

Australian Capital Territory

Corrections Management (Collecting and Reporting Information) Operating Procedure 2018

Notifiable instrument NI2018-573

made under the

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

1 Name of instrument

This instrument is the *Corrections Management (Collecting and Reporting Information) 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.

4 Revocation

Nil.



Jon Peach
Executive Director
ACT Corrective Services
1 October 2018



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| OPERATING PROCEDURE | Collecting and Reporting Information |
| OPERATING PROCEDURE NO. | A3.2 |
| SCOPE | ACT Corrective Services |

PURPOSE

To provide instructions to staff on identifying, collecting and reporting information which may be relevant to the safety of any person and security of an ACTCS location. The accurate and timely reporting of information allows for the proactive production of intelligence which identifies risk and allows for the development of proactive mitigation strategies.

DEFINITIONS

Information

Information is unrefined raw data. It may consist of details, facts, personal particulars, observations, rumour, hearsay, documents, news, figures or statistics. In an intelligence context, information is anything which has not been processed through the intelligence cycle.

Intelligence

Intelligence is a product derived from adding value to information to develop meaning and provide insight that informs and influences decision-making. Intelligence may be both a process and output, with the process comprising of the intelligence cycle while insight, understanding and intelligence product are the output.

PROCEDURES

1. Reporting information: Security Information Reports

A Security Information Report (SIR) is used to proactively report information that may relate to the safety of any person, security of a location or good order of a correctional centre. It is not reliant on an incident having occurred but is a tool for staff to report observations, associations and information that may present a risk to any area of ACTCS, the community or any person.

- 1.1. All staff in ACTCS have an obligation to report information which may have relevance to the safety of any person, security of any ACTCS place or risk to the community.
- 1.2. The type of information which should be reported includes anything which may relate to:

Community Corrections:

- A threat to the safety of any person
- Knowledge of weapons carried or in the possession of a client
- A clients suspected involvement in further criminal activity, including breach of protection orders
- Anything which is suspected to pose a risk to the community
- Associations between clients or detainees not otherwise known

- Behaviour of an client which appears out of character for that person
- Any other information which the reporting officer believes needs to be reported

Custodial Operations:

- An escape or potential escape
- A disturbance or potential disturbance
- The suspected introduction or passing of any prohibited thing
- A threat to the safety of any person in a correctional centre
- A threat to the safety of any other person or risk to the community
- Behaviour of a detainee which appears out of character for that person
- Suspected alcohol or other drug use by a detainee
- An association between any person which appears out of character or is unexpected
- Any other information which the reporting officer believes needs to be reported

Corporate:

- A threat to the security of any ACTCS managed location
- A threat to the safety of any person
- A risk to the community
- Any other information which the reporting officer believes needs to be reported

- 1.3. All staff are required to submit an SIR as soon as practicable after they observe, identify or become aware of any of the above activity.
- 1.4. All information must be submitted using the Security Information Report tool on SharePoint.
- 1.5. Submitting officers are required to complete Section 1, including the location the report relates to, names of those involved, the information and any other relevant details the submitting officer believes is relevant.
- 1.6. When the submitting officer is provided information by a detainee in custody, client in the community, visitor or member of the public, it is vital that the reporting officer discloses the source of information to ensure the source and information can be fully evaluated.
- 1.7. The form must be submitted directly to the Intelligence Unit via the **Submit** button located at the bottom of Page 1. This will automatically attach the completed form to an email and prepopulate the correct email address (actcs-intelligence@act.gov.au).
- 1.8. If information is reported after close of business on Friday and relates to an incident or activity which is urgent and requires attention within 48 hours, the completed form must be printed and a hardcopy provided directly to the Officer in Charge, Team Leader or Senior Manager.
- 1.9. The completed form must still be provided to the Intelligence Unit electronically as per paragraph 1.7.

2. Reporting information: other reporting mechanisms

- 2.1. Information may also be provided directly to the Intelligence Unit by detainees, visitors or other members of the community. The information may be reported via any of the following means:
 - Community reporting telephone line direct to the Intelligence Unit
 - SMS reporting service direct to the Intelligence Unit
 - Detainee telephone hotline (StarNet)
 - Detainee email (PrisonPC)
- 2.2. In all cases, information received via these means will be recorded on the ACTCS Integrated Real-time Intelligence System (IRIS). Should this information require further action or dissemination to a third party, the Intelligence Unit will produce a Security Information Report.
- 2.3. While a Security Information Report is the preferred method for staff to report information, in circumstances where sensitivities may exist information may also be reported directly to the Intelligence Unit via email, phone or in person. If reported via these methods, the receiving Intelligence Unit staff member will produce a Security Information Report.

3. Receiving information or intelligence from external agencies

- 3.1. The Intelligence Unit is the central point of contact for all information and intelligence relating to safety and security provided to ACTCS.
- 3.2. All staff within the Intelligence Unit hold a security clearance at a minimum level of Negative Vetting 1.
- 3.3. External agencies who provide information or intelligence electronically to ACTCS must do so using the email actcs-intelligence@act.gov.au. On receipt of this information, the Intelligence Unit will make an appropriate record and upload to IRIS (if permitted based on classification or handling restrictions).
- 3.4. Intelligence which is not able to be shared with ACTCS electronically due to its classification or any sensitivities may be provided in hard-copy. Any report received in hard-copy will be stored and handled appropriately, including being accessed only by those staff with appropriate security clearances.
- 3.5. On receipt of a document which is not able to be uploaded to IRIS due to its classification or any other sensitivities (either electronically or in hard-copy), the Intelligence Unit must create a Case Note in iBase which records the receipt of the document, identifies where the document is located, contains key words from the document, and is linked to relevant entities.

4. Information handling

- 4.1. All information or intelligence collected by or provided to the Intelligence Unit will be handled in accordance with its security classification or any related sensitivities, as per the ACT Government Protective Security Policy Framework (PSPF) Information Security Mandatory Requirements.

- 4.2. On receipt, the Intelligence Unit will record and process all information including:
- Assigning a unique reference number
 - Recording the information on iBase
 - Conducting an initial evaluation of the information
 - Adding any relevant information, links or comments
 - Providing a response to the submitting officer
 - If required, forwarding to the appropriate area of ACTCS for action.
- 4.3. Information provided to ACTCS by external agencies will be handled and stored in accordance with the originating agency security classification and handling restrictions. This information will not be disclosed to any third party without the permission of the originating agency.
- 4.4. Security Information Reports are only to be disseminated to external agencies in accordance with the Intelligence Dissemination Operating Procedure. Where sensitivities exist, reports must be sufficiently redacted to protect the source of the information.
- 4.5. Prior to the release of any information held by the Intelligence Unit to an external agency, the Manager Intelligence and Integrity must approve its release and a record must be made noting the details of release.

RELATED DOCUMENTS AND FORMS

- Intelligence Framework
- Intelligence Dissemination Operating Procedure
- Security Information Report template



Jon Peach
Executive Director
ACT Corrective Services
1 October 2018

Document details

| Criteria | Details |
|--------------------------|---|
| Document title: | Corrections Management (Collecting and Reporting Information) 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: | Manager, Intelligence and Integrity Unit |
| Compliance: | This policy reflects the requirements of the <i>Corrections Management (Policy and Operating Procedure Framework) Policy 2017</i> |

| Version Control | | | |
|-----------------|--------------|--------------|----------------|
| Version no. | Date | Description | Author |
| V1 | September-18 | First Issued | S Lysons-Smith |