

Corrections Management (Official Visitor) Policy 2011

Notifiable instrument NI2011-137

made under the

***Corrections Management Act 2007*, section 14(1) (Corrections policies and operating procedures)**

1 Name of instrument

This instrument is the *Corrections Management (Official Visitor) Policy 2011*.

2 Commencement

This instrument commences on the day after it is notified.

3 Policy

I make the

OFFICIAL VISITOR POLICY

attached to this instrument, to facilitate the effective and efficient management of correctional services.

4 Revocation

This instrument revokes notifiable instrument NI2009-139.

Barry Folpp
A/g Executive Director
ACT Corrective Services
21 February 2011



ACT Corrective Services
All Facilities



OFFICIAL VISITOR POLICY

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Purpose

To outline the role of the Official Visitor at the Alexander Maconochie Centre (AMC).

Authority

Legislation

Corrections Management Act 2007, section 14 and 57-61.

Policy

Principles

The role of an Official Visitor is to investigate prisoner complaints and grievances.

Functions of an Official Visitor

The role of an Official Visitor is to:

- Inspect correctional centres and places outside correctional centres where prisoners are, or have been, directed to work or participate in an activity;
- Receive complaints from prisoners;
- Investigate prisoner complaints unless the Official Visitor believes, on reasonable grounds, that the complaints are frivolous or vexatious;
- Provide the JACS CEO, ACTCS Executive Director, Superintendent and/or the Minister with a report about any complaint or investigation;
- Provide the Minister with a written report as soon as practical at the end of each quarter, summarising the following:
 - The number and kind of complaints received;
 - The number and kind of complaints investigated;
 - The outcomes of investigations of complaints; and
- Report to the Minister in writing if they believe, on reasonable grounds, that the detention of a prisoner is not in accordance with the *Corrections Management Act 2007*.

Indigenous Official Visitor

A person appointed as an Indigenous Official Visitor will perform the functions of an Official Visitor in relation to Aboriginal and Torres Strait Islander prisoners.

Prisoner access to an Official Visitor

Any request from a prisoner to see an Official Visitor will be passed on to the Official Visitor as soon as practicable. The prisoner is not required to explain to corrections officers why the prisoner has requested to see the Official Visitor.

Assistance

Corrections officers are to facilitate the visits made by an Official Visitor by ensuring that he/she has access to prisoners.

Forms and templates

Prisoner Request Form

Related Policies/Procedures

Prisoner Complaints and Grievances Policy

Prisoner Complaints and Grievances Procedure