

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: 7.14 (Current OPM) Section: 9.4 (Benchmarking)	Application for Centrelink crisis payments
Last Review Date: 2015 Consultation: Philip Snoyman (Director State-Wide Services, Offender Management & Policy, Offender Services & Programs) Comments: • Applications for Centrelink crisis payments were previously located under 7.14 of the OPM. • Content has been reviewed and updated. • Repetition has been deleted to ensure that the policy is clear to identify the allocation of roles between the DHS as the provider of resources to approved applicants, and the respective role of Corrective Services NSW. • Role responsibilities are to be decided by the Steering Committee. • 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:  Dr. Phillip Snoyman Director State-wide Services Corrective Services NSW Department Of Justice	