

Australian Capital Territory

Corrections Management (Request for Information and Intelligence) Operating Procedure 2018

Notifiable instrument NI2018-574

made under the

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

1 Name of instrument

This instrument is the *Corrections Management (Request for Information and Intelligence) 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



OPERATING PROCEDURE	Request for Information and Intelligence
OPERATING PROCEDURE NO.	A3.4
SCOPE	ACT Corrective Services

PURPOSE

To provide instructions to staff and external stakeholders on requesting information from the Intelligence Unit.

PROCEDURES

1. Requests for information – internal

The Intelligence Unit will proactively disseminate intelligence to operational areas across ACTCS; however, there may be times where individuals or business units require intelligence support or have a need to request information or intelligence holdings. This may include intelligence holdings on a detainee in custody, client in the community, to request an assessment or advice from the Intelligence Unit.

- 1.1. Requests for information must be submitted via email to actcs-intelligence@act.gov.au. All internal requests must be approved by the relevant manager, prior to being sent to the Intelligence Unit:
 - Custodial Operations – Head of Security
 - Community Corrections – Head of Community Operations
 - Corporate – Senior Manager, Executive Support and Governance
- 1.2. On receiving a request for information, the Intelligence Unit will assess the request to ensure there is an established need-to-know and where required, clarify the request with the originating staff member.
- 1.3. The Intelligence Unit will respond to all internal requests for information via email within 72 hours, unless an urgent requirement exists to provide a response earlier, or as otherwise agreed between the Intelligence Unit and requesting staff member. If a response is not possible within 72 hours (i.e. the development of an in-depth intelligence assessment) the requesting staff member will be notified via email and a new timeframe agreed to.
- 1.4. If a need-to-know cannot be established, or the information requested is unable to be provided, the Intelligence Unit will notify the requesting officer via email as soon as possible, but within 72 hours of receiving the request.

2. Requests for information – external agency

The Intelligence Unit may receive requests for information from external stakeholders in relation to information held on a detainee in custody, client in the community, in regards to an incident or any other activity relevant to the requesting agencies functions. This may include (but is not limited to) stored communications (telephone, email or regular mail), intelligence holdings, intelligence assessments or Incident Reports.

- 2.1. All requests for information from external agencies must be submitted using the Request for Information form and emailed to actcs-intelligence@act.gov.au.
- 2.2. On receiving a request, the Intelligence Unit will assess the request to ensure there is an established need-to-know, the information is available and is able to be provided to the requesting agency.
- 2.3. If there is an established need-to-know, the Intelligence Unit will disseminate all relevant information or intelligence within 28 days, unless the requesting agency has indicated an urgent requirement, in which case the information may be provided earlier following discussion with a member of the Intelligence Unit.
- 2.4. Where a need-to-know cannot be established, the information is not available or is unable to be provided, the Intelligence Unit will notify the requesting agency via email as soon as possible, but within 28 days of receiving the request.
- 2.5. All external requests for information will be processed as a one-off request. Ongoing requests will need to be requested each 28 days using a new Requests for Information form, unless otherwise agreed to between the requesting agency and the Manager, Intelligence and Integrity.
- 2.6. The Manager, Intelligence and Integrity must approve the release of any information or intelligence held by the Intelligence Unit to an external agency. A record must be made noting the dissemination in the ACTCS Integrated Real-time Intelligence System (IRIS).

RELATED DOCUMENTS AND FORMS

- Intelligence Framework
- Request for Information form
- Response to Request for Information template



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Executive Director
ACT Corrective Services
1 October 2018

Document details

Criteria	Details
Document title:	Corrections Management (Requests for information and intelligence) 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