

Corrections Management (Reception, Admission, and Induction) Operating Procedure 2025

Notifiable instrument NI2025–357

made under the

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

1 Name of instrument

This instrument is the *Corrections Management (Reception, Admission, and Induction) 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.

4 Revocation

This instrument revokes the *Corrections Management (Receiving Prisoners from Watch-House, Court Transport Unit) Operating Procedure 2008* [NI2008-443], *Corrections Management (Admissions) Procedure 2014 (No 1)* [NI2014-526] and *Corrections Management (Induction) Operating Procedure 2019 (No 2)* [NI2019-416].

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Commissioner
ACT Corrective Services

24 June 2025



OPERATING PROCEDURE	Reception, Admission, and Induction
OPERATING PROCEDURE NO.	6.1
SCOPE	ACT correctional centres

PURPOSE

This procedure provides instructions to staff on the reception, admission and induction process for detainees, collectively referred to as “intake”, including receiving detainees into custody from the City Watchhouse.

PROCEDURES

1. General

- 1.1. A checklist to support this procedure is at [Attachment A](#).

Reception: Receiving detainees into ACTCS Custody

2. Detainee ordered into ACT Corrective Services (ACTCS) custody

- 2.1. The process for receiving new detainees into ACTCS custody is designed to ensure that:
- detainees are identified and detained with proper authority
 - detainees are assessed and searched to identify and address immediate physical, mental health, or safety and security risk and needs (including additional needs, such as disability adjustments or translation services)
 - transport risks are properly assessed and managed
 - information is shared between ACT Policing (ACTP), Children and Young People Services, and ACTCS.
- 2.2. The Court Transport Unit (CTU) Area Supervisor (CO2) will check the ACTP “files to Court” email each morning to verify how many new detainees are required to be transported to Court and arrange for the collection of any new detainees from the Watchhouse.
- 2.3. The Watchhouse may advise the CTU throughout the day of additional new detainees ready for transfer, until the advised cut-off time by the courts (noting the cut-off time may be extended in extenuating circumstances).
- 2.4. The CTU Area Supervisor (CO2) must arrange for the escort of the new detainees in accordance with this procedure.

3. Watchhouse

- 3.1. Upon arrival at the Watchhouse, the CTU escorting officer must:
- collect the ACTP file for each new detainee
 - complete the questions as outlined in the [Return and Transport Risk Assessment Form](#)

- c. record any verbal information ACTP officers provide on the current behaviour and mental health status of the new detainee
- d. record any injuries
- e. cross reference the information given verbally by ACTP's officers with the ACTP Prisoner History Sheet in accordance with the Detainee Property - CTU Property Operating Procedure
- f. physically check all of the new detainee's property and count all AUD currency held by the individual against the ACTP Property sheet checklist
- g. record all money and secure in "cash" envelope with the CTU security seal
- h. ensure the Property Sheet accurately reflects all property (and the status of the property (i.e., damaged)) and add any property omitted
- i. confirm that ACTP's file contains a receipt slip for any property listed as "seized" by ACTP
- j. leave out any items that a new detainee may need to appear in court e.g., shoes, clothing
- k. identify and seize any prohibited items or belongings that may jeopardise the safety of a person or the safety of a correctional centre and then seal the belongings in the property bag
- l. record all security seal numbers on the ACTP Property sheet
- m. ensure all relevant documentation and the new detainee's property is secured in the vehicle before the new detainee is secured in the vehicle.

4. Receiving/transporting new detainees to CTU

- 4.1. Once the Watchhouse Sergeant has released each new detainee into the custody of CTU, the escort officers must conduct a frisk search, in accordance with the Searching Policy.
- 4.2. Prior to and during an escort from court, a person in custody may be deemed a 'Person at Risk' in accordance with the Court Transport Unit Person at Risk Management Operating Procedure.
- 4.3. In accordance with the Escort Policy and Operating Procedure, the escort officers must appropriately restrain and ensure that new detainees are safely transported to the CTU.
- 4.4. The escort officer that is not driving must contact the CTU control room via radio on departure from the Watchhouse.
- 4.5. The escort officer that is not driving must always maintain observations on detainees in the escort vehicle via the CCTV and radio system.

5. Arriving at CTU

- 5.1. On arrival at the court cells, the escorting officers must:
 - a. ensure the sally port roller door is down before removing any new detainee from the escort vehicle
 - b. escort new detainees to the cell allocated by the CTU Area Supervisor

- c. aim to have all new detainees lodged in the court cells by 0830 hrs wherever possible so they can seek legal advice from the Legal Aid Office where required. Aboriginal and Torres Strait Islander new detainees may also seek advice from an Aboriginal Legal Service Client Services Officer
 - d. deliver the ACTP file, including the Prisoner Alert Form to the monitor officer to record the information in the area logbook. The monitor officer will then provide the ACTP file to the CTU Area Supervisor to be actioned.
- 5.2. The escorting officer must place property in induction and secure any cash in the safe in the induction area.
- 5.3. On arrival at CTU from the Watchhouse, the CTU Area Supervisor must enter adult detainees' details on the detainee electronic record (CORIS). The detainee's electronic record must be reviewed to identify whether the detainee has an Appointed Decision Maker and/or NDIS support recorded.

6. CTU accommodation

- 6.1. If new reception detainees are required to share a cell for operational reasons, detainees on remand or without any known history of incarceration must not be accommodated with a person who has been sentenced.
- 6.2. Female and male detainees must be accommodated separately.
- 6.3. Adult and young detainees must be accommodated separately.
- 6.4. A young person must not be accommodated or allowed to associate with adult detainees or a person of another gender at CTU.
- 6.5. Transgender, intersex, and non-binary detainees must be accommodated separately from both male and female detainees.

7. Observation

- 7.1. To maintain safe custody, all detainees received into the CTU must be subject to visual and CCTV observations.
- 7.2. All new detainees from the Watchhouse will be placed on 15 x 24 observations until either released or remanded to custody and transferred to AMC.
- 7.3. All new detainees who are young persons will be placed on 5 x 24 observations until either released or transferred to Bimberi.
- 7.4. Where a new detainee has been deemed a Person-at-Risk (PAR), they must be managed in accordance with the Court Transport Unit Person at Risk Management Operating Procedure and Detainees at Risk of Suicide or Self-harm Policy.
- 7.5. Where a detainee is at an extremely high risk of self-harm, it may be necessary to place them on constant observations. In this case a CTU officer must be tasked with the sole responsibility of observing the detainee in question. This decision is at the discretion of the CTU Officer in Charge (OIC).

8. Receiving and verifying a warrant

- 8.1. Upon receiving the warrant for imprisonment or remand from the Registrar of the Magistrate's or Supreme Court, the CTU Officer in Charge (OIC) must check the warrant date authorises the detainee to be held on remand until a future date.
- 8.2. Where appropriate, the CTU induction officer must enter the warrant into CORIS.

Reception: Screening

9. Reception screening process

- 9.1. The CTU induction officer will complete the Reception Screening Form: AMC Intake Tool 1 with the detainee. This tool allows the CTU induction officer to gather critical information to support the intake process, including to:
 - a. identify the detainee
 - b. recognise and provide support if English is not the detainee's first language (refer to clause 9.5)
 - c. ascertain if the detainee identifies as Aboriginal and/ or Torres Strait Islander
 - d. record an emergency contact
 - e. describe specific components of the detainee's physical appearance
 - f. record whether the person identifies as having a disability and additional needs, and provide support or adjustment
 - g. establish any urgent care needs that may be present, where appropriate
 - h. check personal property items
 - i. label any significant scars, tattoos and/or injuries on a body diagram.
- 9.2. If the detainee has an Appointed Decision Maker and/or NDIS support this must be communicated to Admissions staff.
- 9.3. Where a detainee identifies as being of Aboriginal and/or Torres Strait Islander heritage the CTU induction officer must notify the Cultural Services Team via email at AMCCulturalServicesTeam@act.gov.au.
- 9.4. Where a detainee identifies as a transgender person, or a person born with a variation in sex characteristics they must be managed according to their self-identified gender and in accordance with the Management of Transgender Detainees and Detainees Born with Variations in Sex Characteristics Policy.
- 9.5. Where a detainee identifies that English is not their first language or identifies as having a disability or requiring adjustments, they may need additional supports and must be managed in accordance with the Corrections Management (Interpreter Service) Operating Procedure, the CTU Interpreter Services Operating Procedure (where the courts do not arrange this) and the Support for Detainees and Offenders with Additional Needs Policy.
- 9.6. The CTU induction officer must make the referrals to the relevant supports where indicated during the reception process.

- 9.7. Prior to completing the reception process, the CTU induction officer must review the CTU induction checklist to ensure that all requirements and expectations have been addressed, as this will provide critical information to staff working with detainees throughout the intake process.
- 9.8. A photograph must be taken of the detainee and uploaded to the detainee's electronic record. Where this is not possible, a photograph will be taken at Admissions.
- 9.9. Prior to leaving the CTU, the information on the Reception Screening Form: AMC Intake Tool 1 about the detainee must be recorded in the detainee's electronic record and all relevant information fields in CORIS updated as appropriate.
- 9.10. This step will take place at the AMC for detainees who do not come into custody via the CTU, such as those who come directly from ACTP custody. In this case, Admissions staff will need to complete the steps 8.1 to 9.9 that CTU staff are otherwise responsible for.

10. Searching

- 10.1. All new reception detainees may be strip searched by CTU officers to check for personal injuries and to maintain safety during the escort to the AMC in accordance with section 67 of the Corrections Management Act 2007, and the Searching Policy.

11. Recording and notifying of detainee injuries

- 11.1. CTU officers must record any existing injuries that are declared or observed on a detainee when entering custody. These injuries may have happened before or during the arrest.
- 11.2. CTU officers must arrange medical assistance for the detainee if their injuries need attention prior to the detainee's review by JHS staff on admission to the AMC.
- 11.3. Details of declared or observed injuries must be recorded on the Reception Screening Form and recorded on the detainee's electronic record:
 - a. all injuries must be photographed and uploaded to the 'Physical Appearance' module in CORIS
 - b. CTU Induction officers must create a medical alert in CORIS noting a brief description of the injury/s for Justice Health to follow up during their initial assessment at the Admissions stage.
- 11.4. The observation and recording of injuries are independent of any Justice Health assessment.
- 11.5. If the detainee makes an allegation regarding an injury or treatment, an interview must be conducted at the AMC at the time of admission. If the detainee consents, the interview must be recorded on video.

12. Detainee property

- 12.1. All money and personal property items must be managed in accordance with the Detainee Property CTU Property Operating Procedure.
- 12.2. The CTU induction officer and/or AMC admissions officer (where the detainee does not come into custody via the CTU) must:

- a. allocate the new detainee a property bin on the detainee's electronic record
 - b. create a detailed list of all the property items that were either in the possession of or accompanying the detainee.
- 12.3. The CTU induction officer must complete list of all personal property items, and any items that have been disposed of and record this in the property module in CORIS, in accordance with the CTU Induction Guide.

13. Detainees' classification is determined

- 13.1. All detainees will be classified as 'Mainstream Pending' during the reception process unless they have been identified as suitable for 'Protection' status, as determined by the CTU CO3.
- 13.2. The CTU CO3 may determine protection status is appropriate based on factors such as the nature of the criminal charges or previous criminal history, or any other appropriate concerns.
- 13.3. When a detainee is placed on protection during the reception process, the CTU OIC must:
 - a. inform the detainee that they are being placed on protection, giving the reason for the decision and what it means to be placed on protection
 - b. direct that the detainee is separated from mainstream detainees, as are all new reception detainees
 - c. inform CTU officers of the protection status of the detainee.

14. Transport risk assessment

- 14.1. The CTU Area Supervisor (CO2) must notify the AMC admissions officers of the impending arrival of the new detainee via phone and/or email and communicate any urgent care requirements.
- 14.2. All detainees must be transported to the AMC as soon as is practicable.
- 14.3. All detainees must be assessed and prepared for transport to the AMC in accordance with the Escort Policy and Procedure and the CTU Person at Risk Management Operating Procedure.
- 14.4. The CTU induction officer/CTU OIC must:
 - a. ensure a physical copy of the appropriate warrant, court order or other instruction of authority is obtained and accompanies the escort
 - b. ensure all documentation is correct and the appropriate warrant, court order or other instrument of authority is valid
 - c. determine security measures to be implemented for the escort, including use of restraints and the number of escort officers to be used (in accordance with the Use of Force and Restraint Policy and Use of Force and Restraint Operating Procedure)
 - d. ensure the escort officers are informed of any observations and/or Person at Risk (PAR) status regarding the detainee.

Admission

15. Detainee arrival at the AMC

- 15.1. When the detainee arrives at the AMC Admissions area they will undergo “Admission”, this is the second stage in the intake process and is designed to ensure:
 - a. confirmation of the legal authority to hold detainees
 - b. detainee’s needs are identified and referred as appropriate
 - c. legal requirements are met for searching, health assessments and tests, enabling the detainee to inform relevant parties they are in custody, and providing necessary clothing and bedding
 - d. necessary information is obtained to inform decisions about placement and classification.
- 15.2. The Admissions CO1 must check that the following items have accompanied the new detainee to the AMC:
 - a. the warrant (remand or sentence), which must include:
 - i. the detainee’s name and date of birth
 - ii. the detainee’s next court date (if on remand) or term of imprisonment
 - iii. the signature and seal stamp of the Registrar.
 - b. the detainee’s interim corrections file
 - c. the detainee’s property and valuables.
- 15.3. Where the Admissions CO1 has any concerns about the validity of the documents, the matter must be referred to the CO3 Area Manager. All induction processes must be suspended until the matter has been resolved.
- 15.4. Prior to unloading the detainees from the escort vehicle, the Admissions CO1/ CO2 must ascertain if any detainees are under protection or have a segregation order in place.
- 15.5. New detainees with welfare concern alerts must be unloaded first and regular observations must be continued until the detainee is seen by Custodial Mental Health staff. Alternatively, a detainee with medical and/or welfare concerns may be transferred directly to the Crisis Support Unit (CSU) and placed on constant observations.
- 15.6. The driver of the escort vehicle must remain with the vehicle until all detainees have been unloaded and secured in the holding cells.
- 15.7. The escort officers and the Admissions CO1 will escort the detainee from the vehicle and into a holding cell in the Admissions area.
- 15.8. CTU escort officers and the Admissions CO1 must ensure all necessary new reception detainee transfer paperwork has been completed, signed, and processed.
- 15.9. Where a new reception detainee arrives directly to the AMC, they must be processed in accordance with section 20.5.

16. Reception and discharge register

- 16.1. The Admissions CO2 must enter the new detainee's name in the Reception and Discharge Register as soon as they enter the Admissions area.

17. Admissions holding cells

- 17.1. New reception detainees must be accommodated in the holding cells in the Admissions area while the Admissions intake process takes place.
- 17.2. Female and male detainees must be held in Admissions cells separately.
- 17.3. Transgender, intersex and non-binary detainees must be accommodated separately from both male and female detainees.
- 17.4. If new reception detainees are required to share a cell for operational reasons, detainees on remand or without any known history of incarceration must not be accommodated with a person who has been sentenced.

18. Detainee observations

- 18.1. The Admissions CO1 must generate a Detainee Observations Form and place the detainee on 15-minute observations during the admission process.
- 18.2. If the detainee has been identified at risk of suicide or self-harm during the initial reception process at the Court Transport Unit, and has been placed on observations of greater frequency, this must continue until Justice Health Services and Custodial Mental Health assessments have been completed.
- 18.3. Staff from Justice Health and/ or Custodial Mental Health will determine an observation regime following their assessment of the new detainee.

19. Searching

- 19.1. A member of the Admissions team will conduct a full-body x-ray scan of the new detainee in accordance with the Searching Policy.
- 19.2. Where required, Admissions staff may undertake a strip search in accordance with the Searching Policy.

20. Admission process

- 20.1. The Admissions CO1 will complete the Admission Screening Form: AMC Intake Tool 2. The intake tool guides staff to identify and record appropriate information and makes consequential referrals, notifications and alerts. Completing this form enables the Admission CO1 to:
 - a. identify the detainee
 - b. establish a basic understanding of the detainee's legal situation
 - c. determine the detainee's current employment status
 - d. identify any urgent care needs that were unresolved when the detainee came into custody (referrals required, if necessary)

- e. record any food allergies and/or dietary requirements (referral required, if necessary)
 - f. screen for any non-associations with other detainees and/or gang affiliations
 - g. provide the detainee with an opportunity to ask any questions and/or address any concerns that they may have at that point in time
 - h. provide their own visual assessment and comment on suspected alcohol and/or drug-affected behaviour
 - i. review security risks and identify and recommend an appropriate classification for the detainee
 - j. make informed decisions and appropriate referrals.
- 20.2. Admissions staff will organise for the detainee to do an alcohol and other drug test within the first 72 hours.
- 20.3. Where the CTU Induction officer informs Admissions that the detainee has an Appointed Decision Maker and where these contact details are known, the Admissions Officer must:
- a. phone the guardian to advise the individual is in custody and to obtain details about the guardianship order
 - b. advise the detainee that contact has been made with the guardian
 - c. inform the Induction and Screening Unit (ISU) team via email (AMCInduction@act.gov.au) with details of the conversation.
- 20.4. Admissions officers must encourage the new detainee to complete the Admissions Induction: Request to Add Essential Numbers Form. This will enable the Induction and Screening Unit Team to create and populate a phone account for the new detainee with up to three essential phone contacts, for the detainees to use during their induction period in accordance with section 32.
- 20.5. In situations where a new reception detainee arrives directly at the AMC without completing the reception process at the CTU, the Admissions CO1 must complete the Reception Screening Form: AMC Intake Tool 1. This applies when the detainee arrives under any of the following circumstances:
- a. classified as a Section 30 (temporary remand hold)
 - b. an interstate transfer
 - c. arriving directly from a medical facility.
- 20.6. Once the form is completed, it must be uploaded to CORIS with the rest of the Admissions documentation and all relevant information fields in CORIS updated as appropriate.

21. Detainee photograph and identification card

- 21.1. The Admissions CO1 must take an Admission photograph and create an ID Card for the detainee in accordance with the Detainee Identification Card Operating Procedure.

22. Monetary advance

- 22.1. A monetary advance of \$5 is available to new reception detainees on admission to the AMC for the purpose of telephone credit.
- 22.2. The new reception detainee must be provided with a *FIN – Detainee Monetary Advance Request Form*.
- 22.3. Where a new reception detainee is scheduled for a court appearance within two (2) days of admission, a *FIN – Detainee Monetary Advance Request* must not be provided due to the possibility of release from custody.
- 22.4. The Admissions CO2 must sign and scan the *FIN - Detainee Monetary Advance Request Form* to the Finance section on the day of Admission.

23. Admissions telephone call

- 23.1. The Admissions CO1 must provide each new reception detainee with the opportunity to make one (1) telephone call in accordance with the *Detainee Communications Policy*.
- 23.2. On a case-by-case basis, new reception detainees may be able to make additional telephone calls, as appropriate.
- 23.3. When placing the call, the Admissions CO1 must make every effort to ensure appropriate contact during the admissions call. Interactions can be prefaced by asking the nominated receiver whether they are:
 - a. willing to receive a call from the detainee, and
 - b. is there any reason they should not have contact with the detainee (e.g., any court orders, including pending orders).
- 23.4. The Admissions CO1 must record the details of the call on the *Admissions Phone Call Form* and upload this to CORIS.
- 23.5. Where possible, an effort must be made to facilitate this call in Admissions, however in circumstances where this hasn't occurred, the Admissions call will be managed and documented by the Induction and Screening Unit (ISU) Team.

24. Detainee personal property

- 24.1. All personal property that is either on or with the detainee when they enter custody must be itemised and stored in Admissions in accordance with the *Detainee Property Policy*.

25. Justice Health and Custodial Mental Health Service assessment

- 25.1. The new reception detainee must be assessed by a representative of both Justice Health and the Custodial Mental Health Team as soon as practicable on entering custody. The assessment process usually occurs whilst the detainee is in Admissions, however when a detainee arrives at the AMC after 6pm, the Custodial Mental Health assessment may occur the following morning. In these cases, the detainee must remain in CSU on S2 x 15-minute observations until the assessment is completed.
- 25.2. As part of the assessment process, Justice Health and Custodial Mental Health staff will recommend an appropriate period of observations for the new reception detainee. The

recommended observation period, as well as observation frequency, may be based on a variety of factors, including:

- a. risk of self-harm (history of self-harm may also be noted)
- b. a recognised medical condition
- c. withdrawal from a known substance, including nicotine
- d. an identified injury.

25.3. The Admissions CO1 must add the recommended observation rating as an alert in CORIS at the time of the medical assessment.

25.4. Staff from the Justice Health and Custodial Mental Health teams must complete medical assessment documentation at the time of their consultation. This documentation must be uploaded to CORIS as part of the Admissions process and officers must review and use this information as appropriate (e.g., an interim risk management plan may be required in accordance with the *Detainees at Risk of Suicide or Self-harm Policy*).

26. Records management

26.1. The CO3 Area Manager will authorise and ensure the following information is completed and recorded in CORIS as part of the admission process, including:

- a. *Admission Screening Form: AMC Intake Tool 2* document
- b. *Admissions Induction: Request to Add Essential Numbers Form*
- c. *Admissions Phone Call Form*
- d. Justice Health and Custodial Mental Health Initial Assessment documentation
- e. *Reception Screening Form: AMC Intake Tool 1* document (if necessary).

26.2. The CO3 Area Manager must add these documents to CORIS in a case note, using the 'AMC Induction' Contact Type for identification purposes.

26.3. All forms need to be filled in accurately and completely, including providing as much detail as possible where free text boxes are included on forms.

27. Items issued during the admission process

27.1. As part of the admission process, new reception detainees must be issued with a box of items that the correctional centre provides in accordance with sections 41, 42 and 43 of the *Corrections Management Act 2007*.

27.2. If the new reception detainee goes directly to the CSU, they will be provided with the items they need there. Once they leave the CSU, they will be given the box of items specified at section 27.1.

Induction

28. Induction process

- 28.1. Upon completion of the admission process, the new reception detainee will be moved to a designated Induction area to complete the third stage of the intake process: induction. The purpose of induction is to:
- collect and share information that is relevant to the detainee at that point in time
 - inform detainees of how their information will be used, including seeking consent to collect and share information
 - assess individual needs, risks to safety and security to inform classification, placement and case management decisions
 - enable detainees to be appropriately separated and supported from the general detainee population to provide appropriate support, assessment of risks and needs and referrals during this vulnerable time
 - enable staff to explain to detainees their rights and entitlements while in custody and provide critical information to support orientation and adjustment to the AMC.
- 28.2. The Admissions CO1 or Health Rover must escort the new reception detainee and relevant paperwork to the induction area.
- 28.3. The CO1s / CO2 at the induction area must allocate a cell to the new reception detainee and communicate important information regarding unit expectations and routines.
- 28.4. The Area Supervisor must assess the detainee for placement in the induction area in accordance with the Placement and Shared Cell Policy and the Placement and Shared Cell Operating Procedure.
- 28.5. Detainees must be allocated set time/s out of their cell each day, with access to an external yard and the unit common area. Limitations on time out of cell must only occur to the least extent that is operationally possible and reasonable in accordance with section 28 of the Human Rights Act 2004.
- 28.6. Detainees will have access to nursing staff from Justice Health each day. The nursing staff will provide new detainees with access to medication and a triage system for additional treatment, if required.
- 28.7. If staff identify self-harm and/or suicide risks during the induction process, they must discuss their concerns with the Custodial Mental Health Services (CMHS) team in accordance with the Detainees at Risk of Suicide or Self-harm Policy and the Detainees at Risk of Suicide or Self-harm Operating Procedure.
- 28.8. Unit Correctional Officers must provide additional support to detainees, guiding them through the process of familiarising themselves with the routines and expectations of the AMC. This support is essential to help detainees effectively adjust into their new environment and understand the requirements associated with each specific area.

29. Confirming external disability supports

- 29.1. In accordance with the *Capturing and Recording Information about Decision Makers for Clients with Disability Operating Procedure* prior to initial contact with a detainee, ISU staff must check the detainee's electronic record to see whether the detainee has an alert for an Appointed Decision Maker or engagement with NDIS. ISU staff must seek the contact details of the Appointed Decision Maker or NDIS support coordinator and the order, where this information is not recorded.
- 29.2. Where a detainee discloses that they are engaged with NDIS or have an Appointed Decision Maker, ISU staff must record this information on the detainee's electronic record and advise the Supports and Interventions Unit.

30. The Footprint Survey

- 30.1. Induction staff will complete the *Footprint Survey* within a minimum of five (5) business days after admission to the AMC. The *Footprint Survey* is a comprehensive question-based screening tool which collects a wide variety of detailed information that is unique to the individual. The purpose of the Footprint Survey is to identify specific welfare and wellbeing needs, collect information for use by internal and external stakeholders, and recognise service and support referral points.
- 30.2. Induction staff must use information collected at both the Reception and Admission stages of the intake process to pre-fill several sections in the *Footprint Survey* then conduct an interview with the detainee.
- 30.3. Induction staff may be unable to complete a Footprint Survey interview if the detainee is unable or unwilling to cooperate. In these situations, induction staff will take reasonable steps to encourage participation in the Footprint Survey interview.
- 30.4. Induction staff must make three (3) individual attempts to complete a Footprint Survey interview.
- 30.5. Where a detainee is housed in a facility other than the AMC during the induction period, such as The Canberra Hospital, induction staff must attempt to complete the *Footprint Survey* offsite. The Footprint Survey interview may be conducted in person or over the phone in these circumstances.
 - a. It may be a condensed version of the full survey if the detainee does not have the capacity to complete the process in full.
- 30.6. Where the *Footprint Survey* has not been completed within five (5) days, a case note explaining the reasons for this must be recorded.
- 30.7. Based on the information collected during the *Footprint Survey*, Induction staff will identify specific needs and will generate referrals and/or notifications to internal and external stakeholders as required.
- 30.8. Induction staff must case note the details of any significant conversations they have with ACTCS staff and stakeholders in relation to the information collected in the *Footprint Survey*, Footprint Survey interview or induction process.

- 30.9. Induction staff will use the ISU Referral Form to provide notifications/and or referrals to internal stakeholders as appropriate.
- 30.10. The Footprint Survey Practice Guide provides additional information that will support induction staff to complete the interview process.
- 30.11. Induction staff must ensure the completed Footprint Survey, with any associated referral documentation, is recorded on the detainee electronic record as soon as practicable. Induction staff must also ensure that all relevant information fields are updated appropriately in CORIS.
- 30.12. When adding the case note, induction staff must use the following identifiers:
- a. Note Type: Custodial
 - b. Contact Type: AMC Induction.

31. Items issued during the induction period

- 31.1. Detainees will receive an induction pack. The induction pack will include:
- a. key information to support detainees' orientation to the AMC, including:
 - i. explaining their rights and obligations (e.g., living conditions and behavioural expectations)
 - ii. safety and security (e.g., searching and discipline)
 - iii. support and services available
 - iv. how to contact friends and family, legal assistance, and oversight agencies
 - v. how to set up finances and buy things
 - vi. case management and programs
 - b. basic toiletries
 - c. information about recreational activities.
- 31.2. Detainees are not permitted to request or be issued any additional items from their stored personal property in the ISU. Where a detainee requires access to essential phone contacts, they may request to obtain the number from their mobile phone stored with their property.
- 31.3. Once a detainee has moved to their permanent accommodation area, they are permitted to request items from their property by completing a Detainee Request Form.

32. Detainee phone and email accounts

- 32.1. Detainees may nominate up to three individuals as their essential phone contacts during the admission period by completing the Admissions Induction: Request to Add Essential Numbers Form or if this has not occurred, during the induction period.
- 32.2. Induction staff will provide the detainee with personalised email address, PIN, and password to access the telephone and email system. Detainees are responsible for maintaining confidentiality of these details.
- 32.3. Induction staff must contact the nominated individuals to obtain their consent to be added to the detainee's contact list in accordance with the Detainee Communication Policy. Induction Staff must make up to three (3) attempts to obtain this consent and make a case note on the detainee electronic record.

- 32.4. Induction staff must check the detainee electronic record to check if there are any active violence orders in place in the ACT that may prevent contact with the nominated individual. If a detainee discloses that there are active orders in another state, Induction staff must contact the Sentence Administration Section to request further information.

33. Inductions program

- 33.1. Detainees may also be offered to participate in an induction program to support adjustment to custody.

34. The Detainee Peer Mentor

- 34.1. A Detainee Peer Mentor is available for detainees in the ISU and will assist the ISU team in providing support to new detainees as they enter, reside, and exit the induction process.
- 34.2. The Detainee Peer Mentor must contact each new detainee within 48 hours of their arrival in the induction unit and will continue to 'check in' daily with each detainee during the induction period.

35. Induction exit process

- 35.1. Upon completion of the induction period, Induction staff must ensure all pre-determined requirements have been met during the induction period.
- 35.2. To ensure proper consideration is given to the relocation process, the CO2 and CO3 will complete a Placement Assessment Form. All decisions on detainee accommodation placement will be made in accordance with the Placement and Shared Cell Policy and the Placement and Shared Cell Operating Procedure.
- 35.3. ISU staff must notify:
- a. the AMC Executive Support team via email at PrisonPC@act.gov.au. At this point, Executive Support staff will take responsibility for all PrisonPC (email) and Detainee Telephone System (phone) account management matters
 - b. Detainee Classification via email at DetaineeClassification@act.gov.au and
 - c. the Case Management Team via email at AMCCM@act.gov.au.
- 35.4. Detainees will receive an induction pack. The contents of the pack are intended to assist in the detainee's transition to their permanent accommodation area.
- 35.5. When the new detainee has completed the induction period they will transition to permanent accommodation within the AMC.

RELATED DOCUMENTS

- Capturing and Recording Information about Decision Makers for Clients with Disability Operating Procedure
- Court Transport Unit Induction Guide
- Court Transport Unit Interpreter Services Operating Procedure 2021
- Court Transport Unit Person at Risk Management Operating Procedure
- Detainee Footprint Survey Operating Procedure

- Detainee Property – Court Transport Unit Property Operating Procedure
- Detainees at Risk of Suicide or Self-harm Policy
- Escort Policy and Procedure
- Interpreter Service Operating Procedure 2020
- Management of Transgender Detainees and Detainees Born with Variations in Sex Characteristics Policy
- Reception, Admission, and Induction Policy
- Reception and Management of Non-English Speaking Detainees Policy
- Reception Screening Form: AMC Intake Tool 1 Document
- Searching Policy
- Support for Detainees and Offenders with Additional Needs Policy
- Transport Risk Assessment Form

Leanne Close APM
 Commissioner
 ACT Corrective Services
 24 June 2025

Document details

Criteria	Details
Document title:	<i>Corrections Management Act (Detainee Reception, Admission, and Induction) Operating Procedure 2025</i>
Document owner/approver:	Assistant Commissioner, Offender Reintegration, ACT Corrective Services
Date effective:	The day after the notification date
Review date:	Five (5) years after the notification date
Responsible Officer:	Senior Director, Offender Reintegration
Compliance:	This operating procedure reflects the requirements of the <i>Corrections Management (Policy Framework) Policy 2024</i>

Criteria	Details
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Version Control			
Version no.	Date	Description	Author
V1	June 25	First Issued. Revokes: Receiving Prisoners from Watch-House, Court Transport Unit Operating Procedure 2008, Admissions Procedure 2014 and Induction Operating Procedure 2019	Y Jansen

Receiving New Detainees Processes Checklist

Please note: The steps listed below may occur in a different sequence as dictated by operational requirements.

Reception

Step	Action	Responsibility
1	The detainee is ordered into ACT Corrective Services custody and transported from the Watchhouse	CTU CO1 / CO2
2	An observation regime commences for the detainee	CTU CO2 / CTU Monitor officer
3	Appropriate CTU accommodation is allocated to the detainee	CTU CO2
4	Detainee warrant/s are received and verified and the new detainee is entered into CORIS	CTU CO2
5	The Reception screening process starts	CTU Induction officer
6	AMC Admissions officers are notified of the new detainee	CTU CO2
7	CORIS records are updated	CTU Induction officer
8	<ul style="list-style-type: none"> CTU officers liaise with Admission's officers to allocate a property bin at the AMC Detainee's personal property is itemised, recorded on CORIS and stored, awaiting transportation 	CTU Induction officer / CTU CO1s
9	The detainee's lodgement category is determined	CTU Induction officer / CO2
10	Consider conducting a search of the detainee as per the <u>Searching Policy</u>	CTU officers
11	The detainee is assessed for transport suitability	CTU Induction officer / CTU OIC

Admission

Step	Action	Responsibility
1	The escort vehicle arrives at the AMC Admissions Area	CTU Escort officers
2	Documentation for the detainee is verified	Admissions CO1
3	The detainee is unloaded and secured in the holding cells	CTU Escort officers and Admissions CO1/ CO2
4	The detainee's details are entered into the Reception and Discharge Register	Admissions CO2
5	The detainee is placed on an observation regime until they are seen by Justice Health and Custodial Mental Health	Admissions CO1
6	The detainee receives a full-body scan	Admissions CO2 / CO1
7	The Admission screening process starts. The Reception Induction form will also be completed at this time (if the detainee did not enter via CTU).	Admissions CO1
8	The detainee's photograph is taken, and ID card is issued	Admissions CO1
9	The detainee is provided with a <u>Monetary Request Form</u>	Admissions CO2
10	The detainee receives an Admissions telephone call to a family member	Admissions CO1
11	The detainee's personal property is stored	Admissions CO1 / Admissions Sweeper
12	The detainee is assessed by Justice Health and Custodial Mental Health	Justice Health / Custodial Mental Health
13	All Admission documentation is uploaded to CORIS	CO3 Area Manager
14	The detainee is provided with a New Reception box	Admissions CO1 / Admissions Sweeper
15	The detainee is escorted to a designated Induction area	Admissions CO1/ Health Rover
16	The detainee is received in a designated Induction area	Induction Area CO1 / Area CO2