

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 15.16, (Current OPM)	Visits by Diplomatic, Consular and foreign officials
Section 10.7 COPP (benchmarking)	
Consultation: The OPM Steering Committee – Jo Miniter	
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 ○ Functional Manager • OPM Section references have been updated to reflect the new sections in the COPP • Discussion with Director Miniter and COPP management for inclusions • Advice received to include visits by foreign officials in this section	
Stakeholder Endorsed: Steering committee.	

Approved
