

SENTENCE ADMINISTRATION MANUAL
SECTION 1- INTRODUCTION & THE CRIMINAL JUSTICE SYSTEM
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1.1 INTRODUCTION

The Sentence Administration Officer within [Corrective Services NSW](#) provides a crucial administrative service to ensure the agency fulfils its obligations to the Criminal Justice system.

The Sentence Administration Officer is responsible for processing and analysing information in relation to orders made by appropriate authorities in relation to all offenders.

He/she is responsible for recording, verifying and disseminating this information within the organisation to assist in the coordination of its day to day operations.

The information is regularly provided to external agencies for evidence and therefore helps support the whole Criminal Justice system. Information is also used by other government and related agencies to assist in the provision of support services and benefits to offenders.

The Sentence Administration officer will be required to make decisions as to the effect of certain orders made by relevant authorities, particularly in relation to the reception, detention and/or release of offenders. He/she will also be required to identify anomalies and instigate referral/clarification action for correction where necessary.

The details included within this reference manual will assist the Sentence Administration officer perform what can be at times a demanding and challenging role. It should be further noted there are always other staff members available to assist in decision making and that resource should be utilised.

All forms referred to in this manual and the CSNSW Intranet are to be utilised in the format they are created. No alterations are authorised. Any identification of incorrect/outdated or suggestions for improvement of existing forms should be referred through the relevant Cluster or Regional Manager.

1.1.1 Statewide Administration of Sentences and Orders Structure (SASO)

Statewide Administration of Sentences and Orders is responsible for overseeing and providing advice and services to Corrective Services NSW in relation to detention and release of offenders in custody and for those offenders being supervised within the community. It is made up of 4 separate branches.

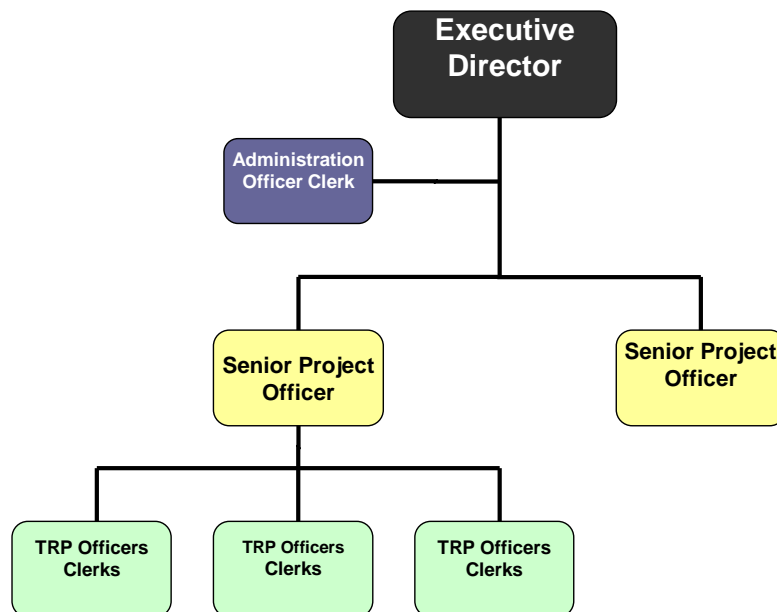
1.1.2 Office of Statewide Administration of Sentences and Orders (OSASO)

The Office of Statewide Administration is responsible for providing training, policy and review support to the other branches to ensure quality and consistency.

Staff in this section also provide submissions on behalf of the State and the Commissioner of Corrective Services to State Parole Authority hearings and liaise with Justice Health in coordinate the issue and administration of orders made in relation to the [Mental Health \(Forensic Provisions\) Act 1990](#).



OSASO - Structure



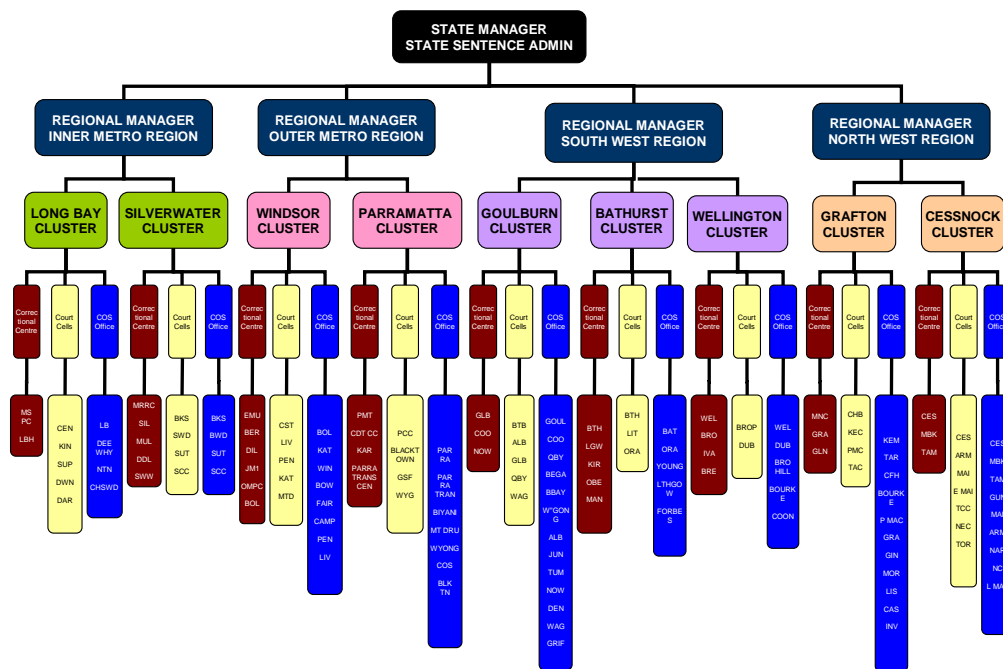
1.1.3 State Sentence Administration (SSA)

State Sentence Administration oversees the operational processes of the respective Sentence Administration Units throughout NSW.

Its processes ensure inmates appear at court as per court orders and serve their sentences as imposed as well as processing all relevant inmate applications in relation to their imprisonment. Staff of the SSA provide a verification service to the non-custodial sentences recorded on the organisation's database (OIMS) by staff in Community Offender Services (COS) offices.

Staff also monitor court orders and warrants for potential anomalies and instigate referral or corrective action where necessary.

State Sentence Administration - Regional and Cluster Structure



Ctrl & Click for larger size diagram

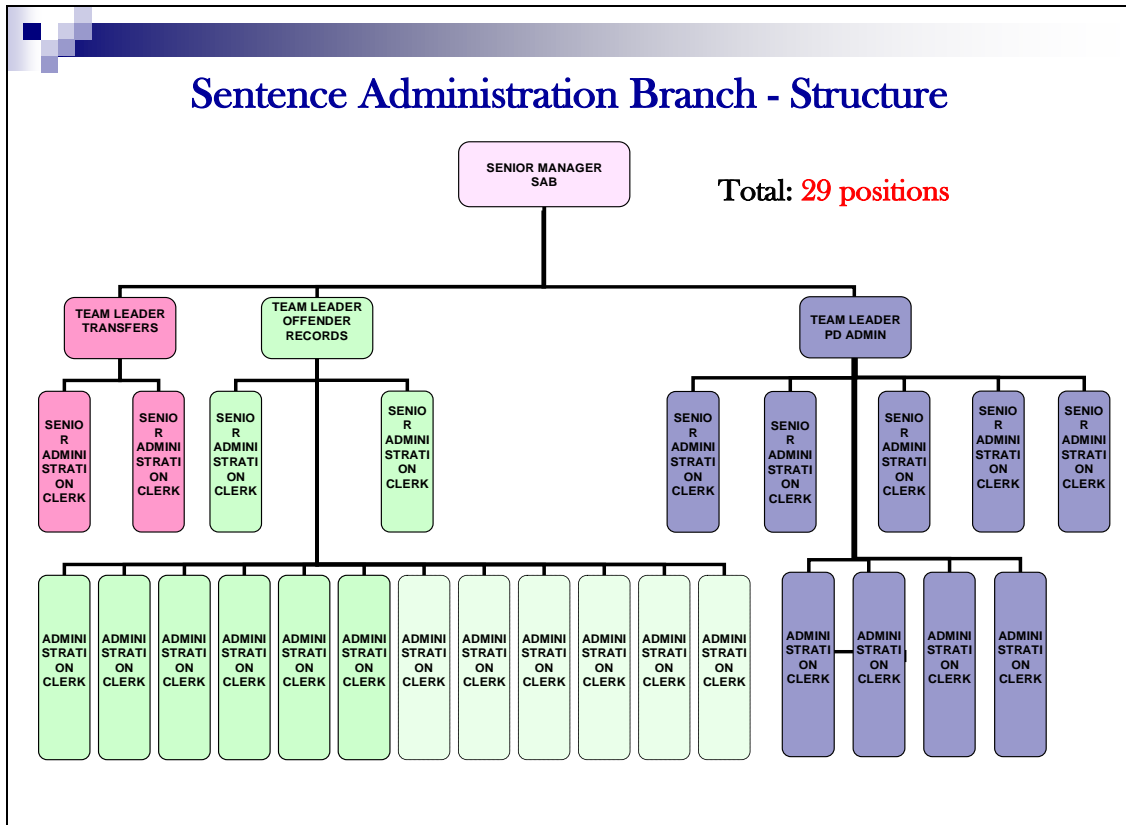
1.1.4 Sentence Administration Branch (SAB)

The SAB is based in Head Office and is responsible for liaising with and providing information to external agencies in relation to offenders who are or who have been in the custody or supervision of Corrective Services NSW.

It is responsible for processing applications for offenders in relation to Interstate Transfers of sentences or parole orders as well as those offenders eligible to serve their sentences in other countries (or to return to Australia).

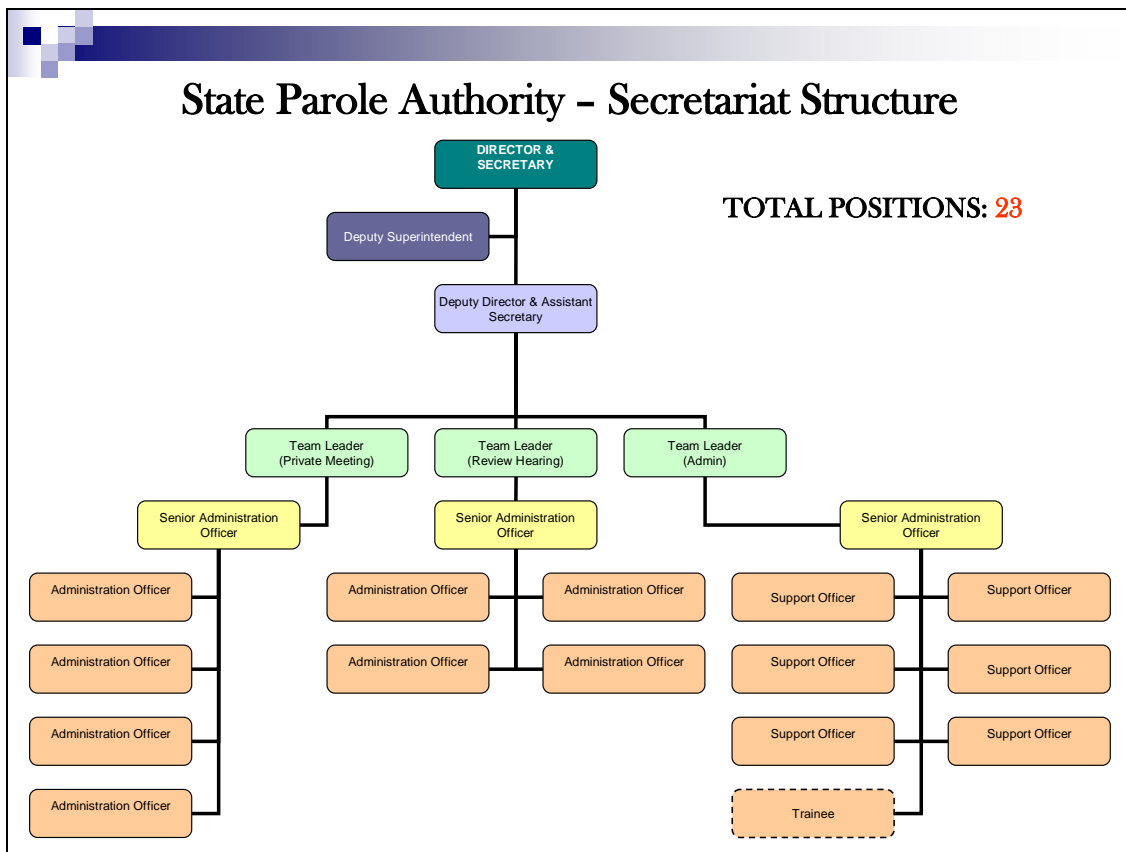
It provides a central point for the recording of information for offenders serving Periodic Detention sentences and maintaining their attendance records.

SAB is also responsible for the processing the initial lodgement of all new offenders, allocation of correct identification (MIN) numbers as well as merging those which have been duplicated and creating TRIM Warrant files for all new admissions to custody.



1.1.5 State Parole Authority (SPA) Secretariat

The SPA Secretariat is responsible for providing administrative support to the State Parole Authority ([Internet Site](#)) by transcribing its orders and decisions and distributing them to the relevant unit or agency.



1.2 CRIMINAL JUSTICE OVERVIEW

The Australian Government's Productivity Commission notes, in its Report on Government Services 2009 ([click here](#)),

*“The objectives of the criminal justice system are to provide protection for the rights and freedoms of all people through:
the operation of police services that enhance community safety by preventing, detecting and investigating crime
the administration of criminal justice that determines guilt and applies appropriate, consistent and fair sanctions to offenders
the provision of a safe, secure and humane custodial environment and an effective community corrections environment that provide program interventions to reduce the risk of re-offending.”*

Formerly the Department of Corrective Services, Corrective Services NSW is now part of the [Department of Justice and Attorney-General](#).

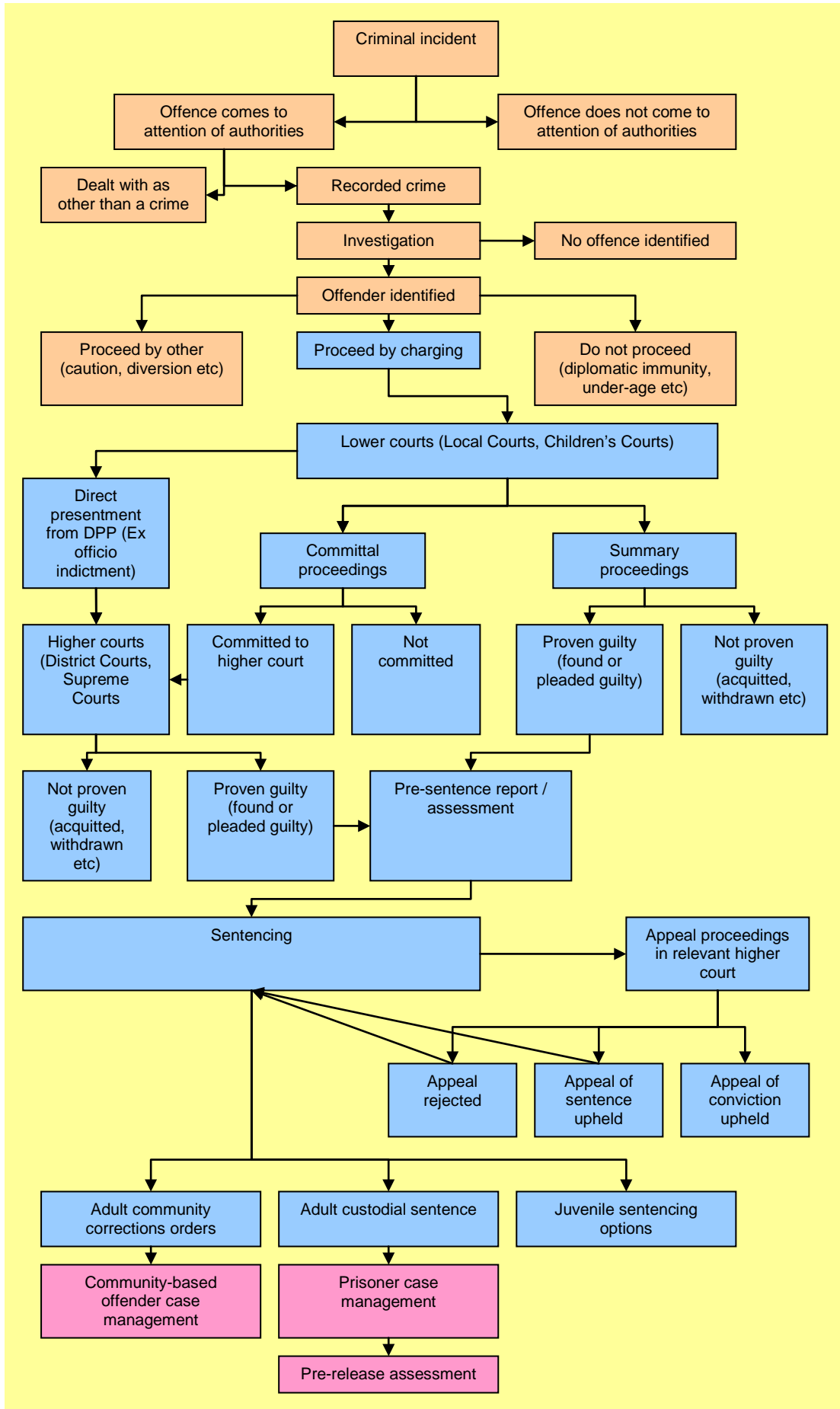
The Department of Justice and Attorney General NSW administers the courts, tribunals, laws and justice programs of the State.

The corporate mission of Corrective Services NSW is to manage offenders in a safe, secure and humane manner and reduce risks of re-offending. Corrective Services NSW aims to accomplish this mission by the adoption of a holistic process known as 'Throughcare'. According to the organisation's Throughcare E Case Management (TECM) Unit,

“Throughcare is the co-ordinated, integrated and collaborative approach to reducing the risks of re-offending. It covers all people who are managed by the Department of Corrective Services from their first point of contact to the completion of their legal orders and their transition to law abiding community living.”

Click [here](#) for an overview of the criminal justice process from commission of offence to discharge of sentence

The following flow-chart, based on one produced by the Productivity Commission, provides an outline of the criminal justice system in Australian court jurisdictions:



Flows through the Criminal Justice System

The focus of staff in the State Sentence Administration (SAA) is to ensure that all lawful orders from criminal justice system organisations are complied with in relation to persons in the custody of Corrective Services NSW. With occasional exceptions, all such orders will be made by the following bodies:

- Local Court of NSW;
- District Court of NSW;
- Supreme Court of NSW;
- Court of Criminal Appeal;
- State Parole Authority;
- Justice Health;
- Mental Health Review Tribunal;
- Commonwealth Department of Immigration and Citizenship (DIAC);
and
- Interstate and International Criminal Justice Agencies

In addition to the above, SSA staff will also often deal with a number of other criminal justice system organisations. Click [here](#) for some brief information and links about the organisations mentioned immediately above and below.

- Department of Juvenile Justice;
- Police Force;
- Office of the Director of Public Prosecutions (NSW);
- Legal Aid NSW; and
- Commonwealth Director of Public Prosecutions.
- Serious Offenders Review Council.

1.3 ROLE OF THE STATE SENTENCE ADMINISTRATION OFFICER

Sentence Administration staff are an integral part of Corrective Services NSW and are administratively responsible for the detention of inmates in custody of Corrective Services NSW. They are required make determinations as to the validity and intent of a vast range of legal orders relating to the detention of offenders and ensure such information is recorded.

Where anomalous situations are identified, they are required to instigate follow-up action or corrective action if required. They are responsible for entering and verifying information into the organisation's database (OIMS) and analysing courts' orders and referring them to the appropriate unit where necessary.

They are responsible to ensure that the orders of the Court or any other judicial body are carried out as per the order. That is, if an inmate is required to appear at a court on a certain date arrangements are put in place for that appearance, or if an inmate is due to be released on a certain date arrangements are put in place for that release to happen.

Sentence Administration staff record information for use by other branches of Corrective Services NSW to make decisions in respect to offenders'

management whilst in the agency's care, especially concerning their placement and classification.

Sentence Administration staff liaise with external government agencies to provide information about inmates detained in custody of Corrective Services NSW.

This information may further be used in various criminal and civil court proceedings, often supported by sworn statements by Sentence Administration staff to the accuracy of the information.

1.3.1 Regular Tasks

The role of the State Sentence Administration Officer is to undertake the following tasks (more detail is included throughout this manual):

1.3.1.1 Daily Tasks

- ✓ Identify inmates who are eligible for release on a certain date and prepare all required documentation for the release.
- ✓ Identify all inmates required to appear at Court on a certain date and prepare all required documentation for the appearance.
- ✓ The details in the above points are collated into a Daily Releases and Courts list for broadcast throughout respective centres to ensure compliance with the orders.
- ✓ Identify those that have had bail granted but the bail has not been entered after a period of 4 days and refer matter to relevant court.
- ✓ Liaise with correctional centre units (especially Intake Room and AVL Studio) to ensure all paperwork received in relation to inmate court appearance results and movements is collected and analysed.
- ✓ Liaise with courts to confirm results of all proceedings.
- ✓ Undertake data entry and verification of relevant information to OIMS. Take follow-up action to ensure all OIMS entries are verified.
- ✓ Instigate follow-up action of anomalous orders to ensure integrity of all information.
- ✓ Identify all inmates required for transfer to other centres to facilitate court appearances and other reasons and request necessary transfer orders
- ✓ Process and refer inmate applications for bail and appeals and other legal matters to the appropriate agencies.
- ✓ Check State Parole Authority results to identify decisions affecting an inmate's release.

- ✓ Provide expert advice and information on matters relating to Sentence Administration to internal and external staff and agencies, bearing in mind privacy provisions.
- ✓ Peruse and check information on inmate files received from other centres.
- ✓ Advise correctional centre units (eg Classification, Community Corrections (formerly Probation & Parole), Security Manager etc) of changes to inmate imprisonment circumstances for necessary reviews.

1.3.1.2 Weekly/Monthly Tasks

- ✓ On each Thursday on a weekly basis, identify those inmates due for release for the following 3 weeks and distribute to interested parties such as Centrelink, Community Corrections (formerly Probation and Parole), Inmate Movements, Clinic (via email to Project Officer at Justice Health - Robyn.Gilmour@justicehealth.nsw.gov.au and by fax to Clinical and Nursing Services Justice Health on (02) 9700 3734) etc. Obtain clarification of any outstanding issues that may affect the release.
- ✓ On a weekly basis, identify those inmates due for court at locations outside the range of the relevant centre and make arrangements for their transfer or pre-position.
- ✓ On a monthly basis, provide statistical information to Team Leaders, Cluster Managers and Regional Managers for analysis.
- ✓ On a weekly basis, run a Missing Data report from OIMS to identify details not entered in OIMS and undertake follow-up action to update where necessary.

1.4 **SENTENCE ADMINISTRATION REGISTERS**

Sentence Administration Units at each centre are to maintain local registers to record details of appeals, bail applications and incidents requiring attention and/or further action.

1.4.1 **Bail Application Register**

Each centre is to maintain a register of bail applications lodged at the centre and the processing action taken.

They should record details of:

- Inmate MIN.
- Name in full.
- Date of receipt of bail application in Sentence Administration Office.
- Date application forwarded to relevant court.
- Other details such as “returned to inmate for signature” etc.

1.4.2 **Appeal Register**

Each centre is to maintain a register of appeal applications lodged at the centre and the processing action taken.

They should record details of:

- Inmate MIN.
- Name in full.
- Date of receipt of documents in Sentence Administration Office.
- Details of type of appeal – i.e. whether to District Court, CCA, Notice of Intention, and Application for Extension of Time etc.
- Other details such as “returned to inmate for signature” etc.

1.4.3 Incident Register (Log)

Each centre is to maintain a register of incidents requiring local Sentence Administration follow-up and subsequent actions

They should record details of:

- Inmate MIN.
- Name in full.
- Details of incident.
- Officer who instigated action.
- Finalisation action.

Examples of incidents to be recorded include action taken to obtain missing warrants, to follow up missing charges from warrants, incorrect sentence dates etc and for which local action has been taken. If the incident cannot be resolved, it may be escalated to an anomaly which is to be referred to the Cluster Manager for resolution.

Click [here](#) for the relevant procedure. The Incident Register replaces any Anomaly Register which may be in existence.

1.5 CRIMINAL JUSTICE AGENCIES

1.5.1 Local Court of NSW

The [Local Court](#) has the broadest jurisdiction of all courts in NSW, and as such deals with more matters than any other court in NSW. Currently, the Local Court sits at over 140 locations throughout NSW. The Court finalises the vast majority of less serious criminal matters, and refers more serious criminal matters to the higher courts in NSW (the District Court and the Supreme Court). Parties to Local Court criminal proceedings may appeal to the District Court or the Supreme Court against decisions made in the Local Court. In its current form, the Local Court was constituted under the [Local Court Act 2007](#).

The majority of orders that require the attention of, and action by, SSA staff, will be orders made by the Local Court. Most of such orders will be warrants, either authorising the imprisonment of a person for a particular period of time, or authorising the remand of a person in custody until a future court date.

It should be noted that the Local Court may only impose individual sentences up to 2 years and to a combined maximum term of 5 years.

Should the presiding magistrate wish to impose a greater term of imprisonment the magistrate must refer the case to either the District or Supreme Court.

1.5.2 District Court of NSW

The [District Court](#) is an intermediate court, above the Local Court in the NSW legal system hierarchy. Currently, the District Court sits at over 30 locations in NSW. The Court finalises the majority of more serious criminal matters. Parties to District Court criminal proceedings may appeal to the Court of Criminal Appeal. The District Court was established under the [District Court Act 1973](#).

In normal circumstances the District Court hears appeals from the Local Court.

It may impose a wide range of sentences. However it cannot impose a Life sentence.

1.5.3 Supreme Court of NSW

The [Supreme Court](#) is a superior court, above the District Court in the NSW legal system hierarchy. Currently, the Supreme Court sits at over 10 locations in NSW. The Court finalises the most serious criminal matters. Parties to Supreme Court criminal proceedings may appeal to the Court of Criminal Appeal. The Supreme Court was re-organised and preserved in its current form, under the [Supreme Court Act 1970](#).

The Supreme Court may impose the same sentences as the District Court except that it may impose a life sentence and if under Federal law a life sentence with a non-parole period.

1.5.4 Court of Criminal Appeal

The Court of Criminal Appeal [Court of Criminal Appeal](#) is the highest criminal court in NSW, being the division of the Supreme Court that deals with appeals in criminal matters from the District Court and the Supreme Court. The Court of Criminal Appeal was established under the [Criminal Appeal Act 1912](#), and sits only in Sydney.

1.5.5 State Parole Authority

The [State Parole Authority](#) (SPA) is a statutory authority, which determines matters concerning the release on parole of persons serving sentences of imprisonment, and the revocation or reinstatement of parole orders, periodic detention orders and home detention orders imposed for offences under NSW law. In its current form, the SPA was constituted under the [Crimes \(Administration of Sentences\) Act 1999](#).

The number of SPA orders that require the attention of, and action by, State Sentence Administration (SSA) staff, is second only to those made by the Local Court. Most of such orders will be revocation warrants or parole orders.

1.5.6 Mental Health Review Tribunal

The [Mental Health Review Tribunal](#) (MHRT) is a specialist tribunal, which determines matters concerning the care, treatment and detention of persons with a mental illness. In its current form, the MHRT was constituted under the [Mental Health Act 2007](#).

The number of MHRT orders that require the attention of, and action by, State Sentence Administration (SSA) staff, is exceeded only by those made by the Local Court, District Court and the SPA.

1.5.7 Serious Offenders Review Council

The [Serious Offenders Review Council](#) (SORC) is a statutory authority, which makes recommendations to the Commissioner of Corrective Services concerning the management of persons in custody who have been classified as 'serious offenders', and recommendations to the SPA concerning the release on parole of such 'serious offenders'. In its current form, the SORC was constituted under the [Crimes \(Administration of Sentences\) Act 1999](#).

1.5.8 Justice Health

[Justice Health](#) is a statutory health corporation, which provides health care and treatment to persons (both adult and juvenile) in custody in correctional centres and in mental health facilities. Justice Health was established under the [Health Services Act 1997](#).

1.5.9 Department of Juvenile Justice

The [Department of Juvenile Justice](#) is responsible for the supervision of juveniles who have been the subject of court orders, in the community and in detention centres.

1.5.10 Police Force

The [NSW Police Force](#) is Australia's oldest and largest policing organisation. There are over 500 police stations throughout NSW. In its current form, the NSW Police Force was established under the [Police Act 1990](#).

Any offender who is received into Corrective Services custody will have been arrested and charged by the police prior to appearing before a court.

1.5.11 Office of the Director of Public Prosecutions (NSW)

The [Office of the Director of Public Prosecutions](#) is the major independent prosecution service in the criminal justice system dealing with NSW criminal law matters. There are over 10 regional offices throughout NSW. The Office of the Director of Public Prosecutions was established under the [Director of Public Prosecutions Act 1986](#).

1.5.12 Legal Aid NSW

[Legal Aid NSW](#) is a statutory body which provides legal advice, assistance and representation to economically and socially disadvantaged people throughout NSW. There are over 20 regional offices throughout NSW. Legal Aid NSW was established under the [Legal Aid Commission Act 1979](#).

1.5.13 Commonwealth Director of Public Prosecutions

The [Office of the Commonwealth Director of Public Prosecutions](#) is the major independent prosecution service in the criminal justice system dealing with Commonwealth criminal law matters. There is one office in NSW and 10 offices throughout Australia. The Office of the Director of Public Prosecutions was established under the [Director of Public Prosecutions Act 1983](#).

1.5.14 Commonwealth Attorney-General's Department

The [Commonwealth Attorney-General's Department](#) provides essential expert support to the Government in the maintenance and improvement of Australia's system of law and justice. Sentence Administration staff will most commonly deal with the Commonwealth Attorney-General's Department which issues parole orders for commonwealth offenders.

1.5.15 Department of Immigration and Citizenship

The [Department of Immigration and Citizenship](#) (DIAC) is responsible for managing the lawful and orderly entry and stay of people in Australia. It is governed by the [Migration Act 1958](#). Corrective Services NSW liaises with DIAC to identify those inmates who may be subject to further action under the Migration Act due to visa breaches and then coordinate possible removal from Australia upon release.

1.6 LEGISLATION

1.6.1 Legislation administered by Corrective Services NSW

Corrective Services NSW is responsible for administering the following NSW Acts and Regulations:

[Crimes \(Administration of Sentences\) Act 1999](#) and [Crimes \(Administration of Sentences\) Regulation 2008](#)

Relate to the administration of sentences imposed in criminal law proceedings.

[Crimes \(Interstate Transfer of Community Based Sentences\) Act 2004](#) and [Crimes \(Interstate Transfer of Community Based Sentences\) Regulation 2004](#)

Relate to the transfer of community based sentences to and from NSW.

[International Transfer of Prisoners \(New South Wales\) Act 1997](#)

Relates to the transfer of prisoners to and from Australia.

[Parole Orders \(Transfer\) Act 1983](#)

Relates to the reciprocal enforcement of parole orders in all Australian States

and Territories.

[Prisoners \(Interstate Transfer\) Act 1982](#) and [Prisoners \(Interstate Transfer\) Regulation 2009](#)

Relate to the transfer of prisoners to and from NSW and other states and territories in NSW.

1.6.2 Legislation relevant to Corrective Services NSW – (NSW legislation)

In addition to the legislation referred to above, the following NSW Acts and Regulations are particularly relevant to Corrective Services NSW from a State Sentence Administration perspective:

[Bail Act 1978](#) and [Bail Regulation 2008](#)

Relate to the eligibility for, and consideration of, the granting of bail to persons accused of committing criminal offences.

[Child Protection \(Offenders Registration\) Act 2000](#)

Relates to the registration and post-release reporting requirements for offenders convicted of certain sexual and other serious offences against children.

[Children \(Criminal Proceedings\) Act 1987](#)

Relates to the conduct of criminal law proceedings against children and young persons.

[Children \(Detention Centres\) Act 1987](#)

Relates to the detention of children and young persons in relation to criminal offences.

[Crimes Act 1900](#) and [Crimes \(General\) Regulation 2005](#)

Relates to NSW criminal law jurisdiction, offences and defences.

[Crimes \(Appeal and Review\) Act 2001](#)

Relates to appeals and other reviews of criminal law proceedings.

[Crimes \(Domestic and Personal Violence\) Act 2007](#)

Relates to the protection of persons from domestic and personal violence.

[Crimes \(Sentencing Procedure\) Act 1999](#) and [Crimes \(Sentencing Procedure\) Regulation 2005](#)

Relate to the sentencing of persons convicted of committing criminal offences.

[Crimes \(Serious Sex Offenders\) Act 2006](#)

Relates to the detention and supervision of persons convicted of serious sex offences.

[Criminal Appeal Act 1912](#)

Relates to the Court of Criminal Appeal and its jurisdiction.

[Criminal Procedure Act 1986](#)

Relates to the conduct of criminal law proceedings.

[District Court Act 1973](#)

Relates to the District Court of NSW and its jurisdictions.

[Freedom of Information Act 1989](#)

Relates to public information to information contained in documents held by NSW Government agencies.

[Health Records and Information Privacy Act 2002](#)

Relates to the privacy protection of health information and records.

[Law Enforcement \(Powers and Responsibilities\) Act 2002](#)

Relates to the powers and responsibilities of police and other law enforcement officers

[Local Court Act 2007](#)

Relates to the Local Court of NSW and its jurisdictions.

[Mental Health Act 2007](#)

Relates to the care and treatment of mentally ill persons.

[Mental Health \(Forensic Provisions\) Act 1990](#)

Relates to criminal law proceedings involving mentally ill persons, and the care and treatment of such persons.

[Privacy and Personal Information Protection Act 1998](#)

Relates to the protection of the privacy of persons and their personal information.

[Supreme Court Act 1970](#)

Relates to the Supreme Court of NSW and its jurisdictions.

1.6.3 Legislation relevant to Corrective Services NSW – (Commonwealth legislation)

In addition to the legislation referred to above, the following Commonwealth Acts and Regulations are particularly relevant to Corrective Services NSW from a State Sentence Administration perspective:

[Crimes Act 1914 \(Commonwealth\)](#)

Relates to Commonwealth criminal law jurisdiction, offences, sentencing of persons convicted of committing criminal offences, and administration of sentences imposed in criminal law proceedings.

[Criminal Code Act 1995 \(Commonwealth\)](#)

Relates to Commonwealth criminal law jurisdiction, offences and defences.

[Removal of Prisoners \(Territories\) Act 1923 \(Commonwealth\)](#)

Relates to the removal of prisoners from Australian Territories (other than the Australian Capital Territory and the Northern Territory) to another Australian State or Territory.

[Service and Execution of Process Act 1992 \(Commonwealth\)](#)

Relates to the service and execution of the legal process of courts and tribunals,

in all Australian States and Territories.

[Migration Act 1958](#)

The object of this Act is to regulate, in the national interest, the coming into, and presence in, Australia of non-citizens. Inmates in Corrective Services' custody may be subject to removal from Australia upon release under the provisions of this Act.

1.7 WARRANTS

In order for Corrective Services NSW to hold a person in custody, it must first have a lawful order to do so. The vast majority of such orders will be warrants. A warrant is a written order issued by a court or other authorised body, to arrest and/or detain in custody the person named in the warrant for the period specified in that warrant, or to arrest a person named in the warrant and take them before an appropriate court at the earliest practicable opportunity. There are a number of types of warrants, and they can generally be divided into two types: warrants of apprehension, and warrants of commitment.

Sentence Administration staff are responsible for ensuring that a valid warrant or detainer is in possession of Corrective Services NSW to authorise the detention of a person. This forms the basis of Sentence Administration staff's role.

1.7.1 Warrant of apprehension

A warrant of apprehension authorises the arrest (apprehension) of a named offender, and their production before an appropriate court at the earliest practicable opportunity. They are not generally a lawful detainer to hold a person in Corrective Services custody.

1.7.2 Warrant of commitment

A warrant of commitment authorises the detention (commitment) of a named offender in custody, for the duration of the period specified in the warrant.

1.7.3 Remand warrant

A remand warrant issued by a court authorises the detention of an offender until the next scheduled court appearance of the offender in those criminal proceedings, or until a bail undertaking has been entered in accordance with a current bail determination.

1.7.4 Revocation warrant

A revocation warrant issued by the State Parole Authority authorises the apprehension and subsequent detention of an offender for the period specified by the SPA in its revocation of a parole order, home detention order or periodic detention order previously imposed on the offender.

1.7.5 Sentence warrant

A sentence warrant issued by a court authorises the detention of an offender for the period specified by a court in its imposition of sentence of imprisonment. Also known as a warrant of commitment.

1.8 COMPUTER SYSTEMS USED BY SENTENCE ADMINISTRATION

1.8.1 OIMS (Offender Information Management System)

OIMS is “...a computerised management system for storing and updating offender records of both institutional and community based offenders...Each offender record in OIMS contains a complete history of each offender’s contact with the Department” – OIMS User Manual.

The Throughcare E Case Management (TECM) Unit described the purpose of OIMS as follows:

*“...OIMS will integrate offender information into a single accessible system across community and custodial settings. This will contribute to:
Improved information management and sharing
Integrated whole of sentence/order case planning and case management
Reduction in the risk of re-offending
The secure and humane management of offenders
Improved productivity, efficiency and cost effectiveness”*

1.8.1.1 OIMS Screens

OIMS is divided into a number of major screens, which are in turn sub-divided into numerous further screens. Information is entered into these screens by staff of the respective units responsible for their maintenance.

Sentence Administration staff enter details into various screens to record and retrieve information in relation to the detention of offenders.

The major screens are as follows:

- Search / Assign;
- Intake;
- Trust Accounts;
- Payroll;
- Institutions;
- COSP;
- Community;
- Case management;-
- Utilities; and
- Show Keys.

The list of all OIMS screens can be viewed [here](#).

1.8.1.2 OIMS User Guides

A number of [OIMS User Guides](#) have been developed for various areas of work requiring data entry in, and retrieval from, OIMS.

The current User Guides are as follows:

- Classification;
- CSSL reports;
- CSSL User Guide Admin v2;
- CSSL User Guide Entry;
- CSSL User Guide Update;
- E-Schedules;
- Incidents;
- Inquiries;
- Intake;
- Legal Orders;
- Monthly Report CC Gov RC;
- Monthly Report CC;
- Monthly Report Governor;
- Monthly Report RC;
- Movements;
- Online Reporting CC;
- Online Reporting Duty Officer;
- Parole;
- Payroll & Trust Accounts TAPS;
- Property;
- Schedules;
- Search Assign;
- Throughcare E-Case Management;
- Urinalysis; and
- Visits.

1.8.2 TRIM

TRIM Records Management System is an information management system. It replaces a number of systems that were in place in various areas of Corrective Services NSW. Once fully operational, it will store all Corrective Services' records.

The organisation identified a number of advantages in introducing a single records management system. These advantages were outlined in the TRIM Information Management System State-wide Implementation Project Charter, released on 11/08/2004, as follows:

- *More timely information provided to Management;*
- *Compliance with the State Records Act;*
- *Reduction in current duplication of effort and computer systems;*
- *Reduction in risks associated with lost files, insecure information and incorrect decisions made on the basis of incomplete information;*
- *Increased efficiency leading to productivity improvement;*
- *Reduced need of multiple systems support;*
- *Increased staff confidence in the integrity of departmental records.*

Sentence Administration utilises TRIM to maintain files for every person in Corrective Services NSW custody. Electronic documents are saved directly to the relevant file, while hard copies are scanned and saved. The electronic document is treated as the source document for official purposes and any hard copies are retained for information purposes only.

1.8.3 JusticeLink and GLC

JusticeLink is part of the Attorney-General's Department's 'eServices Business Online'. Specifically, it is a computer database of court results in criminal, civil and care matters, allowing online access to case management information in the Children's Court, Coroner's Court, Local Court, District Court, and Supreme Court (including Court of Appeal and Court of Criminal Appeal) jurisdictions.

GLC (General Local Court) is a computer database of court results in Local Court matters. JusticeLink has now succeeded GLC and GLC has ceased to have information up-dated. Court information should be sought from JusticeLink, and although some historical information may be available from GLC, it should have been transferred to JusticeLink.

Sentence Administration utilises JusticeLink to obtain or confirm results of court appearances to ensure all information is recorded on OIMS. It also provides a method of cross checking existing information to assist clarify anomalous orders.

Users requiring a JusticeLink account can register and make application on-line by clicking [here](#) and following the instructions.

1.9 PRIVACY PROVISIONS

In the course of its duties in detaining persons in accordance with court orders, Corrective Services NSW gathers and uses considerable personal information about the persons so detained.

The use of this personal information is subject to a number of Acts – principally the [Privacy and Personal Information Protection Act 1998](#), (which relates to the protection of the privacy of persons and their personal information). The major relevant provisions of this Act are [Section 10](#), which deals with the requirements when collecting personal information; [Section 18](#), which deals with the limits on disclosure of personal information; and [Section 23](#), which deals with the exemptions relating to law enforcement and related matters.

In addition, a number of Acts contain specific references to the use and protection of personal information – for example, [Section 109 of the Commonwealth Electoral Act 1918](#) (in relation to personal details of new inmates being provided to the Australian Electoral Commission); Clause 4 of [Schedule 1 to the Health Records and Information Privacy Act 2002](#) (in relation to the collection and use of personal health information); and [Section 258 of the Crimes \(Administration of Sentences\) Act 1999](#) (in relation to the provision of personal information of remand inmates to the Supreme Court).

A number of individuals and organisations routinely seek access to personal information concerning persons in Corrective Services NSW custody. Any such information beyond the confirmation (or otherwise) that a particular person is currently in Corrective Services NSW custody and their physical location, should be referred to the Sentence Administration Branch (SAB). SAB routinely provides such information, in accordance with relevant legislation and Corrective Services NSW policy, to such organisations as Legal Aid NSW, Office of the Director of Public Prosecutions (NSW), Commonwealth Director of Public Prosecutions, Department of Immigration and Citizenship, Aboriginal Legal Service, Australian Electoral Commission, Centrelink, Child Support Agency, Department of Community Services, Housing NSW, Justice Health, Salvation Army, State Debt Recovery Office, Supreme Court of NSW, Wesley Mission etc.

1.10 GLOSSARY OF TERMS

[Click here](#) for Glossary of commonly used terms and abbreviations.

DOCUMENT HISTORY

Version	Date	Reference
1.0	26-11-09	First issue
1.0.1	22-8-11	1.4.3 – Incident Register procedure included. 1.4.4 removed (Anomaly Register) because they are all included in 1.4.3
1.0.2	21-10-11	1.1 Introduction updated to require use of forms as they appear on Intranet and not to be altered.
1.0.3	5-7-12	1.3.1.2 – Updated with change to requirement to send weekly Release Lists to Justice Health by email & fax instead of Clinic.

NEXT REVIEW DATE

ongoing