

Australian Capital Territory

Corrections Management (Duty Manager) Operating Procedure 2021

Notifiable instrument NI2021-326

made under the

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

1 Name of instrument

This instrument is the *Corrections Management (Duty Manager) Operating Procedure 2021*.

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

This operating procedure revokes the *Corrections Management (Duty Manager) Procedure 2018* [NI2018-371].

Ray Johnson APM
Commissioner
ACT Corrective Services
26 May 2021



OPERATING PROCEDURE	Duty Manager operating procedure
OPERATING PROCEDURE NO.	S6.1
SCOPE	Alexander Maconochie Centre

PURPOSE

To identify the role of the Duty Manager who is 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 the Duty Manager can be filled by a CO4 or above.

PROCEDURES

1. Attendance and contact arrangements

- 1.1. There must be a designated Duty Manager of the AMC at all times.
- 1.2. The Duty Manager must be identified each day on the Roster and reflected on the AMC Duty Manager/Leave Calendar.
- 1.3. As far as practicable, the Duty Manager must be present at the AMC from 0830 hrs to 1700 hrs on weekdays.
- 1.4. The Duty Manager must be contactable by radio inside the AMC at all times
- 1.5. During business hours, the Duty Manager must manage their meetings in order to limit off-site meetings on their designated days.
- 1.6. If the Duty Manager is required to leave the AMC during business hours, they must arrange cover approved by the General Manager and notify the Officer in Charge (OIC).
- 1.7. 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.
- 1.8. If the Duty Manager is unable to fulfil on-call duties outside of business hours, they must arrange cover approved by the General Manager and notify the Master Control Room (MCR).

2. Handover of duties and briefing responsibilities

- 2.1. The Duty Manager is required to participate in the senior manager morning briefings on business days in order to brief others on the events of the duty period.
- 2.2. The outgoing Duty Manager must give the incoming Duty Manager a handover, including any outstanding issues at the conclusion of their duty period.

3. Incidents

- 3.1. During business hours, when alerted of an ongoing notifiable incident, the Duty Manager must attend the MCR or Operations and assess if further involvement is required. The Duty Manager must not attend the scene of any incident until safe and appropriate to do so.
- 3.2. In the event that a Duty Manager assumes control of the management of an emergency, the Duty Manager must maintain control until it is resolved, or until relieved.
- 3.3. The Duty Manager must be contacted outside normal business hours if:
 - a notifiable incident occurs
 - authorisation is required to segregate a detainee
 - any other reason the OIC considers appropriate.
- 3.4. In the event of an incident outside normal business hours, the Duty Manager must ensure that the appropriate senior managers attend the AMC if required.

4. Tour

- 4.1. The following areas should be visited during each week, but at least once during the fortnight:

Management Unit (must be visited daily)	Crisis Support Unit (must be visited daily)
Operations (must be visited daily)	Gatehouse
Industries	SCC
Accommodation Unit	Health Unit
Sentenced Unit	Sentenced Cottages
Remand Unit	Remand Cottage
Transitional Release Centre	WCC

- 4.2. When on duty, the Duty Manager must visit each detainee on segregation or separate confinement so that the detainee has an opportunity to raise any issues or concerns they have regarding their status.
- 4.3. The Duty Manager must ensure that all unit occurrence books are signed with any appropriate comments annotated.

RELATED DOCUMENTS AND FORMS

- Incident Reporting, Notifications and Debriefs Policy
- Incident Response Operating Procedure
- Incident Reporting, Notifications and Debriefs Operating Procedure
- Management of Segregation and Separate Confinement Policy

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Deputy Commissioner Custodial Operations
ACT Corrective Services
19 May 2021

Document details

Criteria	Details
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Document owner/approver:	Deputy Commissioner Corrective Services, ACT Corrective Services
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Review date:	3 years after the notification date
Responsible Officer:	General Manager
Compliance:	This operating procedure reflects the requirements of the <i>Corrections Management (Policy Framework) Policy 2020</i>

Version no.	Date	Description	Author
V1	April-21	First Issued	C Justason