

Meeting Minutes

Meeting Title	POVB Management Consultative Committee																																																	
Date	6 June 2019																																																	
Time	10:00 AM																																																	
Venue	PSA House																																																	
Chairperson	Kevin Corcoran																																																	
Attendees	<table> <tr> <td>Peter Severin</td> <td>Commissioner</td> </tr> <tr> <td>Gayle Robson</td> <td>Chief of Staff, Commissioner's Office</td> </tr> <tr> <td>Kevin Corcoran</td> <td>AC Custodial Corrections</td> </tr> <tr> <td>Craig Osland</td> <td>A/AC Security & Intelligence</td> </tr> <tr> <td>Hamish Shearer</td> <td>Director Metro & Central West</td> </tr> <tr> <td>John Buckley</td> <td>Director East</td> </tr> <tr> <td>John Harrison</td> <td>Director South</td> </tr> <tr> <td>Leith Kennedy</td> <td>Director Support Services</td> </tr> <tr> <td>Majid Marashian</td> <td>A/Director North</td> </tr> <tr> <td>Mick Dudley</td> <td>General Manager, OSU</td> </tr> <tr> <td>Steve Thorpe</td> <td>Director CSI & Education</td> </tr> <tr> <td>John Harrison</td> <td>General Manager, SOG</td> </tr> <tr> <td>Kevin Martin</td> <td>Manager of Security, CESU</td> </tr> <tr> <td>Cathryn Hellams</td> <td>Director HR CSNSW</td> </tr> <tr> <td>Chris Powell</td> <td>Senior HR/IR Advisor</td> </tr> <tr> <td>Steven Cosgrove</td> <td>HR/IR Advisor</td> </tr> <tr> <td>Nicole Jess</td> <td>Chair POVB</td> </tr> <tr> <td>Jason Charlton</td> <td>Vice Chair POVB</td> </tr> <tr> <td>Natalie Howes</td> <td>POVB</td> </tr> <tr> <td>Darren King</td> <td>POVB</td> </tr> <tr> <td>Amanda Cotter</td> <td>POVB</td> </tr> <tr> <td>Thor Sutherland</td> <td>POVB</td> </tr> <tr> <td>David McCauley</td> <td>PSA</td> </tr> <tr> <td>Julie Bond</td> <td>PSA</td> </tr> </table>		Peter Severin	Commissioner	Gayle Robson	Chief of Staff, Commissioner's Office	Kevin Corcoran	AC Custodial Corrections	Craig Osland	A/AC Security & Intelligence	Hamish Shearer	Director Metro & Central West	John Buckley	Director East	John Harrison	Director South	Leith Kennedy	Director Support Services	Majid Marashian	A/Director North	Mick Dudley	General Manager, OSU	Steve Thorpe	Director CSI & Education	John Harrison	General Manager, SOG	Kevin Martin	Manager of Security, CESU	Cathryn Hellams	Director HR CSNSW	Chris Powell	Senior HR/IR Advisor	Steven Cosgrove	HR/IR Advisor	Nicole Jess	Chair POVB	Jason Charlton	Vice Chair POVB	Natalie Howes	POVB	Darren King	POVB	Amanda Cotter	POVB	Thor Sutherland	POVB	David McCauley	PSA	Julie Bond	PSA
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	Anne Kennealey	POVB
	David Bartle	POVB
	Trevor Clark	Kariong CC
	Gavin Hughes	Hunter CC
	Matthew Freyer	Albury CESU
	Claudio D'Amico	Batemans Bay CESU
	Wayne Oates	Wollongong CESU
	Arthur Kaletsis	Silverwater Womens
	Barry Butterfield	Berrima CC
	Zoey Hemsworth	St Helliers CC
	Keith Smith	Cessnock CC
	Tony Emanuel	Shortland CC
	Jason Gould	Broken Hill CC
	Alan Thys	Grafton CC
	Chris Sindel	Amber Laurel
	Michael Webb	Newcastle CESU
	Tyson Catford	Surry Hills
	Daisy (Dan) Xu	MSPC
	Tim Monahan	MSPC (2)
	Chris McMillan	South Coast CC
	Leon Smith	MSPC (1)
	Carl Walker	Mannus CC
	Trent Bennett	Oberon CC
	Christiaan Jacobs	Compulsory Drug Treatment Centre
	Ian Freeman	Cooma CC
	William Kaddissi	Long Bay Hospital
	Sam Tuituu	SPC
	Scott Davies	LBH (2)
	Jason Baptista	MRRC
	Jason McFarlene	LBH
	Clint Lamb	Bathurst CC
	Shon McArthur	Macquarie CC
	Daniel Hemming	Bathurst CC
	Daniel Cadalt	Bathurst CESU

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	Adam Heather	Wellington CC
	Gareth Ballard	Bathurst CESU
	Dave Webb	Moree CESU
	Dinko Gerstner	Goulburn CESU
	Wayne Corven	Port Macquarie CESU
	Wayne Spearpoint	Mid North Coast CC
	Paul Bruce	Dubbo CESU
	Peter Nummy	Lismore CESU
	Kay Haile	JMCC
	Grant Rowe	Grafton CESU
Apologies	Mark Wilson	AC Security & Intelligence

Agenda Items	
1	<p>Minutes from meetings on 6 December 2018 (DTM) and 23 April 2019 (POVB)</p> <p>The minutes for 6 December 2018 and 23 April 2019 were accepted.</p>
2	<p>Commissioner's Update</p> <p>The Commissioner updated staff on the Machinery of Government change with the integration of Family and Community Services (FACS) and Justice. The collaboration of FACS and Justice will deliver better outcomes for the community and people of NSW. While there are some proposed structural changes at the Executive level, CSNSW will continue to deliver services and functions across the Justice network. Any changes on how CSNSW conduct its business will be communicated to staff.</p> <p>The Commissioner provided an update on the Prison Bed Capacity Program with additional beds coming on line for South Coast, Mid North Coast and Junee. In 2020, there will be expansions at Cessnock Correctional Centre, Parklea and the Outer Metropolitan Multipurpose Centre to increase capacity to house both minimum and medium inmates. There will be extensive consultation with staff on operational changes including the removal of double and triple up cells. CSNSW has built in an emergency capacity plan to address any sudden rise in prison population numbers.</p> <p>The Commissioner provided a brief overview in the Hamzy matter. Legislation is currently awaiting discussion in the Upper House. Amendments to the legislation will provide staff with clarity and better protection, and confirm the operation and expectations of the Behaviour Management Program.</p> <p>The Commissioner spoke briefly on the current building works for the HRMCC at Goulburn and the MPU at Long Bay. The building modifications are offering some challenges with the integration of new technology into older style buildings.</p> <p>The Commissioner spoke on the release of the Operation Estray report by ICAC. The investigation examined allegations of corrupt conduct following a use of force at</p>

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	<p>Lithgow Correctional Centre in 2014. While it is acknowledged that a use of force is a critical part of the correctional environment, staff need to ensure that such force is done in a professional and accountable manner.</p> <p>General Manager, John Harrison advised that the new training course will be delivered to Senior Managers on how to conduct a Use of Force review. The training is due to commence in July-August 2019 and the training dates will be subject to the Electronic Storage System being fully operational.</p> <p>The Commissioner highlighted the findings of ICAC and the impact these findings have on CSNSW's reputation. CSNSW needs to review and strengthen its systems to enhance accountability and reduce the risk of corruption.</p> <p>The Commissioner advised that there will be free flu shots available to all CSNSW employees. The on-site dates will be broadcasted on the Intranet.</p> <p>The Commissioner spoke on the current review of investigations, in particular the suspension of officers while the investigation is ongoing. There is a focus towards considering alternative options for suspending staff subject to the disciplinary process. AC Carlo Scasserra will continue to meet with the POVB Executive on a monthly basis to update them on any changes to the staff disciplinary process.</p>
3	<p>AC Kevin Corcoran acknowledged the contribution of the POVB members in the Benchmarking process for the MRRC and efforts made to ensure a smooth transition.</p> <p>AC Kevin Corcoran spoke on the introduction of the Women in Leadership Program where the main focus will be to increase the number of women into custodial management positions. CSNSW will be setting a target of 50% and look at barriers to promotion at both non-executive and executive level. A mentoring program has been designed to develop high potential female staff at both MOS and Governor level and the inclusion of female Governors on the Custodial Executive Committee.</p> <p>AC Kevin Corcoran advised staff that the People Matters Survey is currently active and encouraged all members to participate in the survey. CSNSW relies upon employee feedback to initiate change in the Agency.</p> <p>AC Kevin Corcoran provided a brief overview of the state wide recruitment action for SAS Functional Manager roles. To ensure transparency in the recruitment process, all internal advertising will now go external with the suitability testing to be conducted within the Parramatta Assessment Centre. Applicants will be required to attend face to face assessments over 4 days and the panel will consist of Senior Managers from custodial and non-custodial roles. Successful applicants will then be placed in a separate SAS talent pool.</p> <p>Nicole Jess asked if the same recruitment action will be considered for SCO roles.</p> <p>AC Kevin Corcoran advised that the priority at this time is to have Functional Managers trained up and then CSNSW will consider reviewing recruitment processes for SCO roles.</p>
4	New Agenda Items
19/30	<p>CSI – Cleaning Operation Skill Sets</p> <p>Steve Thorpe provided an overview on the Forensic Cleaning Course available for</p>

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staff and inmates for managing blood spills and infection control. The content of the commercial cleaning program and assessment processes were provided to the POVB. The training is currently being rolled out across the Centres in those locations where the need is high (remand, maximum, MSPC) with the focus on ensuring the equipment is correct and supervision is adequate. Training will be offered initially to Overseers before commencing inmates on the training program.

Nicole Jess asked if it is an accredited course and what happens if the inmate does not perform the cleaning functions within the guidelines of the course.

Steve Thorpe advised that the course is accredited. Staff will be trained up first so they can ensure the inmates are completing the task appropriately.

19/31 Rosters

Nicole Jess raised concerns regarding Rosters and that Governors within the Centres are implementing their own rules and enforcing them onto the members, which is inconsistent with the Business Rules.

The Commissioner advised that there are rules in place and CSNSW can address any inconsistencies occurring outside of those rules.

The Commissioner advised the Workforce Scheduling (WFS) Project introduces new rostering software where staff will be able to use the application to manage their own roster on a mobile device. It's expected the system will be live by the end of the year.

Nicole Jess raised further concern regarding the acting up arrangements on C and B watches. There are 1/C CO's acting in SCO roles without having the necessary skills to perform at that level. Additional training for the officers is non-existent. Similar issues are occurring for SCOs when acting up into Functional Manager roles.

AC Kevin Corcoran recommended that the matter be included as an agenda item at the next Custodial Executive meeting.

AC Kevin Corcoran advised that relevant training courses are available through BFA and consideration on how those courses can be delivered to staff in the Centres.

Nicole Jess advised that the SCO Acting Up arrangements had been agreed but not released yet. CSNSW agreed to release.

Action: Matter concerning acting up arrangements for non-executive staff be included as an agenda item on the next Custodial Executive meeting.

Action: Custodial Corrections to release SCO Acting Up Document

19/32 Motion 1 – Delay in Payment of Increments

The POVB delegates raised a motion concerning the payment of increments and have asked that CSNSW formulate an agreed process to address members increments as they are not getting their signed off increments paid.

Cathy Hellams asked if the increments had been approved by the manager.

Nicole Jess advised that the increment payment has been approved by the manager, but the member is receiving no information back from Payroll in relation to actual payment.

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	<p>Action: Matter to be referred to Colleen Hamilton, Director, HR Shared Services.</p>
19/33	<p>Motion 2 – Senior Correctional Officer Title</p> <p>The POVb delegates raised the motion that the members do not recognise the title of Supervisor and that the title of Senior Correctional Officer be used at all times.</p> <p>AC Kevin Corcoran noted the motion and referred the matter to the GM, OSU.</p> <p>Action : Matter to be referred to Mick Dudley, General Manager, OSU</p>
19/34	<p>Motion 3 – Unsafe Work Locations (Installation of Cameras)</p> <p>The POVb delegates raised a motion concerning CSNSW putting staff in small locations, one-out posts and overseer work locations where there are no cameras. Staff in these areas are vulnerable to receiving allegations and consequently increased possibility of disciplinary action.</p> <p>Nicole Jess provided two specific locations where staff are left vulnerable to allegations from inmates due to the reduced number of cameras. These locations being Emu Plains CC where a number of allegations have been made concerning inappropriate relationships between officers and inmates, and Grafton CC where a male overseer is responsible for supervising 15 inmates on his own in the kitchen.</p> <p>The Commissioner advised that CSNSW will review locations identified by the POVb and consider installing cameras in those areas if there is a good reason to do so.</p> <p>Action: POVb to provide a list of locations to AC Kevin Corcoran for review.</p>
19/35	<p>Investigations</p> <p>Nicole Jess raised the issue concerning the suspension of officers with an increased number of referrals being managed by the PSB. What proactive approach is CSNSW taking in terms of the dealing with the increased numbers? There needs to more consistency in how the matters are being managed. .</p> <p>The Commissioner advised that CSNSW will review the current disciplinary process to ensure that the matters are being dealt with in a fair and consistent manner. While there has been a decline in the number of investigations being dealt with by the Investigation Branch, there has been an increase in matters referred to the PSB.</p> <p>CSNSW will review the internal matters to determine what can be done at a local level to best manage the situation. There has also been a noted increase in domestic violence matters involving staff outside of the Agency. While more work is needed to determine the cause of the increase, CSNSW powers are limited while the matter is subject to Police action. Support will continue to be offered to those staff members. .</p> <p>Nicole Jess raised the topic of Mental Health as a state wide issue affecting the members. Staff are dealing with trauma on a daily basis and there needs to be an increase of resources to assist staff in coping with this.</p> <p>Gayle Robson advised that there has been significant work done in the Mental Health area for Emergency Services (Fire & Rescue, Police, Ambulance) and we are reviewing how this may be transitioned over to CSNSW. There are pilot programs for managers designed to equip them with skills to identify staff not coping within the workplace. There are training packages at BFA on maintaining health and wellbeing</p>

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which CSNSW will be taking out to staff in the workplace. Other initiatives for maintaining the wellbeing of staff will include providing guidance to managers on providing support to staff on suspension and long term workers compensation.

Nicole Jess raised the issue concerning staff debriefs and that Functional Managers are sufficiently trained in that process to ensure consistency.

Gayle Robson referred to the Assault Review Committee and COPP which provides guidelines for senior managers to assist them in implementing that process.

The POVB members raised further concern over the lack of support offered when staff are away on long term workers compensation. There is no contact with the staff member and staff feel pressured to return back to work for fear of reprisal.

Director, John Buckley advised on a number of initiatives being considered for the ACMU where there is a high turnover of staff. The Unit is looking at introducing anxiety dogs and conducting wellbeing training for staff. There will also be discussions with Jayson Ware on formulating inmate programs as part of the structured day.

Director, Leith Kennedy spoke on a number of Mental Health programs offered within the Police and advised that he would consider and advise on how they may be customised to CSNSW.

The POVB members asked if there can be peer support representatives available within the Centres. With the deletion of the Staff Officer, there is no line of communication for staff to use.

Cathy Hellams advised that she will discuss this with Alison Tibbey, Peer Support Coordinator.

Gayle Robson advised that CSNSW is looking at establishing a training package across the organisation and there will be consultation with staff and the PSA.

The POVB members asked about the response time to critical incidents and whether a staff psychologist can be on site Monday to Friday.

Cathy Hellams advised that Benestar will provide a response within 24 hours for critical incidents. Staff need to advise Benestar that it is a critical incident and on-site support can then be provided.

Action: Cathryn Hellams to discuss updated peer support networks with Alison Tibbey, Peer Support Coordinator

Action: Staff wellbeing to be included as a standing item on POVB CC.

19/36 Issues Register

The POVB requested that CSNSW continue to use Issues Registers post-Benchmarking. .

AC Kevin Corcoran advised that the Issues Registers could be retained post-Benchmarking.

19/37 Rostering of Functional Managers

Nicole Jess asked if the rostering of Functional Managers in the smaller Centres on weekends is changing from 1 in 2 days to 1 in 4 days. .

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	<p>AC Kevin Corcoran advised that there is no changes to the rostering arrangements.</p> <p>Action: Matter to be communicated at the Custodial Executive meeting.</p>
5	Other Business
19/38	<p>Staff Medical Appointments</p> <p>The POVB raised concern over the length of time medical appointments are taking for staff to be booked in for medical procedures. There is no follow up with staff after the appointments are made.</p> <p>Cathy Hellams advised that CSNSW can go back to iCare and raise the concerns with the Contract Manager provided that the POVB provide specific cases to CSNSW</p> <p>Cathy further advised that she could request data on the timeframes from iCare.</p> <p>Action: HR to raise concerns with iCare following receipt of specific cases from POVB.</p> <p>Action: HR to request data from iCare about average response times for medical appointments.</p> <p>Action: Matter to be referred as a report back at the next POVB Consultative meeting.</p>
19/39	<p>Motion – Support Person</p> <p>POVB members will no longer attend meetings with management without the opportunity to have a support person present.</p> <p>AC Kevin Corcoran advises that there are no issues with members having a support person at formal meetings.</p> <p>The Commissioner advises that this should not impede managers from approaching staff and having normal workplace conversations.</p>
19/40	<p>Overtime Distribution CSI (Overseers)</p> <p>The POVB members were seeking clarification on the distribution of overtime for CSI.</p> <p>Director, Steve Thorpe advised that where the overtime occurs in custodial areas, then CSI will be offered shifts after the custodial list is exhausted. However, if the overtime occurs in CSI, then CSI will get first preference and the distribution of the shift will depend on what qualifications are needed in that particular area.</p> <p>CSI management is open to having further consultation with the POVB in this matter.</p>
19/41	<p>One Award</p> <p>The POVB members asked if there was consideration to have the Crown Employees Award for Kempsey, Dillwynia, Wellington and JMCC brought in under one Award.</p> <p>The Commissioner advised that a single award is not currently under consideration.</p>
19/42	<p>Grafton Correctional Centre</p> <p>The POVB members asked if any decision has been made in relation to Grafton CC.</p>

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	The Commissioner advised that no decision has been made by Government in relation to Grafton CC. CSNSW will communicate any updates to staff.
19/43	<p>Officer Recruitment</p> <p>The POVB raised concern over the quality of candidates being offered employment with CSNSW. The PSA provided several anecdotes which suggested that the quality of recruits had not been adequate.</p> <p>AC Kevin Corcoran advised that work is being undertaken to ensure the Agency is recruiting at the right level and that the current assessment centre process is being reviewed.</p>
19/44	<p>Centre Closures</p> <p>Thor Sutherland asked if there are any plans to close the Victorian era built gaols (Bathurst, Long Bay, Berrima).</p> <p>The Commissioner advised that no decision has been made to close any of those Centres.</p>
5	<p>Next meeting</p> <p>8 August 2019</p> <p>1:00PM</p> <p>HDB, Level 1, Rooms 3,4</p>