

Australian Capital Territory

# Corrections Management (Official Visitor) Policy 2009

**Notifiable instrument NI2009-139**

made under the

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

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## **1 Name of instrument**

This instrument is the *Corrections Management (Official Visitor) Policy 2009*.

## **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.

James Ryan  
Executive Director  
ACT Corrective Services  
25 March 2009



Alexander Maconochie Centre (AMC)



## OFFICIAL VISITOR POLICY

<b>Purpose</b>	<b>1</b>
<b>Authority</b>	<b>1</b>
<b>Policy</b>	<b>1</b>
Principles	1
Functions of the Official Visitor	1
Prisoner access to the Official Visitor	2
Assistance	2
Forms and templates	2
<b>Related Policies/Procedures</b>	<b>2</b>

### **Purpose**

To outline the role of the Official Visitor at the AMC.

### **Authority**

#### Legislation

*Corrections Management Act 2007*, section 14 and sections 57 to 61.

### **Policy**

#### Principles

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

#### Functions of the Official Visitor

The role of the 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.
- 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*.
- Receive complaints from prisoners.
- Investigate prisoner complaints, unless the Official Visitor believes, on reasonable grounds, that the complaints are frivolous or vexatious. The Official Visitor may then make a recommendation about the complaint to the chief executive;
- Provide the Minister with a report about any complaint or investigation; and
- 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; and
  - The outcomes of investigations of complaints.

### **Prisoner access to the Official Visitor**

Any request from a prisoner to see the Official Visitor must 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**

Correction officers are to facilitate the visits made by the 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