

Custodial Corrections Operations Policy and Procedures Manual

12.1 Custodial Referrals for Inmate Psychology, Services or Program Eligibility

Policy summary

Any custodial staff may refer an inmate for psychology, services and/or program eligibility. These referrals can be made at any stage during an inmate's period of custody. This policy and procedure sets out the process for these referrals.

Management of Public Correctional Centres Service Specifications

<i>Outcome</i>	Each inmate engages in programs and services that enhance their skills, ensure their well-being and reduces their risk of re-offending.
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Scope

This policy affects all Custodial Corrections staff.

Related Documents

Crimes (Administration of Sentences) Act 1999

Crimes (Administration of Sentences) Regulation 2014

Management of Public Correctional Centre Outcome Specifications

Related Policy and Procedures

Forms and Annexures

[12.1 Services and Programs Eligibility Referral Table](#)

Definitions

CSNSW	Corrective Services NSW
OIMS	Offender Integrated Management System
OS&P	Offender Services & Programs
SAPO	Services and Programs Officer

Table of Contents

1	Policy	4
1.1	Crisis or emergency	4
2	Procedures	4
3	Document history	5

1 Policy

Psychology, services and programs assist in the safe and effective management of inmates, enable inmates to remain engaged with their family and community, provides the foundation for inmate reintegration and assists in the reduction of re-offending.

Offender Services and Programs (OS&P) staff consist of Service and Programs Officers (SAPOs) and Psychologists.

Any custodial staff may refer inmates for services, psychology and/or program eligibility. A referral can be generated for an inmate at any stage during their period of custody. Custodial staff may only refer an inmate for program eligibility and not directly to a program.

All referrals must be made in line with the criteria set out in *Annexure 12.1 Service & Programs Eligibility Referral Table*. The referral must be entered electronically via the *Offender Integrated Management System (OIMS)*.

Further information regarding the functions of Offender Services & Programs can be accessed via the [Offender Management and Programs](#) intranet page.

1.1 Crisis or emergency

There is a duty of care in crisis or emergency situations such as:

- a death in the family
- a child at risk in the community
- a family crisis
- unattended animals

In these circumstances, staff must generate a crisis intervention referral on OIMS. See *Annexure 12.1 Service & Programs Eligibility Referral Table* for the OIMS referral process.

If the inmate may be at risk of suicide/self-harm behaviour or harm to others, immediate action must be taken to manage the needs of the inmate prior to a referral being made to psychology.

2 Procedures

An entry into the *Offender Programs & Evaluation Measures* screen of the OIMS *Programs & Services* module will generate a psychology, service and/or program eligibility referral.

All referrals must include a comment which identifies the specific reason for the referral. *Annexure 12.1 Service & Programs Eligibility Referral Table* outlines what comments should be included for each referral type.

3 Document history

Version	Date	Reason for Amendment
1.0		Initial publication (<i>replaces section 5.1 of the superseded Operations Procedures Manual</i>)