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, provides the foundation for inmate reintegration and assists in the reduction of re-offending.

Any custodial staff may refer an inmate for psychology, services and/or program eligibility. These referrals can be made at any stage during an inmate’s period of custody.

This policy and procedure sets out the process for these referrals.
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.
1 Custodial referrals for inmate psychology, services and program eligibility

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, psychology and/or program eligibility. A referral can be generated for an inmate at any stage during their period of custody. Custodial staff may only refer an inmate for program eligibility and not directly to a program.

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).

Further information regarding the functions of OS&P can be accessed 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 psychology, service and/or program eligibility 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 Forms and annexures

Services and programs eligibility referral table

3 Related COPP

3.7 Management of inmates at risk of self-harm or suicide

4 Related documents

Crimes (Administration of Sentences) Act 1999

Crimes (Administration of Sentences) Regulation 2014

5 Definitions

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<td>Corrective Services NSW</td>
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### 6 Document information

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