Mail Handling Procedure

Essential Summary:

Audience

- Administrations Officer
- Youth Officer
- YJ Caseworker (Custody)
- YJ Caseworker (Community)
- Unit Supervisor (Unit Manager, Assistant Unit Manager or Shift Supervisor)
- Centre Manager

When to use this procedure

Use this procedure when:

- sending and receiving mail for young people in the centres.
- receiving general mail and parcels addressed to the centre.

1   Purpose

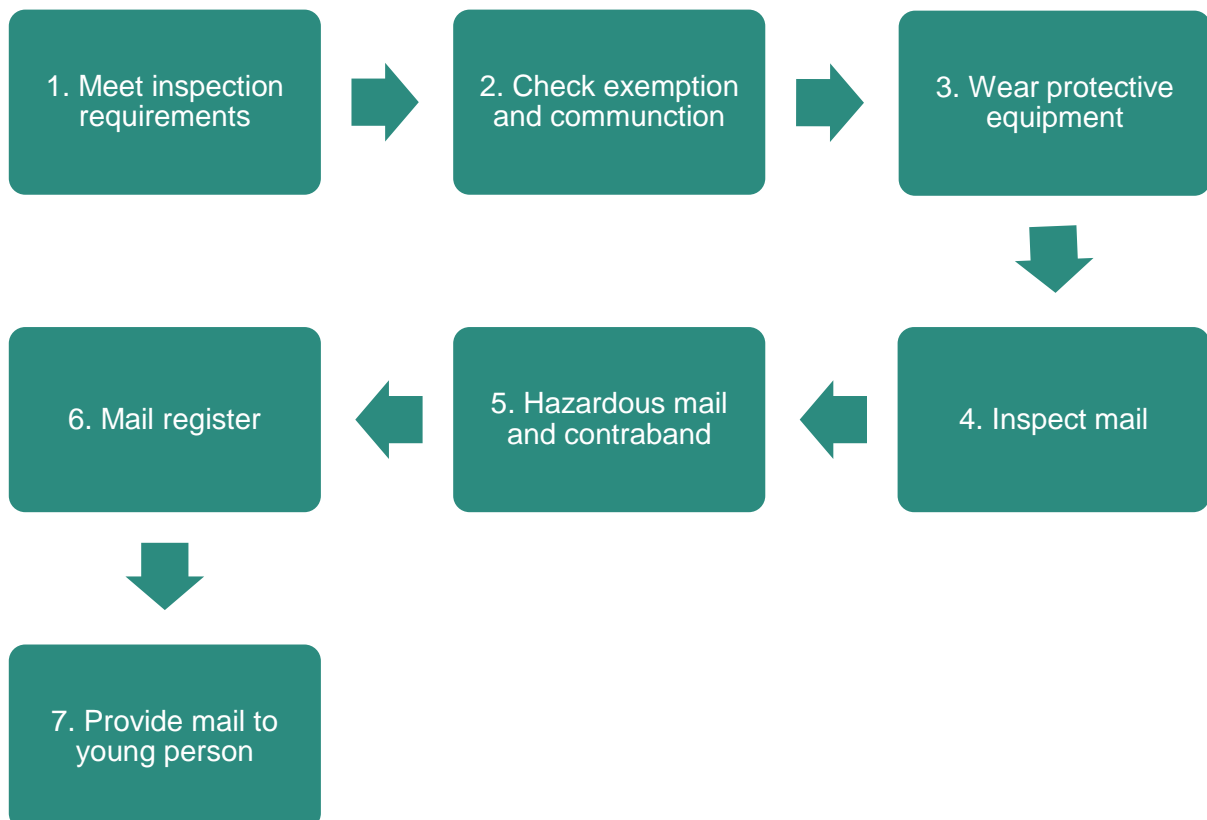The purpose of this procedure is to:

- provide steps for how to process incoming and outgoing mail for young people in the centres
- provide steps for the safe and secure processing of general mail addressed to the centre

There are two process maps:

1. Incoming mail handling procedure for young people in custody
2. Outgoing mail handling procedure for young people in custody

2   Process Map

Incoming Mail Procedure

```
┌─────────────────────┐      ┌─────────────────────┐      ┌─────────────────────┐
│ 1. Meet inspection  │ ───▶ │ 2. Check exemption  │ ───▶ │ 3. Wear protective  │
│    requirements     │      │    and communction  │      │    equipment        │
└─────────────────────┘      └─────────────────────┘      └─────────────────────┘
                                                                      │
                                                                      ▼
┌─────────────────────┐      ┌─────────────────────┐      ┌─────────────────────┐
│                     │ ◀─── │ 5. Hazardous mail   │ ◀─── │                     │
│  6. Mail register   │      │    and contraband   │      │  4. Inspect mail    │
└─────────────────────┘      └─────────────────────┘      └─────────────────────┘
          │
          ▼
┌─────────────────────┐
│ 7. Provide mail to  │
│    young person     │
└─────────────────────┘
```

3 Procedural Steps

Incoming Mail Procedure

Step 1 – Meet inspection requirements
Responsibility: Centre Manager (see definitions in policy)
██ ████████████████████ ██ ██████

Step 2 – Check exemption and *Communication to Custody Form*
Responsibility: Administrations Officer or as authorised
Do not open any letter or parcel addressed to, or received from, an exempt body or exempt person. See 7.1 of the *Mail Handling policy* for a list of exempt bodies. ████████████████████████████████████ ██ ██████████████████

Step 3 – Wear protective equipment
Responsibility: Administrations Officer or as authorised
██ ██████████████████████████████████████ ██ ██████████████████████████████████████ ██████████████ ████████████████████████████████████ ████████

Step 4 – Inspect mail
Responsibility: Administrations Officer or as authorised
██ ██████████████ ██ ██ ████████

Step 5 – Hazardous mail and contraband

Responsibility: Unit Supervisor (see definitions in policy)

██
███████████████
███
█████████████████████████████████

███
██████████████████████████
██
█████████████████████████████████████

███
█████████████████████

Step 6 – Mail register

Responsibility: Administrations Officer or as authorised

███
█████████████████████████████████

Step 7 – Provide mail to young person

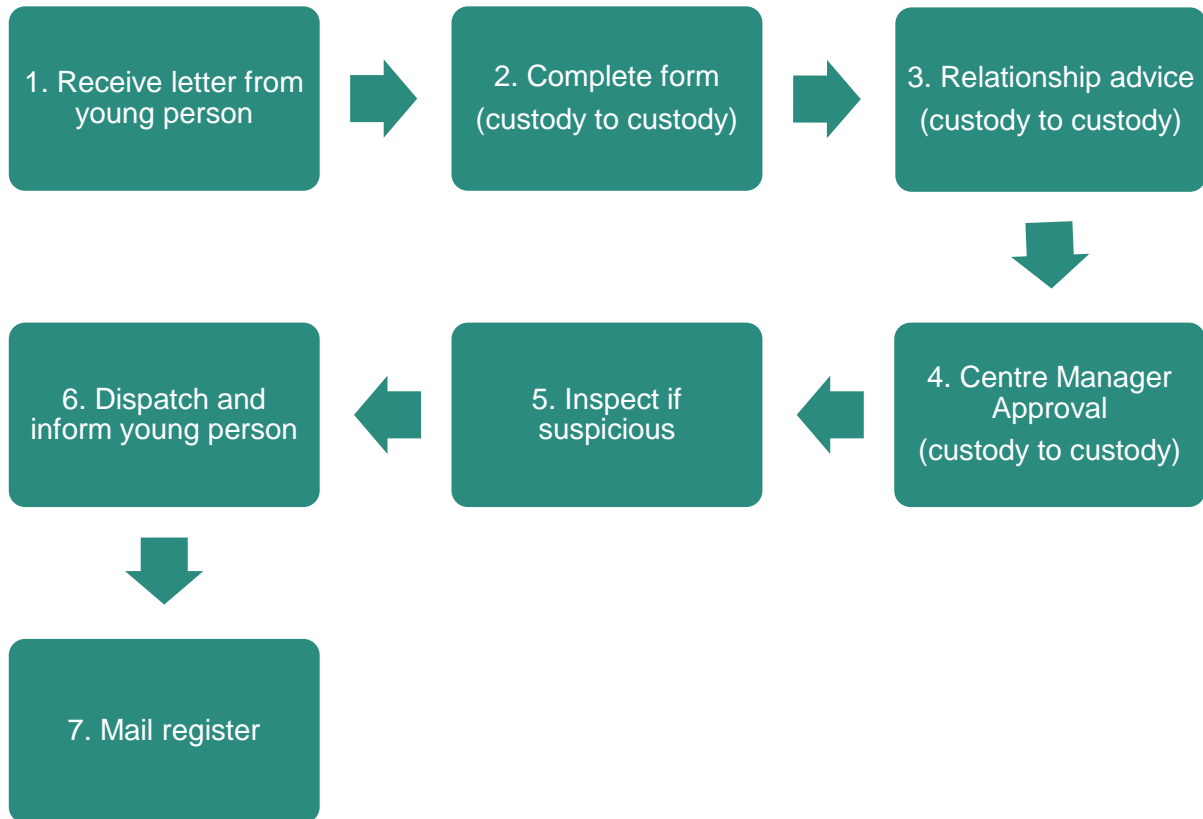**Responsibility: Youth Officer**

Give the approved letter or parcel to the young person in an area away from other young people.

███
███
██
███████████████████████

4   Process Map

Outgoing Mail Procedure

1. Receive letter from young person	→	2. Complete form (custody to custody)	→	3. Relationship advice (custody to custody)

↓

| 6. Dispatch and inform young person | ← | 5. Inspect if suspicious | ← | 4. Centre Manager Approval (custody to custody) |

↓

7. Mail register

5 Procedural Steps

Outgoing Mail Procedure

Step 1 – Receive letter from young person

Responsibility: Youth Officer

Provide the young person with paper, pencil, and envelope when requested.

Check that the addressee and sender details on the envelope are fully completed. Assist the young person if requested.

███

████████████████

Step 2 – Complete *Communication to Custody Form* (custody to custody)

Responsibility: Youth Officer

███████████████████████████████████████

███

█████████████████████████████

███

████████████████████

Step 3 – Receive advice on the relationship (custody to custody)

Responsibility: Unit Supervisor (see definitions in policy)

██

███

███████████████████

████████████████████████████

███

██████████████████

Step 4 – Approval by Centre Manager (custody to custody)

Responsibility: Centre Manager (see definitions in policy)

██

██

████████████

██

████████████████████████████████████

Step 5 – Inspect if suspicious

Responsibility: Unit Supervisor

██

██

███

████████████████

Step 6 – Dispatch and inform young person

Responsibility: Unit Supervisor

If the mail is approved, place into outgoing mail for dispatch.

██

███

███████████████████████████████████

Step 7 – Record details in mail register

Responsibility: Administrations Officer

█████████████████████████████

██████████████████████████████████████

6 Supporting documents:

This procedure is supported by the following documents:

Related Policies:
- YJNSW Policy for Applying Powers and Responsibilities
- *Mail Handling Policy*
- *Use of Use, Protective Equipment and Instruments of Restraint Policy*
- *Safety and Security Resource*
  http://intranet.internal.justice.nsw.gov.au/ToolsResources/Pages/tools/building-facilities/safety-security/safety-security.aspx#Suspectmail

Related Procedures:
- *Contraband Procedure*
- *Exhibits Procedure*
- *Use of Protective Equipment Procedure*
- *Incident Reporting Procedure*
- *Facilitating Contact with Family / Significant Others Procedure*

7   Document Information

Title:	Mail Handling Procedure
Business Centre:	Central Office /
Author:	Project Officer
Approver:	Director, Operations Unit
Date of Effect:	October 2018
Next Review Date:	███████████
File Reference:	█████████

Key Words: mail, suspicious, handling, parcel, prohibited, exempt body, letter

8   Document History

Version	Date	Reason for Amendment
0.3	10/08/2018	Procedure reviewed and updated to check legislative delegation requirements. Changed into new Operations Manual procedure template.
0.4	1 July 2019	Reviewed in line with Executive team restructure.