

Australian Capital Territory

Corrections Management (Detainee Communications) Operating Procedure 2020

Notifiable instrument NI2020-198

made under the

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

1 Name of instrument

This instrument is the *Corrections Management (Detainee Communications) Operating Procedure 2020*.

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
Commissioner
ACT Corrective Services
29 March 2020



OPERATING PROCEDURE	Detainee Communications
OPERATING PROCEDURE NO.	D13.1
SCOPE	Alexander Maconochie Centre

PURPOSE

To provide instructions to staff regarding the procedural requirements for detainee communications at the Alexander Maconochie Centre (AMC).

PROCEDURES

1. On Admission

- 1.1. Admissions staff will facilitate one (1) phone call on admission for detainees if requested by the detainee.
- 1.2. Detainees will be provided access to their mobile phone to retrieve telephone numbers and email addresses to complete the *D13.F1: Reception Telephone Form*.
- 1.3. Detainees will be provided with hard copy telephone and email contact list forms in Admissions. Detainees are also able to request a telephone and email contact list form in their accommodation area after placement.
- 1.4. Where a detainee requires assistance to complete the *D13.F1: Reception Telephone Form* or the telephone and email contact list, officers will assist them to complete the form.
- 1.5. Once a new admission detainee's telephone and email accounts are ready for use, AMC Executive Support will inform the accommodation area officers that this has been completed. The officer will ensure that the detainee is informed the same date and provided instructions on use.
- 1.6. AMC Executive Support staff will ensure that they prioritise the establishment of email and telephone access for new admissions over requests for amendments to existing accounts.

2. General Restrictions on Communication

- 2.1. If a determination has been made by the General Manager (GM) or above, to restrict or refuse communication to or from a detainee and any person, the relevant Area Manager will ensure the detainee is verbally informed of the decision as soon as practicable in accordance with section 7 of the *Detainee Communications Policy*.
- 2.2. The Area Manager will then enter a case note recording the reasons for the decision and the date and time the detainee was informed of the decision.

3. Community Requests

- 3.1 Where a member of the public requests that a detainee no longer be allowed to contact them, the AMC Executive Support Team will contact the person by telephone or email using the contact details listed on the detainee's telephone or email contact list to confirm they would like to cease contact.
- 3.2 Once the request to remove contact is confirmed, the AMC Executive Support Team will amend the detainee contact list to remove the person and will add their details to the No Contact List.
- 3.3 The detainee will be informed by the relevant Area Manager in accordance with section 2.1 and a case note entered in accordance with section 2.2.

4. Monitoring

- 4.1 When detainee mail is read in accordance with the *Detainee Communications Policy*, staff must enter a case note on the relevant detainee electronic record and all details are to be provided to AMCexecsupport@act.gov.au to be logged on the Mail Register including a justification for the decision to read the mail.
- 4.2 All email correspondence sent and received will be scanned using both automated and manual email screening and SPAM filtering processes.
- 4.3 All emails are subject to quarantine and transmission may be blocked.
- 4.4 Any emails containing attachments (including pictures, documents or any other file format) will be automatically quarantined.
- 4.5 All quarantined emails are subject to manual inspection by staff and the subsequent release of quarantined email may be at the discretion of the GM.
- 4.6 Transmission of emails that contain the contents considered as pornographic, vulgar, abusive, threatening in nature, related to criminal activity, or conducive to the undermining of good order of the AMC will be blocked as part of the quarantine process.
- 4.7 With the exception of those calls identified as protected (see *Detainee Communications Policy*), calls made on the detainee prison telephone system may be recorded.
- 4.8 Telephone calls may be subject to monitoring by members of the security, and intelligence teams. Staff who conclude that a detainee's access to telephone communication should be restricted or refused as a result of call monitoring, will submit a written request to the GM for authorisation.

5. Audio Visual Link

- 5.1 When escorting a detainee to an AVL room for a court proceeding, the officer must advise the detainee that the AVL room is considered a court room and that they must conduct

themselves appropriately at all times as the detainee can be heard by the court while they are in the AVL room.

- 5.2 Staff must maintain appropriate conduct for a court room when inside the AVL room for court proceedings.

RELATED DOCUMENTS AND FORMS

- A – Detainee Communications Policy
- B – D13.F1: Reception Telephone Form
- B – D13.F2: Inter Centre Communication Form
- No Contact List Policy
- No Contact List Operating Procedure

Corinne Justason
Deputy Commissioner Custodial Operations
ACT Corrective Services
26 March 2020

Document details

Criteria	Details
Document title:	Corrections Management (Detainee Communications) Operating Procedure 2020
Document owner/approver:	Deputy Commissioner Custodial Operations, ACT Corrective Services
Date effective:	The day after the notification date
Review date:	3 years after the notification date
Responsible Officer:	Deputy Commissioner Custodial Operations
Compliance:	This operating procedure reflects the requirements of the <i>Corrections Management (Policy Framework) Policy 2019</i>

Version Control			
Version no.	Date	Description	Author
V1	November 19	First Issued	A Glynn