

## Custodial Operations Policy and Procedures

### 16.7 Interview room security

#### Policy summary

Offices and interview rooms in correctional facilities may be used by Corrective Services NSW staff and other professional staff and visitors to interview inmates.

The risks associated with the use of offices and interview rooms in correctional facilities for inmate/staff and or professional interviews must be assessed and action to minimise or eliminate the risks.

#### Management of Public Correctional Centres Service Specifications

Service specifications	Safety and security
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## Scope

This policy applies to all correctional facilities, transitional centres, court cells and other restricted facilities administered by Corrective Services NSW (CSNSW), and all CSNSW employees.

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# 1 Interview room security

## 1.1 Policy

The Manager of Security (MOS) or Functional Manager (FM) must regularly review the risks associated with inmate/staff and or professional interviews and when necessary take action to minimise or eliminate the risks.

If the doors or walls of an office or interview room in a correctional facility are not manufactured from clear glass with an unobstructed view into the room, the doors must be modified to include a small observation window (minimum dimension is 20cm x 20cm) at a height that allows staff to view inside the room or office. Under no circumstances is the observation window to be covered.

## 1.2 Arrangement of furniture

Furniture in an interview room should be arranged so that the interviewer can be seated closest to the door with the inmate sitting opposite behind a desk or table. This will maximise the safety of staff and other personnel.

## 1.3 Door locks

Rooms and offices used for interviews with inmates are never to be locked during an interview. This allows other staff to respond if an incident occurs during the interview.

## 1.4 Duress alarms

If the interview room or office is regularly used to interview inmates, a risk assessment must be undertaken to consider installing a permanent, fixed duress alarm. A fixed duress alarm button must be within immediate reach and be readily accessible to the interviewer.

If no fixed duress alarm is available the interviewer must be provided with a personal duress alarm and instructed in how to use the alarm. The Control room must be contacted and provided details of the alarm and the name of the person in possession of the alarm.

## 1.5 Procedure for supervising inmate interviews in rooms or offices

	Procedure	Responsibility
1.	Ensure that the interviewer is seated in the room closest to the door with the inmate seated opposite behind a desk or table.	Correctional officer
2.	Ensure that the door to the room is not locked.	Correctional officer
3.	Ensure the observation window to the room is not covered and there is an unobstructed view of the interviewer in the room at all times.	Correctional officer

	<b>Procedure</b>	<b>Responsibility</b>
4.	Ensure the interviewer is provided with a personal duress alarm where there is no fixed duress alarm and is instructed on how to use the alarm.	Correctional officer
5.	Contact and advise Control (Monitor) Room staff of personal duress alarm number and the interviewer name in possession of the alarm.	Correctional officer Control Room officer
6.	In maximum and medium security facilities the inmate is to be pat searched after the interview.	Correctional officer

## 2 Quick links

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

## 3 Definitions

COPP	Custodial Operations Policy and Procedures
CSNSW	Corrective Services NSW
FM	Functional Manager
MOS	Manager of Security

## 4 Document information

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