

# Corrections Management (Detainee Communications) Operating Procedure 2024

Notifiable instrument NI2024–676

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 Communications) Operating Procedure 2024*.

## 2 Commencement

This instrument commences on 5 December 2024.

## 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 (Detainee Communications) Operating Procedure 2020* [NI2020-198] and the *Corrections Management (Disabling Prison PC and Detainee Telephones) Operating Procedure 2021* [NI2021-589].

Narelle Pamplin  
A/g Commissioner  
ACT Corrective Services  
2 December 2024



<b>OPERATING PROCEDURE</b>	<b>Detainee Communications</b>
<b>OPERATING PROCEDURE NO.</b>	<b>17.1</b>
<b>SCOPE</b>	<b>Alexander Maconochie Centre</b>

## 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 must facilitate one (1) phone call on admission for detainees in accordance with the Reception, Admission, Induction Operating Procedure.
- 1.2. Detainees will be provided access to their mobile phone to retrieve telephone numbers and email addresses.
- 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 telephone and email contact list, officers will assist them to complete the form.
- 1.5. The AMC Executive Support Team is responsible for creating email accounts for detainees and will case note this once completed.
- 1.6. AMC Executive Support staff will ensure that they prioritise establishing email access for new admissions over requests for amendments to existing accounts.
- 1.7. The Induction Support Unit is responsible for creating new phone accounts for new receptions and will case note this once completed.
- 1.8. Correctional officers are responsible for ensuring that detainees are aware of how to use the telephone and email system.

### 2. Community requests

- 2.1. When an individual requests that a detainee be stopped from contacting them, the AMC Executive Support Team will call or email the person using the contact details on the detainee's contact list to confirm that they want the contact to stop.
- 2.2. Once the request has been confirmed, the AMC Executive Support Team will remove the individual's details from the detainee's contact list and add their details to the No Contact List.

- 2.3 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.
- 2.4 In accordance with the *Detainee Communications Policy*, the relevant Area Manager will ensure that:
- a. a detainee is informed of a decision in writing to restrict or deny a communication, including the reasons for the decision, as soon as practicable unless doing so would compromise the safety of the other person, or security at a correctional centre
  - b. any restriction or denial is recorded on a detainee's electronic record system and includes the reasons for the decision, and the date and time the detainee was informed.

### **3. Monitoring**

- 3.1 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](mailto:AMCexecsupport@act.gov.au) to be logged on the *Mail Register*, including a justification for the decision to read the mail.
- 3.2 All email correspondence sent and received will be scanned using both automated and manual email screening and SPAM filtering processes, except as outlined in clause 3.3.
- 3.3 All emails except protected communications are subject to quarantine and transmission may be blocked.
- 3.4 Any emails containing attachments (including pictures, documents or any other file format) will be automatically quarantined, except protected communication as outlined in clause 3.3. Where staff are unsure whether attachments should be rejected, the Security Systems team can advise.
- 3.5 All quarantined emails are subject to manual inspection by staff and the subsequent release of quarantined email may be at the discretion of the ACCO.
- 3.6 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.
- 3.7 Warnings may be provided to individuals sending inappropriate emails under section 4.6 that continued misuse may result in a review of email access.
- 3.8 With the exception of those calls identified as protected (see *Detainee Communications Policy*), calls made on the detainee prison telephone system may be recorded.
- 3.9 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 ACCO for authorisation.

### **4. Telephone**

- 4.1 The ACCO must maintain a common call list including, but not limited to:

- c. Official Visitors
  - d. ACT Ombudsman
  - e. Human Rights Commission
  - f. ACT Auditor General
  - g. Public Advocate
  - h. Integrity Commissioner and
  - i. Victim Support ACT.
- 4.2 Detainees are required to pay for telephone calls at the current service provider rate by purchasing phone credits in accordance with the *Detainee Banking Policy (Phone Credits Purchase Form)*. Changes to the charge rate are determined by the service provider and the ACCO will ensure that detainees are informed in advance of any increased cost.
- 4.3 Personal calls are limited to a maximum duration of 10 minutes to enable equal access for all detainees to be able to make calls.

## **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.

## **6. Disabling Prison PC and detainee telephones**

- 6.1 In the event disabling Prison PC and the Detainee Telephone System is required, Security Systems staff must be contacted to complete the disabling, including in the event of an out of hours incident, to talk an officer through this process.
- 6.2 The Security Systems team will inform the relevant affected stakeholders.

## **RELATED DOCUMENTS AND FORMS**

- Detainee Communications Policy
- Inter Centre Communication Form
- No Contact List Policy

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26 November 2024

#### Document details

Criteria	Details
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Date effective:	The day after the notification date
Review date:	5 years after the notification date
Responsible Officer:	Assistant Commissioner Custodial Operations
Compliance:	This operating procedure reflects the requirements of the <i>Corrections Management (Policy Framework) Policy 2024</i>

Version Control			
Version no.	Date	Description	Author
V1	November 19	First Issued	A Glynn
V2	November 2024	Minor update	H Cheney