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: 7.3.7 (Current OPM) **Section: 6.2 (Benchmarking)**	**Hospitalisation of inmates**

Last Review Date: 2015

Consultation: Sharon Jacobs (Manager Service Development & Quality, Clinical Operations, Justice Health & Forensic Mental Health Network)

Comments:

- Content has been reviewed and updated.
- Wording changed so that the policy is clear and concise.
- Position titles updated: General Manager to Governor.
- Position titles and contact details updated for JH&FMHN in line with advice.
- Subsections 7.3.7.3, 7.3.7.4 have been moved into13.2 Medical Emergencies which will detail the procedures for contacting Next of Kin, Emergency contact persons, and notifying the embassy or consulate for a foreign national by custodial officers. It is noted that the requirement to contact the relevant persons is still noted within this policy.
- Policy and procedure have been divided to ensure that both are easily identified by the reader (policy is now in the approved format and procedure is in a table format).
- Procedures to be undertaken have been put into the table format to ensure that staff are aware of their responsibilities and can easily identify and follow procedure.

Stakeholder Endorsed:

Adjunct Professor Steven Bernardi
Executive Director Clinical Operations
Justice Health & Forensic Mental Health Network

17 August 2017

Chair
OPM Steering Committee

Kevin Corcoran
Assistant Commissioner
Custodial Corrections Division

Date:

Date: