

Corrections Management (Master Control Room – Workstation Failure) Operating Procedure 2018

Notifiable instrument NI2018-32

made under the

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

1 Name of instrument

This instrument is the *Corrections Management (Master Control Room – Workstation Failure) 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

This instrument revokes the *Corrections Management (Master Control Room – Electronic Security System Failure) Procedure 2017 (No 1)* [NI2017-648].

Jon Peach
Executive Director
ACT Corrective Services
24 January 2018

*Name amended under Legislation Act, s 60



OPERATING PROCEDURE	Master Control Room – Workstation Failure
OPERATING PROCEDURE NO.	1.1.7
SCOPE	Alexander Maconochie Centre

STATEMENT OF PURPOSE

To provide instructions to staff in the event of a workstation failure in the Master Control Room (MCR).

PROCEDURES

1. Workstation failure

- 1.1 Immediately notify the Area Supervisor or Officer in Charge (OIC), via telephone of the workstation failure.
- 1.2 Shut the workstation down, and utilise the secondary workstation to monitor cameras and conduct movements.
- 1.3 Where required and authorised by the OIC and if the workstation allows, secure all accommodation areas.
- 1.4 Wait 5 minutes and restart the workstation.
- 1.5 During normal business hours the Area Supervisor or OIC must send an email with details of the workstation issue to iservice@chubb.com.au and log in the MCR log book.
- 1.6 If the workstation does not reboot, continue to utilise the secondary workstation and immediately notify the Area Supervisor or OIC via telephone or radio.
- 1.7 The Area Supervisor or OIC must send an email to iservice@chubb.com.au detailing:
 - Location of workstation
 - Priority type (1, 2, 3 or 4)
 - Relevant details of issue e.g workstation unable to answer intercoms.
- 1.8 If the workstation fails out of normal business hours the MCR officer must immediately notify the OIC.
- 1.9 The MCR officer must immediately contact the service provider to attend on via telephone 0131598 and provide site ID 286091-001 and log time of call in MCR log book.
- 1.10 The OIC must notify the Duty Manager of the workstation failure and log time of call in the MCR log book.
- 1.11 Log the time the service provider arrives on site to rectify the issue.
- 1.12 Where possible, continue to monitor cameras and conduct movement through gates.
- 1.13 If gates and doors are unable to be accessed, immediately notify the Duty Manager.
- 1.14 The OIC must determine whether keys will be issued to staff for access.
- 1.15 If both workstations fail and cannot be rebooted the MCR officer must immediately notify the OIC via telephone.
- 1.16 The MCR officer or OIC must immediately contact the service provider via telephone 0131598 as a priority 1 call out.
- 1.17 Provide Officer Reports as required.

DEFINTION

Priority 1 (urgent)

Chubb onsite within 1 hour, system operational within 2 hours of site attendance and resolved within 4 hours of lodging corrective maintenance request.

Priority 2

Chubb onsite within 4 hours, system operational on that day (within 8 hours) and issues resolved within 24 hours of lodging corrective maintenance request.

Priority 3

Chubb onsite the next business day, system operational on that day (within 8 hours) and issues resolved by the following business day.

Priority 4

Chubb onsite within 1 week, system operational within same visit and issues resolved within 1 week of lodging corrective maintenance request.

RELATED DOCUMENTS

- Security Framework Policy
- Gate Policy
- CCTV Policy
- Incident Response Policy
- Radio Procedure
- Incident Alert and First Response Operating Procedure

RELATED FORMS

- MCR Log Book
- Chubb log book
- Officer Reports

Jon Peach
Executive Director
ACT Corrective Services
January 2018

Document details

Criteria	Details
Document title:	Corrections Management (Master Control Room – Workstation Failure) 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:	Head of Security
Compliance with legislation:	This Operating Procedure reflects the requirements of the <i>Corrections Management (Policy and Operating Procedure Framework) Policy 2017</i>
Version 2	