

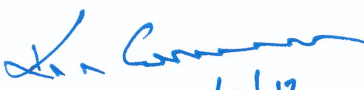
Custodial Corrections Operations Policy and Procedure Manual Benchmarking Reform

Corrective Services NSW (CSNSW) is currently undertaking a benchmarking program to ensure all correctional centres provide value for money and enhanced service delivery.

The Program includes two major components:

1. **Performance targets:** that outline what centres need to achieve to become the best they can be; and
2. **Resources (Including staffing):** required for a centre to perform efficiently and effectively.

It has been established that there is a need for review of current policy and procedure (OPM) and implement into the development of a new policy and procedure to meet performance targets and reflect all changes within the benchmarking process.

OPM REF	ITEM
Section 15.26	Visitor Complaints
Section 10.10 COPP (benchmarking)	
Consultation: The OPM Steering Committee	
Comments: • Content has been reviewed and updated • Wording changed so that the policy is clear and concise • Legislation and Regulation references have been updated • Position titles updated ○ General Manager changed to Governor • Title of Corrections Executive Services and Complaints Management updated. • OPM Section references have been updated to reflect the new sections in the COPP	
Stakeholder Endorsed:	
Steering committee – Director Jo Miniter	
 6/9/17	