

Custodial Operations Policy and Procedures

21.1 Staff dress and grooming

Policy summary

All correctional officers are required to maintain an acceptable standard of dress and grooming while on duty. This policy document contains information on:

- occupational specific dress
- jewellery restrictions
- headwear
- grooming
- officers who are unable to wear footwear on medical grounds

The *CSNSW Dress Manual* provides further detail on recommended dress standards, and is available on the intranet.

Management of Public Correctional Centres Service Specifications

Service specifications	Professionalism and accountability
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Scope

This section applies to all correctional officers employed by CSNSW.

Table of contents

1	Staff dress and grooming	4
1.1	Dress requirements	4
1.2	Restrictions on wearing uniform	4
1.3	Clothing worn by activities officers	5
1.4	Plain clothes escorts	5
1.5	T-shirts and undergarments	5
1.6	Wearing of Akubra hats	5
1.7	Approved CSNSW headdress	5
1.8	Jewellery	6
1.9	Request for alternative footwear	6
1.10	Standard of grooming	7
1.11	Replacement uniform	8
1.12	Cessation of employment	8
1.13	Work, health and safety requirements	8
2	Quick links	10
3	Definitions	10
4	Document information	11

1 Staff dress and grooming

1.1 Dress requirements

Correctional officers must wear uniform when on duty except in special circumstances. Uniform consists of:

- general duty winter or summer uniforms
- ceremonial uniform for events such as funerals, parades and state occasions
- dress uniform for formal dinners
- special purpose uniform worn by staff engaged in duties involving:
 - vehicles
 - industries
 - catering
 - medical activities
 - specialised units such as the Security Operations Group (SOG)
 - specific Work Health and Safety (WHS) requirements.

The Governor or Authorised Officer is to ensure that all correctional officers working at their location are fully aware of the provisions of the [CSNSW Dress Manual](#) and adhere to the specified standards of dress, appearance and grooming.

Civilian clothing (including maternity clothing) can only be worn when on duty with the approval of the Governor or Authorised Officer. If civilian clothing is approved for duty, correctional officers must comply with the dress standards set out in the [CSNSW Dress Manual](#).

Custodial staff, both commissioned and non-commissioned, are to wear uniform at all times when engaged in work-related duties away from their customary workplace (e.g. recruitment, marketing, public relations, attending courses at the Brush Farm Corrective Services Academy (BFCSA)), unless prior approval has been granted to wear civilian clothing.

When staff are required to attend Court on behalf of CSNSW, they have the discretion as to whether they wear CSNSW uniform or business attire, unless directed otherwise. If attending a Coronial Inquest, Officers are to wear business attire. Business attire is described at section 1.39 of the *CSNSW Dress Manual*.

In addition to the standards of dress, appearance and grooming for correctional officers set out in the [CSNSW Dress Manual](#), the following sections set out the minimum requirements for dress in specific circumstances.

1.2 Restrictions on wearing uniform

Uniform is not to be worn in the following circumstances:

- at political meetings and/or demonstrations
- where contempt is likely to be shown towards the uniform
- in hotels and clubs (except on special occasions e.g. Anzac Day).

1.3 Clothing worn by activities officers

The Governor or authorised officer is to ensure that staff whose rotations include serving as an activities officer are suitably dressed in CSNSW supplied uniform. Clothing to be worn by activities officers includes:

- Tracksuit trousers and jacket
- Polo-neck tee shirt
- Sports shorts
- Baseball cap
- Boonie hat.

Permanent activities officers are also permitted to purchase running shoes to a maximum value of \$100. Re-imburement for the purchase of running shoes can be made through the finance and administration manager.

1.4 Plain clothes escorts

Smart casual clothing is to be worn for plain clothes escorts, which can include trousers, slacks, skirts, collared shirt, blouse, stockings (black or a natural colour) and shoes which cover the foot and toes.

Armed officers must conceal weapons either under jackets or in ankle holsters under long trousers.

Jeans, t-shirts, polo shirts, running shoes and similar items are not to be worn whilst on escort duty.

1.5 T-shirts and undergarments

T-shirts or undergarments are to be either navy blue or black in colour with no visible logo when wearing the uniform shirt or blouse.

1.6 Wearing of Akubra hats

Issued CSNSW Akubra style hats may still be worn in both winter and summer or according to local protocols. The Akubra style hat is no longer issued by the uniform provider and has been replaced by the boonie hat.

The Akubra hat is not to be worn with Service Dress Order 3A or Ceremonial Dress Order 4A.

1.7 Approved CSNSW headdress

The list of approved CSNSW headdress is as follows:

- CSNSW unisex peak hat for non-commissioned officers
- CSNSW male or female commissioned officer's hat
- CSNSW baseball cap
- CSNSW broad brim hat
- Turban issued from the CSNSW uniform supplier

- Hijab, issued from the CSNSW uniform supplier
- CSNSW issued Akubra style hat may still be worn however is no longer issued by the uniform provider.

1.8 Jewellery

When on duty, officers are permitted to wear jewellery such as:

- Wrist watches - plain band, not brightly coloured. Smart watches with ESIM capability are not to be worn by any CSNSW personnel beyond a correctional centre security screening point or in any location where mobile phone use is restricted or prohibited.
- Wedding rings and/or engagement rings and/or eternity rings may be worn together on the same finger.
- Earrings - one stud with an orb no greater than 5mm in diameter, or one sleeper (maximum 12mm diameter) in the lobe of one or both ears whilst on duty.

Only medical alert bracelets or necklaces are permitted and with approval from the Authorised Officer or Governor.

CSNSW accepts no responsibility for the loss and/or damage of jewellery items worn by staff while on duty.

Female Hindu officers may wear a nose stud (Nath) with an orb of no more than 5mm in diameter, following the procedure set out in the Dress Manual.

Observant Sikh and Hindu officers are permitted to wear an iron/steel bracelet (Kara).

1.9 Request for alternative footwear

Correctional Officers must **only** wear the approved footwear, issued by the CSNSW uniform supplier.

The range of supplied footwear has been assessed as suitable for various custodial work environments and will reduce work, health and safety risks and hazards for all correctional officers.

If the issued footwear is not appropriate for a correctional officer due to a medical condition the following procedures must occur to ensure all risks to health and/or safety are managed:

	Procedure	Responsibility
1.	Provide a written report, outlining the issue with the footwear as soon as possible to the Governor or Authorised Officer.	Officer
2.	Contact the CSNSW Uniform Committee on csuniform@dcj.nsw.gov.au and report the issue with the supplied footwear.	Governor or Authorised Officer
3.	Contact the uniform provider to investigate and attempt to supply alternative, suitable footwear from the approved range.	NSW Uniform Committee

	Procedure	Responsibility
4.	If still unable to wear footwear from the approved supplier due to a medical condition, attend an Australian-accredited podiatrist with the supplied footwear for an assessment as soon as practicable. All medical examinations are at the expense of the officer unless there is an injury subject to an accepted Workers Compensation claim.	Officer
5.	Supply the completed form CSNSW work footwear for a Correctional Officer – Podiatrist form to the Governor or Authorised Officer.	Officer
6.	Place completed “ Work footwear for a Correctional Officer ” form on the officers personal file.	Governor or Authorised Officer
7.	Approve the cost of the recommended specialist orthopedic footwear up to the costs of the uniform footwear, or reimburse the officer for the cost up to the value of the uniform footwear.	Governor or Authorised Officer
8.	Escalate any disputes to the relevant line manager. The Injury Management Co-Ordinator and Senior HR Adviser may offer further advice to ensure all risks to health and/or safety are managed.	Governor or Authorised Officer

1.10 Standard of grooming

The standards of appearance and grooming are defined in the CSNSW Dress Manual and must be adhered to by all CSNSW personnel when on duty.

The standards of grooming of all personnel should project a professional image and enhance the reputation of CSNSW and the core values of the NSW public sector of Service, Trust, Accountability, Integrity and Respect.

The following standards of grooming apply for all officers:

- Hair is to be neat and tidy at all times and is not to extend below the collar at the back
- The bulk or length of the hair is not to interfere with the normal wearing of service headdress
- Sideburns, if worn, are not to be thick and bushy, but neatly trimmed and are not to extend below the ear lobe
- Moustaches are to be neatly trimmed and are not to extend past the corner of the mouth
- If the hair is below the collar, it is to be worn up in a nest bun secured to the head either below or under head dress
- Fingernails are to be clean and neatly trimmed, and are not to extend more than 5mm beyond the end of the finger
- Only clear or natural colour nail polish is permitted. French tip is permitted, and nail colour must be the same on all nails

Officers intending to grow a beard:

- must give a written notice to their Governor or Authorised Officer
- should proceed on recreation leave for the time necessary to grow the beard
- ensure beard is neatly trimmed with a minimum whisker length of 6mm and a maximum length of 20mm prior to commencing duty
- must tuck/twist the beard underneath the chin (for officers who have longer beards for religious reasons)
- should make the necessary arrangements to obtain a new photograph and an identity card using the [Identification Card Application Form](#).

Officers intending to remove a beard:

- must not do so without notifying their Governor or Authorised Officer
- must make further arrangements to obtain a new photograph and an identification card using the [Identification Card Application Form](#).

1.11 Replacement uniform

Replacement items of uniform are to be ordered through Uniform Central by the individual officer. Officers are allocated \$450 per financial year to spend on uniform items. If officers require more than this allocation, they are to contact their delegated purchasing officer.

1.12 Cessation of employment

On termination of employment, all uniformed officers must return uniform items to the store or work location with the CSNSW crest and epaulettes. All keys/swipe cards are to be returned to the Authorised Officer or Governor or as directed and in accordance with the [Cessation of Service Advice](#).

1.13 Work, health and safety requirements

The Governor or Authorised Officer is to ensure that the standards of dress and grooming of their staff complies with the *Work Health & Safety Act 2011* and *Work Health and Safety Regulation 2017* for the industries or maintenance activities within their facilities.

Particular attention should be given to the Personal Protective Equipment (PPE) worn by staff engaged in activities such as industries, catering, transport, building/ground maintenance, medical/clinic procedures and specialised units like the Security Operations Group (SOG) to ensure that they conform with all Work Health and Safety (WHS) legislation and requirements.

Corrections Industry Officers must wear the supplied 100% cotton drill shirt and trousers if undertaking live electrical works, welding, grinding and/or cutting works as a WH&S requirement.

Governors and OICs of police/court cell complexes and Court Escort Security Units (CESU) must ensure that adequate supplies of PPE and Emergency Response Pouches (ERPs) are held at a central location for easy distribution to all staff. An officer at each site must be made responsible for refilling ERPs and maintaining

adequate supplies of stock items contained in the ERP (refer to *Emergency Response Pouch – WHS*) Although it is only mandatory for custodial staff to wear an ERP, all other staff should be encouraged to do so. Visitors from other CSNSW locations or external agencies should also be encouraged to wear an ERP while inside a centre.

The ERP is a compulsory item of a correctional officer's uniform.

Any concerns or requests regarding WHS issues should be raised with the local management in the first instance and the respective WHS representative should be also informed.

1.14 Review of CSNSW Dress Manual

A Dress Manual Review Committee will be formed under the authority of the Deputy Commissioner Security and Custody every 2 years. The Committee membership may include stakeholders from DCJ Industrial Relations, POVB, and members of the CSNSW Uniform Committee.

2 Quick links

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

3 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 Manual.
BFCSA	Brush Farm Corrective Services Academy
COPP	Custodial Operations Policy and Procedures
CSNSW	Corrective Services NSW
ERP	Emergency Response Pouch
JH&FMHN	Justice Health & Forensic Mental Health Network
LOPs	Local Operating Procedures
PPE	Personal Protective Equipment
SOG	Security Operations Group
WHS	Work Health and Safety

4 Document information

Business centre: State-wide Operations

Approver: Dr Anne Marie Martin

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Version	Date	Reason for amendment
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1.0		Initial publication (<i>Replaces section 22 of the superseded Operations Procedures Manual</i>)
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1.1	12/03/20	General formatting update and improvements
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2.0	02/01/24	Updates throughout in line with organisational restructure.
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Subsection 1.1 - added business attire required for Coronial Inquests.

Subsection 1.4 - removed gender reference to acceptable clothing for plain clothes escorts.

Subsection 1.5 – navy blue or black undershirt with no logo visible are allowed.

Subsection 1.6 – Akubra still allowed but not issued. Not to be worn on with Dress Orders 3A or 4A.

Subsection 1.7 – removed male/female references.

Subsection 1.8 – removed reference to gender and added reference to religious jewellery, such as Nath and Sikh bracelet (Kara).

Subsection 1.9 – new instruction for officers who cannot wear the issued footwear for medical reasons.

Subsection 1.10 – removed reference to gender.

Subsection 1.11 – added instruction for replacement uniform.

Subsection 1.12 – added instruction for cessation of employment.

Subsection 1.13 - added reference to the mandatory wearing of the Emergency Response Pouch; added requirement for CSI officers to wear 100% drill cotton in some activities.
