

Australian Capital Territory

# Corrections Management (Duty Manager) Operating Procedure 2018

Notifiable instrument NI2018-371

made under the

Corrections Management Act 2007, s14 (Corrections policies and operating procedures)

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**1 Name of instrument**

This instrument is the *Corrections Management (Duty Manager) Operating Procedure 2018*.

**2 Commencement**

This instrument commences on the day after its notification day.

**3 Operating procedure**

I make this operating procedure to facilitate the effective and efficient management of correctional services.

Jon Peach  
Executive Director  
ACT Corrective Services  
29 June 2018



<b>OPERATING PROCEDURE</b>	<b>Duty Manager</b>
<b>OPERATING PROCEDURE NO.</b>	<b>S1.1</b>
<b>SCOPE</b>	<b>Alexander Maconochie Centre</b>

## STATEMENT OF PURPOSE

To identify the role of the Duty Manager who will be contactable and operationally responsible for the safe and secure running of the Alexander Maconochie Centre (AMC). The Duty Manager does not replace line management, which should be exhausted before the involvement of the Duty Manager, except in the event of a notifiable incident.

The role and responsibilities of Duty Manager can be fulfilled by one of the following positions:

- Head of Accommodation
- Head of Security
- Head of Detainee Services
- Deputy General Manager
- General Manager

## PROCEDURES

### 1. Attendance and Contact Arrangements

- 1.1. There will be a designated Duty Manager of the AMC at all times.
- 1.2. The Duty Manager will operate on a seven day roster from each Friday at 10:00 hrs.
- 1.3. The Duty Manager must be present at the AMC from 0830 hrs to 1700 hrs on weekdays.
- 1.4. The Duty Manager arrangements will be included in the weekly roster and any changes must be agreed to by the Deputy General Manager.
- 1.5. The name of the Duty Manager will be displayed in the Gatehouse.
- 1.6. Upon entering or leaving the AMC, and whenever the responsibility of the designated Duty Manager is transferred to another officer, the Master Control Room (MCR) must be notified.
- 1.7. The Duty Manager must be contactable by radio inside the AMC at all times
- 1.8. When the Duty Manager is away from the AMC, they must be contactable by telephone, and be able to attend the AMC as soon as practicable.
- 1.9. If the Duty Manager is required to leave the AMC during business hours, they must arrange cover by another functional head approved by the Deputy General Manager, and notify the MCR.
- 1.10. If the Duty Manager is unable to fulfil on call duties outside of business hours, they must arrange cover by another functional head approved by the Deputy General Manager, and notify the MCR.

### 2. Handover of Duties and Briefing Responsibilities

- 2.1. The Duty Manager will report to the Weekly Managers meeting on Friday mornings and brief staff on the events of the concluded duty period.

- 2.2. The Duty Manager must record details of areas visited, actions taken, incidents and issues that have been dealt with or are on-going in the Duty Manager Summary Record and provide to the Deputy General Manager following the Weekly Managers meeting.
- 2.3. The outgoing Duty Manager must give the incoming Duty Manager a handover, including any outstanding issues, on Friday morning.

**3. Incidents**

- 3.1. When initially alerted of an incident, the Duty Manager should attend the MCR and assess if further involvement is required. The Duty Manager will not attend the scene of any incident until safe and appropriate to do so.
- 3.2. In the event that a Duty Manager takes control of an incident, the Duty Manager must maintain control of the incident until it is resolved, or until relieved.
- 3.3. The Duty Manager is responsible for ensuring that all incidents are managed appropriately and the AMC is returned to normal routine safely and promptly.
- 3.4. Following any incident, the Duty Manager must ensure appropriate processes have been undertaken relating to injuries, segregation and Incident Reports.
- 3.5. Dependent upon a Duty Manager’s level of involvement in an incident, the Duty Manager may either submit an *Incident Report* or provide comment on an Incident Summary Form (*Incident Reporting Operating Procedure* applies).
- 3.6. In the event of a planned use of force, the Duty Manager must review the specific circumstances, taking account of available intelligence and other information from staff before authorising the use of force.
- 3.7. When touring the AMC during the duty period, the Duty Manager should be alert to any security compromises and deal with them appropriately.
- 3.8. The Duty Manager must be contacted during nightshift if:
  - a notifiable incident occurs;
  - authorisation is required to segregate a detainee; or
  - any other reason the OIC considers appropriate.
- 3.9. In the event of an incident during nightshift, the Duty Manager will attend the AMC if required.

**4. Tour**

- 4.1. The Duty Manager must visit the following areas as part of their routine at least twice per duty period:

Management Unit (must be visited daily)	Crisis Support Unit (must be visited daily)
Operations (must be visited daily)	Gatehouse
Industries	Special Care Centre
Accommodation Unit	Health Unit
Sentenced Unit	Sentenced Cottages
Remand Unit	Remand Cottage
Transitional Release Centre	Women’s Remand Cottage
Women’s Sentenced Cottage	

- 4.2. The Duty Manager must document details of each area visited throughout the duty period in the Duty Manager Summary Record.
- 4.3. The Duty Manager must check the quality of entries of observation forms in the areas visited, and note that they have conducted a check in the Duty Manager Summary Record. Any issues that have not already been satisfactorily resolved must be referred to the appropriate Area Supervisor for action.
- 4.4. The Duty Manager must conduct wellbeing checks on detainees on segregation and separate confinement on a daily basis. Details of these wellbeing checks must be recorded in the Duty Manager's Report.
- 4.5. The Duty Manager should ensure that all unit occurrence books are also signed with any appropriate comments annotated.

#### RELATED DOCUMENTS

- Incident Reporting, Notifications and Debriefs Policy
- Incident Response Operating Procedure
- Incident Reporting Operating Procedure

#### RELATED FORMS

- Duty Manager Summary Record
- Incident Report
- Incident Summary



Jon Peach  
 Executive Director  
 ACT Corrective Services  
 29 June 2018

#### Document details

Criteria	Details
Document title:	Corrections Management (Duty Manager) Operating Procedure 2018
Document owner/approver:	Executive Director, ACT Corrective Services
Date effective:	The day after the notification date
Review date:	3 years after the notification date
Responsible Officer:	General Manager, Custodial Operations

Criteria	Details
Compliance:	This operating procedure reflects the requirements of the <i>Corrections Management (Policy and Operating Procedure Framework) Policy 2017</i>
Version 1	