

# Corrections Management (Detainee Translation Device) Operating Procedure 2025

Notifiable instrument NI2025–94

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 (Detainee Translation Device) Operating Procedure 2025*.

## 2 Commencement

This instrument commences on the day after notification.

## 3 Operating Procedure

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

Leanne Close <sup>APM</sup>  
A/g Commissioner  
ACT Corrective Services  
17 February 2025



OPERATING PROCEDURE	Detainee Translation Device Operating Procedure
OPERATING PROCEDURE NO.	17.3
SCOPE	AMC and Court Transport Unit

## PURPOSE

To provide instructions to staff on the allocating, managing and safeguarding of translation devices to ensure they are used appropriately and effectively in supporting detainees with language barriers.

## PROCEDURES

### 1. Purpose and use

- 1.1. A translation device is available to provide language translation services to detainees who do not speak English as a first language and/or who require assistance with English, unless otherwise authorised by the Senior Director Detainee Services or the Director of Cultural Change.
- 1.2. Translation devices are intended solely to support detainees in communicating during routine daily activities and participating in rehabilitative and pro-social activities while in custody. Any activity outside of this scope will be considered unauthorised use.
- 1.3. The translation device must not replace an authorised interpreter service in situations where such a service is required.
- 1.4. Where a detainee needs help to understand an important administrative process such as the disciplinary process, admissions process, classification review, IEP review, etc., an interpreter service must be used instead of a translation device.

### 2. Management and security of translation devices

- 2.1. The translation device, whilst under the value required, will be classified as portable and attractive items and will be recorded on the ACTCS Portable and Attractive Items Register.
- 2.2. The Senior Director Detainee Services is responsible for the purchase, operational use and allocation of translation devices.
- 2.3. A security assessment and required functionality review must be completed by the ACTCS Security Systems team prior to a translation device being allocated.
- 2.4. An electronic register will be maintained to record details of the translation device, including asset information and the name of the detainee to whom the translation device has been allocated.
- 2.5. The ACTCS Security Systems team will manage the software requirements of the translation device, including ongoing software updates.

- 2.6. At any time, translation devices can be audited by the ACTCS Security Systems team to ensure no unauthorised cyber activity has occurred.
- 2.7. If unauthorised use is suspected or identified, the ACTCS Security Systems team will notify the Senior Director Detainee Services and raise an incident notification with Digital, Data and Technology Solutions (DDTS).

### **3. Requesting and allocating a detainee translation device**

- 3.1. A detainee's need for a translation device can be identified in several ways, including:
  - a. they may request support by speaking to an officer
  - b. completing a detainee request form
  - c. ACTCS staff may identify the need and notify the Area Supervisor
  - d. an external stakeholder, such as the detainee's legal representative may suggest to ACTCS that an individual may require this support.
- 3.2. If staff observe that a detainee cannot communicate effectively due to a language barrier, they should use a translation device to assist with communication during interviews or other interactions.
- 3.3. When a translation device is required for a detainee within the AMC, the Area Supervisor will provide the Senior Director Detainee Services the detainee's name, reason the translation device is required and location, for their consideration.
- 3.4. If the Senior Director Detainee Service is not available, approval can be sought from the Director of Cultural Change.
- 3.5. The Senior Director Detainee Services or the Director of Cultural Change will consider a request based on several factors, including the individual needs of the detainee, the current translation device resources available and any security risk concerns.
- 3.6. If approved, the Senior Director Detainee Services or the Director of Cultural Change will arrange for a translation device to be allocated to the detainee at the earliest opportunity.
- 3.7. When a translation device is allocated to a detainee, it must be recorded as a property item against the detainee's electronic record. This record must include details such as the device's serial number and condition.
- 3.8. Once approval has been granted and a translation device has been allocated, the Area Supervisor will provide the device to the detainee and use the translation function to explain how to use the device and the rules for its use, as outlined in this procedure. The supervisor will also ensure that staff and the detainee understand these rules clearly.

### **4. Return, storage and inspection of translation device**

- 4.1. The supervisor of an area in which a translation device has been allocated is responsible for securely storing the device, its content and charging accessories, when not in the possession of the allocated detainee.
- 4.2. The translation device must remain in the Area Supervisor's Office/Officer's station when not in the possession of the allocated detainee.

- 4.3. The detainee allocated the translation device must be informed that they are responsible for the device and that it is to be used solely for translation purposes, not for any other use. Any such use will be considered a “unauthorised use” of the device for the purposes of this operating procedure.
- 4.4. The translation device must be returned at the end of each structured day, coinciding with the area lock in time.
- 4.5. Upon return, the translation device must be placed on the charger and securely stored in the Area Supervisor’s Office or Officer’s Station to ensure it is fully charged and ready to be used the following day.
- 4.6. The staff member receiving the translation device must inspect the item for any signs of damage and/or unauthorised use before storing it securely.
- 4.7. If there are any signs of damage or unauthorised use, or if the translation device is missing:
  - a. the Area Supervisor must be notified immediately
  - b. an incident report and case note must be completed by the staff member who identified the damage and/or unauthorised use
  - c. the Area Supervisor must notify the Senior Director Detainee Services before the end of their shift.
- 4.8. The supervisor must record if the translation device and accessories are both present and in good working order at the end of each structured day.
- 4.9. Damage and/or unauthorised use of the translation device may result in disciplinary action being taken if deemed necessary by the Area Supervisor.
- 4.10. If a translation device is suspected to have been damaged, it must be obtained and stored securely by the Area Supervisor until it is replaced, returned or cleared for re-allocation by the Senior Director Detainee Services or Director of Cultural Change.
- 4.11. Where unauthorised use is suspected that compromises the safety and good order of the correctional centre, the Area Supervisor must notify the ACTCS Security Systems team. The team will collect the device for further investigation, and it will be securely stored in the Security Systems safe during the investigation process.

## **5. Escorts**

- 5.1. The translation device is to remain within the AMC and can only be taken by the detainee on an approved external escort with the written permission of the Senior Director Detainee Services or the Director of Cultural Change. Where such approval is granted, the escorting officers must note the serial number of the device on escort documentation prior to departing the AMC, and then verify that serial number upon returning the detainee to the AMC and prior to the device entering any AMC accommodation areas.
- 5.2. Where the detainee has possession of the device during extended escorts (i.e., hospital watches, AMHU, etc), at the hand-over of each custodial shift, the device must be sighted and checked by the receiving correctional officers and the serial number verified and recorded.

## **6. Unauthorised use**

- 6.1. Translation devices are configured to access a pre-approved translation/communication application only.
- 6.2. Translation devices are configured to prevent access to unauthorised websites and applications.
- 6.3. A translation device is only to be accessed by the Area Supervisor, correctional officers and the detainee who is allocated the device. No other individuals are permitted to use the translation device without written permission from the Senior Director Detainee Services or the Director of Cultural Change. Any breach of this instruction by another detainee may result in disciplinary action against that detainee and forfeiture of the device.
- 6.4. ACTCS employees are not permitted to use or be in possession of a translation device for any other purpose except as allowed for in this operating procedure.
- 6.5. Unauthorised use includes, but not limited to:
  - a. cyber activity such as attempting to access websites or networks
  - b. attempting to by-pass security protocols
  - c. using the devices for any purpose other than supporting detainees in communicating during routine daily activities and participating in rehabilitative and pro-social activities while in custody.
- 6.6. Any unauthorised use of the device by ACTCS employees may be managed under the *Ethical Conduct Policy*.

## **7. Retrieving the translation device**

- 7.1. The Senior Director Detainee Services, or if not available, the Director of Cultural Change, may direct the retrieval of a translation device from a detainee at any time. This may be for various reasons, including but not limited to:
  - a. fair sharing of resources
  - b. notification from area staff that the device has been damaged or misused
  - c. the need to update and/or audit the device.
- 7.2. When the detainee is no longer in need of the translation device or if the device has been directed to be retrieved, it must be returned with all contents and accessories to the Senior Director Detainee Services, or if not available, to the Director of Cultural Change.
- 7.3. A detainee may no longer require the translation device for various reasons, including:
  - a. the detainee self-reports they are now confident in their capacity to communicate effectively in the English language
  - b. the detainee formally declines continued usage of the translation device
  - c. the detainee is released from custody.
- 7.4. Whenever a detainee returns a translation device to Detainee Services, the Senior Director Detainee Services must arrange for this to be case noted on the detainees' electronic record.

## RELATED DOCUMENTS

- Translation device approval form
- JACS Cyber Security Policy
- Detainee Communications Policy
- Interpreter Service Operating Procedure
- ACTPS Care and Custody of Assets – Standard Operating Procedure
- Ethical Conduct Policy

James Taylor-Dayus  
Acting Assistant Commissioner Custodial Operations  
ACT Corrective Services  
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### Document details

Criteria	Details
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Responsible Officer:	Director, Cultural Change
Compliance:	This operating procedure reflects the requirements of the <i>Corrections Management (Policy Framework) Policy 2024</i>

Version Control			
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V1	January 2025	First Issued	M McKenzie