

Rec #	Recommendation	Response	Timeframe	Comments
1	The Inspector recommends that CSNSW installs protective rails and ladders on all bunk beds.	PS	Ongoing	All new and refurbished cells are equipped with bunk beds which meet necessary Work Health and Safety requirements, and are fixed with ladders or footholds for gaining access to the top bunk. However, a statewide bunk bed upgrade is very costly and not the highest order of priority for capital expenditure at this stage. Alternative safety arrangements will be employed to mitigate any risk.
2	The Inspector recommends that CSNSW ensures that mattresses are in good condition and clean, with a protective cover.	PS	Ongoing	<p>CSNSW attempts to provide all inmates with covered mattresses in good condition. However, inmates are prone to removing the covers from the mattresses for what they report as comfort reasons. This can be a cost incurring process at many centres. Those inmates who are found to damage, or remove covers from mattresses are charged with a correctional centre offence. Staff who identify mattresses to be in poor condition due to reasonable everyday use arrange for a new mattress to be provided and damaged mattresses are disposed of.</p> <p>Corrective Services Industries has invested a lot of effort in developing mattress covers that are durable, allow the mattress to breath and are comfortable. This effort will continue.</p>

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3	The Inspector recommends that CSNSW ensures that the common areas where aged and frail inmates are housed be equipped with shelter and appropriate seating to provide for this cohort.	S	Ongoing	A high level analysis has been undertaken of the correctional system and the 'Corrective Services Infrastructure Strategy' was developed which identified facilities not conducive to accommodating aged and frail inmates. Business cases will be submitted to the Government for review and funding allocation to deliver improved infrastructure.
4	The Inspector recommends that CSNSW makes it explicit in policy and practice that inmates with incontinence problems are to be issued with additional clothing and linen.	S	3 months for consideration by Steering Committee and Working Group	<p>CSNSW Policy and Procedures allow for this practice to occur on a case-by-case basis. Discretion rests with General Managers to establish local protocols in relation to the issue of additional inmate clothing and/or linen depending on climate or the inmate's health age, or employment status within the centre.</p> <p>A high level Steering Committee and Working Group has been established to conduct comprehensive review and update of the Custodial Corrections Operations Procedure Manual to reflect current correctional centre practice. This recommendation will be incorporated in this process.</p>
5	The Inspector recommends that the reception assessment processes include a consideration of the aged care needs of an inmate in determining placement.	S	Ongoing	At reception, age and disability is recorded on the Disability Screen (in OIMS) for inmates over 75 years of age and all inmates with disabilities. The second step of initial reception assessment is referral to aged care bed demand committee for placement options. Classification also considers age in making placement decisions.

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6	The Inspector recommends that raised garden beds be installed as an accessible, specialised activity for aged inmates.	S	Ongoing	These activities and the necessary infrastructure will be investigated and implemented on a case-by-case basis where deemed practicable.
7	The Inspector recommends that CSNSW ensures staffing of activities officers be accorded a high priority and not be considered as an early target for post stripping. This should not adversely impact on lock-down hours and other health, education and programs to inmates.	PS	Ongoing	To effectively manage correctional centres, a range of strategies are implemented including leaving posts vacant, redeployment of staff and relocation of inmates. This process is flexible to ensure that the safety and security of the centre is maintained while maximising inmates' out of cells hours and access to activities and programs. The Centre Management Team reviews and consults with key stakeholders to implement an appropriate operational daily routine. CSNSW acknowledges the importance for inmates to have access to leisure and recreational activities. However, to deliver essential services and maintain security at centres, Variations to Operational Routine may at times be necessary which could require posts such as the Activities Officer to be used in the provision of essential services other than supervision of activities. The recommendation will be considered in that context.

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8-10	<i>Justice Health &amp; Forensic Mental Health Network to respond</i>			
11	The Inspector recommends that, at both KWU and ACRU, CSNSW ensures that existing seating in internal and external communal areas, fixtures and fittings are replaced with items suitable for aged and infirm inmates.	S	Ongoing	Upgrades will be implemented through the CSNSW minor works program.
12	The Inspector recommends that CSNSW reviews classification for aged inmates in light of their risk of absconding and capacity to do harm.	S	Ongoing practice.  Formal policy 31/01/16	This tends to be in practice for more frail inmates but will be formalised in policy.
13	The Inspector recommends that CSNSW, in collaboration with JH&FMHN, creates accommodation for aged and infirm inmates in the metropolitan area. This capability could be through a new CSNSW facility or the acquisition of an existing aged-care facility in the community.	PS	Ongoing	As for Recommendation 3.  Corrective Services is currently investigating facilities outside the metropolitan area for this purpose. There are also long-term plans for specially designed accommodation areas for aged and frail inmates in the metropolitan area.
14	The Inspector recommends that CSNSW revisits previous internal proposals to ensure that the long-term estate plan meets the needs of an aging population.	S	Ongoing	As for Recommendation 3 and 13.

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15	The Inspector recommends that CSNSW ensures that ACRU and KWU have a comprehensive and resourced program of activities for inmates, which is structured and varied to respond to the particular needs of aged inmates.	S	Ongoing	This is part of Offender Services & Programs priorities and is the responsibility of the Cluster Manager, Offender Services and Programs. Funding and staffing constraints may impact on availability of programs and activities.
16	The Inspector recommends that staff working in specialised aged-care centres undergo appropriate training for working with aged inmates.	S	30/06/2016	<p>A training needs analysis will be conducted and it is envisioned that an e-learning training program will be developed for all staff working with elderly inmates. The training package will include:</p> <ul style="list-style-type: none"> <li>• communication techniques</li> <li>• safe handling</li> <li>• duty of care</li> <li>• policy and procedures</li> <li>• key agencies networking and support systems.</li> </ul> <p>It is envisioned the e-learning course will be three hours in duration.</p>
17	The Inspector recommends that all sweepers working with aged inmates receive basic workplace health and safety training.	PS	Needs analysis - 31/01/2016	Corrective Services Industries Operations Manager will consider and provide training, if appropriate. The nature of the training program will be considered in collaboration with the CSNSW Statewide Disability Services.

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18-19	<i>Justice Health &amp; Forensic Mental Health Network to respond</i>			
20	The Inspector recommends that CSNSW reviews the nutritional goals, menu planning and service delivery of all diets provided to inmates.	NS		<p>CSNSW believes that the current approach to menu planning is adequate and appropriate. The nutritional goals used for the purposes of menu planning are set out in The Australian Dietary Guidelines. CSNSW aims to meet these guidelines while, at the same time, provide food that inmates will eat. In order to validate the combined aims, a nutritional analysis of the menu control plan is conducted by an independent expert and results published and reported to the Correctional Food Services Working Party. The Working Party includes representation from Official Visitors. Analyses have shown that diets provided to inmates meet the majority of the published guidelines.</p> <p>Therapeutic diets (for example, Lactose free, Gluten free) are provided on advice from Justice Health &amp; Forensic Mental Health Network.</p>
21	The Inspector recommends that CSNSW works with JH&FMHN to adjust meal distribution times to meet community standards, ensuring food is available to manage medical requirements.	PS	Review by 31 January 2016	The feasibility of different meal delivery times will be reviewed. CSNSW undertakes significant logistical steps to ensure meals achieve standards and are delivered at times that balance inmate and operational needs.
22	The Inspector recommends that CSNSW reviews the Commissioner's Memorandum regulating residential restrictions on sex offenders to ensure its prescriptions are founded on evidence.	Noted	Not determined	Consideration of any changes to the general residential restrictions on sex offenders would need to take into account community concerns as well as any risks to the community.