

Custodial Operations Policy and Procedures

9.2 Application for Financial Assistance for Families of Inmates

Policy Summary

Corrective Services NSW (CSNSW) may provide families of inmates with financial assistance following the death of an inmate while in custody, or to assist them to travel to visit an inmate in custody.

Following the death of an inmate who was in custody in a NSW correctional centre financial assistance may be provided to the family for the sole purpose of assisting with funeral expenses. This is not an admission of liability by CSNSW for the death of the inmate.

CSNSW encourages visits from an inmate's family and support network. The Community Restorative Centre (CRC) has been funded to provide financial assistance to eligible applicants for travel and accommodation while visiting an inmate in a NSW correctional centre.

Management of Public Correctional Centres Service Specifications

Outcome	Decency and Respect Professionalism and Accountability
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Scope

This section applies to all correctional centres and other facilities administered by or on behalf of Corrective Services NSW (CSNSW).

It also applies to all CSNSW employees, and where relevant to other personnel such as, contractors, subcontractors, and visitors.

Related Documents

Crimes (Administration of Sentences) Act 1999

Crimes (Administration of Sentences) Regulation 2014

Management of Public Correctional Centre Outcome Specifications

Public Finance and Audit Act 1983

Related Custodial Operations Policy and Procedures

10 Visits to Correctional Centres

13.2 Medical Emergencies

Forms and Annexures

CRC Travel and Accommodation Assistance form

Definitions

Authorised Officer	The officer authorised by the Governor to perform the functions set out in this part of the Custodial Operations Policy and Procedures.
COPP	Custodial Operations Policy and Procedures
CSNSW	Corrective Services NSW
CRC	Community Restorative Centre
FPI	Funded Partnership Initiative
Immediate Family	Immediate family members generally include a spouse, de facto partner, child, parent, grandparent, grandchild or sibling; or a child, parent, grandparent or sibling of a spouse or de facto partner. Exceptions to this include some extended family members or individuals who have acted as the individual's legal guardian or parent.
MOSP	Manager, Offender Services & Programs
NGO	Non-Government Organisation

OIMS	Offender Integrated Management System
FPI	Funded Partnership Initiative

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1 Funeral Assistance

1.1 Policy

Funeral assistance is a financial subsidy of \$2000, offered by CSNSW to an inmate's family following the death of an inmate in custody, regardless of the family's financial circumstances. It is offered to assist the family to meet the cost of funeral expenses, and is paid directly to the nominated funeral director. Payment of the subsidy is not an admission of liability by CSNSW for the death of the inmate.

Additional financial assistance may be granted in exceptional circumstances, such as where an inmate dies in a correctional centre or place of detention which is remote from their usual place of residence, and their immediate family:

- is seeking to return the deceased to their usual place of residence for burial or cremation
- is seeking to return the deceased's ashes to their family's area of residence
- would incur extreme financial hardship due to funeral expenses.

Payment of any additional financial assistance is not automatic. A family member must make a written request to the Chaplaincy Coordinator, outlining the reasons for the request. The Chaplaincy Coordinator is responsible for verifying the family's financial and social circumstances, approving the request, and ensuring the family is notified of the decision.

1.2 Procedures for Funeral Assistance

	Procedure	Responsibility
1.	Advise Chaplaincy Coordinator of inmate death in custody.	Authorised officer
2.	Visit family members and inform them that the funeral subsidy of \$2000 is available and is paid directly to the funeral director following the funeral service. Family members are required to make all funeral arrangements, and provide the contact details for the funeral director to the Chaplaincy Coordinator.	Chaplaincy Coordinator or Authorised Officer
3.	Provide family members with the contact details of the Chaplaincy Coordinator and advise that the financial subsidy is not an admission of liability for the death of the inmate by CSNSW.	Chaplaincy Coordinator or Authorised officer
4.	In cases where the immediate family is unable to, or declines to arrange a funeral, contact the relevant agencies to arrange for a public burial and facilitate the costs of transporting the body to the nearest morgue; or where transportation of a non-citizen's body is required, their ashes to the inmate's country of origin.	Chaplaincy Coordinator or Authorised officer
5.	Provide funeral assistance to the amount of \$2000 to nominated funeral director on receipt of a tax invoice for this	Chaplaincy Coordinator or

	Procedure	Responsibility
	amount. The tax invoice must include the business name, address, ABN and services provided. Direct additional expenses related to the funeral to the relevant family member or person responsible.	Authorised officer

1.3 Record Keeping

The chaplaincy coordinator or authorised officer is responsible for recording in OIMS case notes all communication and contact with family members regarding the funeral assistance.

It is the responsibility of the chaplaincy coordinator to accurately monitor and record the operations associated with the provision of financial or funeral assistance, and all associated expenditure to family members. All expenditure must comply with allocated budgets and any discrepancies are to be reported and submitted to CSNSW in a timely manner.

These records and documentation are subject to audit.

2 Travel Assistance

2.1 Policy

CSNSW encourages visits to inmates from their family and support network to promote ongoing positive and supportive relationships.

The Community Restorative Centre (CRC) is funded by CSNSW to provide travel and accommodation assistance through financial reimbursement to eligible applicants to visit an inmate in a NSW correctional centre.

To be eligible for the funding the applicant:

- must be aged 18 years or older
- must be a member of the inmate's immediate family, support network, a friend or have a kinship relationship
- receive a Commonwealth (e.g. Centrelink) benefit, or are experiencing financial hardships and must be able to provide proof on request
- live more than 100km away from the centre where the inmate is housed, or if they live less than 100 km away, personal circumstances prevent them from visiting
- travel assistance has not been previously claimed within the last 12 weeks.

Reimbursement from CRC for travelling expenses may include those incurred from train and bus fares, fuel that is purchased within two days of the visit, and taxi fares where public transport or other suitable alternative is not available.

Financial assistance may also be provided by CRC for accommodation expenses in cases where travelling distance or personal circumstances suggest that accommodation is required. The costs of food and beverages purchased while travelling to the correctional centre will not be reimbursed.

The applicant claiming reimbursement may submit an application only once within a 12 week period, and for one visit only. Applications will be approved and processed only if the eligibility criteria have been met and all original tax invoices/receipts have been submitted. These receipts must be originals (not photocopies) and must include the name and ABN of the service provider.

Travel and accommodation assistance is not provided by CRC if the inmate is at Junee correctional centre. Instead, the Family Liaison Officer at Junee correctional centre should be contacted on (02) 6930 5562.

2.2 Procedures for Travel Assistance

To claim travel and accommodation assistance to visit an inmate at a NSW correctional centre, applicants are required to complete a *CRC travel and accommodation assistance form*. Applications may be submitted for approval to CRC within 30 days of visiting an inmate by email to info@crcnsw.org.au or may be sent to:

BROKERAGE
Community Restorative Centre
PO Box 541
BROADWAY NSW 2007

If the applicant requires further information regarding their eligibility or the process, they may contact CRC on (02) 9288 8700 or visit their website www.crcnsw.org.au.

The following procedures for travel and accommodation claims should be followed:

	Procedure	Responsibility
1.	Provide the contact details for CRC and a <i>CRC travel and accommodation assistance form</i> if an approved visitor has requested assistance (refer to COPP section 10. Visits to Correctional Centres), and advise applicants that an eligibility criterion applies	Authorised Officer
2.	Complete and submit form to CRC within 30 days of the visit	Applicant
3.	Assess approval subject to the applicant fulfilling the eligibility criteria and to the availability to funds	CRC
4.	Advise applicants of the outcome of their application. Approved forms are to be processed and reimbursement provided by CRC to approved applicants.	CRC

2.3 Receiving reimbursement

Reimbursement will be deposited by CRC into the nominated bank account for an approved applicant for the costs relating to one return journey within NSW from the applicant's direct address to the correctional centre where the inmate is located. Reimbursement will be made within 28 days of approval of the application.

2.4 Record Keeping

CRC maintains records for auditing of the applications submitted, and this information is submitted to CSNSW through the FPI database for verification and statistical purposes.

3 Document Information

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1.0		Initial publication (<i>Replaces section 7.18 of the superseded Operations Procedures Manual</i>)