

# Corrections Management (General Operating) Policy 2010

**Notifiable instrument NI2010-398**

made under the

***Corrections Management Act 2007*, section 14(1) (Corrections policies and operating procedures)**

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## **1 Name of instrument**

This instrument is the *Corrections Management (General Operating) Policy 2010*.

## **2 Commencement**

This instrument commences on the day after it is notified.

## **3 Policy**

I make the

GENERAL OPERATING POLICY

attached to this instrument, to facilitate the effective and efficient management of correctional services.

## **4 Revocation**

This instrument revokes notifiable instrument NI2009-128.

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Executive Director  
ACT Corrective Services  
16 July 2010



ACT Corrective Services  
Alexander Maconochie Centre (AMC)



## GENERAL OPERATING POLICY

<b>Purpose</b>	<b>1</b>
<b>Authority</b>	<b>1</b>
<b>Policy</b>	<b>1</b>
General	1
Case Management and Throughcare	1
Community safety is paramount	2
‘Healthy Prison’ concept	2
Guiding principles	2
Duty of care to prisoners	2
Quality of life	2
Communication	2
Prisoner Behaviour	3
Prisoner/staff rapport	3
Service delivery	3
Supervision and management of prisoners	3
<b>Forms/templates</b>	<b>3</b>
<b>Related policies and procedures</b>	<b>3</b>

### Purpose

To outline the policy for the general operating philosophy of the AMC.

### Authority

#### Legislation

*Corrections Management Act 2007*, section 14.

### Policy

#### General

The AMC is to be a secure and safe place that will have a positive effect on the lives of prisoners and corrections officers. The management and operation of the AMC will be in accordance with human rights principles and will give substance to the dictum that prisoners are sent to prison as punishment, not for punishment.

#### Case Management and Throughcare

All prisoners within the AMC will be case managed. Their management will be based on a Throughcare model. The principle premise of this model is the need for continuous case management of offenders through all of their contact with ACT Corrective Services (ACTCS).

Case management will commence when an offender first comes into contact with ACTCS and continues until the offender completes their court ordered contact with ACTCS. The Throughcare model places emphasis on the delivery of programs and services aimed at reducing re-offending behaviour and enabling successful reintegration into the community.

### **Community safety is paramount**

The safety of the community as a whole is vital to the operation of the AMC. Courts sentence or remand persons into custody at the AMC for a variety of reasons including community safety.

Whilst in AMC, prisoners will be provided with the opportunity to address their offending behavior and self improvement through education, programs and effective case management.

### **‘Healthy Prison’ concept**

The Healthy Prison concept was conceived by the World Health Organisation and is a benchmark for effective prisoner management. The principles of the Healthy Prison concept are:

- everyone is, and feels, safe;
- everyone is treated with respect as a fellow human being;
- prisoners are encouraged to improve themselves and given the opportunity to do so through the provision of purposeful activity; and
- prisoners are encouraged to maintain contact with their families and prepared for release.

### **Guiding principles**

To achieve the Healthy Prison concept the above principles will be adopted by the application of the following:

- duty of care to prisoners;
- quality of life;
- communication;
- prisoner / staff rapport; and
- appropriate supervision and control of prisoners.

No prisoner is to be discriminated against on any grounds, including, but not limited to, race, colour, gender, sexual preference, language, religion, political, national or social origin or disability.

### **Duty of care to prisoners**

Staff have a duty of care to prisoners.

Prisoners will be addressed courteously.

Staff will maintain a calm and professional approach and set an example for prisoners on how to function as a productive member of the community.

### **Quality of life**

Wherever possible, prison life will be consistent with community standards which will be reflected in comparable healthcare and diet, varied constructive activities, a balance between structured activity and ‘free time’ and activities designed to encourage reintegration.

### **Communication**

Prisoners will be advised of their rights and obligations whilst in custody through a variety of media, including the Prisoner Information Handbook, multi – screen television broadcasts, the prisoner intranet and the induction process.

Every prisoner will be assigned a case manager who will facilitate the prisoner's education, program, and classification needs. A case officer, located at the AMC, will be available to assist with daily prison related issues.

### **Prisoner Behaviour**

Staff have a duty to ensure that prisoners treat staff and each other with courtesy and respect. They will maintain appropriate standards of personal hygiene, keep their accommodation tidy and in good order, and that they adhere strictly to the AMC's rules regarding, security and contraband. Staff should encourage and reward good behaviour where possible. They should always act to correct bad behaviour.

### **Prisoner/staff rapport**

Professional rapport is the key to ongoing positive relationships between staff and prisoners. Senior officers must ensure that the level of rapport does not undermine the necessary standards of security and discipline.

As case officers, corrections officers are encouraged to engage with prisoners on their caseload in constructive discussion relating to any issues concerning them and will provide support and/or referrals as necessary.

### **Service delivery**

A central function of ACTCS is the delivery of a service to prisoners. Prisoners, by being in prison, are prevented from doing things for themselves and are therefore dependent on others for many of their daily needs.

### **Supervision and management of prisoners**

Central to the efficient running of the AMC is the effective management of prisoners. This will be achieved in three ways:

1. by ensuring the development of professional staff/prisoner relationships;
2. by providing a program of activities for prisoners; and
3. by developing effective and efficient routines and procedures and applying them in a consistent manner.

### **Forms/templates**

Prisoner Information Handbook

Confirmation of Receipt - AMC Prisoner Info Booklet

### **Related policies and procedures**

N/A