



COMMUNITY AND PUBLIC
SECTOR UNION

SPSF GROUP NSW BRANCH
ABN 11 681 811 732

In reply please quote: TW:MG

11 October 2018

Portfolio Committee No 4
Inquiry into Parklea Correctional Centre and other operational issues
Parliament of New South Wales

BY EMAIL : PortfolioCommittee4@parliament.nsw.gov.au

Dear Committee

Re: Parklea Correctional Centre and Other Operational Issues Inquiry – Questions on Notice

The PSA/CPSU appeared before the Committee on 2 August 2018 and undertook to respond to number of questions on notice. The following answers are provided on the understanding that they form part of the PSA/CPSU's evidence and will not be published on the record.

At page 13 of the uncorrected transcript of proceedings, the PSA/CPSU was asked by the Hon. Shayne Mallard for the number of employees in correctional centres in New South Wales, and how many were members of our organisation. The establishment numbers for CSNSW may be best obtained from it,

Again at page 13 of the transcript, the PSA/CPSU undertook to provide specific examples of where it had advocated for positions to be retained in the benchmarking process but CSNSW has refused to do so.

Some examples of where this has occurred include:

- Mannus - it was put to CSNSW to have three on the C watch (afternoon shift) and three on B watch (night shift). Mannus is a small centre that is in a remote location. This centre prior to benchmarking only had three on both of these shifts and members cannot complete CSNSW standard response capabilities under policies and procedures for what happens in incidents.

When staff respond to the accommodation area where an incident may have occurred on these shifts there is only two staff to respond leaving no one for communication if something happens to those staff.

Police are 15/20 minutes away, ambulance can be at times up 1hour away and the fire brigade can 30 minutes. CSNSW response staff – Goulburn Security Operation Group are at least three hours 30 minutes away.

160 Clarence Street, Sydney NSW 2000 T 1300 772 679 W www.psa.asn.au
GPO Box 3365, Sydney NSW 2001 F (02) 9262 1623 E cpsu.nsw@psa.asn.au

The CPSU NSW is the Federal Counterpart of the Public Service Association of NSW. CPSU NSW members are also members of the PSA.

Other small centres Kariong, Tamworth, Glen Innes, Oberon all have three on these shifts. There has been no consistency in CSNSW approach to small centres and they have not addressed the concerns put to them only stating they have two now and they see no reason to increase it.

- South Coast Correctional Centre - put up a proposal for extra staff and with risk assessments - (**see attached**) – this was not agreed to. This centre has since had a review after three months and members still have concerns with the staffing numbers especially when hospital escorts need to be conducted which leave the centre short and vulnerable, especially on C Watches and B Watches. The document that was put up by POVB was signed off by the Governor of the centre as that was the numbers required to operate the centre safely and to meet the KPI's yet CSNSW refused to acknowledge the document and went with their own numbers.
- Emu Plains – the issue for Emu Plains is not the staffing but the 12 hour shifts being imposed on the membership without agreement. Majority of the centre is female staffing who have child care responsibilities. The shifts will commence at 6am to 6pm which makes it difficult for female staff with child care responsibilities to manage.

Finally, at page 14 of the transcript, the PSA/CPSU was asked by the Hon. David Shoebridge, to paraphrase, what has occurred during and since the tendering process for vocational education in the correctional system. The PSA/CPSU can advise that The provision of education and training in prisons is provided by two service providers: BSI Learning and TAFE NSW.

As TAFE restructured and moved from a MOU agreement with CSNSW to a commercial contract, these changes have significantly impacted service performance.

Despite BSI Learning taking over the contract in 2016 to deliver the majority of the education and training in prisons, it has been problematic. Recruiting and retaining trainers in correctional centres, particularly in regional and rural NSW has been challenging.

Libraries, Distance Education, Traineeships and the local management of inmate computer systems were duties previously undertaken by Teachers, Senior Correctional Education Officers and Correctional Education Officers. It was foreseen that BSI Learning and TAFE would take over these functions; however, this has not occurred. CSNSW introduced a service agreement in January 2017 with the newly created Education Services Coordinator and Assessment and Planning Officers positions on a transitional basis until other arrangements could be made.

To date, Education Services Coordinators and Assessment and Planning Officers are still expected to undertake these duties, outside their role descriptions to ensure correctional centre KPI's are met. Until this issue is resolved, it impacts significantly on Education Services Coordinators and Assessment and Planning Officers workloads, it is not acceptable to expect or direct staff to work outside their role descriptions. Consideration should be given to either reducing KPI's or increase staff to address these competing interests, rectify gaps in service delivery and give clarity to the tasks and functions to be undertaken by CSNSW staff and service providers.

We hope that this information assists the Committee in its inquiries and appreciate the opportunity to provide evidence.

Yours sincerely

Troy Wright
Branch Assistant Secretary