

Custodial Operations Policy and Procedures

12.1 Custodial referrals for inmate psychology, services and programs

Policy summary

Psychology, services and programs assist in the safe and effective management of inmates, enable inmates to remain engaged with their family and community, provide the foundation for inmate reintegration and assists in the reduction of re-offending.

Any custodial staff may refer an inmate for services and/or psychology, at any stage during an inmate's period of custody. For programs, custodial staff may advise an inmate to speak with their Case Management Officer.

This policy and procedure sets out the process for these referrals.

Management of Public Correctional Centres Service Specifications

Service specifications	Reintegration and rehabilitation
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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), and all CSNSW employees.

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1 Custodial referrals for inmate psychology, services and programs

1.1 Policy

Psychology, services and programs assist in the safe and effective management of inmates, enable inmates to remain engaged with their family and community, provides the foundation for inmate reintegration and assists in the reduction of re-offending.

Offender Services and Programs (OS&P) staff consist of Service and Programs Officers (SAPOs) and Psychologists.

Any custodial staff may refer inmates for services and/or psychology. A referral can be generated for an inmate at any stage during their period of custody. For programs, custodial staff may advise an inmate to speak to their Case Management Officer (CMO) at their next Case Management meeting, or custodial staff can email the Case Management Unit (CMU) mailbox to advise that the inmate wishes to see their Case Management Officer.

All referrals must be made in line with the criteria set out in the *Service and programs eligibility referral table*. The referral must be entered electronically via the Offender Integrated Management System (OIMS).

For enquiries about services not included in the eligibility referral table, or for further information regarding the functions of OS&P, please contact OS&P via Offender Management and Programs.

1.2 Crisis or emergency

There is a duty of care in crisis or emergency situations such as:

- a death in the family
- a child at risk in the community
- a family crisis
- unattended animals.

In these circumstances, staff must generate a crisis intervention referral on OIMS as indicated in the *Service and programs eligibility referral table* for the OIMS referral process.

If the inmate may be at risk of suicide/self-harm behaviour or harm to others, immediate action must be taken to manage the needs of the inmate prior to a referral being made to psychology (**refer to COPP section 3.7 Management of inmates at risk of self-harm or suicide**).

1.3 Procedures

An entry into the *Offender Programs and Evaluation Measures* screen of the OIMS *Programs and Services* module will generate a service and/or psychology referral.

All referrals must include a comment which identifies the specific reason for the referral. The *Service and programs eligibility referral table* outlines what comments should be included for each referral type.

2 Quick links

- [Related COPP](#)
- [Forms and annexures](#)
- [Related documents](#)

3 Definitions

CMO	Case Management Officer
CMU	Case Management Unit
COPP	Custodial Operations Policy and Procedures
CSNSW	Corrective Services NSW
OIMS	Offender Integrated Management System
OS&P	Offender Services & Programs
SAPO	Services and Programs Officer

4 Document information

Business centre:	Custodial Operations	
Approver:	Kevin Corcoran	
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Version	Date	Reason for amendment
1.0		Initial publication (<i>replaces section 5.1 of the superseded Operations Procedures Manual</i>)
1.1	06/02/20	Updated annexure <i>Service and program: eligibility referral table</i>
1.2	12/03/20	General formatting update and improvements
1.3	21/07/20	Policy updated and name of policy amended to reflect the changes as a result of <i>Offender Management and Program Memoranda 2020/05 Introduction of the Intervention Pathways Model</i> . Instead of referring inmates to programs, Custodial officer now advise inmates to speak to their Case Management Officer for program referral or email the Case Management Unit to arrange for an Case Management meeting.