

1.6 OFFENDER FOOD SERVICES

1. Introduction

The overall direction, organisation and management of offender food services was transferred to CSI from 1 January, 2000 through the issue of a memorandum to Commanders and Governors by the Snr. Assistant Commissioner Inmate & Custodial Services dated 19 December, 1999.

The Senior Assistant Commissioner, Inmate & Custodial Services indicated, in part, in that memo:

“The organisation and operation of food services within NSW Correctional Centres has an important influence over the effective management of correctional centres and of ensuring that the Department fulfils its duty of care to inmates in relation to food, nutritional and health issues. In this regard, the development and enhancement of food service facilities and changes to the organisation of food services are not to be made unless authorised, by the Food Services Manager, through the Correctional Food Services Working Party.”

2. Regulatory Provisions

The provision of offender food services is provided within the Crimes (Administration of Sentences) Regulation 2001, Division 3 Food, (Section 50 - Diet; Section 51 - Complaints about correctional centre food; and Section 52 -Purchase of food by inmates).

Correctional Centre food service facilities are registered through the NSW Dept. of Health - Food Standards Code Regulation 2000 and are subject to periodic review and inspection.

A nutritional policy statement, issued in September 2000, (refer [Figure 101](#)) covers the dietary and nutritional approach to offender food services. The statement commits that ‘menu planning is based on the dietary guidelines for Australians, core food groups and recommended dietary intakes for use in Australia as incorporated in the Australian Guide to Healthy Eating’.

3. Correctional Food Services Working Party

This forum consisting of the Senior Assistant Commissioner, Inmate & Custodial Services (Chairperson), Commanders / Governors (as nominated from time to time), Director, Population and Public Health, Corrections Health Service, Director CSI, CSI Operations Development Manager and CSI Food Services Manager (Secretary) is responsible for the overall direction and monitoring of performance of Correctional Food Services.

4. Operational Systems

The CSI Food Services Manager is responsible, through the Correctional Food Services Working Party, for the appropriate organisation and performance of offender food services. Those services are supported by the following :

- The CSI Food Services Recipe Manual which incorporates the menu control plan (re-issued seasonally) together with supporting detailed recipes.
- The CSI Food Services Procedure Manual which includes operational procedures over a range of food service requirements.
- CSI Food Services Quality / HACCP Manuals developed at each food services location.

5. Structure

The provision of offender food services is predicated upon Corporate development and control over menu planning and food safety requirements through a system of regional and satellite facilities. _____

6. Outcome Testing

The performance of offender food services is predicated upon an environment where customer and consumer feedback is welcomed and encouraged to provide an important feedback loop to ensure continuous improvement in service delivery. This feedback is facilitated through:

- Deliberations of the Correctional Food Services Working Party.
- Deliberations of Inmate Development Committees at correctional centres and formal feedback provided to the Food Service Manager by CSI Operations Managers / Managers of Industries.
- Periodic offender health surveys conducted by the Corrections Health Service.
- Periodic food services surveys conducted by the Food Services Manager.
- Internal / external audits of food service operations.

7. Development

The provision of offender food services represents a dynamic business service with the need to be ever vigilant over food nutritional / safety and organisational issues. Through the Correctional Food Services Working Party CSI is committed to maintain a process of continuous improvement and to maintain offender food services within the NSW Dept. of Corrective Services upon best practice performance.