

## Custodial Operations Policy and Procedures

### 15.4 Serious incident scenarios

#### Policy summary

NSW Department of Justice *Management of Public Correctional Centres Service Specifications* outlines that all NSW correctional centres must coordinate joint testing exercises with relevant external agencies (such as Fire and Rescue NSW, NSW Ambulance Service and NSW Police Force) at least annually, and to maintain accurate and complete records and review documentation.

To enhance the centre's capability to manage a serious incident, each correctional centre is to conduct at least two serious incident scenarios per year, one of which must involve relevant external agencies.

The operations and outcomes of each scenario must be documented using the relevant annexures.

#### Management of Public Correctional Centres Service Specifications

Service specification	Safety and security Professionalism and Accountability
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## Scope

This section applies to all correctional centres and other facilities, including Transit and Transient centres and Police/Court cells, administered by or on behalf of CSNSW, and all CSNSW employees.

It also applies to all CSNSW employees, and where relevant to other personnel such as Justice Health and Forensic Mental Health Network (JH&FMHN), contractors, subcontractors, and visitors.

For Security & Intelligence (S&I) staff, this policy must be read in conjunction with S&I Local Operating Procedures (LOPs).

Any external agency that are involved must be consulted and informed of the training scenario and must ensure compliance with the scope of the training scenario as set out by the Officer in Charge.

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# 1 Serious incident scenarios

## 1.1 Policy

Conducting regular serious incident scenarios improves operational efficiency and effectiveness in responses to serious incidents in a correctional centre. These exercises enhance correctional centre safety and security and contribute significantly to community safety.

The Governor/OIC of a correctional centre must ensure that a minimum of two serious incident scenarios are conducted each calendar year. Most scenarios will include JH&FMHN. At least one scenario per year must include the participation of one or more external agencies such as, Fire & Rescue NSW, Fire Safety and Environmental Risk Management Unit, NSW Police, or NSW Ambulance.

All serious incident scenarios must test response capabilities and the management of at least one of the following:

- escapes or attempted escapes
- forced entry into a correctional centre
- hostage/siege situation
- murder, suicide, assaults (officer and/or inmate)
- riot
- bomb threat
- fire
- medical emergency
- act of terrorism
- natural disaster (bushfire, flood, earthquake etc).

An assessment of response capabilities of each training scenario is to be conducted to identify further training needs or deficiencies to the response procedures. This assessment process is not to be taken as criticism of any particular location or staff as underperforming or as evidence for disciplinary action - it will only identify where improvements can be made in the management of serious incidents.

## 2 Planning for serious incident scenarios

### 2.1 Needs analysis

The Governor/OIC must conduct a training-needs analysis to identify any deficiencies in serious incident training, with those incident types being given priority.

After Actions Reviews (AAR), which are conducted for all serious incidents that occur in the correctional centre, should inform the analysis.

### 2.2 Pre-planning

The Governor/OIC must appoint an officer to be the Scenario Coordinator of the training scenario who must complete the pre-serious incident scenario checklist. The level of resources and personnel, and the involvement of SOG or external agencies

required for the training scenario will be determined by the objectives set by the Governor/OIC.

The Governor/OIC must seek the approval of the relevant Custodial Director for any proposed serious incident scenario. The Custodial Director must be provided the training scenario package.

## 2.3 Determining staffing/resources required

There are a number of training scenarios that can be facilitated by the local Field Training Officer (FTO) that may not require the involvement of SOG, including not limited to:

- riot drills (kit up, riot formations walkthrough)
- handcuffing
- duties of the First Responding Officer
- escorting procedures
- death in custody.

If the local FTO is unsure of what resources are required, advice should be sought through SOG in the first instance via [REDACTED]

SOG must be consulted for the following scenarios:

- hostage
- roof extraction
- major fire (involving smoke machines, NSW Fire Dept)
- Immediate Action Team (cell extractions, emergency action, method of entry)
- riot/disturbance (tiered responses to large scale riot)
- escape (involving external agencies i.e. NSW Police)

A qualified chemical munitions instructor must be present during any scenarios involving chemical munitions being deployed.

## 2.4 Before the serious incident scenario exercise

	Procedure	Responsibility
1.	Conduct a needs analysis and identify what serious incident scenario is to be undertaken.	Governor/OIC
2.	Appoint an officer as the Scenario Coordinator and provide training objectives.	Governor/OIC
3.	Use the <i>Training request flow chart</i> to determine the resources required to undertake the training (see 2.3 above).	Scenario Coordinator
4.	Complete and submit a <b>Serious incident scenario proposal</b> to the Governor/OIC for review.	Scenario Coordinator
5.	Submit the serious incident scenario package for review to the Custodial Director for endorsement.	Governor/OIC
6.	Review the serious incident scenario package and endorse or not endorse.	Custodial Director

	Procedure	Responsibility
7.	If endorsed by Director, consult with key stakeholders to ensure the required qualified personnel (e.g. FTO, SOG, WorkSafe) and any external agencies (e.g. FRNSW; Fire Safety and Environmental Risk Management Unit, NSWPF, NSW Ambulance) are involved in the planning process. All stakeholders are to be provided the incident scenario proposal for feedback.	Scenario Coordinator
8	Complete the serious incident scenario script. A library of scenario examples can be used to assist (see annexures).	Scenario Coordinator
9	Review serious incident scenario script for endorsement.	Governor/OIC

### 3 Conducting serious incident scenarios

#### 3.1 Policy

The Scenario Coordinator must inform the Governor/OIC of any issues that may impact the outcome of the training scenario, including any possible impacts for the local community. Once all the preparation documentation and safety consideration requirements have been satisfied the Scenario Coordinator must conduct the training scenario as outlined in the approved serious incident scenario.

	Procedure	Responsibility
1.	Conduct a briefing with all safety officers and/or scenario observers to ensure everyone is aware of their roles and responsibilities. This brief must include safety equipment (e.g. eye protection, gas masks, high visibility vests etc) and medical contingencies. The following must be included in the briefing: <ul style="list-style-type: none"> <li>• pre-serious incident scenario checklist</li> <li>• safety brief</li> <li>• serious incident scenario.</li> </ul> <p>Note: The duty officer must be informed of the training scenario if there is a likelihood of creating any local community concerns.</p>	Scenario Coordinator
2.	Conduct briefing with involved staff on the training scenario which must include the safety brief. Issue applicable safety equipment to all participants as required. <p><b>Note:</b> The safety brief must be read verbatim.</p>	Scenario Coordinator
3.	Commence the training scenario and ensure all safety officers are in position and following the scenario as scripted.	Scenario Coordinator

## 4 Debrief

### 4.1 Policy

The debrief is an important part of the training scenario as it provides an opportunity to:

- identify if there are any injuries to participants
- account for equipment
- provide feedback to participants from the Scenario Coordinator
- allow feedback from participants.

	<b>Procedure</b>	<b>Responsibility</b>
1.	<ul style="list-style-type: none"><li>• Conduct roll call to ensure that all the involved parties are present</li><li>• Check for injuries</li><li>• Account for all equipment</li><li>• Debrief the scenario and allow for feedback</li><li>• Collect all necessary documentation.</li></ul>	Scenario Coordinator

## 5 Documentation

### 5.1 Policy

All serious incident scenario documentation must be completed prior to, during and after each exercise. When the scenario is complete, all documents must be stored on EDRMS, and access provided to SOG. The serious incident scenario documentation will include:

- Serious incident scenario proposal with Custodial Director's comments and endorsement
- Serious incident participant sign-on sheet
- Pre-serious incident scenario checklist
- Safety brief
- Serious incident scenario
- Serious incident scenario review.

## 6 Quick links

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

## 7 Definitions

COPP	Custodial Operations Policy and Procedures
Correctional centre	References to a correctional centre include S&I operated facilities.
EDRMS	Electronic Document and Records Management System
FRNSW	Fire Rescue NSW
FTO	Field Training Officer
Governor	Governor includes a MOS in charge of a correctional centre (see Crimes (Administration of Sentences) Act 1999 subsection 233(3) and the definition of Governor at section 3
LOP	Local Operating Procedure
NSWP	NSW Police
OIC	Officer in Charge of the Correctional Centre
Scenario Coordinator	The officer authorised by the Governor to perform the functions prescribed as part of the Custodial Operations Policy and Procedures
SOG	Security Operations Group

## 8 Document information

<b>Business centre:</b>	Custodial Operations	
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