

Custodial Operations Policy and Procedures

10.9 Inter-centre visits by staff

Policy summary

Corrective Services NSW (CSNSW) staff may request to visit a correctional centre at which they are not employed. Staff from interstate correctional or justice agencies may also request to visit a NSW correctional centre, however:

- these visits may be approved by the governor of the correctional centre
- letters of introduction from interstate staff are required
- approved identification is required by all visitors.

Management of Public Correctional Centres Service Specifications

Service specifications	Professionalism and accountability
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Scope

This section applies to all correctional centres and other facilities administered by or on behalf of CSNSW.

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

Table of contents

1	Inter-centre visits by staff	4
	1.1 Policy	4
	1.2 Procedures	5
2	Quick links	5
3	Definitions	5
4	Document information	6

1 Inter-centre visits by staff

1.1 Policy

CSNSW staff may request to visit a correctional centre at which they are not employed. The request should be made in writing or by telephone to the Governor or their delegate.

Staff from interstate corrections or justice agencies may also request to visit a NSW correctional centre. The request must be made in writing to the Governor of the centre.

These requests are subject to the normal security procedures of CSNSW and the protocols of the correctional centre. The decision to approve rests with the Governor or their delegate.

Staff from interstate correctional or justice agencies wishing to visit should make their request in writing to the Governor of the relevant correctional centre. Requests received by Head Office will be forwarded to the Governor. The request should outline:

- the reason for the visit
- the numbers of visitors
- the date, time and duration of the visit.

The Governor must make a decision relating to the visit, and give notification in writing. A letter giving approval for the visit should:

- request that the visitor obtain a letter of introduction to the Governor from a senior manager. This may be forwarded prior to the visit, or produced on the day of the visit.
- inform the visitor of general and local safety and security protocols and the need to carry official identification.

The Governor must inform the gate officer of the visit, and must accompany the visitor, or authorise an officer to accompany the visitor, on the day of the visit.

All visitors will be subject to procedures in **COPP section 17.3 Stop, detain and search of visitors and staff**, and **COPP section and 10.2 Visitor restrictions and prohibitions**.

1.2 Procedures

	Procedure	Responsibility
1.	Contact the Governor in writing or by telephone and give <ul style="list-style-type: none">• reason and requirements for the proposed visit• number of visitors• date, time and duration of visit.	CSNSW visitor
2.	Attend the centre at the agreed time, carrying CSNSW identification and wearing name badge, if the visit is approved.	CSNSW visitor
3.	Inform the gate officer of the visit.	Governor or delegate
4.	Authorise an officer to escort the visitor(s).	Governor or delegate

2 Quick links

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

3 Definitions

COPP	Custodial Operations Policy and Procedures
CSNSW	Corrective Services NSW
Delegated officer	Any officer who occupies or acts in the following positions which the Governor has delegated certain Governor's functions to deal with correctional centre offences: <ul style="list-style-type: none">• Manager of Security• Functional Manager.
NSW	New South Wales

4 Document information

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1.1	12/03/20	General formatting update and improvements