

Custodial Operations Policy and Procedures

10.3 Visits by external agencies to provide programs, services and training

Policy summary

The Commissioner, Corrective Services NSW under Clause 60 and Clause 87 of the *Crimes (Administration of Sentences) Regulation 2014* must approve external agencies/organisations to deliver programs and services in NSW correctional centres.

Approval is limited to providers of programs and/or services which deliver professional services to reduce re-offending and improve community safety.

Management of Public Correctional Centres Service Specifications

Service specifications	Security and safety Professionalism and Accountability
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Scope

This section applies to all correctional centres and other facilities administered by or on behalf of Corrective Services NSW (CSNSW).

It also applies to all CSNSW employees, and where relevant to other personnel such as contractors, subcontractors, and visitors.

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1 Visits by external agencies to provide programs, services and training

1.1 Policy

CSNSW allows external agencies/organisations and individuals access to correctional centres for the purpose of providing programs and/or services to reduce re-offending and improve community safety.

The following policy and procedures apply to those providers who intend to visit a correctional centre regularly, have access to multiple inmates, but will not have access to CSNSW systems.

For policy and procedures regarding visits from professionals and other service providers who are irregular visitors, seeing individual inmates and needing access only to the visiting area or other suitable venue, **refer to COPP 10.8 Visits from officials, agencies and professionals.**

External agencies/organisations must seek approval to deliver programs, services or training by submitting an enquiry to [REDACTED]. Information about the application process is contained in [Policy for Assessing Applications from External Agencies](#). This policy is maintained by Strategic Partnerships Directorate.

Individuals acting on behalf of the approved external agencies/organisations who are to deliver the program and/or service must then submit their individual applications to become an authorised contractor/visitor through the process outlined in **COPP 10.12 Authorised contractors and visitors.**

1.2 Service providers requiring computers/internet access

Certain external providers may, with the approval of the Commissioner, bring an internet-enabled laptop into a correctional centre when this is essential for the provision of the service they are contracted to supply (**refer to COPP section 16.3 Computer equipment and software**). Approval must be sought by emailing [REDACTED] who will facilitate the approval process.

1.3 Justice advocacy service (JAS) for cognitively impaired inmates attending court via AVL

The Justice Advocacy Service (JAS) is provided by the Intellectual Disability Rights Service (IDRS). JAS volunteers or justice advocates seeking to act as a support person for cognitively impaired inmates attending court via AVL must be approved as an authorised visitor in accordance with this policy and with **COPP 10.12 Authorised contractors and visitors.**

Cognitive impairment is not required to be proven or evidence of cognitive impairment provided for JAS to support an inmate. If CSNSW staff believe an inmate may have a cognitive impairment, a referral can be made by calling JAS on 1300 665 908.

Before attending a correctional centre, JAS must inform the correctional centre in writing of their intention to support an inmate who is attending court via AVL. JAS's notification in writing to the correctional centre should outline:

- the inmate who is to be supported including name and MIN
- the name, position and VIN of the support person from JAS
- contact email and phone number of the JAS support person
- the time, date and location of the AVL

All notifications in writing from JAS should be sent to the respective correctional centre's generic admin email address (see the annexure *CSNSW shared email list of inboxes*).

Despite JAS support persons being approved as an authorised visitor, the Governor (or Assigned Officer) may refuse to permit the support person to attend the AVL with the inmate if they consider that the attendance may pose an unacceptable safety risk to the support person.

When the Governor (or Assigned Officer) decides to refuse a visit they must inform JAS as soon as practical and give reasons for the refusal either in writing in response to the JAS notification, by phone call to the JAS support person or on arrival of the JAS support person at the correctional centre.

2 Quick links

- [Related COPP](#)
- [Forms and annexures](#)
- [Related documents](#)

3 Definitions

Assigned officer	Assigned officer refers to either: <ul style="list-style-type: none"> • an individual officer or • an officer who is in a position (substantive or temporary) or a post that the Governor (or Manager of Security in Charge of a Correctional Centre) has assigned to perform a particular duty or task. The Governor (or MOS in charge) may delegate the role of assigning officers to perform duties to a Managers of Security, Functional Managers or Senior Correctional Officers or other officers who have direct reports. Assignment to a duty or task may be provided in Local Operating Procedures (LOPs), Statement of Duties, Local Orders, Post Duties, verbally or may be implied as a logical extension of the officer's post, position, or role.
Cognitive impairment	As per the <i>Mental Health (Forensic Provisions) Act 1990</i> cognitive impairment includes: <ul style="list-style-type: none"> • intellectual disability • borderline intellectual functioning • dementia • acquired brain injury • drug or alcohol related brain damage, including foetal alcohol spectrum disorder • autism spectrum disorder
COPP	Custodial Operations Policy and Procedures
CSNSW	Corrective Services NSW
External Agency/Organisation	External agency which has been approved to deliver programs, services or training in CSNSW correctional centres by Strategic Partnerships Directorate
JAS	The Justice Advocacy Service (JAS) supports young people and adults with cognitive impairment in contact with the NSW criminal justice system, including as victims, witnesses and suspects/defendants to exercise their rights, support greater understanding and increase participation in their legal matter. Support is also provided to inmates in correctional centres when appearing at court via AVL.
MOS	Manager of Security
OIMS	Offender Integrated Management System
VIN	Visitor Identification Number

4 Document information

Business centre:	Security and Custody
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Approver:	Dr Anne Marie Martin, Deputy Commissioner, Security and Custody
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Date of effect:	16 December 2017
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EDRMS container:	18/7278
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Version	Date	Reason for amendment
1.0		Initial publication (<i>Replaces section 15.14 and 15.15 of the Superseded Operations Procedures Manual</i>)
1.1	31/05/19	Clarification in 1.1 as to whom this policy applies
1.2	12/03/20	General formatting update and improvements
1.3	27/04/20	Inclusion of [1.6] Justice advocacy service (JAS) for cognitively impaired inmates attending court via AVL. This subsection provides policy for JAS to assist cognitively impaired inmates during court via AVL appearances.
1.4	13/09/24	<p>Inclusion of External Agencies application process for external agencies/organisations to apply for approval to provide programs or services.</p> <p>Streamlined application procedures for authorised contractors and visitors into one application process as per COPP 10.12 <i>Authorised contractors and visitors</i>.</p> <p>Inclusion of application process for carrying computers with internet access into correctional centres.</p> <p>Deputy Commissioner's Memorandum 2024/38.</p>
