



NSW Police Force

CHARGE ROOM AND CUSTODY MANAGEMENT

Standard Operating Procedures

DOCUMENT CONTROL SHEET

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1. SCOPE

These Standard Operating Procedures (SOPS) have been developed to provide guidance to Police Area Commanders and Police District Commanders and their representatives to support best practice in custody management.

This SOP outlines the roles and responsibilities of all officers in control of, working within, or attending, charge room and custody facilities.

These SOPS should be used alongside the NSW Police Handbook, 'Custody' chapter, and other relevant NSWPF policies.

DEFINITION:

A reference in this document to a person in custody (PIC) at a police station includes a reference to a protected suspect as defined in s110 (1) of LEPR.

2. OVERVIEW

2.1 OUTLINE

These SOPS contain information which is relevant to all custody areas including those with a court attached, not attached, or serviced by Corrective Services NSW (CSNSW) facilities.

All charge and custody procedures will be carried out in accordance with *Law Enforcement (Powers and Responsibilities) Act 2002* (LEPRA).

2.2 FACILITIES

This SOP is a NSWPF state-wide resource, it is not specific to any individual Police Area Command (PAC) or Police District (PD). It provides direction and guidance for all police in Custody Management.

Due to environmental differences across commands, reference should be made to local arrangements regarding the movement of PICs through a facility and custody process as approved by the Police Area Commander or Police District Commander.

2.3 FIREARMS/TASERS

In general, firearms are to be secured in the approved lockable cabinets available outside of the custody area including in the van dock or other approved storage location. Tasers are subject to the same considerations and should not be worn in the charge room unless exigent circumstances exist that may require the use of this tactical option.

Commanders may make a risk-based decision to authorise Police to remain armed in particular custody facilities.

At the time a PIC is in custody, the decision to remain armed will rest with the Police involved in consultation with any local supervisor present at the time taking into consideration:

- The availability of other armed Police assistance
- Whether the station is for the time being open to the public
- The prevailing operational environment at the time including:
 - » threats towards Police, whether related or unrelated to the PIC
 - » any information suggesting persons may attempt to free the person/s in custody.

3. ACCOUNTABILITY

3.1 POLICE AREA COMMANDER/POLICE DISTRICT COMMANDER

Commanders have overall accountability for people in custody within their PAC/PD.

Commanders must ensure there are sufficient numbers of officers within their PAC/PD who are qualified to carry out the role of Custody Manager and Custody Assist (having successfully completed the corporate custody management training and maintained their accreditation) for those duties.

Commanders must have a system in place that ensures officers nominated to carry out the role of Custody Manager and Custody Assist know their roles and responsibilities and LEPRAs powers and safeguards pertaining to custody.

Probationary Constables are not to be used as Custody Managers. Commanders should:

- Provide a custodial environment which is safe for PICs, police, civilian staff and any authorised visitors (for example, NSW Ambulance, supports persons etc) and that the custody space complies with NSW Police Force's Building Code
- Provide appropriate facilities and resources to allow police to manage people in custody (which might include tea, coffee and disposable cups etc.)
- Ensure officers comply with the correct custody procedures as detailed in these SOPs
- Create an 'Instrument of Appointment' pursuant to Clause 16 of the *Law Enforcement (Powers and Responsibilities) Regulation, 2016* that lists those officers within the Command who are authorised to undertake the role of Custody Manager.

3.2 DUTY OFFICERS

The Duty Officer, or equivalent within PACs/PDs, has responsibility for the operation of the custody area on a shift-to-shift basis.

3.3 CUSTODY MANAGER

The Custody Manager is responsible for the care, control and safety of all PICs at a police station.

4. ROLES & RESPONSIBILITIES – CUSTODY MANAGER

4.1 GENERAL

All people brought into custody at a police station must be entered into the Custody Management System. The Custody Manager is responsible for ensuring the rights of the PIC are maintained in line with Part 9 of LEPRAs.

The Custody Manager will monitor the safety, well-being and security of all PICs and their property in accordance with LEPRAs and the NSW Police Force Handbook – Chapter C – Custody.

While parts of these SOPs address the requirements under Part 9 of LEPRAs, they should be applied where practicable to anyone else held in police custody. For example, some PICs may not fit the legislative definition of a 'vulnerable person', however, consider offering them a support person.

Custody Managers must prioritise and complete the initial electronic Visual Assessment, Vulnerability Assessment and Questionnaire. These screening processes are the most important step to ensure that the PIC is fit to be in police custody. They identify risks to the PIC, including whether they have potential for self-harm or have an illness, injury or a condition (such as intoxication/withdrawal from drugs or alcohol) that requires medical consideration and/or assistance. A person may be intoxicated by illegal drugs, alcohol, prescription or over the counter medication, or a combination of these substances.

Where an Intoxicated Person (IP) or any other PIC is unable to care for themselves and is in a semi-conscious or unconscious state, then they should NOT be taken into police custody. The PIC should be conveyed to a hospital which is able to monitor and care for the PIC.

Maintain constant observation of any PIC who needs to be transported to hospital until the ambulance arrives.

If a PIC needs urgent medical attention and an ambulance is not available, police may consider transporting the PIC to hospital (see 'Escorting/Transporting Prisoners', NSWPF Handbook).

Ensure the PIC has been appropriately searched (see s. 8. 'Searching') and that any property which could be used to cause harm has been removed. To assist in this task, consider passing an electronic metal detection device over, or in close proximity to, the person's outer clothing or any items removed from the person.

The Custody Manager is responsible for supervising staff in the custody area.

The Custody Manager shall ensure that face to face observations are maintained whilst a PIC is secured in a dock.

The Custody Manager is responsible for ensuring that scheduled inspections/assessments of PICs are conducted and recorded in the Custody Management System. The Custody Manager may conduct inspections or delegate this task to the Custody Assist or any other police officer.

Inspection frequency is set according to the level of risk that is identified in the screening process. The assessment of risk is an on-going process. The Custody Manager is responsible for ensuring the on-going fitness of PICs to remain in custody.

A PIC must be inspected at least every hour, or at least every 30 minutes if the person is intoxicated.

Continually assess the detained person's fitness for custody by conducting regular inspections. Constant face to face observation may be needed.

Intoxicated people who appear to be sleeping must be awakened when performing the inspection. If they cannot be awakened, an ambulance must be requested immediately.

Wake, speak to and assess the sobriety of intoxicated people at least every 30 minutes (or more frequently if your assessment indicates it is necessary) during the first two to three hours of detention. When you cannot rouse an intoxicated person or their level of intoxication or consciousness has not changed or is of concern, an ambulance must be requested immediately. Inspections of intoxicated people must be conducted in person. Do not conduct inspections via CCTV. You must interact with the PIC to properly assess if they remain fit to be held in police custody.

If the intoxication does not lessen in 2-3 hours of coming into custody, seek medical assistance.

When you inspect a detained person, make sure they are not lying or sitting in a dock or cell in a position where their breathing may be restricted (for example, head face down/if the chin is resting on chest). Be aware that handcuffing a person behind their back may contribute to this risk.

Make sure the detained person is not lying on their back because if they vomit, they can choke on it. Ensure all injuries and any issues arising with prisoners are properly recorded and actioned.

The outgoing Custody Manager must conduct a changeover with the incoming Custody Manager and receive prisoners and property (including cash). Ensure all injuries and any arising issues with prisoners are properly recorded and actioned.

In-coming Custody Managers are to inspect each PIC when coming on shift and receive PICs and property (including cash).

Check the Custody Management System and press '*assign to me*' to take over the custody records for any PICs. Maintain the actions for any PICs.

Conduct an inspection of the charge room, cells, and associated areas to ensure all PICs are properly secured.

Check all cells and docks are clean, remove any blankets, or rubbish and conduct an inspection for any damage to the holding facilities. Any abnormality, or identified issue, is to be reported immediately, or as soon as practicable, to the Duty Officer.

The check must be a comprehensive check of all areas that a PIC may or will have access to. Pay particular attention to the possibility that a PIC may have secreted items in small spaces.

The Custody Manager will always ensure the security of custody keys during their shift (where possible, the keys should be in the possession of the Custody Manager or another officer working in the charge room). In case of a power failure, take note of manual or overriding options to exit the charge room.

Ensure that manual copies of custody forms/documentation are available for use in the event of a computer outage or power failure.

Check that all equipment in the custody area is operating correctly. Report any failures or damage and record the action on Command Management Framework (CMF).

Check all custody records from the previous shift and follow-up all outstanding matters.

Check charge paperwork, ensuring the bundles are correctly compiled (Court, Prosecutor, Defence/Prisoner) with 'certified' criminal histories.

Check all PIC property to ensure all property, especially money, is correct and corresponds with what is recorded on the Custody Management Record and is secured accordingly.

Check there are the appropriate and required stores (consumables) including gloves, forensic suits, property bags, coffee, tea, spoons, etc.

Ensure that all safety equipment is readily accessible (for example, a Hoffman knife). Ensure ERISP, BAS/ Dragar, AVL and CCTV equipment is secured and operational.

Conduct duress alarms and panic alarm checks as required by CMF and record that action on CMF. Whilst a PIC is being held in a dock or cell, padlocks or snap locks will be used to secure the door. Immediately notify the Duty Officer of any significant incident that occurs within the custody area.

Update custody entries of PIC movements and other actions, for example, meals, communication, searches, strip searches, court.

The Custody Manager will verify submitted CANs and be responsible for making a bail determination in respect of those CANs.

The Custody Manager is responsible for accepting and processing No Bail CANs.

The Custody Manager is responsible for arranging the transfer of PICs to other facilities as required.

A copy of the signed *Form 31 Summary of Part 9 of Act for detained persons*, property docket, bail forms, custody management receipt of documents, and any other relevant document should be scanned and attached to the Custody Management Record as an electronic file (or filed as a hard copy as per local procedures).

Ensure that the original of the Part 9 document is handed to the OIC and all documents are scanned correctly.

4.1.1 CUSTODY ASSIST - GENERAL

A Custody Assist officer is to:

- Provide assistance to the Custody Manager as required.
- Immediately report any issues to the Custody Manager.
- In consultation with the Custody Manager, ensure the PIC is kept under constant face-to-face observation whilst in the dock.
- Conduct inspections of any PICs in a cell, according to the requirements.
- Supply refreshments, meals, and hygiene breaks as may be required by the PIC.
- Update the Custody Management System with any actions regarding the PIC, including meals, refreshments, hygiene breaks, inspections, visits, consultations, and phone calls.
- Inspect and remove all discarded items from all docks and cells when PICs are released or transferred from custody.

4.2 FOR PERSONS UNDER ARREST

The Custody Manager should review the Field Arrest on the Custody Management System and 'accept' if appropriate.

Where there is a disagreement between the Custody Manager and the arresting/escorting police, refer the matter to a Duty Officer to resolve, or if one is not available, the next most senior officer not connected with the matter.

The Custody Manager must complete the necessary actions including the Vulnerability Assessment, Visual Assessment and Questionnaire.

The Custody Manager must be notified of any intention to conduct a strip search of a PIC to ensure the privacy, dignity, and other person search obligations (s32 and s33 of LEPPRA) are complied with. The decision to search remains with the searching officers.

The Custody Manager/Officer will secure prisoner property in the allocated secure prisoner property storage facilities. Place property in the defined area on the charge counter until property is secured.

Tell the PIC as soon as possible the reason that they have been detained (and, in any event, before any investigation takes place).

If clothing is seized from the PIC, police must ensure the PIC is left with, or given, appropriate clothing.

Ascertain if the PIC has been arrested within the last 48 hours and determine whether the investigation period is affected.

Assess any medical/decontamination requirements and arrange appropriate treatment or decontamination.

For those PICs in custody who fall within Part 9 of LEPPRA, hand them a copy of the *Form 31 Summary of Part 9 of Act for detained persons* and read the entire document to them. Tell them their rights can be exercised at any time whilst in custody.

Determine if the PIC falls into the category of a vulnerable person and take appropriate action regarding their vulnerability.

- A vulnerable person is a person who is: under 18 years of age, has impaired intellectual or physical functioning, Aboriginal and/or Torres Strait islander or from a non-English speaking background.

Refer to Clauses 27 to 40 of the LEPPRA Regulation for obligations relating to the care of vulnerable persons in custody.

If the PIC is a vulnerable person, the Custody Manager must, as far as practicable, assist the PIC to exercise their rights under Part 9 LEPPRA, including any right to contact a legal practitioner, support person or other person.

If the person has more than one area of vulnerability, take appropriate steps to address each area.

Appropriate steps must be taken to ensure a vulnerable person understands the caution. A vulnerable person must be re-cautioned in the presence of a support person.

If the PIC is Aboriginal or Torres Strait Islander, immediately notify the **Custody Notification Service on 02 8303 6666**.

If the PIC arrested is a young person, you must obtain a support person and contact the **Legal Aid Youth Hotline on 1800 101 810**.

If the PIC is a vulnerable person suffering impaired intellectual or physical functioning notify a support person and arrange for their attendance if necessary. Contact the Justice Advocacy Service on 1300 665 908 for assistance.

The Custody Manager is to explain to a support person what their role is, that is, to assist and support the PIC, identify communication problems and ensure fairness in the conduct of any interview. Ensure the support person signs the 'Support Person Form'.

The brochure 'Person Searches: Being a Support Person' (see Forms – Charge & Safe Custody – Custody Management) must be provided to the parent/ guardian/person representing the interests of the person being searched. Make a record in the Custody Management System that the brochure has been provided.

Ascertain if the PIC is an Australian citizen or permanent resident. If not, the Custody Manager must inform the PIC that he/she may communicate with a consular official of the country of which the person is a citizen prior to any investigative procedure. There are specific notification requirements for Indonesian, Chinese and Vietnamese foreign nationals, see the Police Handbook- F- Foreign Nationals, for details. Also check the PIC's immigration status with the **Immigration Support Service on 1800 558 414** (refer to section 124 LEPRA).

Determine if the PIC requires an interpreter and arrange one where necessary, if so, contact **Interpreter Services on 131 450** or at <https://www.tisnational.gov.au/> (refer to s128 LEPRA).

If inquiries are made about a PIC (for example, by a friend or relative), you must obtain the consent of the PIC before releasing any information about them (cl. 76, Police Regulation 2015). You may wish to record in your notebook that this consent has been obtained and ask the PIC to sign the notebook entry.

4.2.1 PLACING OF CERTAIN VULNERABLE PERSONS IN CELLS

Males and females are not to be placed in the same cell.

Aboriginal persons and Torres Strait Islanders (adults)

If an Aboriginal person or Torres Strait Islander who is not a child is placed in a police cell:

- Wherever possible, accommodate the person with another Aboriginal person or Torres Strait Islander who is not a child, and
- Do not place the person alone in the cell unless there is no reasonably practicable alternative.

Aboriginal persons and Torres Strait Islanders (children)

An Aboriginal person or Torres Strait Islander who is a child should not be placed in a police cell except in exceptional circumstances that make it necessary for the well-being of the child. If this does occur, the reasons must be recorded in the Custody Management System.

If it is necessary to detain such a child overnight in a police cell, arrange for a support person to remain with the child unless it is not reasonably practicable to do so. If this does occur, the reasons, including all efforts to have a support person present, must be recorded in the Custody Management System.

Children other than Aboriginal or Torres Strait Islander children

A child (who is not an Aboriginal person or Torres Strait Islander) should not be placed in a cell unless:

- No other secure accommodation is available, and the Custody Manager considers that it is not practicable to supervise the child if the child is not placed in a cell, or
- The Custody Manager considers that a cell provides more comfortable accommodation than other secure accommodation in the police station.

The child should not be placed in a cell with a PIC who is not a child except in exceptional circumstances that make it necessary for the well-being of the child. If this does occur, the reasons must be recorded in the Custody Management System.

Transgender or gender diverse people

Transgender or gender diverse people need to be placed in a cell on their own for their safety. If separation is not possible, take all necessary steps to transfer them to another appropriate facility where this can be accommodated pending their court appearance.

4.3 FOR PERSONS NOT UNDER ARREST

4.3.1 PROTECTED SUSPECTS

Where someone, either in police company or by themselves, attends a police station voluntarily to help with enquiries, consider the nature of the enquiries and whether the person is a 'protected suspect' in relation to Part 9 of LEPPRA.

A protected suspect is a person who is in the company of a police officer for the purpose of participating in an investigative procedure in connection with an offence and:

- a) the person has been informed that he or she is entitled to leave at will, and
- b) the police officer believes that there is sufficient evidence that the person has committed the offence.

A protected suspect is to be brought before the Custody Manager who will hand them a copy of the *Form 32 Summary of Part 9 of Act* for protected suspects and then read the entire document to them.

The protected suspect is to be recorded in the Custody Management System as a protected suspect and a custody record created.

At no time is a protected suspect or a person not under arrest to be placed in a dock or cell.

5. ROLES AND RESPONSIBILITIES – ARRESTING/ESCORTING POLICE

5.1 GENERAL

Arresting/escorting police are responsible for the care, control and safety of PICs until they are formally handed over to the Custody Manager or another officer (including Corrective Services NSW).

This responsibility includes seeking medical attention if the PIC needs or requests it, on reasonable grounds. Any police officer regardless of their role or rank has the authority to call an ambulance.

Any PIC who needs to be transported to hospital is to be constantly monitored until the ambulance arrives.

If a PIC needs urgent medical attention and an ambulance is not available, police may consider transporting the PIC to hospital (see *Escorting/Transporting Prisoners, NSWPF Handbook*).

5.2 FOR PERSONS UNDER ARREST

Arresting police should consider searching PICs in the field prior to securing in the rear of caged truck or transporting to the nearest police station. Any property found on the PIC at this time is the responsibility of arresting/escorting police.

Arresting/escorting police may create an electronic field arrest record to expedite the process upon arrival at a custody facility.

On arrival at the police station, immediately liaise with the Custody Manager. Do not take the PIC into the charge room until approved to do so.

Continuous monitoring of the PIC is required until the PIC is moved into the custody facility. Police should not leave the PIC unattended in a police vehicle. At least one arresting/escorting police officer is responsible for remaining with the PIC until they have been formally handed over to the Custody Manager.

Once approval is granted, remove the PIC from the police vehicle as promptly as possible so they can be appropriately monitored and independently assessed.

When the PIC is taken into the charge room, place them before the Custody Manager as soon as possible.

Arresting/escorting police must immediately notify the Custody Manager if a PIC has been strip searched in the field.

Arresting/escorting police are to complete an electronic field arrest record on the Custody Management System. Complete all sections and submit to the Custody Manager.

The handover includes the physical transfer of custody and a verbal handover where information relevant to the PIC's safe management, such as their physical and mental condition, drug and/or alcohol use, is clearly communicated to the Custody Manager. The handover also includes informing the Custody Manager of:

- The time and location of arrest
- Details of the arresting police
- The reason for the detention of the person
- Any search, and type, already conducted at any time prior to entering the custody area
- Any injuries, observations of the PIC which may be relevant to their wellbeing.

The handover is **NOT** complete until the Custody Manager has finished the Visual Assessment, Vulnerability Assessment and Questionnaire and has authorised the arresting/escorting police to leave. At this point, the Custody Manager assumes responsibility for the care, safety and control of the PIC.

Arresting/escorting police are not permitted to leave before this handover is complete, and upon being told to do so by the Custody Manager.

Police must make a contemporaneous record of all person and strip searches in their notebook, and electronically in COPS. This record must include the reasons why the strip search was necessary.

Any searches conducted of a PIC must be recorded in the Custody Management System (see s. 8.11, 'Documentation and Recording of Searches' for further detail about what police need to record).

When property is taken from a PIC, immediately record its removal and place it in a suitable property envelope. Include the duplicate copy of the property docket with the envelope. In the case of bulky items such as suitcases etc., attach identifying labels to each one and make a suitable reference on the docket.

The property docket is to be signed by the detained person, where practical, and the searching officer. After these signatures have been asked for and/or obtained, the safe keeping of the property is now the Custody Manager's responsibility.

Where clothing or personal effects are taken from the PIC, record the reason. Arresting police do not have to record the reason if the items taken are ties, belts, laces, socks or other items capable of being used as a ligature, cash, or valuables.

Where money is removed from the PIC, it should be counted in front of both the person and arresting/escorting police, in clear view of a CCTV camera and preferably on the charge counter in the defined space.

The senior officer is to initial any cash entry and the searching officer is to sign the property docket. The senior officer is responsible for all property until the property is accepted by the Custody Manager.

6. INTOXICATED PERSONS

Police should always consider the safety of an intoxicated person (IP) and are reminded to seek urgent medical attention where appropriate.

Police must make reasonable efforts to have an IP released into the care of a responsible person willing immediately to undertake the care of the person. Detaining an IP at a police station is a last resort.

The IP may be taken to a police station, or authorised place of detention, if

- It is necessary in order to find a responsible person, or
- A responsible person cannot be found, or
- The IP is not willing to be released into the care of a responsible person, and it is impracticable to take the IP home, or The IP is behaving, or likely to behave, so violently that the responsible person would not be capable of taking care and controlling the IP.

An IP who is apparently under the age of 18 years must, as far as is reasonably practicable, be kept separately from any PIC at a police station.

If the IP is an Aboriginal or Torres Strait Islander and is detained under Part 16 of LEPR, the Custody Notification Service must be contacted on 02 8303 6666.

Custody Managers are reminded that ongoing enquiries must be made to identify a responsible person willing to take care of an IP in custody pursuant to Part 16 of LEPR. All attempts to do so must be recorded in the Custody Management System.

Where the IP is unable to provide details of a responsible person (eg. due to level of intoxication), Custody Managers should first conduct a previous custody search through the Custody Management System, and failing that, a WebCOPS search, to identify possible next of kin/responsible person. Prior to contacting any identified possible next of kin, verify the relationship is still safe with the detained person.

An intoxicated person detained under Part 16 of LEPR may be detained using such reasonable restraint as is necessary to protect the intoxicated person and other persons from injury, and property from damage.

If the person requires medical attention, the responding medical professionals should be informed of any drugs which have been seized from the PIC.

6.1 INTOXICATED PERSONS IN CUSTODY

Detained people who are intoxicated or in withdrawal from drugs and/or alcohol are at particular risk.

Where an IP is unable to care for themselves and is in a semi-conscious or unconscious state, then they should NOT be taken into police custody. The IP should be conveyed to a hospital which is able to monitor and care for the IP.

The condition of intoxicated people can get worse quickly. A detained person may appear fit for custody when first assessed, but later need urgent medical attention when the drug/s or alcohol take full effect, or if they go into withdrawal.

If the intoxicated person has diabetes, medical attention MUST be sought, as they present a particularly high risk.

Alcohol is one of the most commonly used substances and it is also one of the riskier. There have been deaths in custody from alcohol intoxication alone, as well as deaths where the intoxicated person also had an underlying injury or illness.

Taking more than one drug at a time (poly-drug use) is also common and can be fatal. It is also possible to overdose and die if only one drug has been taken. Depressant drugs such as heroin or legal drugs like oxycodone, methadone, fentanyl or benzodiazepines (eg. Valium/diazepam) are a particular risk as they slow down the heart and breathing rate. Combining alcohol with depressant drugs is also potentially fatal.

Stimulant drugs speed up the heart and breathing rate and cause a person's temperature to rise. Being in a confined space such as a dock could increase the risk of this occurring. Stimulants also increase the risk of psychosis (seeing and hearing things that are not there), anxiety and aggression.

To manage the risks associated with intoxication and drug or alcohol withdrawal, you must seek medical attention immediately if you are concerned about the condition of a detained person.

Observing a person's chest rising and falling is not sufficient evidence that an intoxicated person is conscious and well.

Be aware that snoring or an odd or unusual breathing pattern can be a sign that the intoxicated person is having trouble breathing.

Custody Managers are to record all details of inspections made on the IP, including level of intoxication and consciousness and the actions of the IP when attempting to rouse the IP.

6.2 DRUG AND ALCOHOL WITHDRAWAL

Symptoms of withdrawal are usually the opposite of the signs of intoxication for the particular drug. For example, heroin intoxication causes a person to be sedated and drowsy, where as a person in heroin withdrawal can be agitated and restless.

Withdrawal from alcohol and/or other drugs can also be serious and potentially life threatening. People who drink alcohol on a regular basis at high levels, and those who use depressant medications, like diazepam (Valium) are at particular risk, as they can develop a complicated withdrawal that can be life threatening.

Pregnant women receiving methadone treatment or regularly using other opioid drugs / medications, such as heroin or oxycodone, are at particular risk if they go into withdrawal, as is the unborn child. If the woman is receiving methadone treatment, arrange for her to be dosed with methadone without delay (see the *Methadone and Buprenorphine Treatment, The Opioid Treatment Program, Guidelines for Police*). Also seek medical advice if the woman is not on methadone treatment and is regularly using other opioid drugs.

If any person who is in withdrawal requires medical assistance, seek medical attention immediately.

6.3 ALWAYS SEEK MEDICAL ASSISTANCE IF IN ANY DOUBT

Medical assessments of severely intoxicated or withdrawing people are to be conducted by a doctor or a Registered Nurse at a hospital.

6.4 SEARCHING A DETAINED INTOXICATED PERSON

A police officer (or any other detention officer) may search an IP detained under Part 16 of LEPRA and take possession of any personal belongings.

In cases where items are located, the items should be secured.

The person is entitled to the return of the personal belongings taken from them when they cease to be detained under Part 16.

Officers must comply with the safeguard requirements in Part 15 of LEPRA when conducting a search and must also comply, as far as is reasonably practicable in the circumstances, with the requirements imposed by sections 32 and 33 of LEPRA.

Examine all papers, documents and objects found in the intoxicated person's possession. Be aware that some items (such as a medical alert or diabetes badge or bracelet) may indicate the person suffers from a medical condition.

Police must also be alert to signs of substance use (including prescription and illicit drugs) that might place the person at greater risk of health complications. Where the person may be intoxicated with prescription or illicit drugs, they might have such drugs on them when detained.

6.5 RECORDS FOR INTOXICATED PERSONS

Section 209 of LEPRA requires a record to be made by:

- a) An officer who detains an intoxicated person and takes them to a police station or authorised place of detention,
- b) The person in charge of an authorised place of detention (Custody Manager or Custody Assist)
- c) An officer who searches a detained person under Part 16 of LEPRA.

The record must include all particulars as set out in clause 52 of the regulations.

7. CORRECTIVE SERVICES PRISONERS

If the PAC/PD is serviced by Corrective Services, prisoners are received from Corrective Services staff by the Custody Manager in the charge room area. All papers accompanying each prisoner must be checked by the Custody Manager, ensuring Habeas Prisoners/ Protection Prisoners/At Risk Prisoners have been identified.

The Custody Manager will enter each prisoner into the Custody Management System under 'external transfer in'.

Police do not have a power under the *Crimes(Administration of Sentences)Act 1999* to assist Corrective Services to search a person in the custody of Corrective Services, or during the transfer process. Further, Correctional Officers cannot delegate their search powers to police.

Police can search a person before they are transferred in from, or out to, Corrective Services, but they must rely on their powers under LEPRa to do so. This means they must hold the state of mind required by LEPRa and must be able to justify their decision to carry out the search. Record the reasons justifying the search.

This does not mean that police cannot assist the Correctional Officers in other ways. For example, if the person being searched became violent towards Correctional Officers, police could render assistance, however, this is different to assisting by participating in the search.

The prisoner will then be moved to a cell at the direction of the Custody Manager.

8. SEARCHING

8.1 SEARCHING

Refer to Person Search Manual for all matters relating to Person Searches.

It is the responsibility of the Custody Manager to ensure that the PIC has been appropriately searched (see the Person Search Manual) and their property removed, particularly any item such as a belt, shoelace or sharp object which could be used to self-harm.

Section 28A of LEPRa allows police to search a person in lawful custody after arrest and seize/detain anything found on the person. This may occur to ensure the safety of police, the PIC and other people in custody. If a police officer suspects on reasonable grounds that it is necessary to conduct a strip search for the purpose of the search (that purpose being to ensure the safety of police and people in custody), they can carry out a strip search. However, police should ensure that the type of search carried out, and the extent to which it is carried out, is proportionate to the risk posed. For example, a person with no criminal history who is in custody having been arrested for a breath analysis is unlikely to pose the same threat as a person known to be violent.

The search carried out **should be the least invasive kind of search practicable in the circumstances.**

Police must not carry out a strip search at a police station without first advising the Custody Manager of their intention to carry out the strip search. The Custody Manager must ensure the privacy, dignity, and other person search obligations (s32 and s33 of LEPRa) are complied with.

It is the searching officer who must hold the state of mind required by LEPRa to search.

The Custody Manager has responsibility for the care, control and safety of a person detained at a police station. Consequently, a Custody Manager may view a search on CCTV or BWV wherever necessary to ensure safety is maintained in the custody area. This may mean it is not always reasonably practicable to comply with the requirement that a strip search not be conducted in the presence or view of a person who is of the opposite sex to the person being searched.

8.2 DOCUMENTATION AND RECORDING SEARCHES

Police must make a contemporaneous record of all person searches in their notebook, and electronically in COPS.

Arresting/escorting police must indicate on the electronic Field Arrest Form whether the PIC has been searched before being entered into custody. If the PIC has been searched, the record should contain details of the type of search carried out, the reason for the search, the officers who carried out the search, and whether force was used.

The Custody Manager must electronically update the Custody Management Record with the details of any search conducted whilst in custody. The record should clearly set out the type of search carried out, the reason

for the search (including the facts supporting suspicion), the officer/s who carried out the search and any officer/s present, and whether force was used, and if so, record details.

If a strip search has been conducted, police must also include in the record in the Custody Management System:

- Details of any clothing removed or rearranged
- The reasons for any search conducted by an officer of the opposite sex
- If section 33(3) applies, the reasons for not conducting the search in the presence of a parent or guardian, or other person capable of representing the interests of the person being searched
- If police searched a person's genital area and/or breasts, the reasons for doing so.

These requirements apply whenever a person is searched, even if nothing is found as a result of the search.

When recording the search in the Custody Management System, the Custody Manager should note whether they viewed it on CCTV.

If a decision is made not to search a PIC, this must also be recorded in the Custody Management System.

9. PRISONER MEALS

Meals are to be provided under the current local arrangement at your Command.

10. IDENTIFICATION PARTICULARS

If a PIC is of, or over, the age of 14 years, police can take photographs and fingerprints to identify a person who is in lawful custody for any offence (s.133 of LEPR).

Identification particulars should be taken for charge-related matters as soon as the arrested person is entered into the Custody Management System and you have a Custody (U) Number, regardless of whether the person has previously had these taken. You do not have to wait until a charge has been created or submitted to take Livescan prints. See the 'Custody' chapter, NSW PF Handbook, for further information. This is necessary so that the results from Livescan search are back before the determination of any bail considerations. Police can also take photographs and fingerprints from a person who has been ordered by the court under s.134 of LEPR to present themselves to a police station for that purpose.

10.1 FINGERPRINTING CHILDREN

Fingerprints and photographs cannot be taken from a child under the age of 14 except in accordance with s.136 of LEPR, or a court order under s.134 of LEPR.

Under s.136, a police officer of or above the rank of sergeant may apply:

- To the Children's Court or,
- If it is not possible to apply to the Children's Court within 72 hours after the taking of the child into custody, apply to an authorised officer for an order authorising the taking of the child's photograph and fingerprints (only for the purpose of identifying the child).

Authorised officer includes a Magistrate or a Children's Magistrate, and a registrar of the Local Court.

11. FORENSIC PROCEDURES

A forensic procedure is a 'time out' when determining the investigation periods (s.117(1)(n) of LEPR).

If the suspect is under arrest, they can be detained for such a period as reasonably necessary to carry out the forensic procedure, but in any case, for no longer than 2 hours after the end of the investigation period as permitted under Part 9, starting when;

- The magistrate or other authorised officer orders the carrying out of the procedure
- The suspect is arrested pursuant to a warrant under s. 41 of the CFPA. For further information see relevant Forensic Procedures SOPS.

12. MEDICAL/INJURIES/MENTAL HEALTH

12.1 FIRST AID KITS

A fully stocked First Aid kit will be available for the charge room as per the local arrangement at your Command. It is to be used for dealing with minor ailments. Custody Managers must ensure that items used are replaced at the first opportunity.

12.2 MEDICAL MATTERS

All people in your custody have a right to medical attention if they need it. Police are not expected to 'diagnose' people however, you have a duty of care to:

- Seek medical attention immediately if you have concerns about a detained person's mental or physical condition
- Continually assess the level of risk
- Increase inspection frequency if the level of risk increases
- Reasonably foresee what may happen if certain signs or symptoms exist.

Any police officer regardless of their role or rank has the authority to call an ambulance.

Custody Manager

Immediately call for medical assistance by calling an ambulance if a person in custody:

- Appears to be ill or injured
- Drifts in and out of being awake (semi-conscious) or unable to be woken up (unconscious)
- Fails to respond normally to questions or conversation
- Is severely affected by alcohol or other drugs, or withdrawing (see s.6 for further information on intoxication and withdrawal)
- Cannot walk without assistance
- Cannot talk coherently
- Cannot sit upright without assistance
- Requests medical attention, and the grounds on which the request is made appear reasonable
- Otherwise appears to be in need of medical attention.

If you require medical advice (but the PIC does not need to be immediately taken to hospital), you may telephone your local hospital, or if available, the PIC's doctor.

These guidelines apply even if they do not request medical attention and whether it has recently been received elsewhere (including if they were brought to the police station directly from hospital, mental health facility etc.). In all other cases, if a detained person asks for a medical examination, comply and tell them it is at their own expense.

Isolate anyone in custody who you believe has indicators of an infectious condition and obtain medical advice on what to do with the PIC and the officers who have had contact with, or are likely to have contact with, the person.

The NSW Police Handbook 'Custody Chapter' clearly outlines the procedures for Custody Managers in relation to Sleeping Prisoners, Unconscious Person in Custody, Identifying Illness, Medical Treatment, Hospitalisation, Guards and Documentation.

12.3 MEDICAL ESCORTS

If a PIC is taken by ambulance to hospital, depending on the circumstances, at least one police officer should escort the ambulance with another officer following in a police vehicle. Refer to the NSW Police Handbook- Arms and Appointments- for the procedures regarding the securing of firearms while escorting PICs.

If the PIC is to be transported to hospital by ambulance, the Custody Manger will assess and determine the number of police required to safely transport the PIC.

Officer discretion will dictate whether the PIC is to be restrained with handcuffs. Police within the ambulance WILL carry a portable radio. The escorting police will remain with the PIC until the PIC is returned to the police station or the officer/s have been relieved.

When a PIC is admitted to a hospital, police will refer to SOPs for Hospital Guards.

12.4 MENTAL HEALTH AND SELF HARM

There are some obvious warning signs for potential suicide. These might include direct statements of intent, while others can be more subtle. They might be made to police, relatives, friends or other people. PICs planning suicide often speak about their intentions and feelings. Any PIC is a potential risk for self-harm or suicide. Consider the PIC's comments, gestures or actions which might indicate self-harm or suicidal intent. Such signs are:

- Weeping
- Fear
- Wringing of hands
- Agitation, anger or aggression
- Staring into space
- Screaming
- Emotionally out of control
- Despairing or suicidal statements
- Acting and/or talking in a strange manner, irrational
- Appearing unusually embarrassed or ashamed
- Intoxication (alcohol or drugs), incoherence, signs of withdrawal.

Do not ignore these indicators.

The first step in preventing suicide in custody, or illness, is identifying the risk. No single sign will necessarily indicate a PIC is contemplating suicide, however a combination of factors might indicate a greater potential.

A PIC might show several warning signs. Familiarity with these indicators will assist Custody Managers to recognise the risk. The confinement of a PIC combined with other factors should increase a Custody Manager's concern (for example, a high-risk PIC is one who is excessively despondent, arrested for the first time and under the influence of drugs or alcohol).

Some signs and clues will only be detected with careful observation and questioning. Custody Managers should take the time necessary to make a proper assessment. If you recognise any of the signs, take steps to reduce the opportunity for self-injury and arrange for any illness to be treated. Continue to assess the person throughout the custody period.

While PICs might become suicidal at any point during their custody, the risk is highest during the first hours of custody. Consider the person's behaviour, comments and general state. The PIC's personal problems and background information, if available, can be a valuable contribution to the assessment. Your awareness and intuition are crucial in suicide prevention. Base your assessment of potential self-harm on the general pattern which develops after making observations, questioning the PIC and asking the arresting police for background information.

Common behavioural indicators of distress are pacing up and down in cells or docks, headbanging and vocalising negative thoughts about themselves.

Indicators that a PIC may be intending to self-harm in police custody include:

- Filing their fingernails to produce a sharp surface to cut themselves
- Plating toilet paper to form a ligature
- Using clothing or attempting to tear blankets to form a ligature
- Tearing pieces of a styrofoam cup and swallowing the pieces
- Converting plastic utensils or food packaging provided to consume meals in custody into an implement that may cause harm to themselves or others
- Jumping from the cell/dock seat, bed or toilet and landing on the floor to their head
- Throwing wet toilet paper over the CCTV cover in the cell to minimise the risk of police detecting them preparing to self-harm.

In the event of a PIC attempting to commit self-harm by hanging or similar, police are to cut away the noose or thread that is causing self-harm with the use of the 'Hoffman Knife'. The Hoffman knife is a hooked type of knife safe enough to use for cutting any form of material the PIC maybe using to cause self-harm.

The Hoffman Knife must be retained in a safe location approved by the Commander and checked at each changeover of Custody Manager to ensure its' security.

In the case of PICs suffering a mental illness and/or making threats of self-harm, the Mental Health Crisis Team can be contacted on your local mental health line and will assist in assessing the PIC whilst he/she remains in custody. If not available, contact NSW Ambulance and request assistance.

Mentally ill PICs and those making threats of self-harm will not be accepted into Corrective Services custody without a mental health assessment and mental health clearance from a medical professional or accredited person to remain in custody.

The Custody Manager must be updated with instances of actual and/or threatened self-harm (custody warnings should also be created).

In the event of actual self-harm and/or the PIC being transported for assessment under the *Mental Health Act 2007*, a COPS event with appropriate warnings needs to be created and the Custody Management System updated.

The Duty Officer will be advised immediately of any instance of self-harm in custody.

13. MOVEMENT OF PRISONERS

If police are alone in the charge room and a PIC needs to be removed from a dock or cell for any reason, where practicable, police should always seek the assistance of another officer to reduce the threat of harm to yourself and others.

The Custody Manager must record all PIC movements in the Custody Management System.

13.1 VIOLENT/NON-COMPLIANT PRISONERS

Assistance may be requested from specialist police for a PIC who is non-compliant with directions given to them, and as a result, may require a greater than the normal level of force to respond and control the PIC. These situations may range from a PIC who has demonstrated a high level of violence during their arrest or is exhibiting or threatening a high level of violence whilst in custody, through to a PIC who is refusing to leave a cell complex, charge dock or police vehicle and is exhibiting violence or threats of violence. Refer to the Use of PORS/OSG for the facilitation of Non-Compliant Prisoners Standard Operating Procedures.

14. BAIL

14.1 BAIL GENERALLY

Please refer to the NSW Police Handbook - 'Bail' and the Bail Act 2013.

14.2 TRANSFER OF PRISONERS

The Custody Manager is responsible for arranging the transfer of PICs to other facilities. PICs are moved in caged vehicles where possible.

PICs transferred between NSW Police Force facilities must be transferred on the Custody Management System and all relevant paperwork is to be provided. Documentation includes:

- Property docket
- Reason for bail determination Warrant (where applicable)
- Authority to detain (for breach bail matters)
- Photo
- Transfer Notes

Where PICs are transferred to non-NSW Police Force facilities such as Corrective Services, ensure the Station Copy of the Transfer Note is signed by the conveying police and that the acknowledgement copy receipt is returned from the receiving facility and filed.

Ensure the PIC's identity is confirmed by fingerprints and (if available) attach a photograph with the paperwork (including the Custody Management Record) when conveying to Corrective Services.

When transferring to Corrective Services, police must contact the relevant facility to confirm the transfer and provide the PIC's details.

Corrective Services will only take items that fit in large (A3) plastic property bag. All other property should be placed into the miscellaneous property bag or police should arrange for someone to collect it from the station. An 'Authority to Dispose' property form is to be completed and signed by the PIC prior to the transfer. This document is to be recorded and included in the PIC's property.

Prisoners from Corrective Services who are returning to police custody only require the Transfer Note, the Corrective Services form (which will either state that the prisoner is eligible for release, or not eligible for release), or a completed Habeas Form if they are a Habeas prisoner. Please note it is not a legal requirement for police to be provided with a remand warrant. They must be entered into the Custody Management System. If they are to be returned to Correctives Services custody, an inmate lodgement form must be completed. If you are unsure about whether a person is to be released, or if they must be returned to a Correctional Centre, please contact Sentence Administration, Corrective Services NSW, in your area (see Appendix 3 for contact details).

Two police should transfer the prisoner to the Corrective Services cells. Where the PIC requiring transfer has been lodged by police from another PAC/PD, it is the other PAC/PD's responsibility to convey prisoners to their destination.

Where a prisoner to be transferred is considered a risk to officers, the Custody Manager will conduct a risk assessment. The Custody Manager will make the final decision in relation to transport arrangements.

Any disputes should be referred to the Duty Officer for determination.

15. CUSTODY MANAGEMENT RECORDS

The Custody Manager for a PIC must open a custody record for the PIC. Section 131 of LEPR sets out the particulars that must be recorded in that record (also see clauses 23-26, LEPR Regulation)

Custody Management records are created from the Custody Management System. The entire Custody Management Record does not need to be filed as there is an electronic copy.

Documents which should be scanned to the Custody Management Record or filed as per your local arrangement include:

- Signed Prisoners Property Docket
- Signed *Form 31 Summary of Part 9 of Act for detained persons* (copy only, original to remain with the OIC)
- Signed Bail Acknowledgement
- Signed Reason for Bail
- Signed Custody Management Record Receipt
- Signed Support Person Acknowledgment Form
- Signed Transfer Notes
- Other signed documentation.

16. SECTION 19 AND 21 ORDERS

Under Sections 19 (a) and (b) of the *Mental Health and Cognitive Impairment Forensic Provisions Act 2020* or MHCIFP Act (formerly Section 33 (1) (a) and (b) of the *Mental Health (Forensic Provisions) Act 1990*), a Magistrate may order that a defendant be taken to, and detained in, a mental health facility for assessment. Sections 21

(1)(a) and (b) of the Act allow for an authorised justice to make a similar order. An order under these sections is taken to be an order dispensing with bail. The Magistrate or authorised justice may order that the defendant be taken by Police, Correctional Officers, or Juvenile Justice Officers.

A Section 19 (a) or Section 21 (a) order requires that the defendant be taken to the mental health facility to be detained for assessment. It does not mandate that the defendant must be returned to court if they are found not to be a mentally ill or mentally disordered person. However, police have a discretion to attend the facility, which can detain the person for up to two hours to enable their apprehension by police.

A Section 19 (b) or Section 21 (b) order requires that the defendant be taken to the mental health facility and, if they are found not to be a mentally ill or mentally disordered person, that they be brought back before a Magistrate or authorised justice.

Section 43(1B) of the *Bail Act 2013* authorises a police officer of or above the rank of sergeant at a mental health facility to make a bail decision in respect of a person under a Section 19 (a), 19 (b) or 21 (a) or (b) order who has been found not to be a mentally ill or mentally disordered person. The officer must be present at the facility in order to do so.

Section 24 (2) of the MHCIFP Act provides that a person subject to an order under Section 19 (b) or 21 (b) who is no longer to be detained in a mental health facility may be brought to a police station for a bail decision, to be made by a police officer authorised to do so under Section 24 (3). This is an alternative to bringing the person back before a Magistrate or authorised justice under the order. This power to grant bail at a police station does not apply to persons subject to a s.19 (a) or a Section 21 (a) order.

The arresting PAC/PD is responsible for transporting the prisoner. The record of the defendant should be left on the Custody Management System but the transfer for mental health assessment must be recorded on the system. Once the defendant is assessed and returned (or not) to police custody, these records should be updated.

If the defendant is assessed as a mentally ill or mentally disordered person, they will be detained as an involuntary patient in the mental health facility under the *Mental Health Act 2007*. However, once a detained person is no longer assessed as a mentally ill or mentally disordered person, the above provisions in respect of transport, custody and bail apply unless the person has been detained for a period of six months. Under Section 23 of the MHCIFP Act, a charge in respect of which a Section 19 or 21 order is made is deemed dismissed unless the person is brought before a Magistrate within 6 months.

17. YOUNG PERSONS

A young person under the age of 18 is a vulnerable person for the purposes of LEPR.

The Custody Manager will ensure the welfare of young persons in custody paying special attention to the provisions of the *Young Offenders Act 1997*.

Obtain a support person as soon as possible when the young person arrives in custody. The Custody Manager is to explain to a support person what their role is, including to assist and support the PIC, identify communication problems and ensure fairness in the conduct of any interview. Ensure the support person signs the 'Support Person Form.'

Contact the **Legal Aid Youth Hotline on 1800 101810** for any young person in custody.

The Custody Manager will advise on appropriate action and accept any charges only where the Custody Manager is a Specialist Youth Officer.

You may hold a young person in custody between charging and first appearance at court, but only if it is impractical to transfer the young person to a Youth Justice Centre during that period. After charging, only hold the young person for the shortest possible amount of time (18 hours is ordinarily the maximum) and attempt to transfer to a Youth Justice Centre as soon as possible.

18. LEGAL PRACTITIONERS AND VISITORS

The Custody Manager will be advised of the arrival of any visitors, legal practitioners and support persons who arrive at the station to visit persons in custody. No person is to be admitted to the charge room without the permission of the Custody Manager. These persons are not to be left in the charge room unsupervised.

When a person in custody is visited by a legal representative, utilise the visiting room if one is available, or another appropriate room, to allow for a private conversation.

The visitor or legal representative will be required to leave their mobile phone, laptop or any other portable communication device outside of the custody area, unless authorised by the Custody Manager. This is to stop any unauthorised communication using voice, video or other method by the PIC to external parties.

All visitors must produce identification and sign in at the front enquiry counter. The length of visits will be at the discretion of the Custody Manager.

A record is to be made in the Custody Management System of any visit.

19. BAS/DRAGAR

A person arrested for the purpose of a BAS must be entered into the Custody Management System as a non-Part 9 custody. This can be done by either the arresting police or the Custody Manager.

The Custody Manager will ensure at the commencement of each shift that the BAS/Dragar machine is operational.

All PICs for the purpose of undertaking a Breath Analysis, or DRAGAR analysis, must be entered into the Custody Management System.

The BAS operator and arresting police are responsible for the safety and security of PICs undergoing a Breath Analysis.

The Custody Manager must be informed as soon as an analysis is complete.

20. ERISP/FORENSIC PROCEDURE ROOM

Refer to Forensic Procedure SOPs.

The Custody Manager will issue and receive ERISP DVDs. ERISP DVDs will be stored in an appropriate location.

The Custody Manager should remain independent of any investigation conducted with respect of the PIC, however, may perform the function of adopting ERISP interviews. When this is not appropriate, the Custody Manager will call on assistance from the Station, Mobile Supervisor or Duty Officer.

Interviewing police are to ensure the safety and security of PICs whilst utilising the interview room and the room is always to remain clean and tidy with no loose or sharp objects left in the room.

21. AVL

The Custody Manager will ensure at the commencement of each shift that AVL equipment is operational and custody suites are free of hazards that may be introduced as part of their use.

The use of AVL custody suites may introduce a new set of hazards for police officers, accused persons and others which may include:

- Loose items of furniture or equipment located within the room that could be used as a weapon or for self-harm
- Exposed or loose cables that a prisoner could access and use as a weapon or for self-harm
- Unsecured or accessible electrical outlets within the room; and
- Items located on walls, such as pins, posters, flyers etc that need to be removed.
- Refer to the '*NSWPF Guidelines for using AVL for First Appearance Police Bail Refused Custody Matters*' for further information.

22. CUSTODY CCTV

There are CCTV cameras operating 24/7 throughout the station and surrounds including cameras that record specifically in custody related areas.

The footage is recorded electronically onto hard disk. The hard disk retains the footage for a period of six (6) months via the 'Security Desk' program.

Any request for footage must be referred to the Commander.

23. POLICE SAFETY

Police should activate the DURESS alarm if their safety is in jeopardy.

In instances where there is no DURESS alarm, police should refer to local guidelines.

24. EMERGENCY EVACUATION

Refer to local guidelines outlined in the Business Continuity Plan.

25. BIOLOGICAL AND FORENSIC CLEANING

When major Forensic/Biological cleaning is required involving a dock/cell or the charge room, the Custody Manager is to:

- Take the area out of service until cleaning is carried out
- Notify the Duty Officer of the incident
- Ensure that the appropriate WH&S precautions are carried out regarding contaminated biological waste.

Contact **JJL** (Jones, Young, Yassall) on **1800 667 111**, 24/7. JJL will organise for emergency cleaners to attend and carry out the work that is required. They have the required equipment to safely clean the area with a minimum of risk. See the Police Properties Intranet site for further information.

Once the hazard has been cleaned then the area may be brought back into use.

26. CLOSURE OF CUSTODY

The Custody Manager **MUST** consult with the Duty Officer before a decision is made to close any custody facilities. This includes Duty Officers operating under a shared Duty Officer model.

27. RESOURCES

You can access the legislation (LEPRA) governing police powers on your smartphone:

<https://www.legislation.nsw.gov.au/#/view/act/2002/103/part4/div4>

Legal Aid NSW provides services for people aged less than 18 years. Information about the service can be accessed on your smartphone. Young people who need advice about a criminal law problem, or who think they might be in trouble with the law, can call the Legal Aid Youth Hotline on 1800 10 18 10.

If you believe police have broken the rules, you should complain. You can complain to a local police station or to the Law Enforcement Conduct Commission: <https://www.lecc.nsw.gov.au/reporting-serious-misconduct/how-to-report/submit-a-complaint>.

You can also ask to speak to the Custody Manager at the police station where the person is being searched if you have any concerns.

28. APPENDIX 1

CENTRE	SENTENCE ADMINISTRATION CONTACT EMAIL ADDRESS	PHONE NUMBERS
Amber Laurel CC (AMB)	ssa@justice.nsw.gov.au	8688 0599
Bathurst CC (BTH)	Bthcc-irc@justice.nsw.gov.au	02 6338 3207
Broken Hill CC (BRO)	Brocc-irc@justice.nsw.gov.au	08 8082 6000
Cessnock CC (Old Centre) – Wing ABCDE – Area 1-2 (CES)	cescc-irc@justice.nsw.gov.au	02 4993 5481 02 4993 5483
Clarence Correctional Centre (CLA)	CLRCC-IRC@justice.nsw.gov.au	02 6643 6582 02 6643 6591
Compulsory Drug Treatment CC (CDT)	cdtcc-irc@justice.nsw.gov.au	02 4582 2243
Cooma CC (COO)	coocc-irc@justice.nsw.gov.au	02 6455 0305
Dawn De Loas CC – (DDL) Main AVL Area – L Block Dawn De Loas CC – (DDL) – H Block Dawn De Loas CC – (DDL) – I Block	silcc-irc@justice.nsw.gov.au	02 9289 5258 02 9289 5266
Dillwynia CC (DIL)	jmcc-irc@justice.nsw.gov.au	02 4582 2243
Emu Plains CC (EMU)	emucc-irc@justice.nsw.gov.au	02 4735 0366
Glen Innes CC (GLN)	gnscc-irc@justice.nsw.gov.au	02 6730 0026
Goulburn CC (GLB)	glbcc-irc@justice.nsw.gov.au	02 4827 2225
Goulburn CC – High Risk Management Centre (HRMU)	glbcc-irc@justice.nsw.gov.au	02 4827 2225
Hunter CC (HUN)	cescc-irc@justice.nsw.gov.au	02 4993 5481 02 4993 5483
John Morony Windsor CC (JM1)	jmcc-irc@justice.nsw.gov.au	02 4582 2243
June CC (JUN)	junee-irc@justice.nsw.gov.au	02 6930 5518
Kariong Cells (KAR)	ssa@justice.nsw.gov.au	8688 0599
Kirkconnell (KIR)	kircc-irc@justice.nsw.gov.au	02 6329 5522
Lithgow CC (LGW)	lgwcc-irc@justice.nsw.gov.au	02 6350 2237
Long Bay Hospital CC (LBH)	lbycc-irc@justice.nsw.gov.au	02 9289 2629
Metropolitan Special Programs CC LB (MSP)	lbycc-irc@justice.nsw.gov.au	02 9289 2629
Long Bay – SPC	spc-irc@justice.nsw.gov.au	02 9289 2629
Mannus CC (MAN)	mancc-irc@justice.nsw.gov.au	02 6941 0333
Macquarie CC (MCQ)	welcc_irc@justice.nsw.gov.au	02 6840 2806
Mary Wade CC (MWCC)	marcc-irc@justice.nsw.gov.au	02 8737 5035

CENTRE	SENTENCE ADMINISTRATION CONTACT EMAIL ADDRESS	PHONE NUMBERS
Metropolitan Reception & Remand Centre (MRRC)	silcc-irc@justice.nsw.gov.au	02 9289 5258 02 9289 5266
Mid - North Coast (Kempsey) CC - (MNC)	mnccc-irc@justice.nsw.gov.au	02 6560 2795
Geoffrey Pearce Correctional Centre (OMPC)	jmcc-irc@justice.nsw.gov.au	02 4582 2243
Oberon (OBE)	obecc-irc@justice.nsw.gov.au	02 6335 5248
Parklea CC (PKA) Main	parkcc-irc@justice.nsw.gov.au	02 9676 9780
Parklea CC (Minimum)	parkcc-irc@justice.nsw.gov.au	02 9676 9780
Parklea CC (Maximum)	parkcc-irc@justice.nsw.gov.au	02 9676 9780
Shortland Correctional Centre (SHLD)	cescc-irc@justice.nsw.gov.au	02 4993 5481 02 4993 5483
Silverwater Women's CC (MUL)	silcc-irc@justice.nsw.gov.au	02 9289 5258 02 9289 5266
South Coast (Nowra) CC (STHC)	nowrcc-irc@justice.nsw.gov.au	02 4424 6036
Surry Hills Court Cells (SCC) Bail Court ONLY	ssa@justice.nsw.gov.au	8688 0599
State Parole Authority (SPA)	Secretary.ParoleBoard@justice.nsw.gov.au	
State Sentence Administration (SSA) (Fresh Custody Inmates and Non -Reconcillaition matters)	ssa@justice.nsw.gov.au	8688 0599
St Helier's CC (MBK)	muscc-irc@justice.nsw.gov.au	02 6542 4309
Tabulam - Balund-a Program (TAB)		
Tamworth CC (TAM)	tamcc-irc@justice.nsw.gov.au	02 6764 5305
Wellington CC (WEL)	welcc-irc@justice.nsw.gov.au	02 6840 2806



NSW Police Force