and required to wear a face mask from the point of screening. The deliberate removal of a face mask will result in the immediate termination of the visit. Children under 12 may, but are not required to wear a surgical mask
- CSNSW staff are to wear a face mask when interacting with inmates
- Permissible contact is a fist bump/elbow bump at the beginning and end of the visit.
- Visits will run for a maximum of 30 minutes



- ⇒ Mouths and drinks are allowed in the wait areas
- ⇒ Visitors and inmates must wash hands or wear hand sanitizer prior to the commencement of the visit and at the end of the visit once masks are removed
- ⇒ All visits must be pre-booked!
- ⇒ The visit areas must be cleaned after each session with disinfecting solution displayed. Prior to cleaning, the visit areas must be checked for COVID-19.

Visitor screening and temperature checks

Every visitor will be temperature checked prior to entry. If the visitor records a temperature of 37.5 degrees Celsius or higher, they will not be permitted to enter. Every visitor must be screened by a screening officer and must:

- ⇒ provide current contact details to NSW Health contact tracing
- ⇒ advise if they are experiencing any COVID-19 symptoms
- ⇒ advise if they have been in close contact with anyone who has tested positive to COVID-19 in the last 14 days
- ⇒ declare whether they have been to any location identified by NSW Health requiring persons to self-isolate and get tested immediately

Visitors that refuse to answer any screening question will not be permitted to enter. Any visitor that has any COVID-19 symptoms or answers yes to being travelled to NSW Health declared self-isolate and get tested immediately locations, been in close contact with a positive COVID-19 case, or locations identified in any NSW Health Health Orders will not be permitted to enter.

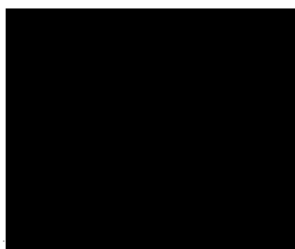
All Social Operating Procedure will set requirements for screening officers.

Signage

Operational centres are to display COVID-19 safe signage in and around the visit areas.

Visitor restrictions

Screening processes will apply to all visitors and prohibitions on visits. Failure to adhere to the requirements set out in this Commission's Instruction may result in restrictions or prohibitions being imposed on an inmate's ability to visit and be visited.



Contact Officer:

Primary contact:

Email address:



CSNSWCoronavirusCommand@justice.nsw.gov.au





Commissioner's Instruction

No: 89 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – **Temporary suspension of in-person social visits.**

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. In the case of persons employed at managed correctional centres, this Instruction constitutes a direction given under section 241(2) of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Commissioner's Instruction 88/2020 'Novel Coronavirus' (COVID-19) Interim Measure – Resumption of in person social visits – COVID-Safe Visits, is rescinded and replaced by this Commissioner's Instruction.

Social visits to all CSNSW correctional facilities are temporarily suspended from Monday 21 December 2020 up to and including Thursday 24 December 2020.

This suspension is put in place to address the growing COVID-19 cluster in NSW and is designed to support the safety of staff as well as inmates and members of the community.

Family and Friends video visits remain available for inmates.

Further advice will be communicated before the intended recommencement of visits.

Contact Officer: [REDACTED]

Phone contact: [REDACTED]

Email address:

CSNSWCoronavirusCommand@justice.nsw.gov.au





Commissioner's Instruction

No: 90 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – Use of Face Masks

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. In the case of persons employed at managed correctional centres, this Instruction constitutes a direction given under section 241(2) of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

This instruction rescinds and replaces Commissioner's Instruction 74/2020.

Due to the current rate of community based COVID-19 transmission, the NSW Health risk assessment remains at moderate. Justice Health and Forensic Mental Health staff are required to wear face masks when dealing directly with inmates.

On advice from NSW Health, CSNSW and non-CSNSW personnel including those working in privately operated correctional centres must wear a face mask when interacting or having direct face to face contact with an inmate(s), even if a social distance of 1.5 metres can be maintained.

All CSNSW and non-CSNSW personnel working in the Kevin Waller Unit and Aged Care and Rehabilitation Unit, Long Bay Complex are required to wear a face mask in the following situations:

- Entering the accommodation area of the units
- Interacting with an inmate who is housed in the units

This measure is to reduce the risk of transmission from people who are in the pre-symptomatic phase of infection or who have an asymptomatic infection.



Existing CSNSW PPE protocols will continue in locations such as community corrections offices where physical distancing can be maintained. Where physical distancing cannot be maintained, use of a face mask is recommended for interactions with offenders.

Supply of face masks

Existing supplies of face masks held by correctional centres and other locations will continue to be supplemented by the CSNSW Coronavirus Command Post.

- Requirements for inmates:**
- [REDACTED] and quarantine and isolated inmates will be issued [REDACTED] face masks on a case by case basis on advice from Justice [REDACTED].
- [REDACTED] currently on any unsupervised external leave program i.e. [REDACTED] employment, are required to wear a face mask when in [REDACTED] the centre/honour house and outside of their cell/room.
- All inmates [REDACTED] transiting through a correctional centre reception room/intake, [REDACTED] attending court will be issued a face mask from the depa [REDACTED].

The wearing of face masks is an additional precautionary measure recommended by NSW Health. It does not change any of our ongoing measures to stop the spread of the virus. All COVID-19 safety measures remain including:

- Maintenance of physical distancing (1.5 metres) where possible
- Hand hygiene
- Cough and sneeze etiquette
- Correct application and use of PPE
- Following self-isolation and testing requirements when required

This instruction does not remove the need for staff to wear surgical or KN95 masks if working with suspected or confirmed COVID-19 inmates in an isolation cell or isolation hub, or P2/KN95 mask when working in a Field Hospital.

Only face masks procured through the CSNSW Coronavirus Command Centre or Corrective Services Industries are approved to be worn by staff and inmates.

Exemptions to wearing a face mask or wearing a CSNSW/CSI supplied face mask may apply in circumstances where a staff member is unable to wear a mask due to a medical or other identified condition. This should be managed locally with advice sought from the CSNSW Coronavirus Command Post as required.

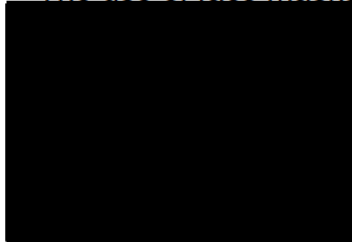


NSW Health provide the following minimum requirements for cloth masks:

- A fluid-repellent layer on the outside layer of your mask gives the best protection
- Three-layer masks are more effective with two layers as a minimum

Any person entering or exiting a correctional centre must remove their face mask if requested for purpose of identification. If such a request is made all available COVID safety measures must be implemented.

The use of face masks will be regularly reviewed.



Contact Officer:

Phone contact:

Email address:



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Rescinded and replaced by CI 2021/06





Commissioner's Instruction

No: 91 / 2020

For the information of all CSNSW staff

Subject: Novel Coronavirus (COVID-19) Interim Measure – Continued suspension of in-person social visits

PREAMBLE

This Instruction is issued in accordance with the provisions of section 235B of the *Crimes (Administration of Sentences) Act 1999*. In the case of persons employed at managed correctional centres, this Instruction constitutes a direction given under section 241(2) of the *Crimes (Administration of Sentences) Act 1999*. Commissioner's Instructions amount to lawful orders and any staff member who intentionally disobeys or disregards this Instruction, or is found to be negligent in the performance of their duties, may be liable to disciplinary action under the *Government Sector Employment Act 2013*.

INSTRUCTION

Commissioner's Instruction 89/2020 'Novel Coronavirus' (COVID-19) Interim Measure – Temporary suspension of in-person social visits is rescinded and replaced by this Commissioner's Instruction.

The temporary suspension of in-person social visits to all CSNSW correctional facilities will continue from Thursday 24 December 2020. This suspension is put in place to address the COVID-19 cluster in NSW and is designed to support the safety of staff as well as inmates and members of the community.

Family and Friends video visits remain available for inmates.

Further advice will be communicated before the recommencement of visits.

Contact Officer:

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Rescinded and replaced by CI 2021/03

